



Clerkship Coordinators Handbook

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Welcome!

Core Clerkships are six or four-week educational experiences in clinical settings for medical students at NYU Langone School of Medicine (NYUSOM). They learn the fundamentals of the art & science of delivering health care services & develop their professional growth & knowledge. Core Clerkships are required for graduation & encompass the areas in which most medical care is provided: Ambulatory Care, Clinical Neurological Systems, Medicine, Obstetrics/Gynecology, and Psychiatry & Surgery. In this way, students get a broad understanding of proficient medical care, as well as exposure to a variety of career options.

Core Clerkships are developed, implemented & evaluated by the educational committees within a particular Academic Department. Although Departments may run them differently, they have the same overall structure & function. This is because they must be run in compliance with standards set by the Liaison Committee on Medical Education (LCME), or the body responsible for the accreditation of medical education programs leading to the MD degree. In addition, Clerkships must meet the expectations set by the leadership of the NYU Langone School of Medicine, with the guidance & resources of the Office of Medical Education.

Therefore, all Clerkship Coordinators have the same, general set of responsibilities. The Clerkship Coordinator ensures that the day-to-day educational activities of the Clerkship run smoothly & help organize the entire academic year. They assist students with administrative matters, recruit residents for a variety of instructional activities, monitor the evaluation & assessment process & help Clerkship Directors meet medical school & accreditation standards. They must be organized, flexible, responsive, skilled communicators & well versed in policies & procedures. The job also requires systematic thinking & planning, sometimes months in advance, to ensure that every student has a meaningful educational experience.

Learning the Job of the Coordinator

Clerkship Coordinators learn how to perform their responsibilities (**See Tab 1**) by meeting with people:

In the Department

- ✓ the Clerkship Director
 - ✓ outgoing Clerkship Coordinator
 - ✓ relevant faculty & staff (administrators, residency coordinator, elective/selective coordinator, etc.)
- Outside the Department. (**See Tab 2**) This includes being trained to use the technology related to the Clerkship (**See Tab 3**), the [NY Simulation Center for the Health Sciences](#) (**See Tab 4**) & [assessment/evaluation](#) (**See Tab 5**).

Clerkship Coordinators can better understand their role as part of the overall NYUSOM medical education team by visiting these sites:

- NYU Langone School of Medicine - click [here](#)
- C²¹, the NYU Langone School of Medicine's curriculum - click [here](#)
- Clerkships at NYU - click [here](#)
- Academic Departments – click [here](#)
- The Liaison Committee on Medical Education (LCME)- click [here](#)

Tab 1: Clerkship Coordinator Responsibilities

A. Administration & Communication

- Communications to visiting students & NYU Students re:
 - ✓ access to computer systems, medical records & facilities
 - ✓ instructions & announcements related to activities, assignments & grades
 - ✓ their preferred clinical site
 - ✓ completing Mid-Clerkship Feedback process & evaluations of Clerkships & faculty at the end of the rotation (See Tab 5)
- Communications to faculty re:
 - ✓ scheduling lectures
 - ✓ students' photos & names
 - ✓ student assessment & grades
- Documentation
 - ✓ Receive rosters for each rotation for the entire Clerkship year from the Registrar
 - ✓ Oversee students who choose to switch their rotation via Change Request Forms
 - Have student go to Registrar
 - Follow up with Registrar
 - Get form signed by Clerkship Director
 - ✓ Oversee attendance at lectures & tutorial sessions
 - ✓ Maintain proper documentation on all students
 - ✓ Record students' off-site assignments in the Off-Site Placement document on Director Resources site in ALEX
 - ✓ Keep records of their pager & cell phone numbers
- Order food & supplies
- Send students' requests for reimbursement to Erica Torres in OME
- Maintain ALEX website
- Assist in the implementation of policies & procedures, under the guidance of the Clerkship Director & Office of Medical Education
- Attend Bi-Monthly Meetings with the Office of Medical Education

B. Scheduling Students to their Clinical Sites

- Create a site preferences document to send to student, & notify students via email of their site assignment
- For Clerkships that assign students to off-site locations:
 - ✓ The site preference should also be used to record where they have already been assigned, to comply with the Off-Site Policy
 - ✓ Check the Off-Site Placement document on ALEX (Director Resources site) before assigning them off-site
 - ✓ Follow up with the Registrar and students if additional information is needed for off-site placements
 - ✓ Record students' off-site assignments in Off-Site Placement document on ALEX (Director Resources site)

Tab 1: Clerkship Coordinator Responsibilities (con't)

C. Curriculum

- Prepare materials for the orientation, didactics & ongoing faculty development
- Assist the Clerkship Director in implementing curriculum
- Order & set up food for meetings that occur during breakfast, lunch or dinner
- Organize the lecture schedule & tutorial sessions for each rotation & reserve rooms
- Send confirmations of room reservation dates to Clerkship Director & lecturers
- Use technology ([See Tab 3](#)) to schedule instructional activities & post relevant material & student grades
- Use technology to map Clerkship's goals & objectives to those of the overall NYUSOM clinical curriculum & ACGME (The Accreditation Council for Graduate Medical Education)

D. Coordinate all aspects of OSCE/Mannequin Simulations

At the [NY Simulation Center for the Health Sciences](#), in collaboration with the 'Sim Center's' Coordinator for Undergraduate Medical Education ([See Tab 2](#)). OSCEs are **Objective Structured Clinical Examinations** where medical students & actors, portraying standardized patients (SPs), interact so that the SPs can assess how well the students address a defined medical case. ([See Tab 4](#)) Faculty can also use assess students' clinical knowledge & skills, using mannequins that contain integrated computer technology to simulate a medical condition & how an actual patient would respond in real time to specific care interventions & treatments.

E. Assessment/Evaluations ([See Tab 5](#))

- Coordinate students' evaluation of lectures & collect data from CURIE & Clerkship-specific evaluation forms, if applicable
- Mid-Clerkship Feedback
 - ✓ Ensure that students are given an iPad Mini. Train students & faculty to use it, as needed
 - ✓ Inform Clerkship Director of any concerns raised by the reports on the Director Resources generated by the Department for Educational Informatics (DEI) regarding each student's entries in the Patient Log ([See Tab 3](#))
 - ✓ Send instructions to preceptors & students regarding the Mid-Clerkship Feedback process & the PRIMES form
 - ✓ Track whether students & faculty have completed their Mid-Clerkship Feedback meeting & remind them to do so
 - ✓ Track whether students post reflections in ePortfolio, both before and after their Mid-Clerkship Feedback meeting & follow up via email to remind them to do so
- Assessments/Evaluations conducted at the end of the rotation
 - ✓ Configure New Innovations so that:
 - students are assessed for their performance during the correct time period
 - students & faculty are matched properly, so that the correct pairings evaluate/assess each other
 - students evaluate the Clerkship

- ✓ Run reports in New Innovations to identify students & faculty whose assessments/evaluations have not been completed & remind them to do so
 - ✓ Track whether students post faculty evaluation forms in ePortfolio & remind them to do so
 - ✓ Release students' grades after all assessments/evaluations have been completed
- **Grading (See Tab 5)**
 - ✓ Send individual reminder emails to faculty assessing students
 - ✓ Address any discrepancies with grades
 - ✓ The clerkship grade report tool data is automatically populated from New Innovations. Download evaluations/grade spreadsheet from Education Data Warehouse
 - Compile comments on students in a Word Document to enter into spreadsheet & send to students & Monica Pagan (Registrar's Office)
 - Compile & format performance data as requested & formulate final grades for students in partnership with the Clerkship Director
 - Enter grades into a grade sheet that was sent by Lori Hammonds (Registrar's Office.) Have the grade sheet signed by the Clerkship Director & submit it to Lori no later than four weeks after the block
 - After all assessments/evaluations have been completed, upload grades for students & faculty comments to the Comments & Feedback tool on the Clerkship's site in ALEX.

Tab 2: Key Resources

<u>Site/Link to Site</u>	<u>Function</u>	<u>Key Personnel</u> (meet with this person to learn about the areas they oversee)	<u>Contact Information</u> (Format of NYUSOM email addresses: Jane.Doe@nyumc.org)
Click here for: atNYULMC.org	<ul style="list-style-type: none"> • Human Resources & Employee Benefits • Telephone, computer hardware & software support (MCIT) • Education Dashboards • iDevelop • Off-site access to employee email accounts 	N/A	N/A
Click here for: Office of Medical Education	<ul style="list-style-type: none"> • Disseminates new policies & procedures & implements projects related to curriculum development & delivery; assessment of Clerkships & all related technology. Click here for: School Wide Policies • Convenes monthly meetings of all the Clerkship Coordinators to update them & request their assistance 	<ul style="list-style-type: none"> • Mel Rosenfeld, PhD, Senior Associate Dean for Medical Education • Rhonda Acholonu, MD, Director of Education in the Clinical Sciences • Kristi-jo Tutela-Dane, JD, Administrative Director – policy & finance* • Laura Srebnik, MA, Project Coordinator - all aspects of Clerkships* • Lauren Young, RN, MPA, Evaluation & Student Assessment Coordinator - evaluations of Clerkships* • Erica Torres, Project Associate – reimbursement of eligible expenses 	General #: 212-263-7048 Kristi-jo: 212-263-5064 Laura: 212-263-2109 Lauren: 646-501-5240 Erica: 646-501-2384

<p>Click here for: Registrar's Office & here for Academic Calendars</p>	<ul style="list-style-type: none"> Maintains official student records, grades & academic calendar Oversees student lottery for Clerkship & Selectives palettes Oversees visiting students' educational experiences Send rosters to each Clerkship Provides letters of good standing & other information & certifies students, as required by affiliated hospitals Oversees Electronic Residency Application Service (ERAS) & NYUSOM students applying for electives at other sites (VSAS) 	<ul style="list-style-type: none"> Maureen Doran, Director - certifications required by off-site clerkship assignments Lori Hammonds, Program Associate – student rosters & grades, Residency Application Service (ERAS) & NYUSOM students applying for electives at other sites (VSAS) Alice Wilson, Administrative Assistant - visiting students Monica Pagan, Program Associate - Selectives & faculty comments on students Janet Montero, Program Associate - Electives 	<p>212-263-5291</p>
<p>Click here for: Division of Educational Informatics (See Tab 3 and Tab 5)</p>	<p>DEI creates & supports technology to manage all aspects of:</p> <ul style="list-style-type: none"> Instruction & student ePortfolio The Patient Log The process of assessment/evaluation of students, faculty & Clerkships On-line training 	<ul style="list-style-type: none"> Sabrina Lee, MPA, Division Director* William Holloway, MSc Director, Educational Info.Technology Raae-Marie Wolfram, MPH, Project Manager* 	<p>(See Tab 3)</p>
<p>Click here for: DEQA (Division of Education Quality and Analytics)</p>	<ul style="list-style-type: none"> Creates tools that are used to evaluate clerkship & faculty & to assess students. Sends Clerkship evaluation reports to Clerkship Directors, & Coordinators 	<ul style="list-style-type: none"> Colleen Gillespie, PhD., Director, Evaluation Suvam "Sam" Paul, Data Analyst 	
<p>Click here for: NY Simulation Center for the Health Sciences (NYSIM)</p>	<p>Students can practice the skills needed for proficient medical care, without actual patients</p>	<p>Meg Anderson, Coordinator for Undergraduate Medical Education*</p>	<p>646-501-4099</p>
<p>Click here for: Tisch, Bellevue, VA Hospitals & other clinical training sites</p>	<p>Each clinical site has its own requirements & medical record systems. Clerkship Coordinators may schedule students to be registered or trained so that they have full access to areas, patients & medical records</p>	<p>Click here for Students' Guides to Working at Tisch, Bellevue & VA hospitals</p>	
<p>Click here for: Office of Student Affairs</p>	<p>Clerkship Directors, Coordinators & students contact this Office to:</p> <ul style="list-style-type: none"> Advocate for student concerns & follow up on student complaints of mistreatment Alert the NYUSOM administration when a student is facing significant personal challenges Coordinate the STEP exam process 	<ul style="list-style-type: none"> Lynn Buckvar-Keltz, MD, Associate Dean Cindy Godoy, Program Assistant 	<p>212-263-6088</p>
<p>Click here for: Student Health</p>	<p>Clerkship Directors, Coordinators & students contact this Office when students need:</p> <ul style="list-style-type: none"> Urgent care Treatment & follow up care for 	<ul style="list-style-type: none"> Jackie Burke, RN, ANP-C, Director Katherine Soller, Project Coordinator 	<p>212-263-5489</p>

	needlesticks & membrane splashes <ul style="list-style-type: none"> • HIV/STD services • Vaccinations/immunizations • Mental health services 		
Sign on to atnyumlc.org for: Finances/Accounts Payable	Clerkship Coordinators contact this Office to establish Standardized Patients (SPs) & other individuals as vendors recognized by NYUSOM & to enable them to be paid		212-404-4200

Tab 3: Technology

ALEX (Advanced Learning Exchange)

Link to tool:	Support:
Click here for: ALEX: Advanced Learning Exchange and CURIE ALEX is a Learning Management System that serves as a central resource for online medical education content & computer-based learning activities. Log onto ALEX to access:	# ALEX Support
Clerkship Websites – Every Clerkship an ALEX site that supports teaching, learning & collaboration	
MedEd – Resources for Students <ul style="list-style-type: none"> ✓ Students’ access to scrubs machines & medical records at Bellevue ✓ Clerkship & Selective lotteries ✓ Descriptions of Selectives, Concentrations & CCSE ✓ The Medical Student Handbook ✓ School-wide policies & procedures 	
Director Resources <ul style="list-style-type: none"> ✓ Off-Site Placement form ✓ Run reports on the Patient Log ✓ Minutes from Clerkship Director & Clerkship Coordinator meetings ✓ Information about the LCME, Graduate Questionnaire (GQ) & PRIMES ✓ Contact information. 	
New Innovations on the “My Workspace” page to set up the process whereby students can evaluate faculty & the Clerkship, as a whole. Faculty can assess them	Click here for: New Innovations Overview Click here for: New Innovations Manual Matching & other Help Modules Sabrina.Lee@nyumc.org Raae-Mary.Wolfram@nyumc.org
Education Data Warehouse & Clerkship Grade Tool Here, Clerkship Coordinators can find student grade reports & faculty comments on their performance & the eLearning Completion report. The evaluation will appear in the clerkship grade tool one day after it is entered into New Innovations.	#DEI@nyumc.org Sabrina.Lee@nyumc.org Raae-Mary.Wolfram@nyumc.org
Go to your Clerkship site to use Compass & iTunes U Compass offers a web-based experience which allows students to manage virtual patients, collaborate in virtual teams & supports the delivery of online learning modules. Lectures can be captured in iTunes. Contact #Media Facilities to upload these recordings. Students can access Compass & iTunes via the hand menu of each Clerkship site on ALEX. My Workspace” page of ALEX.	To upload modules to Compass, contact: #DEI@nyumc.org Sabrina.Lee@nyumc.org Raae-Mary.Wolfram@nyumc.org Contact # Media Facilities to

	record & upload an activity to iTunes
<p>Go to your Clerkship site to use the Administrative CURIE link or click here: CURIE Administrative Link. The NYU School of Medicine Curriculum Inventory Explorer (CURIE) is a comprehensive online management & mapping system that provides for the collection, management, analysis & delivery of all aspects of the Curriculum for the 21st Century (C21). Clerkship Directors, Coordinators & faculty:</p> <ul style="list-style-type: none"> ✓ Enter course information, schedule activities & link the relevant instructional materials to them ✓ Enter learning goals & objectives that can then be made searchable & mapped to NYUSOM's overall goals & objectives & ACGME Competencies. <p>Students can view the scheduled activities, learning goals & objectives & posted materials by clicking on the CURIE <i>Schedule</i> link on the left hand menu in each Clerkship site in ALEX.</p>	<p># ALEX Support</p> <p>Sabrina.Lee@nyumc.org</p> <p>Raae-Mary.Wolfram@nyumc.org</p> <p>William.Holloway@nyumc.org</p>
<p>Patient Log</p> <p>DEI developed a web-based Patient Log system within ALEX where students can document their clinical encounters – whether with an actual patient or a virtual one & document whether or not they were observed by faculty while performing a history & physical.</p> <ul style="list-style-type: none"> ✓ DEI provides reports to preceptors & Clerkship Coordinators as to whether students have seen a reasonable number of patients & been observed. These reports will be used during the Mid-Clerkship Feedback process to ensure that students experience all domains & are observed performing an H & P before the end of the rotation ✓ Clerkship Coordinators also provide periodic reports to the Clerkship Directors. To run reports on patients' encounters with patients, go to the Director Resources site & click on the Reports Dashboard link on the left hand menu. ✓ Students can enter their encounters into the Patient Log via the "My Workspace" page of ALEX 	<p>Sabrina.Lee@nyumc.org</p> <p>Raae-Mary.Wolfram@nyumc.org</p>
<p>Go to your Clerkship site to use the Comments and Feedback Tool. This tool is used to upload students' grades, faculty comments on their performance & username & passwords to the Tisch scrubs machines, Bellevue's medical records. These sensitive data are protected under FERPA (Family Educational Rights & Privacy Act)</p>	<p># ALEX Support</p>
ORION	
<p>Orion - integrated simulation management skills evaluation software that is used by NYSIM to run OSCEs and Mannequin Simulations.</p> <ul style="list-style-type: none"> ✓ Clerkship Coordinators enter information into Orion to schedule & evaluate students & collect performance data after the simulations are completed ✓ The NYSIM posts the project profile on Basecamp, a project management tool 	<p>Meg Anderson</p>
iPad Mini	
<p>During Clerkship Orientation, DEI gives medical students an iPad mini on which they complete a PRIMES form, as part of the Mid-Clerkship Feedback process with their preceptors.</p>	<p>Sabrina.Lee@nyumc.org</p> <p>Raae-Mary.Wolfram@nyumc.org</p>
Meeting Room Manager	
<p>Click here for: Meeting Room Manager Use this site to reserve rooms at Tisch, the Skirball Institute, Smilow, Coles, Alumni Hall, MSB & Greenberg Hall</p>	

Tab 4: OSCEs & Mannequin Simulations

Preparations for OSCE/Simulation

Major Tasks

- Schedule rooms at NYSIM for an entire or half year
- Recruit & schedule for faculty for each rotation
- Meet with NYSIM to solidify scheduling & logistics
- Email any changes in project to NYSIM
- Work with NYSIM to recruit & train SPs & have them complete paperwork for Finance Department
- Create students, SPs & faculty schedules (off line)
- Orion
 - ✓ Create students & SPs blueprints & give a copy to NYSIM
 - ✓ Enter checklists of students & SPs into Orion
 - ✓ Enter Patient Note form into Orion
- Photocopy Student Instructions to post on doors of exam rooms & SP Instructions to put in exam rooms
- Create hardcopies of Checklists & Patient Notes in case of technical problems
- Create list of all props/equipment (i.e., gowns, task trainers, reflex hammers, microfilaments, etc.)

What You Need to Know to Schedule an OSCE/Simulation

- # of Learners, their Kerberos IDs & emails
- Activities (Encounters, Orientation & Debriefing)
 - ✓ How many?
 - ✓ How long?
 - ✓ Sequence of activities
 - ✓ Arrival & end time
 - ✓ # of students who can be scheduled simultaneously?
 - ✓ Amount of time in between & breaks?
- # of Rooms needed
- # of Faculty needed, their Kerberos IDs, emails & their availability
- # of SPs (Standardized Patients) needed, their Kerberos IDs, emails & their availability
- Which SPs already know the case?
- Are they already considered Vendors by NYUSOM?
- Will SPs need breaks (one break per 6 student encounters)
- Will SPs need to be fed?
- # of Staff needed to greet & orient students, troubleshoot & run the control booth), their Kerberos IDs, emails & their availability

Instructional Materials

- Instructions (including case material) for Learners in pdf
- Instructions (including case material) for SPs in pdf
- Checklists for SPs – they will be entered into Orion, but create hardcopies incase technology fails during session
- Patient Note form to be entered into Orion
- Faculty Guide for debriefing students
- Props
- Equipment to be provided by NYSIM or Clerkship

Other Materials

- Blueprints for Learners
- Blueprints for SPs
- Sign in Sheet for Learners
- Job descriptions for Staff
- Control Room Script (Overhead paging announcements must be aligned with timing of the encounters.)
-

Day of Objective Structured Clinical Exercise (OSCE)

- Set camera angles in Control Room
- Post Student Instructions on doors of exam rooms
- Place hardcopies of SP Instructions & SP Checklists in exam rooms
- Place hardcopies of Patient Note forms next to each computer station
- Place all props/equipment (i.e., gowns, task trainers, reflex hammers, microfilaments, etc.)
- Orient students
- Troubleshoot technical & scheduling issues

Objective Structured Clinical Exercise (OSCE) Encounters

Timing for Learners

- Pre-encounter Time (orientation, student line up)
- Encounter time (time to be recorded)
- Post-encounter time (SPs checklists, student notes, any verbal feedback)
- Time between encounters (1 - 2 min. transition time recommended)



Recommended SP arrival/call times

- T -30 min. SP Call time (arrival at NYSIM)
- T -15 min. "10 min. to places"
- T -10 min. "5 min. to places"
- T -5 min. "Places"
- T -0 min. "Go"

SAMPLE SCRIPT for a 10 Minute Encounter with a 10 Minute Post-encounter note

(Reminder: Please script overhead paging announcements to match the timing of the encounters.)

- "Welcome to the New York Simulation Center. Your ___ (program name) OSCE will begin momentarily."
- 0 minutes: "You may begin your encounter"
- 8 minutes: "There are 2 minutes remaining in the encounter"
- 10 minutes: "The encounter is now over. Please exit the room, and begin your post-encounter."
- 8 minutes: "There are 2 minutes remaining in your post-encounter."
- 10 minutes: "The post encounter is now over, there are 2 minutes before your next encounter."

Post-Objective Structured Clinical Exercise (OSCE) and Simulation

- Give faculty access to completed checklists & students' videos
- Submit check requests to pay SPs
- Finalize students' grades
- Arrange for students who fail to get remediation & to complete the OSCE, again
- Ensure SPs are paid within 30 days by Financial Services
- Maintain list of SPs contact information, training & past performance dates
- Send thank you letters to faculty & cc the chairs of their departments