

## GME Program Coordinator Excellence Award 2011



**Michelle Rickard**

Pathology  
University of Washington  
Seattle, WA

**Nominators had this to say:**

“Michelle Rickard has over twenty years of experience as an adult educator; developing and presenting training programs in computer skills, professional development and personal enrichment as well as twelve years of experience as a program manager in postgraduate medical education. She has been a leader at University of Washington, providing innovative and creative efforts in developing compliance programs using web-based measurement tools, designing effective database applications to track compliance, and assisting other program managers to

adapt to changing requirements, particularly with respect to implementation of the ACGME Outcomes Project goals. She has also contributed innovative creativity in website development, including HTML coding, integrating effective design elements, graphic applications and web technology for effective program marketing. Her pathology recruiting efforts utilized web-based applications prior to the development of the ERAS web-based approach, and her efforts have won approbation from applicants, from pathology faculty members, and from managers of other programs.”

“She implemented operational cost sharing agreements that reduced program management expenses by 40%, including digital records management that reduced paper usage by 75%. She has led the growth and expansion of the UW Pathology training programs from 32 trainees in six programs at 5 training sites in 1997 to the current 44 trainees in 11 programs in 11 training sites. And she also built a web-based system of departmental communication, the Residents' I-Web, to centralize documentation, instruction, procedures and administrative processes for 44 residents and fellows, 150 faculty members and 50 administrative staff members involved in the training of pathology at University of Washington.”

“Finally, as another resident wrote "in spite of a difficult, complex and demanding job, she found time to hand knit booties for my baby. What more could you ask for in a program coordinator!" She is bright, committed, organized, passionate, enthusiastic, and has made significant and positive contributions to graduate medical education at the local and national levels.”