

Cassandra Denise Shorter, BS

(281) 773-7567

Education:

2021 - 2022 - Certification in Diversity and Inclusion

Cornell University

College of Biblical Studies

2005 - 2009 - Bachelor's Degree

2008 - Teaching Certificate

Houston Community College

2002 – 2004 - Major - Psychology

Austin Community College - 1990 – 1990

Major – Communications; Minor – Psychology

Present Employment

Baylor College of Medicine

6621 Fannin, Houston, Texas 77030

6/24/2018 to present

Pediatrics – Program Supervisor

Overseeing 4 Program Coordinators and 1 Data Analyst, while providing academic support for Department of Pediatric Residency program of 196 Residents the largest residency program in the nation. This includes hiring, training, terminating, evaluating and monitoring their performance. Assisting the Chief Residents, overseeing the program and filing of program documents; respond to verification of training documents in coordination with the Program Director(s). Prepare/oversee and update materials as needed for, ACGME Site Visits, Program Books (yearly), application materials, curriculum documents, goals/objectives/competencies. Learn and apply rules for Texas State Board of Medical Examiners (TSBME) documentation, Foreign Medical Graduates (FMG) documentation. Proficient in ACGME Web Based Programs, RRC Web Based Programs, and NRMP Web WebAds.

Prepare for internal review visits to ensure that the rules and regulations of the Graduate Medical Education (GME) are met to ensure continued accreditation for the Pediatric Residency Program. Ensuring that we are meeting the requirements of the Accreditation Council for Graduate Medical Education (ACGME), annually making the updates and changes to the program material for continued accreditation.

Oversee the preparation and setup for interview days, including using ERAS, scheduling interviews and preparing the interview schedule, coordinate with the doctors to ensure that all the candidates are interviewed and results of the interviews are turned in. Set up intern interviews, including negotiating rates with the nearby hotels, transportation to and from the airport, itinerary, plan lunch and dinner with current residents and navigate the applicant through the day. After applicants are selected, enter ranking results into the system. Begin the process of hiring them through the Graduate Medical Education Office at Baylor, set up HR for orientation. Responsible for the tracking and training the Residents from orientation until graduation. Ensure that diplomas are ordered and plan the resident's graduation. Maintain resident's files for easy access after graduation when verification inquiries are received. Update PreCert for the residents to allow them to be able to take their boards.

Maintain program information on ACGME website, ensure that the residents are current in E*Value, then the school changed to MedHub, including ensuring that all if not most of the evaluations were completed, duty hours are entered and set up rotation evaluations in E*Value and MedHub.

Maintain institutional program letters of agreements, entry and processing of faculty reimbursements, check requests, and travel reimbursements for assigned faculty and residents.

Developed a spreadsheet to maintain the budget for 4 programs, Pediatric Global Health, LEAD, Physician Scientist Program and Pediatric Residency programs with an annual budget of over 3+ million. Developed a process in which to monitor the spending of each of the programs annual budget. Process all major bills, and correspond with all vendors to help negotiate prices. Renewed all of the programs annual subscriptions, ITE, Pedi-A-Link, APPD dues and ABP dues.

Developed and maintain record keeping and a filing system for the department to ensure easy accessibility to the request from GME. Moved the filing system from paper to electronic retention.

Created a standard operating procedure folder that includes best practices, which held all of the processes and procedures that we do on a daily basis. The coordinators update as procedures change.

Organize all of the department retreats, orientations, which includes strategically planning activities, negotiating budgets with hotels, reviewing contracts, and meeting with other department heads to continue relationships with their departments and various companies.

Baylor College of Medicine – Pediatric Residency - Academic Coordinator

4/1/2014 to 6/23/2018 – San Antonio

Pediatric Hospital Medicine Fellowship Program - Academic Coordinator

2/1/2016 to 6/23/2018 – San Antonio

Pediatric Gastroenterology Fellowship Program - Academic Coordinator

2/1/2016 to 6/23/2018 – San Antonio

Assisted with developing the first BCM Pediatric Residency Program, PHM and GI Fellowship programs in San Antonio, which entailed providing academic support for Department of Pediatric Residency and PHM, GI Fellowship program and getting accreditations for the programs. Assisted the Chief Resident with scheduling seminar(s). Regular organization and filing of program documents; respond to verification of training documents in coordination with the Program Director(s), prepare and update materials as needed for, ACGME Site Visits, Program Books (yearly), application materials, curriculum documents goals/objectives/competencies. Learn and apply rules for Texas State Board of Medical Examiners (TSBME) documentation, Foreign Medical Graduates (FMG) documentation. Proficient in ACGME Web Based Programs, RRC Web Based Programs, NRMP Web

Prepare for internal review visits to ensure that the rules and regulations of the Graduate Medical Education (GME) are met to ensure continued accreditation for the Pediatric Residency Program.

Prepare and setup for interview day, including using ERAS, scheduling interviews and preparing the interview schedule, coordinate with the doctors to ensure that all the candidates are interviewed and results of the interviews are turned in. Enter ranking results into the system. Set up fellow/intern interviews, including negotiating rates with the nearby hotels, transportation to and from the airport, itinerary, plan lunch and dinner with current fellows/residents and navigate the applicant through the day. After applicants are selected, begin process of hiring them through the Graduate Medical Education Office at Baylor, set up HR for orientation. Responsible for the tracking and training the Fellows and Residents from orientation until graduation. Order diplomas and plan fellows/residents graduation. Maintain fellow/residents files for easy access after graduation when verification inquiries are received. Update PreCert for the fellows/residents to allow them to be able to take their boards.

Maintain program information on ACGME website, keep fellows/residents current in E*Value, including printing of evaluations, ensuring that duty hours are entered, setting up seminar schedules in E*value so that the presenters will be evaluated and also downloading program information for lectures and rotation sites. Set up rotation evaluations in E*Value, etc.

Maintain institutional program agreements, entry and processing of faculty reimbursements, check requests, and travel reimbursements for assigned faculty.

Develop and maintain record keeping and filing system for all departments. Data entry using Microsoft excel, prepare PowerPoint presentations for doctors classes and training sessions. Respond to all GME request.

**Baylor College of Medicine – Child and Adolescent Psychiatry Residency Program Coordinator
& General Psychiatry - Academic Coordinator
Department of Psychiatry – 1/2008 - 4/1/2014**

Oversee both departments Child and Adolescent Psychiatry Fellowship & General Psychiatry Residency programs. Supervise one coordinator who assists me with both programs. Complete correspondence regarding training program, letters of recommendation, Inter-office memos, keep minutes from necessary academic meetings, departmental meetings and special meetings that may be called, transcribe staff meeting minutes. Maintain lists containing faculty and staff information. Prepare check request.

Provide Academic support for Departmental Child & Adolescent Program and General Psychiatry Recruitment. Teach responsibilities to the Residents and Interns. Prepare and schedule seminar(s). Regular organization and filing of program documents; respond to verification of training documents in coordination with the Program Director(s), prepare and update materials as needed for, ACGME Site Visits, Program Books (yearly), application materials, curriculum documents goals/objectives/competencies. Learn and apply rules for Texas State Board of Medical Examiners (TSBME) documentation, Foreign Medical Graduates (FMG) documentation. Proficient in ACGME Web Based Programs, RRC Web Based Programs, NRMP Web Based Programs, E*Value Program, and its application of scheduling of resident activities (rotations, supervision), scheduling of didactics (uplink documents for lectures; reminders; coordination of rooms, faculty, residents). Evaluate schedules (residents and faculty) including regular compilation and filing of completed evaluations (at 3 and 6 month intervals). Coordinate resident activities, keeping track of sick, and vacation leave, expenditures (recruitment, book fund, and travel). Coordinate resident recruitment and interview season, coordinate faculty schedule, coordinate residents' schedule, and coordinate food delivery, room reservations.

Prepare for internal review visits to ensure that the rules and regulations of the Graduate Medical Education (GME) are met to ensure continued accreditation for the Child & Adolescent Psychiatry and General Psychiatry program.

Prepare and setup for interview day, including using ERAS, scheduling interviews and preparing the interview schedule, coordinate with the doctors to ensure that all the candidates are interviewed and results of the interviews are turned in. Enter ranking results into the system. Set up fellow interviews, including negotiating rates with the nearby hotels, transportation to and from the airport, itinerary, plan lunch and dinner with current fellows and residents and navigate the fellow/resident through the day. After fellows/residents are selected, begin process of hiring them through the Graduate Medical Education Office at Baylor, accompany fellows to orientation. Responsible for the tracking and training the Fellows and Residents from orientation until graduation. Order diplomas and plan fellows/residents graduation. Maintain fellow/residents files for easy access after graduation when verification inquiries are received. Update PreCert for the fellows/residents to allow them to be able to take their boards.

Maintain program information on ACGME website, keep fellows current in E*Value, including printing of evaluations, ensuring that duty hours are entered, setting up seminar schedules in E*value so that the presenters will be evaluated and also downloading program information for lectures and rotation sites. Set up rotation evaluations in E*Value, etc.

Maintain institutional program agreements, entry and processing of faculty reimbursements, check requests, and travel reimbursements for assigned faculty.

Develop and maintain record keeping and filing system for both departments. Data entry using Microsoft excel, prepare PowerPoint presentations for doctors classes and training sessions. Set up and maintain all the training schedules, ensure that there are adequate supplies and food for sessions. Prepare seminar schedules, respond to all GME request, ie: budget grids, screen calls for potential patients, take information, then if the patient is a candidate, send out information to prepare them for their appointment. Enter the patients BASC and Connors information to receive their scores. Prepare all the reports for their first visit and schedule patients in EPIC. I support 5 Doctors and 51 Residents and 10 Fellows.

Baylor College of Medicine – Administrative Secretary
Department of Psychiatry – Research - 7/2004 – 1/2008

Provide advanced secretarial duties for the senior investigators in the Child and Family Program. Type reports and other material from notes, Dictaphone machine, or rough drafts. Compose, type and proof confidential correspondence. Schedule appointments and maintain calendars, answer the phones, take messages and deliver information. Make travel arrangements and reservations. Order supplies and maintain inventory, distribute incoming mail and prepare outgoing mail. Prepare technical reports, manuscripts and book chapters for submission. Perform literature searches.

Distributes incoming mail and prepare outgoing mail, develop and maintain record

keeping and filing system for the organizational unit. Data entry using the Microsoft Excel and perform other job related duties as assigned.

**Baylor College of Medicine – Administrative Assistant
Department of Surgery – Liver Transplant 1/2002 – 7/2004**

Maintain and print all Doctors schedules. Retrieved, opened and sorted mail for 4 doctors, printed dictation's made corrections - mail or fax to doctors. Sent dictations to billing - gathered and sent encounter forms to billing. Maintained and renewed all the doctors' permits. Typed and distributed monthly on-call schedules for the doctors, nurses and coordinators, faxed them to the appropriate departments. Took minutes in the weekly Staff meetings. Filed all patient information in charts, i.e. Op Reports, Consults, Labs, Correspondences, etc. Paid all monthly bills pertaining to the department in SAP. Ordered office supplies. Maintained the physicians CV's. Made trip reservations. Scheduled luncheons with Drug Reps. Called Reps to replenish medications – to be given out to patients as samples. Retrieved doctor's reports from TXCH clinic visits - using logician to pull office notes to send to billing. Filled out reappointment applications for Dr.'s for various hospitals. Ensured all of their licenses were updated yearly. Ensured that all subscriptions were updated. Filled out provider applications and kept them updated. Provided support, as needed for 9 Coordinators and Nurses. Maintain Liver Center Phone list, mail and follow-up on all certified letters. Sent letters out to individuals who are interested in the Islet Cell program. Registered all donor patients in Dec Med - then sent to billing. Back up for receptionist other duties as assigned. Support 4 Doctors, 5 Coordinators, and 4 nurses. Was responsible for the training and productivity of the other Secretarial staff. Monitored their productivity and made any necessary documentation if improvement was needed, or rewarded them when they did well and retrained where necessary.

**P.A.C.E – 6/2005 – 4/2010
Girls Program Director**

Overseeing the PACE Program that works with at-risk girls that have been placed on probation, helping them to develop more positive life choices while providing a unique intervention and support for the youth and their parents. Enabling the youth and their families to overcome the risks associated with returning to the criminal justice system. By teaching/counselling the youth and their parents, life skills, parenting, family development, career technology, academics, proper self-esteem and character development. Assessing the youth and their parents with BERS and DISC and giving them feedback on the findings. of the hiring of the secretarial staff, or calling in temps when necessary.

Enron - 9/01 - 11/01

Data Entry - Major responsibilities included: Tracking incoming and outgoing sales of

products. Making sure that all the companies were paid and insured we were paid. Printed weekly and monthly reports. Contacted companies who had not paid to insure that they received all the necessary paperwork to complete the transaction.

Office Depot – 1/99 – 3/01

District Trainer/Assistant Manager – Major responsibilities included: Recruitment, Training New Hires and conducting New Hire Orientation, Training Store Managers, Assistant Managers, District Managers and Associates on the policies and procedures. Trained and certified other Trainers and Managers on Performance Management, Consultative Sales, Coaching, Effective Interviewing, Performance Appraisal, Data Input, Cash Office, Customer Service and Receiving. Opening new Office Depot's in different regions, which includes training all of the Managers and Associates to operate the stores effectively and efficiently. Lead store safety meetings and trained store staff on safety to prepare them for the LP managers' visits.

Office Depot – 12/97 – 1/99

Assistant Manager – Major responsibilities included: Customer service, inventory, training, and data input, accounting, receiving.

Circuit City - 9/96 – 12/97

Operations Manager – Major responsibilities included: Customer service, inventory, and recruitment, training new hires accounting, receiving and shipping.

Federal Express Corporation - 7/95 – 9/96

Courier - JGQA – Houston, TX. – Major responsibilities included: Delivering and picking up packages. Also providing good customer service.

Federal Express Corporation – 8/93 - 7/95

Operations Manager - HBYA - Houston, TX – Major responsibilities included: Monitored courier's routes, worked on team building, trained new couriers, insured that freight was picked up and left the building on time for flight.

Federal Express Corporation – 4/92 – 8/93

Operations Manager - SATA - San Antonio, TX – Major responsibilities included: Monitored courier's routes, worked on team building, trained new couriers, insured that freight was picked up and left the building on time for flight.

Federal Express Corporation - 10/88 - 4/92

Courier - AUSA - Austin, TX – Major responsibilities included: Delivering and picking up packages. Also providing good customer service.

Federal Express Corporation - 4/88 - 10/88

Handler - AUSA Ramp - Austin, TX – Major responsibilities included: Loading and unloading planes, sorting freight for the different destinations.

Federal Express Corporation - 3/86 - 4/88

Secretary -BSC Manager - Houston, TX – Major responsibilities included typing, filing, and arranging meetings, conference calls.

Federal Express Corporation - 2/85 - 3/86

Secretary –ZapMail Manager - Houston, TX– Major responsibilities included typing, filing, and arranging meetings, conference calls.

SKILLS

Excellent Customer Service, Training, Employee Relations, Hiring, Typing, SAP, DecMed, HIS, Logician, Microsoft Word, Microsoft Works, Excel, and PowerPoint, 10key, Budgeting and various other office skills. ACGME Web Based Programs, RRC Web Based Programs, NRMP Web Based Programs, E*Value Program, EPIC and ERAS.

PROFESSIONAL ACHIEVEMENTS

2023 - ACGME Barbara Ross-Lee, DO Diversity Equity and Inclusion Award, given to the APPD
*I am a member of the APPD Confronting Racism Action Team that was honored with this award.

Assisted with other active Pediatrics' Coordinators to improve the Coordinator's Handbook, 2017, 2022

Instrumental with setting up the new Pediatric Critical Care Fellowship Program in San Antonio, 2016 June

Instrumental with setting up the new Pediatric Gastroenterology, Hepatology, and Nutrition Fellowship Program in San Antonio, 2015 June

Instrumental with setting up the new Pediatrics Residency Program in San Antonio, 2014 April.
Emceed the ACTION conference in 2014

ARTICLES / INSTITUTIONAL CONFERENCE / NATIONAL / INTERNATIONAL CONFERENCES / MEETINGS / OTHER

Facilitator, *"Table to Able: Wellness"*. Association of Pediatric Program Directors (APPD) 2023 Annual Fall Meeting, 21-22 September 2023. Arlington, VA.

Speaker, *"Section Specific Programming – Coordinators"*. Association of Pediatric Program Directors (APPD) 2023 Annual Spring Meeting, 21-22 September 2023. Arlington, VA.

Lead, *"Service Project – Book Donation: We Need Diverse Books"*. Association of Pediatric Program Directors (APPD) 2023 Annual Spring Meeting, 21-22 September 2023. Arlington, VA.

Facilitated small group discussions, *"What does your budget looks like"*, March 2023

Audrea Burns, PhD, Alisa Acosta, MD, Andria Tatem MD, Tyree Winters, DO, Sherita Love, PhD, **Cassandra Shorter, BS**, Presented a workshop for the Royal College's International

Conference on Residency Education (ICRE) Annual Conference for Program Administrators, *"We Are All Advocates: Reframing Professional Identity Formation in Social Justice for Trainees Within Health Professions Education"*, October 2022

Omoruyi, E. Hernandez, F. **Shorter, C.** Wertheimer, K. *"HSC-MS-22-0092 – Pediatric Residency Coordinators-Your Experience with Racism"*, 3 February 2022. – the named project is determined to qualify for exempt status according to 45 CFR 45.104(d).

Facilitated small group discussions, *"Compassionate Conversations: Bystander Interventions that Create More Inclusive Clinical and Learning Environments"*, September 2020

Facilitated small group discussions, *"Compassionate Conversations – Just Mercy"*, with Baylor College of Medicine, September 2020

Facilitated small group discussions, *"A Compassionate Conversation and Action: Racism, Police Brutality and Community Healing,"* with Baylor College of Medicine, June 2020

Shorter, C., Hernandez, F., & Ross, A. (February 2020). Introduction to mentoring. HCPro Residency Program Alert, Volume 18, Issue No.2, page 9-12

Presented during the "Facilitated Networking Sessions" at the 2019 Spring APPD National Conference on Coordinator's on Mentoring and Sponsorship, March 2019

Presented a workshop at the 2019 Spring APPD National Conference on "Mentoring", March 2019

Presented a workshop at the 2018 Fall APPD National Conference on "Understanding Your Team Members True Colors" which will assist in better managing responsibilities, October 2018

Presented a workshop at the 2018 Fall APPD National Conference on "Mentoring", October 2018

Presented during the "Grassroots Forum for Coordinators" at the 2018 Spring APPD National Conference on Coordinator's integration into the APPD Learning Communities, Leadership Skills, Communications Skills and Development, March 2018

Presenting a workshop at the 2017 Spring APPD National Conference on "Juggling all aspects of a coordinators day", March 2017

Presented at the 2016 Spring APPD National Conference on "Organizing your day", April 2017

ELECTED POSITIONS

2023 – 2024	Chair for the Association of Pediatric Program Directors (APPD) Coordinators Executive Committee
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2022 – 2023	Chair-Elect for the Association of Pediatric Program Directors (APPD) Coordinators Executive Committee
2022 -	Member of the Residency Recruitment Action Team for the Association of Pediatric Program Directors (APPD)
2021 -	Chair for the Association of Pediatric Program Directors (APPD) Anti-Racism for Coordinators
2021 – 2022	Chair for the Association of Pediatric Program Directors (APPD) Communications Workgroup
2020 –	Chair for the Institutional Diversity, Inclusion and Equity, Community Outreach Program for Baylor College of Medicine
2020 – 2020	Nominations Committee for Diversity, Inclusion and Equity for Baylor College of Medicine
2019 – 2021	Chair for the Association of Pediatric Program Directors (APPD) Mentoring Workgroup
2018 – 2019	Co-Chair for the Association of Pediatric Program Directors (APPD) Mentoring Workgroup
2018 – 2022	At-Large Member of the Association of Pediatric Program Directors (APPD) Coordinators Executive Committee
2017 – 2018	Interim At-Large Member of the Association of Pediatric Program Directors (APPD) Coordinators Executive Committee

PROFESSIONAL AFFILIATION

Association of Pediatric Program Directors, 2014-present
Notary Public, Secretary of State, Texas 2018-present

COMMITTEES

Association of Pediatric Program Directors, Program Committee 2023 Annual Meeting, Spring 2024

Association of Pediatric Program Directors, Program Committee 2022 Annual Meeting, Spring 2023

Association of Pediatric Program Directors, Program Committee 2022 Annual Meeting, Fall 2022

Association of Pediatric Program Directors, Program Committee 2021 Annual Meeting, Spring 2022

Association of Pediatric Program Directors, Program Committee 2021 Annual Meeting, Fall 2021

Association of Pediatric Program Directors, Program Committee 2020 Annual Meeting, Spring 2022

Association of Pediatric Program Directors, Program Committee 2020 Annual Meeting, Fall 2020

Association of Pediatric Program Directors, Program Committee, 2018-2021

Association of Pediatric Program Directors, Coordinators' Executive Committee, Member-At-Large, 2018-2021

Association of Pediatric Program Directors, Coordinators' Mentoring Workgroup, Chair, 2016-2020

Association of Pediatric Program Directors, Program Committee 2019 Annual Meeting, Fall 2019

Association of Pediatric Program Directors, Program Committee 2018 Annual Meeting, Spring 2019

Association of Pediatric Program Directors, Program Committee 2018 Annual Meeting, Fall 2018