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## **ACGME creates new Office of Resident Services**

*Marsha Miller named associate vice president of new office*

CHICAGO, Nov. 19, 2008 –The Accreditation Council for Graduate Medical Education has developed a new Office of Resident Services that will help residents resolve concerns about their residency programs. Marsha Miller will serve as associate vice president of resident services, and Emily Vasiliou as the resident services associate. Ms. Miller will continue to staff the Council of Review Committee Residents.

The purpose of the new office is to “be a safe haven for residents and fellows and faculty to voice concerns related to residency education and the learning environment,” noted Timothy P. Brigham, MDiv, PhD, senior vice president of education.

“The staff of resident services will listen, discuss, answer questions, provide information, and help develop options for resolving a situation,” said Dr. Brigham. “They will not be an advocate for any individual, but an advocate for fair process. The formal complaint process will not change. Marsha and her staff will work to create an office where residents have a stronger voice and presence within the ACGME.”

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Early in her career with the ACGME, Ms. Miller worked with the ophthalmology, surgery, and thoracic surgery review committees, as well as the subspecialties of anesthesiology, diagnostic radiology, and pediatrics. Ms. Miller most recently worked as the associate executive director for ACGME activities and as the staff liaison to the ACGME Board of Directors. With guidance from retired ACGME Chief Executive Officer David C. Leach, MD, Ms. Miller developed the Parker J. Palmer Courage to Teach Award and Courage to Lead Award. She has a bachelor's degree in organizational leadership from Dominican University, and is working toward a master's degree in liberal arts at the University of Chicago.

Ms. Vasiliou, who has 20 years of experience in education, previously worked as the assistant to ACGME activities and Board liaison. She has a master's degree in education from DePaul University and a bachelor's degree in teaching from Mankato State University.

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*The ACGME is a private, non-profit organization that accredits approximately 8,500 residency programs in 127 specialties and subspecialties that educate 108,000 residents. Its mission is to improve the quality of health care in the United States by assessing and advancing the quality of resident physicians' education.*