

## GME Institutional Coordinator Excellence Award



While institutional coordinators' titles may vary, this generally refers to the role that supports the designated institutional official, manages the day-to-day operations of the Graduate Medical Education (GME) Office, and is actively involved in the ACGME-related functions of the institution. This award recognizes an individual who demonstrates in-depth knowledge of GME and skillfully manages the multiple roles of administrator, counselor, enforcer, coordinator, organizer, and scheduler.



**Krista Lombardo-Klefos, MBA**

Cleveland Clinic  
Cleveland, Ohio

**Nominators had this to say:**

“From the outset, Krista took on the challenging task of training and supporting new program coordinators. This required impeccable professionalism and interpersonal skills with the flexibility to adapt to the many communication preferences she encountered. She carried these qualities into her role managing our Program Improvement Plan Subcommittee, where she worked with program directors as well. She became the Institutional Administrator of MedHub, where she innovated ways to facilitate and train others in the system’s features. She designed and implemented monthly training programs, instructional materials, in-person presentations, and educational lunches to ensure the needs of our institutional learning community were met. These were very well received and substantially improved the use of this program.”

“Krista is the universal go-to source of wisdom and perspective on compliance with ACGME requirements. Even with my years of experience, I know exactly who to call when I have a question regarding our accreditation or compliance. In these (not infrequent) instances, I can count on Krista’s response being quick, clear, and absolutely correct.”

“Krista is the epitome of a true professional. She conducts herself in a manner to be emulated. She has interactions that span across an area of professions, from our environmental services colleagues to medical students and residents/fellows, to the very top leaders at the Cleveland Clinic, and it’s truly remarkable that each individual she works with is treated with the utmost respect. In addition, she is and has been, a leader.”