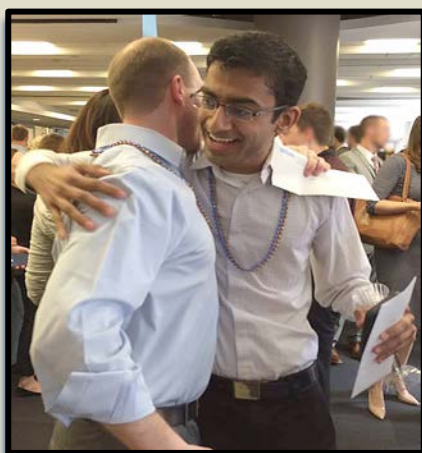




# PROGRESS REPORT: 2010-2014



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Tufts University School of Medicine*



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## PROGRESS REPORT: 2010-2014

### MESSAGE FROM THE CHAIR AND PRESIDENT/CEO

Over the past five years, the National Resident Matching Program (NRMP®) has undergone significant change. In 2010, in response to increasing interest from foreign entities, NRMP created a wholly-owned subsidiary, National Resident Matching Program International®, to provide matching services outside the United States and Canada. In 2011, NRMP began the exciting process of creating its own business and information technology infrastructure after decades of management under another organization. In 2012, we introduced the Match Week Supplemental Offer and Acceptance Program® (SOAP®) to streamline the process for offering unfilled positions to unmatched applicants, and we completed a branding initiative that updated NRMP's image to better align the organization with its reputation in the graduate medical education community. In 2013 we launched a redesigned public website and implemented an All In Policy for the Main Residency Match®, and in 2014 we completed the roll-out of our new Registration, Ranking, and Results® (R3®) system, launched a complementary R3 system mobile site, and introduced The Match PRISM®, a smartphone app that helps applicants manage and rate the residency and fellowship programs with which they interview.



*Maria C. Savoia, M.D., Chair*



*Mona M. Signer, M.P.H.,  
President and Chief Executive Officer*

These achievements are meaningful because they directly support and promote NRMP's mission to provide unparalleled matching services to applicants and residency training programs. The Main Residency Match and the Specialties Matching Service® have grown markedly since 2010, with record numbers of applicants and positions offered in each. We continually strive to offer a matching process that is fair, efficient, transparent, and reliable. We are proud that research on our highly-regarded matching algorithm was the basis for awarding the [2012 Sveriges Riksbank Prize in Economic Sciences in Memory of Alfred Nobel](#).

*We hope this progress report provides new insight into NRMP operations. We are proud of what we have accomplished in a relatively short period of time, and we look forward to a continued partnership with our constituents to grow and strengthen The Match.*



*NRMP Office in Washington, DC*

## **ABOUT THE NATIONAL RESIDENT MATCHING PROGRAM**

The NRMP, located in Washington, D.C., is an independent, not-for-profit organization founded in 1952 to match graduating medical students and other applicants to residency and fellowship programs in United States teaching hospitals. The NRMP also is committed to engaging in and supporting research that enhances the matching process for applicants and training programs.

The NRMP manages the Main Residency Match as well as a Specialties Matching Service that includes 27 Matches for nearly 60 subspecialties. A wholly-owned subsidiary, National Resident Matching Program International, provides matching services for public and private entities located outside the United States and Canada.

The NRMP is governed by a Board of Directors that includes representatives from national medical and medical education organizations as well as medical students, resident physicians, and graduate medical education (GME) program directors.

## VISION AND MISSION

*To be a trusted global provider of matching services for healthcare professionals and the premier Match data resource.*

*To match healthcare professionals to graduate medical education and advanced training programs through a process that is fair, efficient, transparent, and reliable. To provide meaningful and accessible Match data and analyses to stakeholders.*

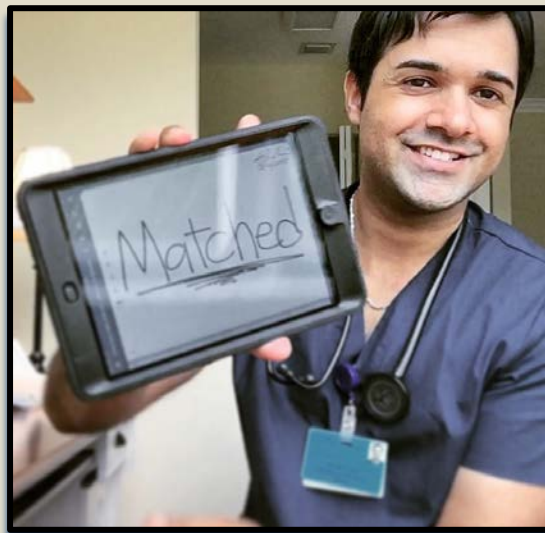
## STRATEGIC PRIORITIES

- Expand the Matching Program domestically and internationally
- Build and maintain cutting-edge technology to deliver matching services that are accurate, fair, timely, stable, and efficient
- Enhance communication with and the experience of Matching Program constituents
- Provide to stakeholders, free of charge, meaningful data and resources that advance knowledge in the field

## ORGANIZATION VALUES

Ensure superior customer service by demonstrating and promoting

- Professionalism and Integrity
- Accountability
- Innovation
- Domestic and Global Collaboration
- Synergy



**Ryan Sahni, MD**  
**Ross University School of Medicine**

## NRMP MATCHING PROGRAMS

### GROWING LOCALLY, EXPANDING GLOBALLY

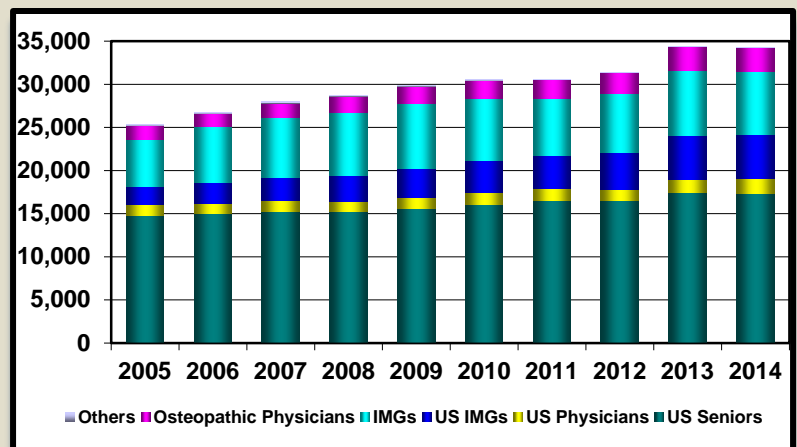
The cornerstone of the NRMP is the unparalleled matching service provided to students and graduates of United States and international medical schools seeking positions in U.S.-based graduate medical education programs. Growth in that service over the last five years has been profound, and now NRMP is expanding internationally and building global partnerships that afford other countries the ability to create their own high-quality matching programs.

**Main Residency Match.** The largest of the NRMP's Matching Programs, the [Main Residency Match](#), annually transitions tens of thousands of applicants into residency programs in United States teaching institutions. The Main Residency Match was created in 1952 in response to medical students' concerns about "exploding offers" they received from hospitals. At that time, third-year medical students were given only 24-48 hours to make decisions about an internship offer so that hospitals would have some assurance that their positions would be filled. Such practices pressured students to choose a specialty and a program even though they lacked adequate training, a true understanding of medicine, and sure knowledge of their long-term career interests.

Since its inception, the Match has been championed as the best possible method for providing medical students and graduates an opportunity to attain their preferred choices for postgraduate training. As a result, participation in the Match has grown exponentially. A ten-year analysis of data shows a marked increase in the number of applicants who look to the Match for GME training in the United States:

#### APPLICANT PARTICIPATION IN THE MAIN RESIDENCY MATCH: 10-YEAR TREND

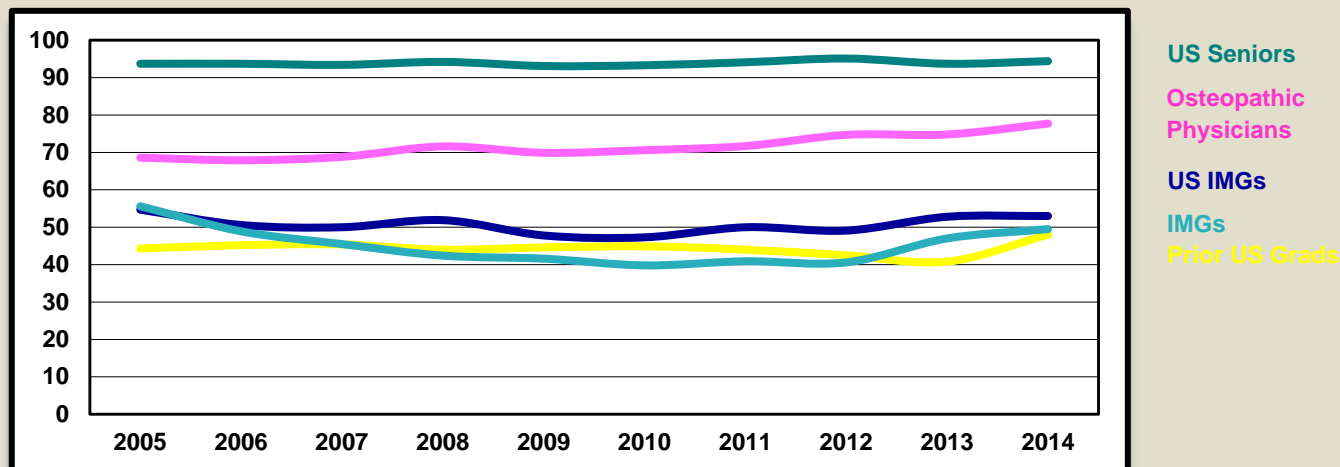
- **18% increase** in U.S. allopathic medical school seniors
- **32% increase** in non-U.S. citizen international medical school students and graduates
- **80% increase** in osteopathic medical school students and graduates
- **145% increase** in U.S. citizen international medical school students and graduates





By 2014, the Main Residency Match had grown to encompass 40,000 registrants and 29,000 first and second-year positions. More than 16,000 U.S. allopathic medical school seniors and over 9,000 other applicants matched to more than 26,000 PGY-1 positions. Historically, about 94 percent of U.S. allopathic medical school seniors have matched to first-year positions. The match rate for other applicant groups has ranged from almost 80 percent for students and graduates of osteopathic medical schools to about 50 percent for applicants from international medical schools (IMGs).

### MAIN RESIDENCY MATCH RATES BY APPLICANT TYPE: 10-YEAR TREND



- **Reports.** [Data](#) from the Main Residency Match are published annually in *Results and Data Books* that provide a comprehensive analysis of Match size and outcome. *Charting Outcomes in the Match*, published biennially since 2007, provides important information about the characteristics of applicants who match to their preferred specialties. In 2014, the NRMP collaborated with the Educational Commission for Foreign Medical Graduates® (ECFMG®) to produce *Charting Outcomes in the Match for International Medical Graduates*, a report that examines characteristics unique to IMGs. **All NRMP publications are free** to the GME community.

### 2014 DATA DOWNLOAD

#### User Interest in NRMP Reports and Publications

▶ Results and Data Book	<b>83,216 downloads</b>
▶ Charting Outcomes in the Match	<b>21,898 downloads</b>
▶ Charting Outcomes for IMGs	<b>15,662 downloads</b>
▶ Program Director Survey	<b>7,955 downloads</b>
▶ Match Day Press Release	<b>7,197 downloads</b>
▶ First-Year GME Report	<b>4,784 downloads</b>

**Specialties Matching Service.** In 1974, NRMP began offering matching services for advanced residency and fellowship positions through its [Specialties Matching Service](#) (SMS). The first subspecialty to join the SMS was Colon and Rectal Surgery, and by 2014 participation in the SMS had grown to 27 separate Matches for 55 subspecialties. Much of that growth has occurred during the last five years. **Between the 2010 and 2014 appointment years:**

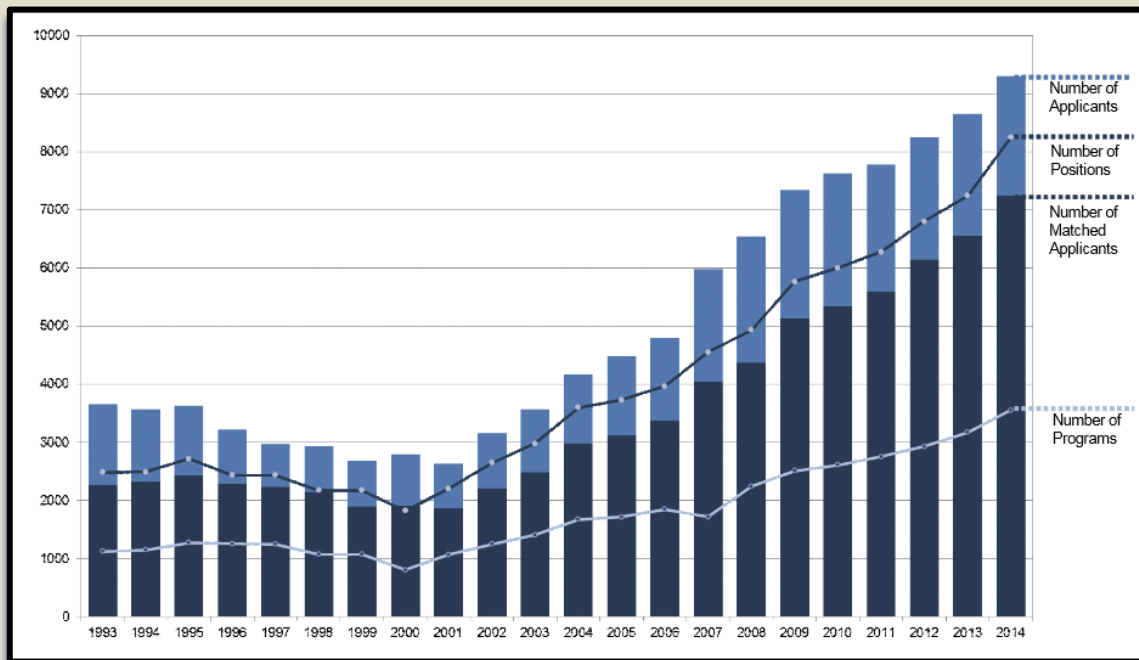
↑ **New subspecialties joining the SMS: 20**

↑ **Increase in programs in the SMS: 36%**

↑ **Increase in positions in the SMS: 37%**

The number of **applicants** participating in at least one Fellowship Match has **increased 22 percent** since the 2010 appointment year, and the **match rate** has **risen nearly 8 percent**.

### **SPECIALTIES MATCHING SERVICE PARTICIPATION: 1993-2014**



The 2014 SMS appointment year was the largest in history, with more than 9,000 applicants vying for over 8,200 fellowship positions in more than 3,500 programs. **The largest SMS Match is the Medical Specialties Matching Program for Internal Medicine fellowships**, which for the 2014 appointment year included 4,800 applicants competing for more than 3,800 positions in nearly 1,300 programs. The smallest Match is Pediatric and Adolescent Gynecology, with about 8 applicants vying for 7

positions in 7 programs. The [Results and Data Book, Specialties Matching Service](#) for the 2014 appointment year was ***downloaded 11,569 times***.

**NRMP International.** In 2010, NRMP created NRMP International (NRMPI®), a wholly-owned subsidiary of NRMP. Over the previous several years, a number of foreign entities had expressed interest in using NRMP's services. Creation of NRMPI enabled the NRMP to engage in discussions on a more meaningful level and to respond to inquiries from countries about the feasibility of managing a matching program outside the United States and Canada.



Between 2010 and 2013, NRMP received inquiries from several international health authorities about a Match. The Health Authority – Abu Dhabi (HAAD) was especially interested in contracting with NRMPI to provide matching services for its TANSEEQ Match. Moving quickly, NRMP created a multi-tenant platform within the R3 system and customized it to support HAAD's unique matching requirements. Additional services provided to HAAD included policy development, user support and on-site training, R3 system and public website hosting, and Match operations and technical support. Match results are posted simultaneously to the HAAD and NRMPI public websites.

The first TANSEEQ Web Match was conducted in 2014. Also in 2014 the [NRMP International website](#) was launched to provide information about the Matches managed by NRMPI and to market NRMPI services.



## NRMP TECHNOLOGY A MORE FACILE USER EXPERIENCE

NRMP's goal is to be seen as a modern, innovative, and IT savvy organization with robust product lines to support its mission. Since 2010, that goal has been reinforced with new and improved IT offerings.

**The R3 System.** In November 2011, NRMP contracted with a private vendor to re-architect the Registration, Ranking, and Results (R3) system. Fully web-based since the 2002 Main Residency Match, the existing R3 system was brittle and reliant on aging technology and infrastructure. The NRMP Board of Directors was committed to building a system that maintained the accuracy and security Match constituents had come to expect while also incorporating greater flexibility for constituents. The new R3 system launched in summer 2012 for Fellowship Matches in the Specialties Matching Service, an unprecedented 15 months after the initial contract was signed. The 2014 Main Residency Match opened on the new version in September 2013.

Today's R3 system supports automated processes for exchanging pertinent information with partnering organizations like the ECFMG® and the Association of American Medical Colleges® to verify applicant eligibility for the Match and execute the Match Week Supplemental Offer and Acceptance Program (SOAP). It is capable of supporting tremendous user load and also is more robust than the previous version, with features that include

- rising senior list upload function for medical schools
- “professional profile” data fields to collect applicants’ professional, academic, and research backgrounds
- matched applicant reports for medical schools and residency programs
- SOAP reports for medical school officials and GME program directors
- new program coordinator and enhanced school user roles
- Fellowship Match applicant results for core program directors
- powerful email messaging capacity

### 2014 MATCH R3 TRAFFIC STATS

- ▶ Nearly **19,000 pages requested** from server in the **first minute** the R3 system was open for the 2014 Main Residency Match.
- ▶ More than **500,000 emails issued** through the R3 bulk email notification service in the **first six weeks** of the 2014 Match.
- ▶ Nearly **240,000 user logins** viewing over **2.8 million pages** during 2014 Match Week.

**m.r3.nrmp.org.** Once development of the new R3 system was completed, NRMP directed its attention to constituents' growing reliance on smartphone and mobile device technology. Mobile "m." sites were created for both the public website and the secure R3 system, allowing applicants the flexibility to engage in the matching process anytime, anywhere. The primary goal was to improve user experience, satisfaction, and interaction by offering simple navigation and eliminating scrolling for features appropriate to a mobile user. m. sites have the added benefit of directing users to an alternate IT infrastructure to reduce burden and load on the primary site.

**A "light" version of the m. site went live in advance of Match Week 2014,** months earlier than planned, and **over 35,000 applicants** logged in to m. during that week. The purpose of the partial release was not only to enable Match applicants to obtain and review a subset of their Match information using smartphones and tablets, but also to reinforce the NRMP's image as a forward-looking IT service provider.

**The Match PRISM®.** In 2013, the NRMP developed a free smartphone app for Match applicants that allows them to schedule, track, and rate programs for interviews and generate a rank order list for creating in the R3 system. Although residency-based apps already existed in the marketplace, none provided the scope or breadth of program data or a program rating scale based exclusively on findings from the NRMP's Applicant Survey.

*"Well designed great tool for developing a preliminary rank list. I like that you can add custom made categories, though the built in ones are really thoughtful."*

*- Match Applicant*



**The Match**  
**Program Rating and**  
**Interview Scheduling Manager**

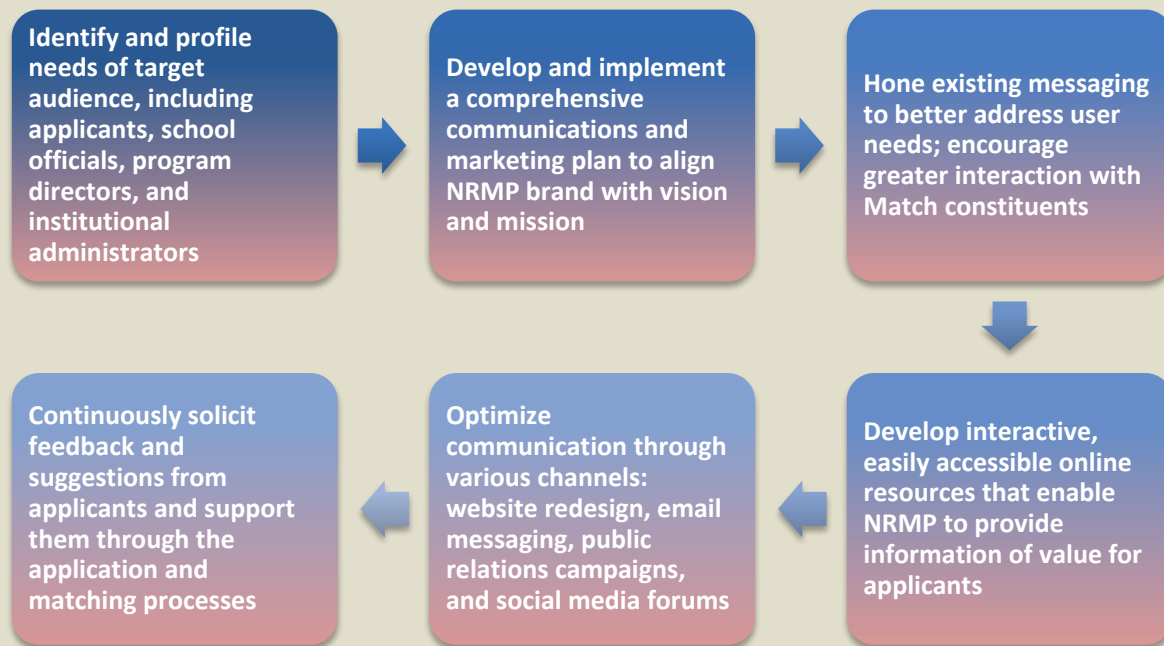
### PRISM FEATURES:

- ▶ **Select** programs for interviews using the NRMP directory
- ▶ **Sync** interview dates to personal smartphone calendar
- ▶ **Rate** programs on a wide range of factors including quality of curriculum and training, program reputation, patient diversity, geographic location, and quality of residents
- ▶ **Customize** additional rating factors
- ▶ **Track** “notes” about each program
- ▶ **Calculate** a composite rating score for each program
- ▶ **Create** a sample rank order list using program ratings that can be entered in the R3 system

The Match PRISM launched in the Apple® App Store in September 2013 in advance of the 2014 Main Residency Match, and the Android® version went live on Google Play® in October. The app was **downloaded nearly 8,000 times in less than two months**. **Version 2.0** of The Match PRISM was pushed to the marketplace in July 2014 and included scheduling, tracking, and rating functionality for Fellowship Matches. It was **downloaded 5,500 times in less than three months**.

## NRMP COMMUNICATION A 21<sup>ST</sup> CENTURY APPROACH TO OUTREACH

In 2012, the NRMP Board of Directors began evaluating NRMP’s existing outreach efforts. At the time, email was the near exclusive means of communication with constituents. Online webinars were accessible from the public website and staff leadership maintained a rigorous travel schedule to meet with constituents and provide Match updates, but NRMP’s relationship with constituents seemed distant and disconnected. Few, if any, methods existed for communicating with constituents on a routine basis to share information and provide reminders and updates about the Match. Board members wanted to evolve NRMP’s outreach to identify new and worthwhile ways of promoting its mission and vision within the GME community and create a lasting synergy. A strategic work flow process was implemented to achieve the highest immediate impact for NRMP:



Relying on this framework, the NRMP launched an aggressive communications campaign and created new avenues for working more closely and connecting more authentically with constituents.

**Social Media.** In May 2012, the NRMP Board of Directors approved the creation of a social media platform. [Facebook](#) and [Twitter](#) were recognized as mediums through which NRMP could provide constituents with reliable information about the Match, engage in real-time messaging, and establish a network with affiliated organizations to encourage information exchanges. NRMP’s **Facebook** page had almost **9,000 “likes”** and its **Twitter** page had more than **4,000 followers** **within the first six months.**

Since its launch in 2012, NRMP has strengthened and refined its presence on social media. At the conclusion of the 2014 Main Residency Match:



- ▶ More than **11,500 fans** on [Facebook](#)
- ▶ More than, **6,800 followers** on [Twitter](#)
- ▶ Regularly-scheduled [Twitter chats](#) earning **2 million impressions**
- ▶ Hashtags alerting constituents to information about the Match
  - **#Match2014**
  - **#ERASandNRMP**

Facebook and Twitter have become an integral part of the Match Week experience for many constituents and have helped NRMP foster a stronger sense of community. Hundreds of tweets and posts with photos, videos, and news articles are submitted annually by applicants and medical schools.



**Branding Initiative.** In January 2013, the NRMP Board of Directors launched a comprehensive branding initiative to create a contemporary and meaningful image of the organization that aligned with its core mission and would aid expansion into specialty and international markets. Interviews were conducted with Board members and stakeholders, and “The Match®” was chosen as the moniker that best captured stakeholder’s existing impressions of the organization. The new brand

was promoted in outreach and awareness activities designed to expand the presence of NRMP and revitalize its connection with stakeholders.

Throughout 2013, NRMP's existing social media platforms and the R3 system-based email messaging functionality were updated with the new brand. The Match also was promoted in constituent presentations, the NRMP's new e-newsletter, and published reports.

**The Match Website.** A key component of the branding initiative was a redesign of the NRMP's [public website](#). Information about NRMP's Matching Programs on the old website was stale and densely worded. The redesigned site showcased the new brand, streamlined information, and incorporated new features such as Main Residency Match and Fellowship Match timelines, theme-based FAQs, refreshed online tutorials, and real-time social media feeds. More than **100 webpages were reworked** to streamline content and promote better navigation. The new site launched in September 2013, and user survey data collected after the launch indicated NRMP was meeting its goals:

- **48% of returning visitors felt positive about changes noticed on site; 39% reported the new site to be more user-friendly**
- **More first-time visitors (61%) reported being completely successful on nrmp.org than first time visitors who came to the site prior to the redesign (45%).**
- **Site Performance received highest score among respondents**

*"Thank you so much to NRMP for all your hard work and for making this process as easy as possible for the students! I cannot tell you how much I appreciate it! Your website is so user-friendly...Thank you so much for everything!"*

*– NRMP School Official*

Throughout 2014, the website was routinely updated to reflect current happenings at NRMP, highlight Match tips and reminders for participants, and expand NRMP's library of online tutorials and resources. NRMP.org receives more than **1.2 million visits annually**.

**The Match Illuminator.** In September 2013, NRMP launched *The Match Illuminator*®, an e-newsletter designed to address the information needs of medical school officials, GME program directors, and institutional officials. The monthly newsletters offer concise articles featuring information about The Match, the matching process, and current issues affecting GME.

Comparison of NRMP's e-newsletter statistics against industry standards\* suggests The Match Illuminator is a valuable source of information for schools, programs, and institutions. More than one-third of recipients opened the newsletter in 2014, and nearly one-third clicked on at least one link embedded in an issue. The most popular links in 2014 included [Main Match Events Schedule](#), the [Program Director Survey Report](#), the [Match Communication Code of Conduct](#), and [Match Week Schedule](#).





**Average Open Rate: 38%**

**Average Click Rate: 28%**

***Industry:***

- ***Nonprofit-Association***  
Open Rate: **30%**      Click Rate: **9%**
- ***Nonprofit-Health/Human Service***  
Open Rate: **33%**      Click Rate: **9%**
- ***Education and Services***  
Open Rate: **26%**      Click Rate: **8%**

\* <http://support2.constantcontact.com/articles/FAQ/2499>

## NRMP INFRASTRUCTURE

### VISIONARY LEADERSHIP, RESPONSIVE STAFF, FINANCIAL STABILITY

**Board of Directors.** The NRMP is governed by a 19-member Board of Directors that includes medical school deans, GME program directors, hospital administrators, resident physicians, medical students, and a public member. Directors serve a maximum of two four-year terms, and residents and medical students serve one two-year term. The Executive Committee of the Board meets monthly by telephone, and the full Board convenes at least twice annually at the NRMP Office in Washington, DC.

#### OFFICERS:

##### **CHAIR**

Maria C. Savoia, MD

Dean for Medical Education  
University of California San Diego

##### **CHAIR-DESIGNATE**

Susan Guralnick, MD

Associate Dean of Graduate Medical Education and Student Affairs  
Winthrop University Hospital

##### **SECRETARY/TREASURER**

Glenn A. Fosdick, FACHE

Former President/Chief Executive Officer  
The Nebraska Medical Center

##### **PRESIDENT/CEO**

Mona M. Signer, MPH

National Resident Matching Program

#### DIRECTORS:

- C. Bruce Alexander, MD, FASCP      Professor and Vice Chair, Department of Pathology  
University of Alabama at Birmingham
- Carol D. Berkowitz, MD, FAAP, FACEP      Executive Vice Chair, Department of Pediatrics  
UCLA-Harbor Medical Center
- Jane L. Eisen, MD      Associate Professor of Psychiatry and Human Behavior  
Brown University
- Donna Elliott, MD, ED      Senior Associate Dean for Student Affairs  
University of Southern California Keck School of Medicine
- Hal B. Jenson, MD, MBA      Founding Dean  
Homer Stryker Western Michigan University School of Medicine
- Marc J. Kahn, MD, MBA, FACP      Senior Associate Dean for Admissions and Student Affairs  
Tulane University School of Medicine

- Mahendr Kochar, MD, MS, MBA, JD Associate Dean of Graduate Medical Education  
University of California at Riverside
- Daniel W. Morrissey, OP Public Member
- Steven J. Scheinman, MD President and Dean  
The Commonwealth Medical College
- Kenneth B. Simons, MD Senior Associate Dean for Graduate Medical Education/Accreditation  
Medical College of Wisconsin

#### RESIDENT PHYSICIAN DIRECTORS:

- Maya Babu, MD, MBA Neurological Surgery Resident  
The Mayo Clinic, Rochester, MN
- Juliana Bonilla-Velez, MD Otolaryngology Resident  
University Arkansas for Medical Sciences
- Vivek Kulkarni, MD, MHS Medicine Resident  
The Brigham and Women’s Hospital

#### STUDENT DIRECTORS:

- Francis Deng, MD candidate Washington University School of Medicine
- Kipp Johnson, MD candidate Icahn School of Medicine at Mount Sinai
- Seth Kelly, MBA, MD/PhD candidate Texas A&M University

The NRMP Board of Directors takes seriously its role as steward of The Match, and works with staff to build a fair and effective matching service, address and fulfill the needs of constituents, and ensure the financial stability of the organization.

**MATCH POLICIES.** Central to the NRMP’s mission is a ensuring a fair and transparent matching process; accordingly, the Board of Directors implements and enforces a comprehensive set of policies and procedures that govern the Matching Program. The [Match Participation Agreement](#) to which all participants must adhere ensures an equitable matching experience because it clearly defines the rules of eligibility and participation. It also promotes the integrity of the Match because it establishes the binding nature of the match commitment. Each year, waivers are requested for approximately 1 percent of the binding commitments established by the NRMP Matching Programs. Those who fail to obtain waivers and do not honor the binding commitment are subject to a violation investigation, but the number of investigations conducted annually is exceedingly small. The [Waiver Policy](#) and the [Violations Policy](#) explain the processes used by NRMP to conduct reviews and adjudicate cases.

The NRMP Board of Directors embraces its responsibility to provide constituents with the tools they need to adhere to Match policies and has guided the development of many informative resources. The NRMP Board also strives to continually improve the Match experience through the creation of new policies and procedures. The Match Week Supplemental Offer and Acceptance Program (SOAP) and the All In Policy have profoundly enhanced the success of the Main Residency Match.

- **SOAP.** In 2008, NRMP co-convened with the Association of American Medical Colleges a work group intended to improve the Match Week “Scramble” for unfilled positions. The “Scramble” lacked trust, transparency, and uniform rules of engagement; there was no separation between the application, interview, and appointment processes; and applicants had no consistent and orderly way to apply to programs or accept offers. The work group designed a process that addressed the deficiencies of the “Scramble,” and the NRMP assumed stewardship of SOAP. In May 2011, the Board of Directors codified [SOAP](#) policies in the Match Participation Agreement, and the first SOAP was conducted during Match Week 2012.

Since its implementation, SOAP has proven to be a welcome alternative to the “Scramble” and a fairer, more streamlined method by which unmatched applicants can obtain unfilled positions.

- **2012:**  
1,131 positions in SOAP – **91%** fill rate  
**76% filled** during the first two offers rounds.

- **2013:**  
939 positions in SOAP – **94%** fill rate  
**81% filled** during the first two offer rounds.

- **2014:**  
1,075 positions in SOAP – **93%** fill rate  
**80% filled** during the first two offer rounds

**ONLINE POLICY RESOURCES:  
HELPING PROMOTE COMPLIANCE**

- ▶ **Tutorials:** e-learning resources explaining NRMP policy
- ▶ **Match Communication Code of Conduct:** tips on how to avoid coercive tactics during the interview and matching process
- ▶ **Sanctions Guidelines:** insight into how NRMP imposes sanctions in cases of confirmed violations of the Match Agreement
- ▶ **Applicant Match Tips:** list of “dos and don’ts” to promote a positive interview and matching experience

*“Thanks for the good work and for aiming to improve continuously to exceed stakeholder expectations.”*

– NRMP School Official

- **All In Policy.** The NRMP first considered an All In Policy in 1998 for the purpose of standardizing the Match participation rules for U.S. allopathic senior students and all other applicants. The Board of Directors voted in May 2005 to indefinitely postpone the policy due to visa problems for IMGs, but as issues related to on-time arrivals for IMGs were ameliorated and the scope of the number of positions being offered outside the Match was clarified, the Board elected to revisit the policy. The All In Policy was implemented for the first time for the 2013 Main Residency Match and without question has been a success. In the first two years, the number of positions in the Match had grown by more than 2,800, or nearly 11 percent, and match rates have increased for nearly all participant groups.



*Sheina Theodore, Jill Berlin, Yiran Xu  
The Commonwealth Medical College*

### **Applicant Match Rates**

- **9% increase for non-U.S citizen IMGs**
- 5.5% increase for U.S. medical graduates
- 4% increase of U.S. IMGs
- 3% increase for osteopathic students/graduates

### **Positions Offered**

- 215 more positions in Pediatrics
- 256 more position in Psychiatry
- 369 more positions in Family Medicine
- **1,247 more positions in Internal Medicine**

As the landscape of graduate medical education changes, the NRMP Board of Directors successfully navigates considerable, often formidable issues to ensure the success and sustainability of the Match. Re-architecting its web-based matching platform, establishing an international subsidiary, and terminating its management arrangement with another organization are but a few visionary ways in which the Board has moved beyond policy to improve services and elevate the experience of NRMP constituents.

**Staff.** With only 16 full-time employees, NRMP is a small organization, and yet with each Match season, staff looks for ways to make themselves more accessible to stakeholders and to ensure the often competing interests and needs of stakeholders are met with fairness, accuracy, accountability, and professionalism.

*“Responsive, extremely pleasant, helped immediately, removed stress I was feeling and remedied the issue. Perfect interaction; wonderful encounter!”*

*-NRMP Program Director*

Peak times around the Main Residency Match and the Medical Specialties Matching Program (MSMP) Fellowship Match for Internal Medicine routinely result in high volume calls and emails. As an example, on Monday of Match Week 2014 NRMP received more than 1,400 telephone calls. Still, NRMP staff was able to handle the overwhelming majority of constituent inquiries.

### **CONSTITUENT CONNECTION**

*Timely, Accurate Information to Participants*

- ▶ 2014 Main Match ROL Opening:  
274 calls, 246 answered for a **90% response rate**
- ▶ 2014 Main Match ROL Deadline  
895 calls, 838 answered for a **94% response rate**
- ▶ MSMP ROL Deadline  
335 calls, 319 answered for a **95% response rate**
- ▶ **2014 in Summary**  
**22,478 telephone calls** handled

Although response rates for constituent calls are high during peak times, staff wanted to find ways to address and possibly reduce call volume. In advance of the February 2014 Main Residency Match Rank Order List Deadline, NRMP implemented LiveChat® within the R3 system, allowing participants to initiate a chat from a computer or mobile device by entering a few data points in the chat window. The response was overwhelming, leading NRMP to adopt LiveChat as a permanent support solution:

**457 chats on the 2014 Rank Order List Deadline**

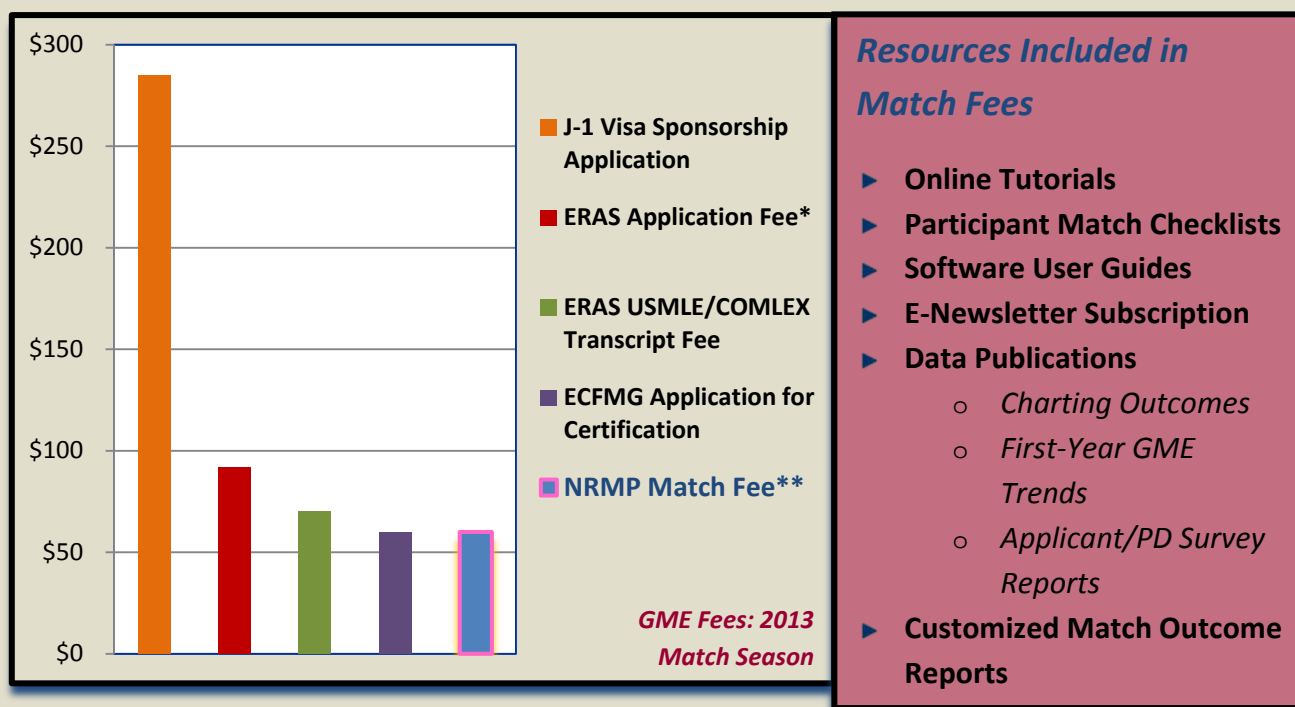
**345 chats during Match Week 2014**

**NRMP Finances.** NRMP prides itself on offering a valuable service for a nominal fee. For the 2006 Match season, applicants paid a \$65 registration fee; however, the NRMP Board of Directors **elected to lower fees**, and by the 2009 Match season the applicant registration fee was only \$50. That same year, institutions paid \$175 for each Match in which any of its programs participated, plus \$30 per program track and \$30 for each applicant matched to the program. **Fees were static for five**



**years.** Beginning with the 2013 Match season, NRMP began to slowly increase fees to partially offset costs for enhanced IT and constituent-focused services. For the 2014 Match season, the applicant registration fee was \$60, the institution fee was \$200 for each Match, and the program and matched applicant fees were \$35.

Even with the recent increases, NRMP fees are among lowest charged by medical education organizations. Applicant fees for the 2013 Match season (the 2014 Main Residency Match) were nearly one-third lower than the ERAS application fee and significantly lower than fees associated with licensure examinations. In addition, the Board of Directors maintains a **“free of charge” philosophy for resources** provided to constituents, sympathizing with the high costs of medical education and believing that information for and about the Match should be accessible to all.

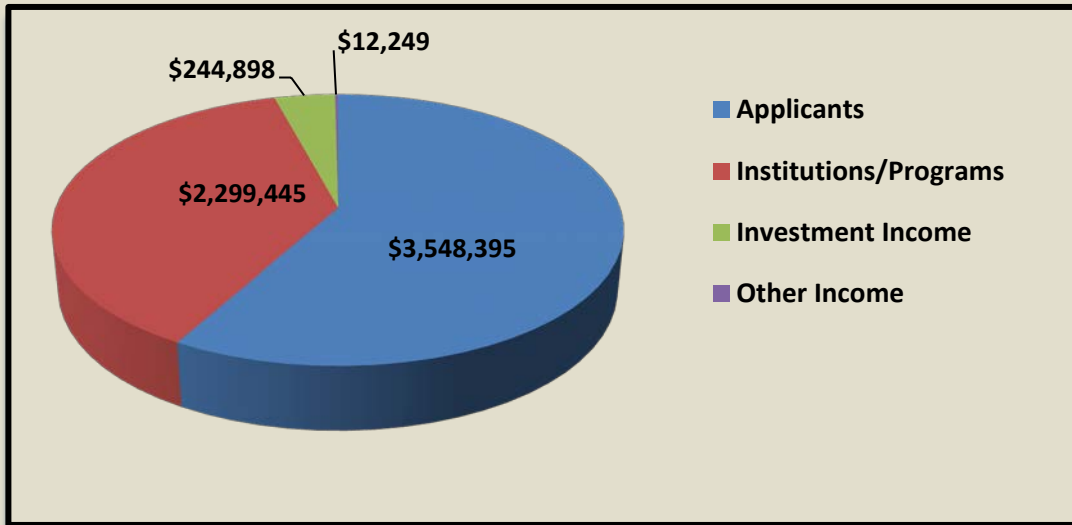


\* Up to 10 applications in same specialty

\*\*Up to 20 program ranks

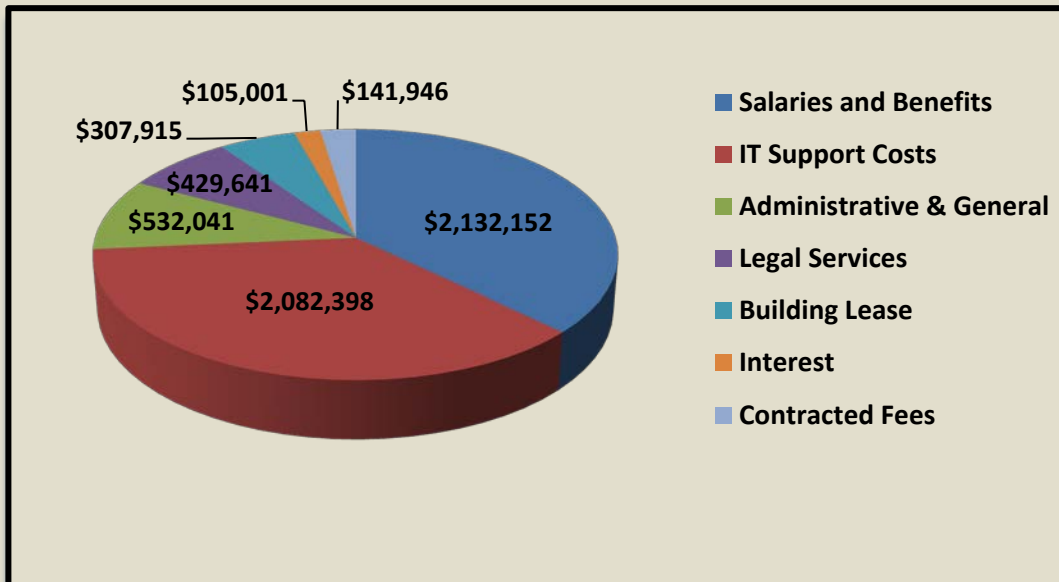
NRMP is **supported almost entirely by user fees** paid by Match applicants, sponsoring institutions, and participating programs, accounting for 96 percent of NRMP’s revenue in Calendar Year (CY) 2014:

**NRMP REVENUE BY CATEGORY: CY 2014**



More than one-third of NRMP's annual budget is for information technology, which includes software development and maintenance of the R3 system, IT infrastructure and support, and workplace services such as desktop support and telecommunications—all of which are outsourced. Legal services are provided by outside counsel.

**NRMP EXPENSES BY CATEGORY: CY 2014**



## LET US HEAR FROM YOU!

If you have questions about this report or would like information about our matching services, please let us know. NRMP staff is available Monday – Friday between 8:30 a.m. and 5:30 p.m. ET.

### Address

National Resident Matching Program  
2121 K Street, NW, Suite 1000  
Washington, DC 20037

### Call

Toll Free: 866-653-NRMP  
Local: 202-400-2233

### Email

For general Match participation inquiries:  
[support@nrmp.org](mailto:support@nrmp.org)

For policy and case management inquiries:  
[investigations@nrmp.org](mailto:investigations@nrmp.org)

For research and data inquiries:  
[datarequest@nrmp.org](mailto:datarequest@nrmp.org)

For communications and media inquiries:  
[media@nrmp.org](mailto:media@nrmp.org)

