

ABOUT THE MATCH

The National Resident Matching Program ("The Match") is an independent, non-profit organization that in 1952 conducted the first nationwide, systematic placement of allopathic medical school students into graduate medical education (GME) positions in United States teaching hospitals. Over nearly 70 years, The Match has grown to include osteopathic medical students and graduates and U.S. citizen and non-U.S. citizen international medical school students and graduates among its applicants in the Main Residency Match® and the more than sixty-five Fellowship Matches managed through its Specialties Matching Service®. National Resident Matching Program International® (NRMPI®), a wholly-owned subsidiary, offers matching services to private and governmental agencies located outside the U.S. and Canada.

The Match is the largest health care matching service in the world, meeting the needs of more than 60,000 medical students and graduates annually who compete for more than 40,000 residency and fellowship positions. The Match also offers unparalleled data resources and is committed to research that benefits the GME community.



Match healthcare professionals to training programs through a process that is fair, efficient, and reliable, and provide meaningful Match data and analyses to stakeholders. Serve as a trusted global provider of matching services for healthcare professionals and the premier Match data resource.

FACES OF THE MATCH



MESSAGE FROM THE BOARD CHAIR AND CHAIR DESIGNATE

2020 was a remarkable year for NRMP and for all medical education. The COVID-19 pandemic upended end-of-year educational requirements and Match Day and commencement ceremonies across the country, placing applicants, training programs, and medical schools in uncertain and unprecedented circumstances. In response, NRMP established FAQs, conducted webinars, and built resources designed to provide guidance and clarity around 2020 appointments. NRMP also adjusted the 2021 Main Residency Match timeline to reduce financial stress on applicants and maximize time for applications and interviewing. In the end, the Main Residency Match and Specialties Matching Service matching programs realized very successful outcomes.

2020 also brought about strategic planning and consideration of ways for NRMP more fully to achieve its mission and represent the needs of all stakeholders. The Board of Directors sharpened its focus on the need for NRMP to establish a robust, strategic research agenda, and I am pleased that the first large-scale project under the new research agenda is the collection of primary source applicant demographic data, beginning with the 2022 Main Residency Match. NRMP held a call for public comment and queried multiple national student and medical education organizations to ensure we were listening to the community and aligning our efforts with the needs of medical education. Support from the community was strong; with applicant demographic data NRMP will be in a position to identify patterns of behavior around the ranking and matching processes and lead national conversations that address diversity, equity, inclusion, and transparency in residency and fellowship training.

Last but not least, it is important to recognize that 2020 concluded NRMP's first full year under our new President and CEO, Dr. Donna Lamb. Despite the very challenging year, her vision has begun to steer NRMP in a new direction that is exciting, expansive, and service-oriented. The Board of Directors admires the leadership Dr. Lamb has brought to NRMP and the work of our dedicated staff. As I step aside from my role as Chair of the Board on June 30, I want to express my immense gratitude to the medical education community, my colleagues on the NRMP Board, and our many partners. The transition to residency remains a remarkable milestone in the lives of physicians, and I am excited for NRMP to continue its good work of informing and supporting that transition in the years to come.

Steven J. Scheinman, MD

Chair

I am extremely honored to have been chosen as the next chair of the NRMP Board of Directors. I am proud to be affiliated with an organization with such demonstrated excellence and integrity. Based on a Nobel-prize winning algorithm, the Match process over decades has proven to be stable and reliable, providing a vital service to students and residents as they progress in their medical training. The Match allows applicants to submit their true preferences with regard to programs, it considers all preferences of applicants and programs, and it allows applicants access to crucial offerings such as couples matching and multi-specialty matching.

The NRMP is moving into a new phase of innovation and engagement with the medical education community. As an example, it is exciting that the NRMP has decided to collect demographic data so that we will be able to expand the information that we provide our stakeholders and participate in the national conversation around issues of diversity, equity, and inclusion in the matching process. I look forward to an exciting two years as chair as NRMP implements its strategic plan and charts progress as a critical organization in medical education.

Donna D. Elliott, MD, EdD

Chair Designate



MESSAGE FROM THE PRESIDENT AND CEO

I am excited to share with you the NRMP Annual Report for 2020, highlighting the organization's accomplishments and my first full year as President/CEO.

Each year, NRMP reports that the most recent Main Match was the largest ever, and 2020 did not disappoint. With almost 45,000 registered applicants vying for 37,256 positions in the 2020 Main Residency Match, 94.6% of positions filled when the Match was run. With the conclusion of the Supplemental Offer and Acceptance Program (SOAP®) the positions filled increased to 99%. The Specialties Matching Service (SMS) also realized gains with 68 subspecialties participating in 22 matches. Of 11,767 positions offered by 5,110 programs, 89% of positions filled and 81% of applicants (12,925) obtained positions.

The 2020 Main Match concluded just as COVID-19 exploded across the U.S., setting in motion an extraordinary appointment and recruitment year. The COVID-19 pandemic challenged all in the GME community to think differently about how best to support applicants in their transition to residency and into the next phase of their careers. NRMP used the opportunity presented to think not only about how to support our constituents during deeply unsettling times but also how we could improve our processes, foster greater interaction with the community, and continue to provide value. To address immediate concerns, NRMP established a set of critical FAQs in March 2020 that were updated "real time" to reflect changes in the pandemic landscape as they occurred and modified pinch points in the 2020-2021 Match cycle to optimize the time needed for recruitment. Beyond the pandemic in 2020, NRMP hosted a call for public comment on potentially new data collection practices, expanded its research initiatives, began modernizing Match agreements and policies, initiated constituent-friendly, technology-based updates for accounting services and case management activities, and worked with the Board of Directors to ensure its composition represented the community it serves. All efforts were designed to bring NRMP in closer concert with stakeholders while strengthening its infrastructure for better customer service and service delivery.

In 2021, NRMP continues to build on all that was accomplished in 2020:

- The new data collection practices vetted through calls for public comment will be implemented with the launch of applicant demographic data collection this September;
- All Match Participation Agreements will be revamped to ensure they are in plain language, follow the cycle of the Match
 process, and help each cohort understand their rights as well as their responsibilities; and
- Establishment of a robust research agenda will continue with strategic focus on identifying patterns of behavior during the recruitment cycle to better understand and educate the medical education community about inequities in the processes.

Also this year NRMP will launch a complete redesign of its public website with the aim of greatly improving navigation, availability of educational content, reporting and analysis capabilities, and overall aesthetic. NRMP also will work with thought leaders to identify areas of true innovation in the transition to residency. This includes modeling and simulation of current and potentially new match frameworks to engage in meaningful conversations about possible changes to the transition, ensuring understanding of anticipated outcomes as well as the potential for unintended consequences.

It has been, and continues to be, my honor to lead the NRMP, ensuring equity and transparency in the Match processes. To that end, NRMP will always focus on identifying root causes and will always seek to answer the question, "What problem are we trying to solve?" I feel immense gratitude to the medical education community for the trust you have placed in me and the NRMP. I look forward to our work together continuing to improve processes, and in turn, the transition to residency.

Donna L. Lamb, DHSc, MBA, BSN

Strategic Vision

WHAT PROBLEMS ARE WE TRYING TO SOLVE?

In 2020, NRMP executive leadership and the Board of Directors initiated strategic planning for the purposes of thinking candidly about the future of the organization and its role in the changing landscape of undergraduate and graduate medical education. The challenges facing the transition to residency are real, and from the strategic planning process emerged a recognized need for the NRMP to ask critical questions, examine internal processes, and leverage partnerships to achieve a better, more authentic UME to GME experience.

The stakes are high, and the NRMP is responsible for understanding and responding to the varied, often competing needs of many interest groups. As such, the NRMP has pledged to use the following principles as guides for its evolution and growth:

- Ensure change processes are deliberative and data-driven
- Consider the potential unintended consequences Prevent, to the extent possible, any harm to constituents
- Prioritize equity for, transparency to, and accountability of all stakeholders

Access the action areas below to learn more about the roadmap the NRMP will use to 1) *identify root causes of problems, 2)* crystalize its purpose and mission for stakeholders, and 3) affirm its goals in support of the next generation of young physicians and clinical educators. Leadership will continue its work in 2021 to further refine goals and hone pathways to success.



Investigate

Shining a direct light on the challenging aspects of the transition to residency is a necessary step toward improving them, so the NRMP will broaden the scale and scope of the research it conducts as a key component of its growth. A robust research agenda will be developed to help identify critical questions and engage [...]

Read more



Innovate

The Match has been around for nearly 70 years and in that time has creatively responded and adapted to constituent needs. Current times once again call for innovation from the NRMP, an "outside the box" approach to building a stronger, continually responsive Matching Program for tomorrow's young physicians. That requires thinking critically and assessing processes, [...]





Collaborate

Discovering real solutions to real problems takes a team approach, individuals coming together with various perspectives and ideas for change. Leveraging partnerships is essential for the NRMP to help clarify the root causes of some of the challenges impacting the transition to residency and effect solutions where possible. In 2020 and continuing in the future, [...]

Read more

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Transition to Residency Recruitment Test Scores Demographics



Match Processes Role of NRMP PGY-1 Trends Match Stress and MS4 Learning

Workforce Development and Outcomes **Drop Out Rates** Career Satisfaction Fellowship and Beyond

KEY AREAS INCLUDE:

- · Understanding and articulating the role of the interview in recruitment
- · Demographics: Understanding the recruitment and matching patterns that exist within programs and specialties
- Drop out rates in Medicine: Who, when, and why
- Beyond fellowship: Post-training studies to understand career trajectory and perceived satisfaction
- · What is The Match? Assessing constituent understanding of the role/purpose of the NRMP
- · Match-related stress and the impact on MS4 learning for applicants

The Match has been around for nearly 70 years and in that time has creatively responded and adapted to constituent needs. Current times once again call for innovation from the NRMP, an "outside the box" approach to building a stronger, continually responsive Matching Program for tomorrow's young physicians. That requires thinking critically and assessing processes, policies, and resource delivery.

In 2020, the NRMP committed to re-envisioning its Match policies and Match Participation Agreements to ensure they reflect the current experiences of constituents and lay plain the rights and responsibilities of participants in the Matching Program. Beginning in 2021, NRMP will have policies that are clear, concise, and coherent and for its policy enforcement efforts provide constituents with simple processing and timely adjudication.



Match Participation Agreement Applicants and Program 2021 Main Residency Match®

Terms and Conditions of the Match Participation Agreement Among Applicants, the NRMP, and Participating Programs

These are the terms and conditions of the Match Participation Agreement that each applicant and program desiring to participate in the **Main Residency Match** enters into by clicking on the 'I Accept' button on the Registration screen of the **Registration**, **Ranking, and Results*** (R3*) system. Upon the NRMP's acceptance of such party's registration, these terms and conditions will be a binding agreement between such party and the NRMP, as well as between such party and any other party who executes this Match Participation Agreement and whose registration is accepted by the NRMP.

If the NRMP accepts the registration of the applicant or program in question, the NRMP will register the applicant or program, as the case may be, in the **Main Residency Match**, as described briefly in Section 1.0 below. In consideration of this registration, each applicant and program agrees to comply with all of the terms and conditions of this Match Participation Agreeement (also referred to as "this Agreement").



Also in 2021, NRMP executive leadership will convene an Innovations Work Group comprised of members of the Board of Directors. The Work Group will identify where improvements to internal processes can be made, generate possible solutions, and consider establishing alliance groups through which to vet ideas and obtain valuable feedback.

Discovering real solutions to real problems takes a team approach, individuals coming together with various perspectives and ideas for change. Leveraging partnerships is essential for the NRMP to help clarify the root causes of some of the challenges impacting the transition to residency and effect solutions where possible. In 2020 and continuing in the future, NRMP is proud of the collaborations it has formed and is committed to building new alliances.



- RESIDENCY EXPLORER TOOL Residency Explorer is an online database that allows learners to compare their personal characteristics to residency
 program information to aid in the application process. The NRMP provides program quota and fill data and applicant match outcomes by specialty so
 learners can better understand the profile of applicants who match to a particular program.
- COALITION FOR PHYSICIAN ACCOUNTABILITY CPA is a membership organization of medical education, licensing, and certification bodies committed to advancing health care and improving the quality of physician education, training, and assessment. In 2020, NRMP executive leadership helped develop much-needed recommendations for navigating the application and recruitment cycle during the COVID-19 pandemic. Going forward, the NRMP will contribute to conversations about how to improve the transition by addressing fissures in the transition to residency.
- REIMAGINING RESIDENCY In 2019, the AMA launched the Reimagining Residency initiative to improve the transition to residency and "transform the way future physicians are trained." For two years, the NRMP has been invited to patriciate in the proposal vetting process and identify projects that might successfully effect the change they seek.
- PREFERENCE SIGNALING For the 2020 recruitment cycle, three academic Otolaryngology organizations created a preference signaling pilot project for Otolaryngology applicants to create a pathway to connect interested applicants and interested programs to each other and potentially reduce the number of applications submitted. NRMP executive leadership worked with Otolaryngology leadership to ensure the framework of the program did not violate Match policy and provided critical messaging for applicants and programs that referenced appropriate communication.

• THALAMUS – Thalamus is an interview scheduling software company. As part of its strategic focus on partnerships, the NRMP will work with Thalamus in 2021 to better understand applicant application and interview behaviors and their impact on Match outcomes.

Year in Review

In 2020, the NRMP responded to the overwhelming impact of COVID-19 on the GME community by enhancing its services to include COVID-based support resources and a reimagining the 2021 Main Residency Match calendar to lessen finanical burden on applicants and provide more time for recruitment. It also used the inaugural Single Match in 2020 to expand the data reported in the Results and Data book to better reflect the osteopathic student experience. Lastly, the NRMP continued its commitment to outreach by pivoting its stakeholder conference to virtual format and issuing a public call for comments to proposed changes in data processes.



COVID FAQs

2022 Calendar

NRMP Responds to GME Transition Amidst COVID-19 Pandemic

In April 2020, the NRMP established a series of Frequently Asked Questions in response to COVID-19, providing much needed clarity about Match policy at a time of extreme uncertainty and unprecedented upheaval in medical school curriculum and program training requirements. FAQs addressed important topics including

- 2020 Match commitments would remain in force to provide applicants and programs with protection
- Medical schools could not require students to remain at the home institution to begin training and relocate at a later time
- Programs could change, but not require, a new start date for training for applicants
- Immunocompromised residents had to be supported in their transition to residency
- Programs that required quarantine were encouraged to incorporate alternative learning opportunities for residents so that they may begin training with their cohort
- Programs were encouraged to ensure equity in recruitment processes

The FAQs were updated throughout 2020 to provide real-time responses to changes in licensure testing and virtual interviewing, and their impact on the matching process.

The FAQs document on the NRMP website was downloaded more than 15,000 times in 2020.



Changes to the 2021 Main Match calendar were received positively in the GME community. Some, if not all, may be permanent changes going forward.







| WATCH We also be al | Conference | Call for Public Comment |
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| NRMP's attempt to improve the recruitment and matching processes and highlighted the strong need to use demographic data be better understand the prevalence of diversity, equity, | In light of its corresearch agend ways about how to residency community, issu in September 1 NRMP's current include applicant received more th on perceived ri with new da • Nearly 70% unconditional data, if collee "Conditional" data, if collee respectfully, • The most free demographic ability to imp efforts and h them, under influence the processes, a absence of d | ommitment to build a robust da in 2021 and think in new to better inform the transition r, the NRMP turned to the ing a public call for comment 2020 about broadening the nt data collection efforts to demographic data. The NRMP han 500 responses reflecting isks and benefits associated ata collection processes: of respondents indicated ally that they had no concerns ection of demographic data. " risks focused on ensuring the cted, were de-identified, handled and vetted to avoid misuse equently cited benefits of c data collection included the prove diversity and inclusion nold programs accountable for stand how demographics e recruitment and matching nd articulate the presence or liscrimination/bias in the and matching processes |
| and inclusion practices in the UME and GME communities. | NRMP's attemp and matching p strong need to us understand the p and inclusion p | t to improve the recruitment rocesses and highlighted the se demographic data be better revalence of diversity, equity, ractices in the UME and GME |

CONSTITUENT SUPPORT

The NRMP continues to offer a cadre of tools and resources to support constituents throughout the matching process.



Newsletters

- The Match Illuminator newsletter with timely tips and reminders for better Match participation and navigation is delivered to more than 17,000 individuals each month
 Illuminator open rate averages 25 percent, 9 percentage points higher than the industry average Followich a participation and average to average the second seco
- percent open rate or higher

Online Assistance

- Email ticket satisfaction rating averages 96 percent
 Phone call handle response rates averages 98 percent
 Chat satisfaction rating averages 98 percent
 Overall customer satisfaction with NRMP online



Webinars, Learning Videos, and R3© System Support Guides

- More than two dozen micro-learning videos are available on a range of topics including registration, certifying rank order lists, match policy, and how the matching
- A collection of applicant- and program-centric live webinars are offered annually, each one achieving 1,000

"The NRMP Transition to Residency Conference. So much great discussion about challenges, solutions, and steps forward. "

EMATCH

Introduction to the 2020

Main Residency Match

Jeanette Calli, Chief of Match Operations September 12, 2019





``For going through SOAP for the first time, thank you for the fast response to all my questions which truly helped with the process. Thanks to staff for all your hard work during this much stressful time.``



``Your data helps thousands of medical students.``



The NRMP is governed by a 19-member Board of Directors that includes medical school deans, desigated institutional officials, MD and DO program directors, MD, DO, and IMG resident physicians, and MD and DO medical students. Members represent a variety of ethnic, racial, and religious backgrounds, and more than half are women.





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Donna D. Elliott, MD, EdD Chair Designate

Vice Dean for Medical Education, Keck School of Medicine University of Southern California



Deborah S. Clements, MD Secretary/Treasurer

Chair, Family and Community Medicine, Northwestern University Feinberg School of Medicine



Donna L. Lamb, D.HSc., M.B.A., B.S.N. President and CEO

National Resident Matching Program

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FINANCIALS

NRMP fees are among the lowest charged by medical education service organizations.



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If you have questions about NRMP matching services or any information contained in this report, please send us an email. We'd love to hear from you!

| • | Address: 2121 K Street, NW, Suite 1000 | Your Name (required) | Your Email (requir | ed) |
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Incomposition with and the experience of Match constituents

Provide meaningful data to stakeholders and advance knowledge in the field

INTEGRITY

