UNM SCHOOL OF MEDICINE
LEARNING ENVIRONMENT OFFICE

Fostering a climate of respect and inclusion

Quarterly Report

August - October 2020

OVERVIEW

In June 2019, the UNM School of Medicine (SOM) launched the Learning Environment Office (LEO) to enhance institutional efforts to prevent, reduce, and address mistreatment, and simultaneously, improve learning environments.

In an effort to promote transparency while preserving confidentiality, LEO is producing quarterly status reports that share aggregated data to enhance the overall understanding of learning environments as well as protect anonymity. The reports will remain aggregated until we have enough data to not be identifiable. These reports also contain data on exemplary teachers and mistreatment incidents as well as information about LEO's activities.

Have you experienced or witnessed mistreatment?

Click here to report the incident,
or you can always visit our website
(https://hsc.unm.edu/medicine/education/leo) and click "Report

Acknowleding Teaching Excellence...is Evolving!

In November 2019, LEO launched our "Acknowledging Teaching Excellence" initiative. We had no idea how many exemplary teachers we had here at UNM! We've received over 2,000 acknowledgments, and some teachers have received over thirty recognition in a single month! We've been sending an apple pin for teachers to wear to represent each recognition, but they're starting to get heavy, and we don't want to throw any backs out!

**Instead, we're revamping the program, and calling it iTeach.**

You can now send an **iTeach** recognition to any teacher through our form or your evaluations, just like before. We'll send along each and every iTeach recognition to the teacher(s) you've recognized, and they'll receive one custom iTeach pin.

Keep an eye out for Teaching Excellence Awards and other ways to recognize exemplary teaching!

599
TEACHERS

have been recognized for exemplary teaching a total of

1,672
TIMES

22 Medical Students

16 Unknown & Other

21 staff

176 Residents & Fellows

364 Faculty
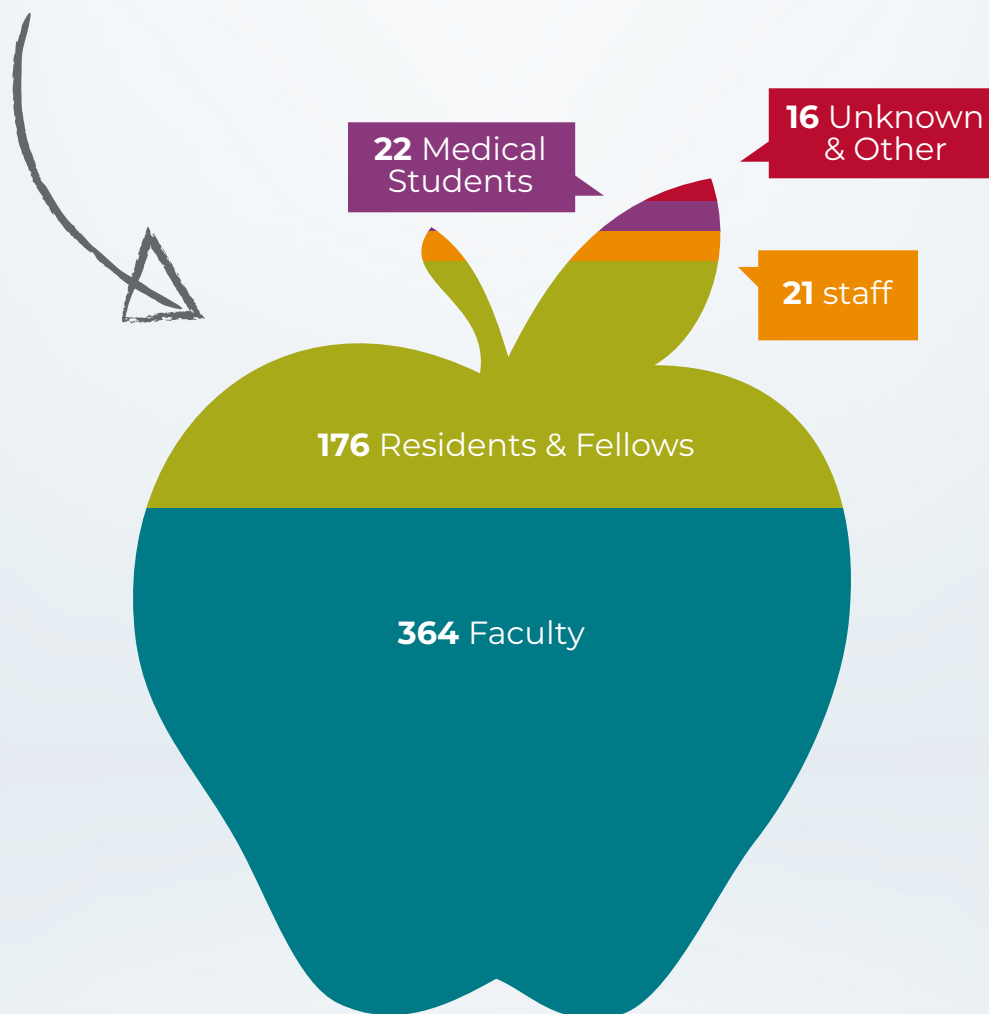
Click here to send an iTeach recognition to a teacher today!

TRENDS

What has LEO noticed about the Learning Environment this quarter?
Below are some trends we've noticed and the interventions we're developing to address them.

Trend: Small problems escalating

Small conflicts, often occurring between services in stressful moments, can quickly balloon into major conflicts and mistreatment incidents due to a lack of communication and conflict resolution skills

Intervention: Conflict transformation training for residents and attendings

Trend: Laboratory dynamics between teachers and learners

PhD students are often in small groups or one-on-one with PIs or advisors who have ultimate control over their research, degree progression, and funding, which can lead to mistreatment and fear of retaliation

Intervention: Working with leadership to understand and explore possibilities to reduce mistreatment and decrease the possibility for retaliation if a report is made when anonymity is not an option

Trend: Virtual learning environments leading to mistreatment

Virtual classrooms and learning environments have kept us safe from Covid but have led to an increase in bullying, unprofessionalism, and sexual harassment, especially between learners

Intervention: Policy changes in collaboration with partners from UME and GME

Trend: Gender dynamics and gender-based mistreatment

Sexist comments and gender-based mistreatment remain prevalent at the SOM, including in dynamics between learners, faculty, and hospital staff members, as well as in the laboratory

Interventions: Focus groups to best understand how and where gender-based mistreatment is occurring;
Developing and offering trainings;
Learning Environment subcommittee dedicated to gender-based mistreatment

Trend: Racial dynamics and race-based mistreatment

Learners continue to be subjected to racially offensive comments and behaviors from teachers, peers, and staff members. LEO is working with members of White Coats for Black and Indigenous Lives to identify particular problem areas and opportunities for change.

Interventions: Developing and offering trainings;
Learning Environment subcommittee dedicated to race-based mistreatment;
5-part Learning Environment Speaker Series on "Facilitating Conversations on Race, Ethnicity, and Racism in the Learning Environment"

Trend: All HSC learners need LEO

While LEO currently only serves MD track learners and learners in BSGP programs, we are increasingly aware of the need to serve learners across the SOM and the HSC

Interventions: Planning for phased expansion to the Health Profession Programs, the College of Nursing, the College of Pharmacy, and the College of Population Health

INTRODUCING LEARNER HOURS

Drop in hours for learners to connect with LEO

LEO is pleased to offer a drop-in space for learners to connect with our staff to chat about their learning environment, voice concerns, share stories, and get advice in a stress-free environment.

Learner hours are offered twice a month, and learners can drop in at whatever time works best for them.

Learner hours will be held over zoom until further notice.
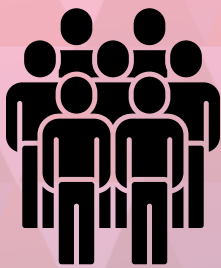
Who is invited:
- MD students
- Residents
- Fellows
- BSGP MS and PhD students

When:
- The **first Wednesday** of the month from **6-7**pm
- The **fourth Friday** of the month from **12-1**pm
- Upcoming dates: Dec 2 (6-7), Dec 18 (12-1), Jan 6 (6-7), Jan 15 (1-2), Feb 3 (6-7), Feb 19 (12-1)

Where:
- https://hsc-unm.zoom.us/j/91246549758
- Or use the meeting ID 912 4654 9758

Attendance at Learner Hours can be kept confidential.
Attending Learner Hours does not constitute making a report of mistreatment.

LEARNING ENVIRONMENT SPEAKER SERIES

The second Monday of each month, 12-1pm, on zoom

It's not too late to join our deep dive speaker series!
From August - December, we've been pleased to offer an in-depth dive into one crucial area:

Suggested Practices for Facilitating Conversations about Race, Ethnicity, and Racism in the Learning Environment.

Our final session on this topic is on **December 14**, but you can join even if you've missed the others! You can catch up on all the previous sessions by watching the recordings and downloading the slide decks on **LEO's Moodle** page.

Sessions are presented by:
- Diana Martínez, MPH
- Brenda Pereda, MD
- Emma Naliboff Pettit, MA
- Roger Jerabek, MA
- Lindsay Smart, PhD
- Teresa Madrid, MA

Stayed tuned for announcements about the Spring '21 Speaker Series!

Click here to RSVP for the December 14 session.

ADDRESSING MISTREATMENT:
Data Review

July 24, 2019 - October 21, 2020

What data is LEO sharing?

Are these comprehensive mistreatment numbers?

not really.

LEO shares out about unique incidents of mistreatment. LEO's mistreatment data can be broken down into **prevalence**, **reports**, & **incidents**.

Prevalence

Prevalence is currently
unknown.

Prevalence is the actual number of mistreatment incidents that occur, regardless of if they are reported. Best guesses of prevalence come from anonymous national surveys, like the medical student Graduation Questionnaire, which in 2020 reported that 55% of UNM medical students had been mistreated at least once during their time at the SOM.

Reports

336 reports

The number of **reports** of mistreatment that come to LEO from any source. They may contain insufficient actionable information or be unsubstantiated claims. This is just a marker of how many times something about mistreatment is told to LEO.

Incidents

131 incidents

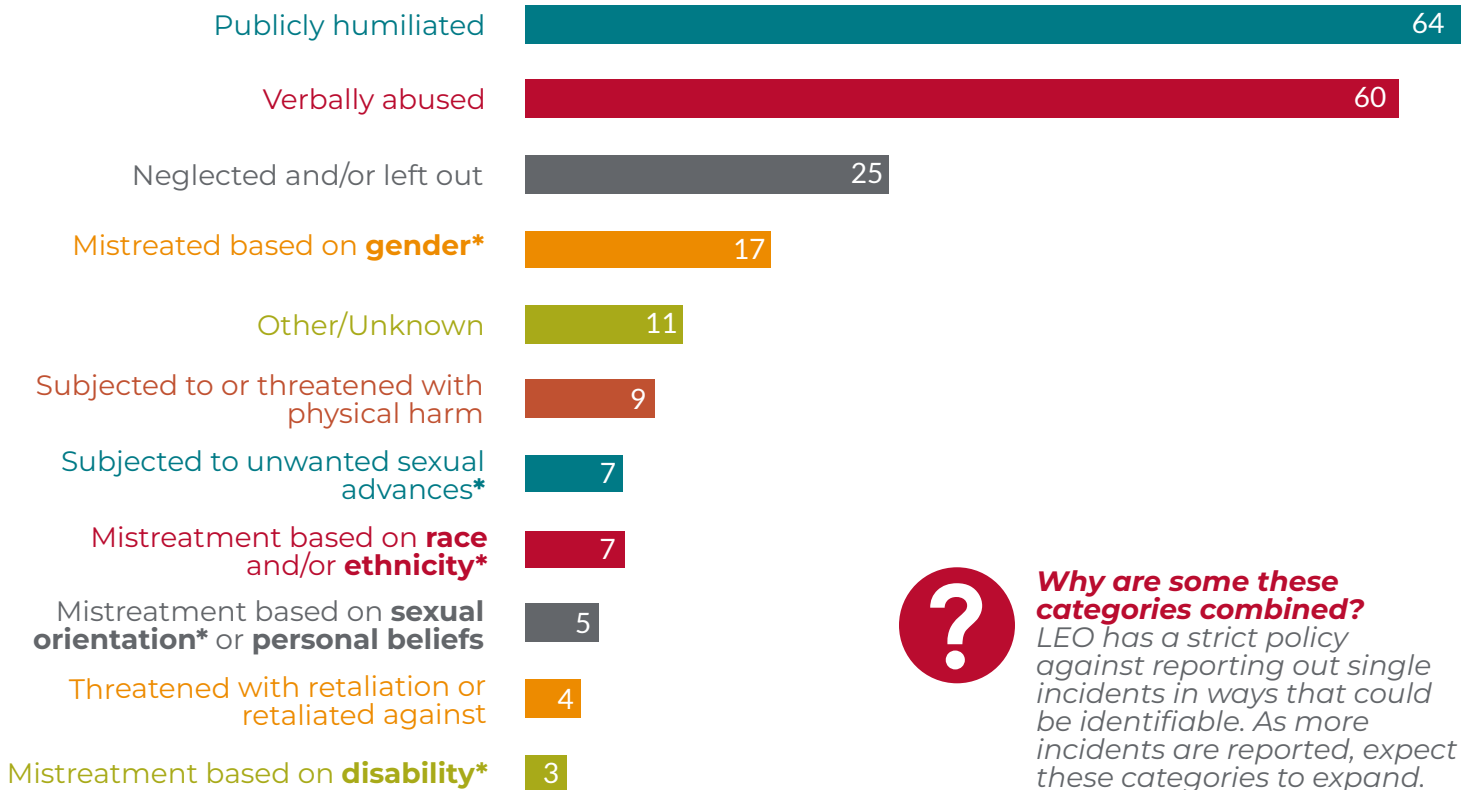**Unique incidents** are substantiated reports that contain enough information to be somewhat actionable. Multiple reports about the same person exhibiting similar behavior during a small time period are considered one incident. LEO has received up to nine reports about a single "incident" of mistreatment.

Everything that follows regards unique incidents of mistreatment, not reports or prevalence

Types of Mistreatment

n = 131

Category	Value
Publicly humiliated	64
Verbally abused	60
Neglected and/or left out	25
Mistreated based on **gender***	17
Other/Unknown	11
Subjected to or threatened with physical harm	9
Subjected to unwanted sexual advances*****	7
Mistreatment based on **race and/or ethnicity***	7
Mistreatment based on **sexual orientation*** or **personal beliefs**	5
Threatened with retaliation or retaliated against	4
Mistreatment based on **disability***	3

*Categories marked with an * are violations of Title VII and/or Title IX and are worked in partnership with the UNM Office of Equal Opportunity

?

Why are some these categories combined?
LEO has a strict policy against reporting out single incidents in ways that could be identifiable. As more incidents are reported, expect these categories to expand.

How many active cases does LEO have?

LEO has closed 109 cases
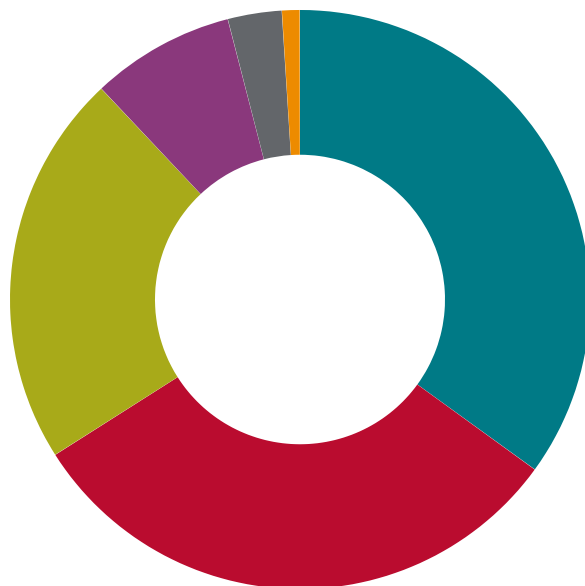
20 cases are currently open

64

average days to close a case

Who Reports Mistreatment?
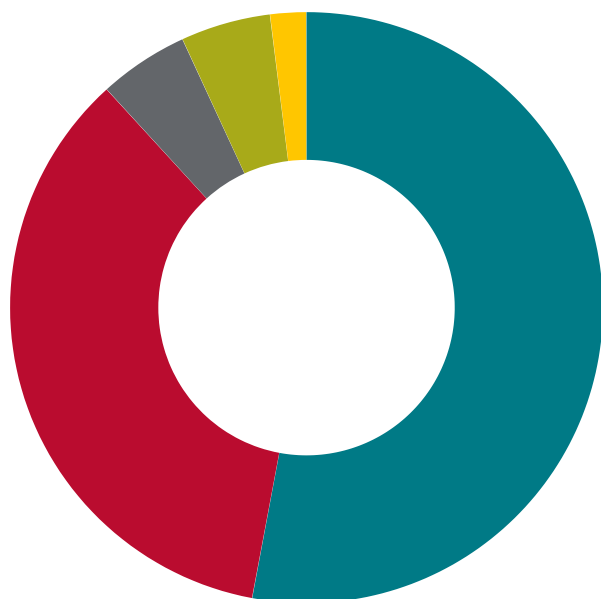## of themselves or others
n = 131

- ◉ 35% Residents & Fellows
- ◉ 31% Medical students
- ◉ 22% Faculty members
- ◉ 8% Staff members
- ◉ 3% Graduate students
- ◉ 1% Unknown

Who is Mistreated?
n = 131

- ◉ 54% Residents & Fellows
- ◉ 36% Medical students
- ◉ 5% Graduate students
- ◉ 5% Faculty or staff members
- ◉ 2% Other/Unknown

Who is Reported for Mistreating Learners?
n = 131

- ◉ 53% Faculty members
- ◉ 22% Residents & Fellows
- ◉ 14% Nurses & other members of the care team
- ◉ 4% Administrators
- ◉ 4% Students
- ◉ 2% Other

How is Mistreatment Reported?

n = 131
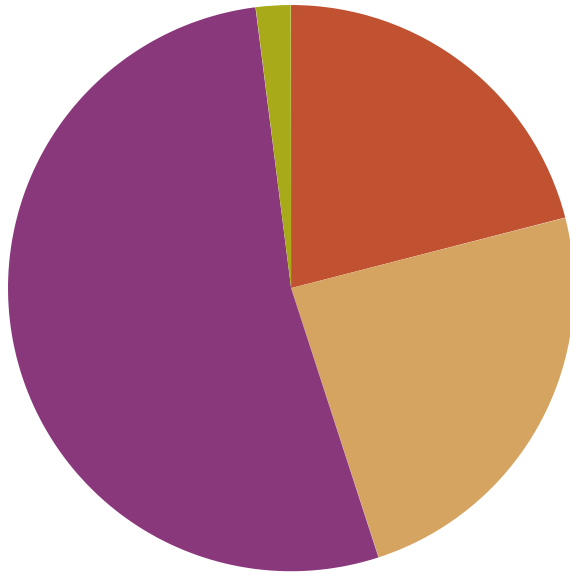
- 53% Through LEO's online form
- 24% Directly to LEO team member
- 21% Course evaluation
- 2% Through another reporting system

- 59% Personally experienced mistreatment
- 41% Witnessed or heard about mistreatment

- 57% Anonymously
- 43% Non-Anonymously

How are Incidents Classified on the Mistreatment Response Pyramid?

n = 66 classifiable incidents

Note: LEO classifies each applicable incident using the Mistreatment Response Pyramid, created by Vanderbilt and Stanford Universities. The pyramid takes into account both **severity** of the incident and **patterns** of behavior.
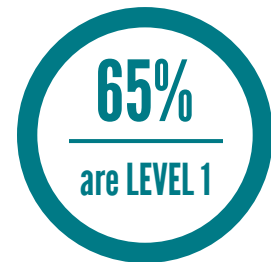Level 1 incidents are first-time offenses that are not severe.
Level 4's, in contrast, are the most severe of incidents.

5
Level 4

5
Level 3

13
Level 2
incidents

43
Level 1 incidents

65%
are LEVEL 1

This indicates that Level 1 interventions are working! After getting feedback for a Level 1 incident, teachers are rarely reported for the same type of incident again.
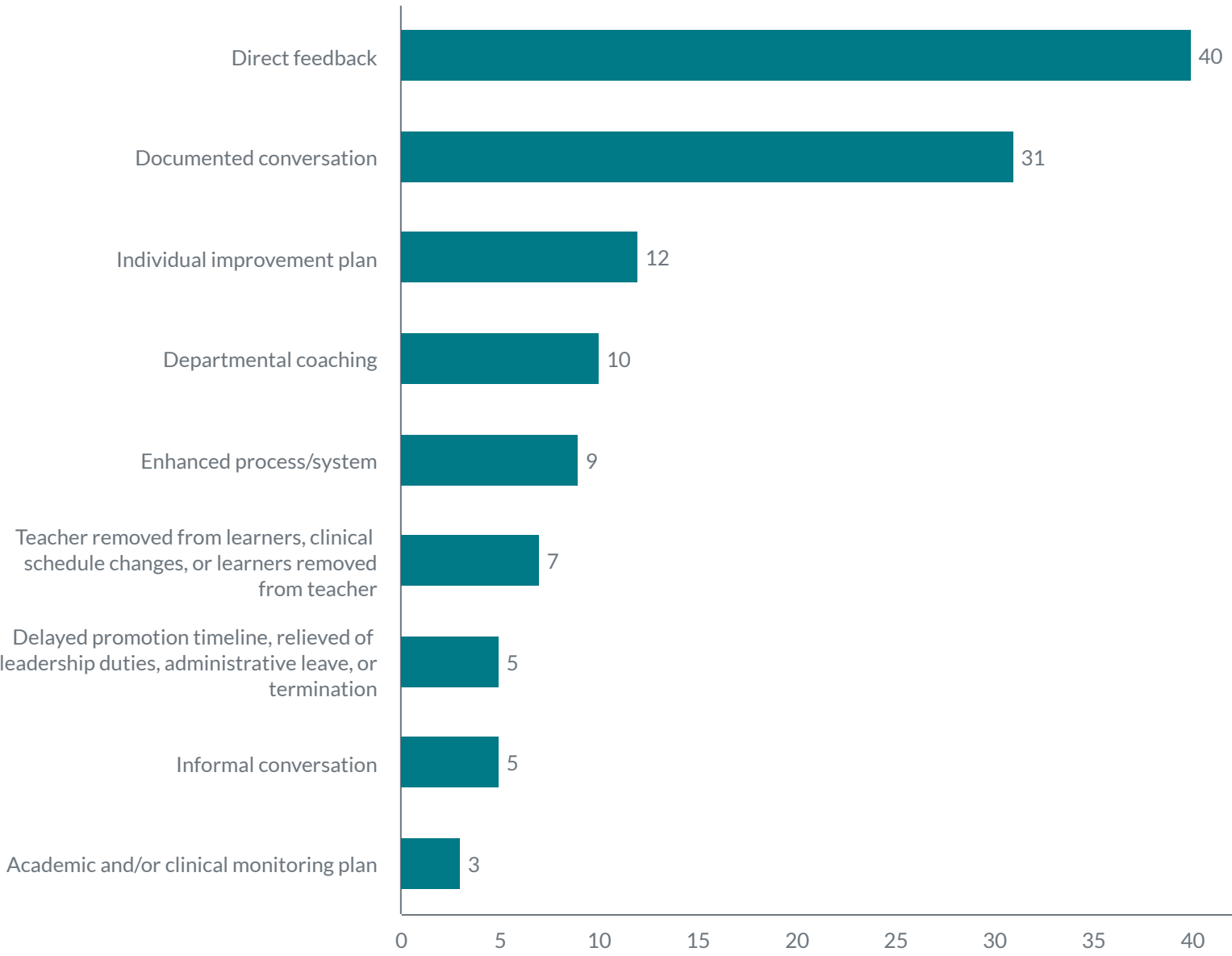
Outcomes of Closed Cases

n = 110 cases that have reached this stage

Note: LEO staff do not take action themselves. LEO recommends appropriate actions to department chairs, division chiefs, program and clerkship directors, and others, based on the incident level. This partnership between LEO and leadership ensures consistency and standardization across the SOM.
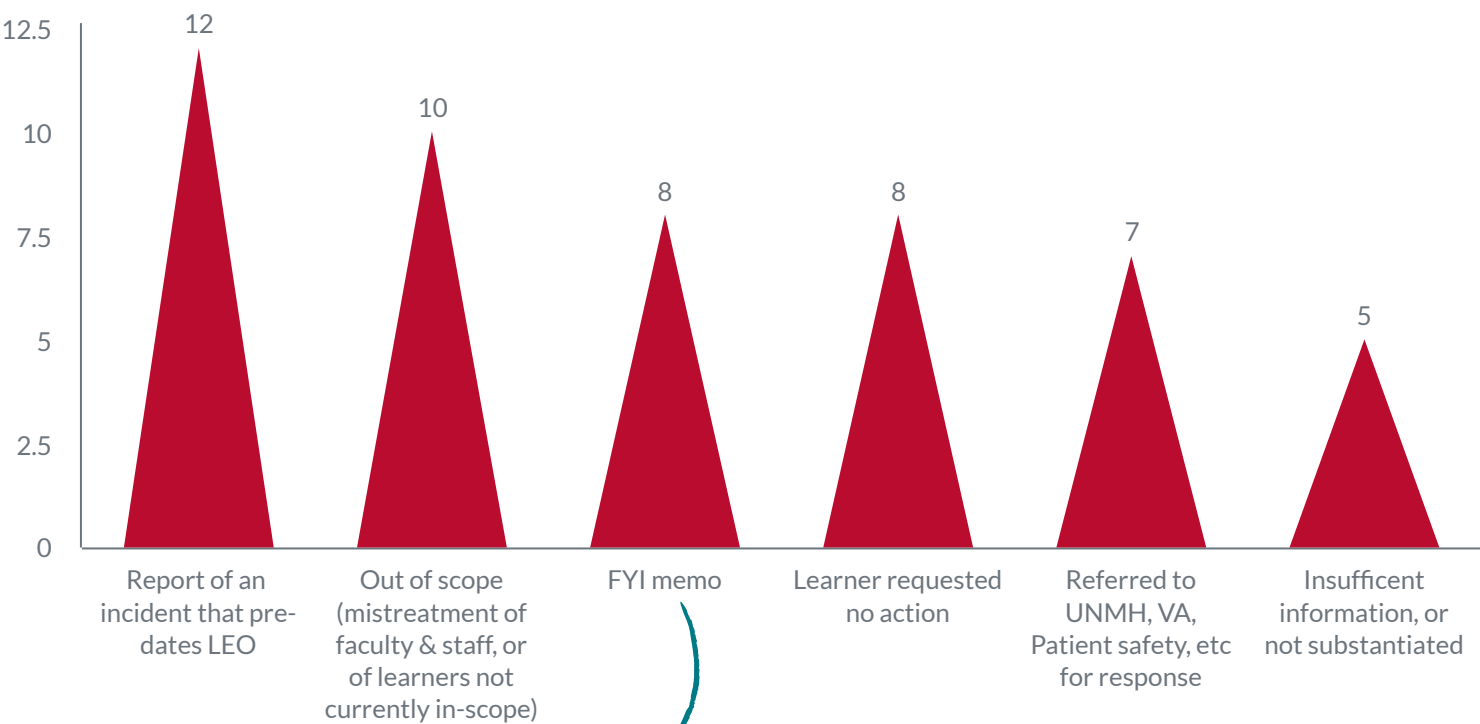
Actions Recommended
Multiple actions can be recommended for each incident

Action	Count
Direct feedback	40
Documented conversation	31
Individual improvement plan	12
Departmental coaching	10
Enhanced process/system	9
Teacher removed from learners, clinical schedule changes, or learners removed from teacher	7
Delayed promotion timeline, relieved of leadership duties, administrative leave, or termination	5
Informal conversation	5
Academic and/or clinical monitoring plan	3

Reasons LEO has Not Recommended Action

LEO doesn't recommend action for every incident. Some of the reasons for that are:

Reason	Count
Report of an incident that pre-dates LEO	12
Out of scope (mistreatment of faculty & staff, or of learners not currently in-scope)	10
FYI memo	8
Learner requested no action	8
Referred to UNMH, VA, Patient safety, etc for response	7
Insufficent information, or not substantiated	5

? What is this?

Sometimes a report can't be substantiated, but mentions dynamics that LEO wants the department leadership to know about.
- For example: "bad gender dynamics between residents in X department."

In that case, while it isn't classified as mistreatment, LEO sends an "FYI memo" to leadership inviting them to keep an eye on gender dynamics.

LEO wants to hear from you!

Do you have ideas, suggestions, or feedback? We'd love to hear from you! Please **fill out this quick form** to send them along to us.

WELCOMING NEW LEO STAFF MEMBERS!

LEO is thrilled to welcome two new staff members to our team!

LEO's Program Coordinator, Lynn Lessard, is beginning her much deserved retirement at the end of November. LEO has been searching for two staff members to help fill her role, and we are delighted to announce the hires of **Susana Perez-Martinez** and **Maria Oliver Chavez**.

Susana and Maria are both joint hires between LEO and the Office for Professional Wellbeing (OPW). We're thrilled for Susana and Maria to bring us even closer to Dr. Liz Lawrence and the rest of our friends at OPW.

Both Susana and Maria will officially join LEO and OPW in December. We're excited for you to meet them! Here's a sneak peak:

NEW

Susana Perez-Martinez
Program Coordinator

You may know Susana from her exemplary work at the department of Electrical and Computer Engineering here at UNM, or from her years of volunteer work with Amigos de las Americas. Susana is also a student Lobo, currently working towards her BA on main campus.

Maria Oliver Chavez
Administrative Assistant

Maria has worked all over main campus, supporting students at the Accessibility Resource Center, the LGBTQ Resource Center, and the Women's Resource Center. She's a recent UNM graduate, and we're thrilled to have lured her across Lomas to join us at the HSC.

WELCOME

Welcome to LEO

GET TO KNOW THE LEO TEAM!

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Maria Oliver Chavez
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