

# UNM SOM Learning Environment Office Quarterly Report

2024 Quarter 2

<https://hsc.unm.edu/medicine/education/leo/>

# What is this presentation?

- The Learning Environment Office (LEO) produces a report each quarter to share data and trends with the UNM community.
- LEO also produces an accompanying presentation so that departments, divisions, programs, offices, and groups can more easily share and discuss these data with each other.
- All of the information in this report can be shared freely.

Please direct any questions to [hsc-leo@salud.unm.edu](mailto:hsc-leo@salud.unm.edu), and thank you for your work in creating and maintaining respectful, supportive, and inclusive learning environments at UNM.

# Presentation Contents

1. New Links for
  - a. Reporting Mistreatment & Sending iTeach
  - b. iTeach Live Dashboard
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6. How Can LEO Help Your Department, Program, Office, or Group?
7. Meet the LEO Team

It's time to update your bookmarks

# LEO HAS NEW LINKS!



As part of our expansion, LEO is moving to a **new reporting form** and database for managing reports of learner mistreatment. The old reporting form will have a link to the updated one, but it will be easiest for you to bookmark or save the following new link: [www.leo.ethicspoint.com](http://www.leo.ethicspoint.com)



We are also migrating our **iTeach collection form** to a new, more updated form.  
You can find it here: <https://tinyurl.com/LEOiTeach>



We invite you to **add these links** to your email signature, department newsletters, and other easy-to-find locations.



We also have **flyers with QR codes** for reporting mistreatment and sending iTeach that you can print and hang up in convenient locations, such as resident rooms, departmental bulletin boards, etc. If you'd like a PDF of this flyer, please email [hsc-leo@salud.unm.edu](mailto:hsc-leo@salud.unm.edu) and we'll send it along to you.

Clickable links:

## Report Mistreatment:

[www.leo.ethicspoint.com](http://www.leo.ethicspoint.com)

## Send iTeach Recognitions:

[tinyurl.com/LEOiTeach](https://tinyurl.com/LEOiTeach)

Announcing the Launch of LEO's

# New iTeach Live Dashboard

## Have you ever wondered:

- How many faculty in your department have received iTeach exemplary teaching recognitions?
- If you have received iTeach recognitions in this academic year?
- Which residents in your program have been recognized recently?



## Now you can find out!

LEO's new LIVE iTeach dashboard has all of that information, and more! The Dashboard automatically updates, so you'll always be able to see the most up-to-date information. Please remember that LEO processes recognitions on a roughly quarterly basis.

## What is included in the Dashboard?

1. The **School or College** the teacher is affiliated with

Note: Currently they are almost all from the SOM, but that will change as the iTeach program opens up to everyone at the HSC.

2. The **home department** of the teacher
3. The teacher's **first and last name**
4. The teacher's **role** (faculty, resident, APP, student, etc)
5. **How many times** the teacher has been recognized:
  - In this current academic year (AY)
  - All time
  - Plus, in how many quarters (batches) this teacher has been recognized



## To access the Dashboard, click here!

**PRO TIP:** Use the "filter" feature on the right of the visual to filter for only the schools, colleges, or departments you'd like to see!

### Please Note:

Some of the data are **incomplete** or **may be inaccurate**, because these recognitions are all sourced from learners who sometimes accidentally submit misspelled, incorrect, or incomplete records, such as, "Sarah was so helpful," when we don't know who "Sarah" is, or "my preceptor was so amazing," without a name.

You may also find someone listed with the incorrect department, or with their former role, for example if a resident was recognized who has since become a faculty member. There are plenty of people included who have graduated or otherwise left UNM since being recognized, and that's okay!

While the LEO team does our best to find the accurate name, role, and department of each person recognized, we are not always able to do so with the information we have. If you can correct one of these mistakes, or can fill in some missing information, please contact us by emailing [hsc-leo@salud.unm.edu](mailto:hsc-leo@salud.unm.edu), because we would love to fix that!

UNM HSC Learning Environment Office's

# Building Inclusive Leadership

2024 - 2025 Applications Now Open!

## Program At A Glance:



All HSC  
learners  
welcome

BIL's interprofessional cohort comes from all HSC colleges and represents many degree and certificate programs



15 meetings  
from Sept -  
May

BIL meetings take place on the 2nd and 4th Friday of the month over lunch, from 12-1:30p on campus at HSC



Mix of didactics,  
skill building, &  
discussion

Sessions such as "disability justice," "skills for patient advocacy," & "health equity" support future career growth

[Click here for more information and to apply before August 26](#)

# THIS QUARTER'S TOOLKIT: INTENT vs. IMPACT

## Toolkit: Intent vs. Impact

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In order to best support the HSC community in creating and maintaining respectful, supportive, and inclusive learning environments, LEO shares toolkits and resources as part of our quarterly reports. Each toolkit/resource will be available on LEO's [website](#) (in high quality for printing or sharing).

The toolkit presented in this report is **Intent vs. Impact**. This is an incredibly valuable skill for transforming conflicts and helping to give feedback to ensure all environments at UNM are supportive, inclusive, and respectful.

**[Click here to download the complete Toolkit, which includes the following sections:](#)**

1. What are Intent and Impact?
2. Framing the Problem
3. Sample Statements
4. Things to Keep in Mind
5. How to Have an Intent vs. Impact Conversation

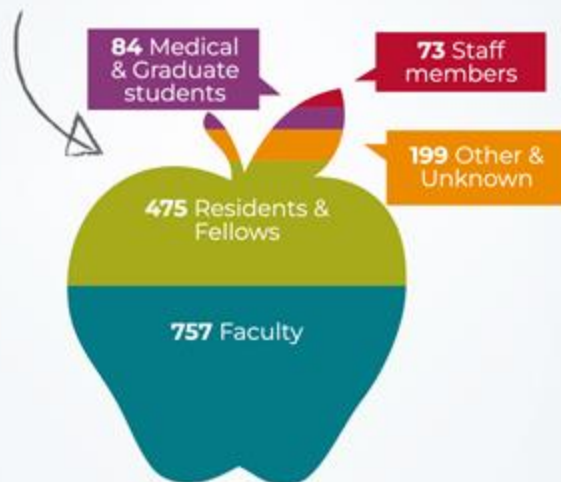
# iTeach Exemplary Teaching

# iTeach: Recognizing Exemplary Teachers

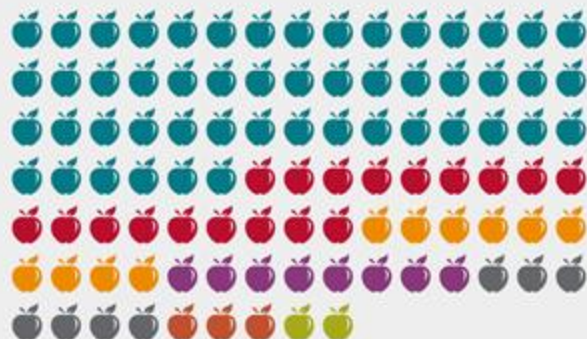
**1,508**  
**TEACHERS**

have been  
recognized  
for exemplary  
teaching by a  
total of

**6,193**  
**LEARNERS**



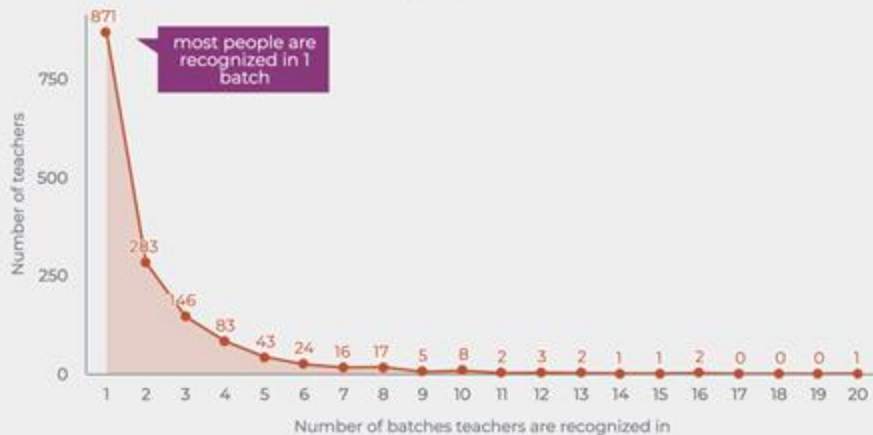
## How many learners have recognized each of those teachers?



51% recognized by one learner  
 18% two learners  
 10% three learners  
 8% 4-5 learners  
 7% 6-10 learners  
 3% 11-20 learners  
 2% 21-294 learners!

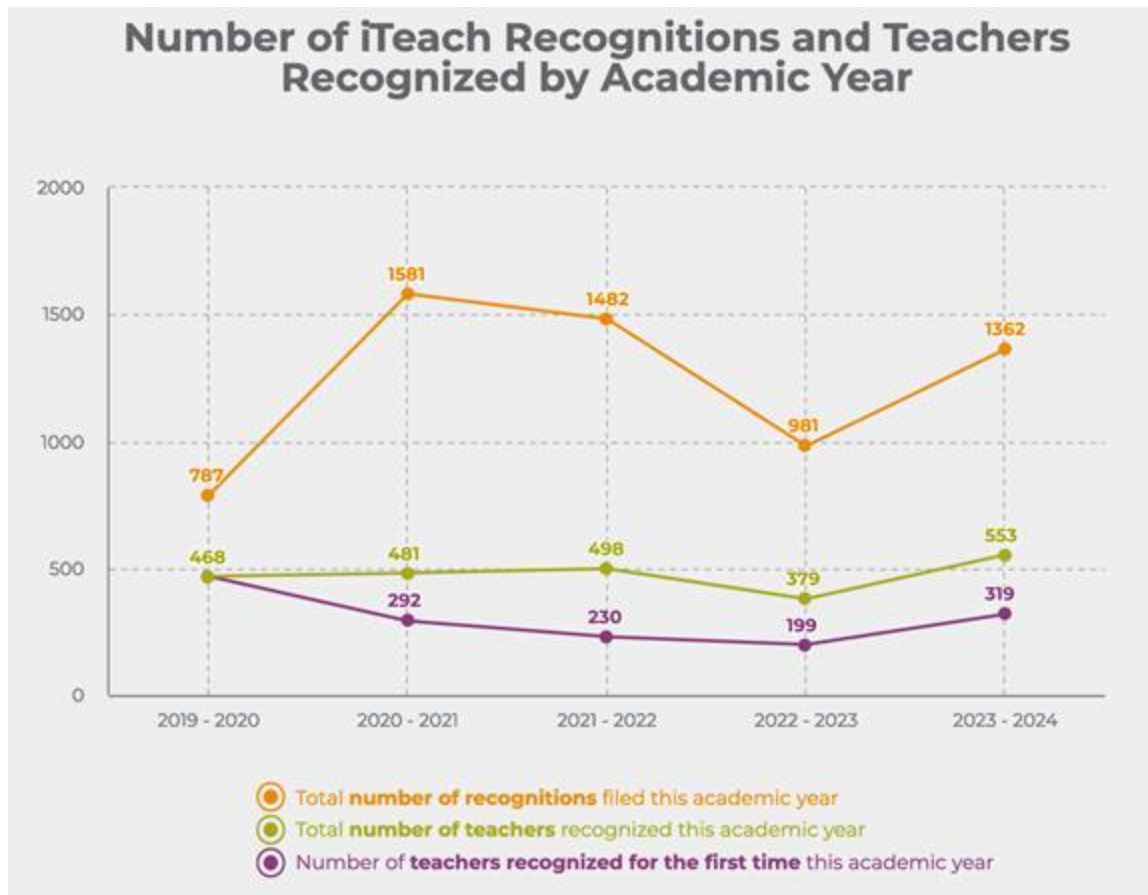
## Batches: How we measure the frequency and consistency of recognition for each person

A batch is roughly 2 months of data. Most recognized teachers have been recognized in one batch, but some are consistently recognized by learners over time. 14% of recognized teachers have been acknowledged in 4 or more batches, and **20 teachers** have been recognized in 10 or more.



New teachers continue to be recognized all the time!

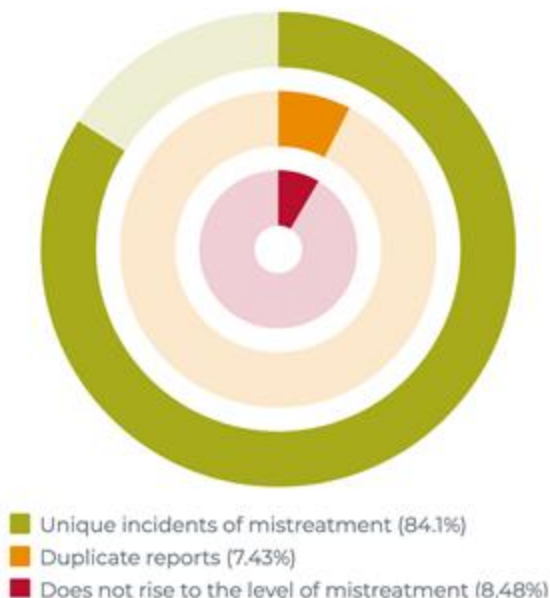
We are thrilled to start to see teachers from the Colleges of Nursing, Pharmacy, and Population Health recognized through this program, and look forward to even more to come.



# Mistreatment Data and Trends

Since LEO began collecting reports of mistreatment in July 2019, we have received **1050 reports of mistreatment**.

We can break those down this way:



LEO has received 89 reports of behavior that, after investigation, we have determined do not rise to the level of mistreatment. This is 8.5% of all reports.

Some incidents are reported more than once (for example, by a few different witnesses). There 78 duplicate reports represent 7.5% of all reports.

Once we remove reports that do not rise and those that are duplicates, we are left with **883 unique incidents of mistreatment, which represent 84% of all reports.**

## How many reports are coming to LEO each month?

n = 1050, all reports filed to LEO

You can see that the average number of reports per month has increased every year, from 8 in 2019 to **23 so far in 2024**.

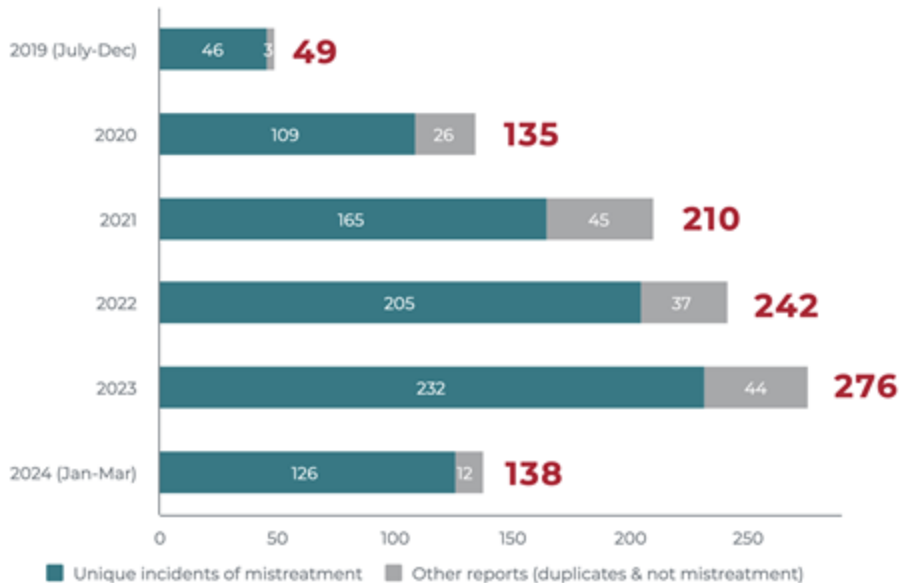
Average Number of Reports to LEO per Month



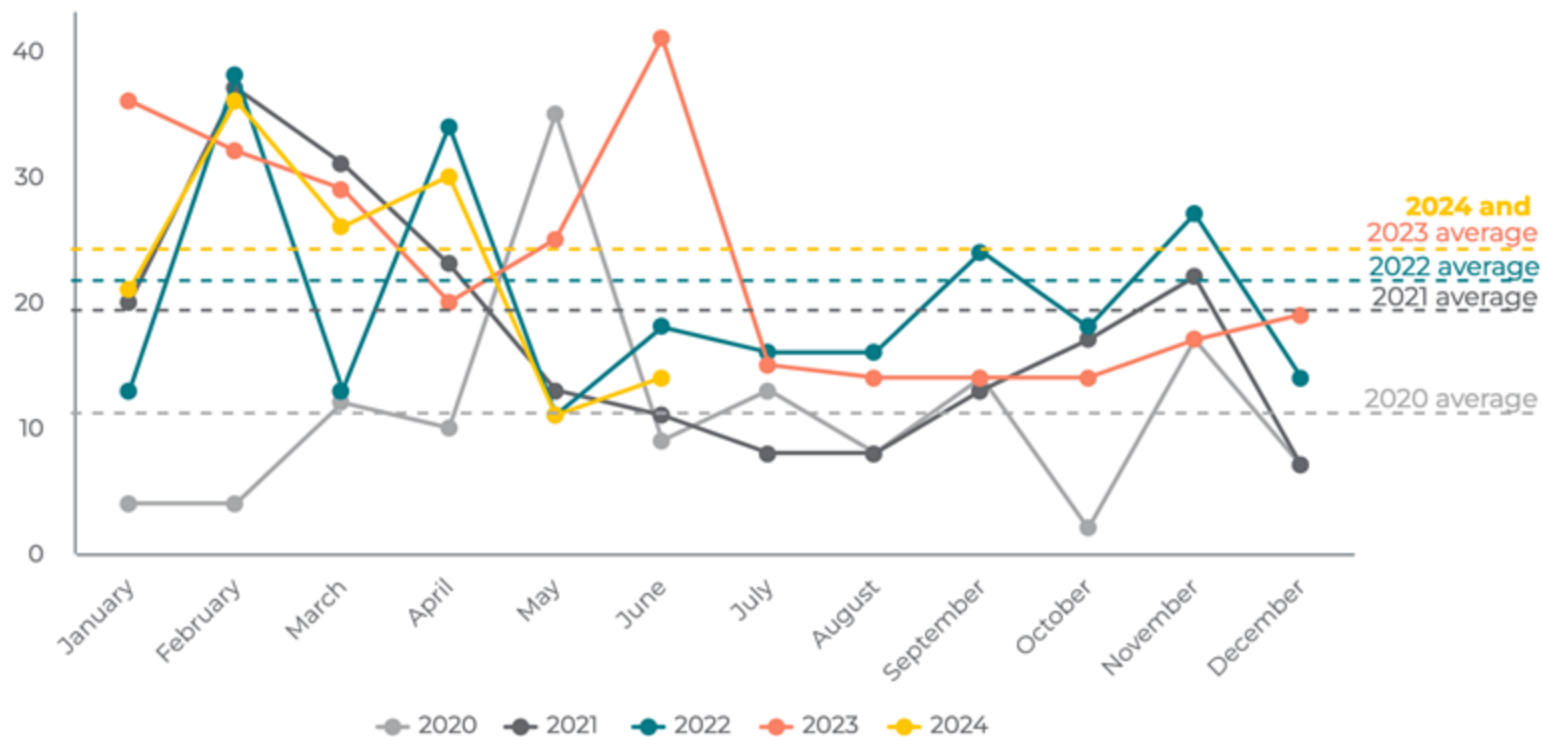
## What is the status of reports to LEO?

n = 883, unique incidents of mistreatment

The total number of reports LEO has received has increased every year, from 49 in 2019 to 276 in 2023

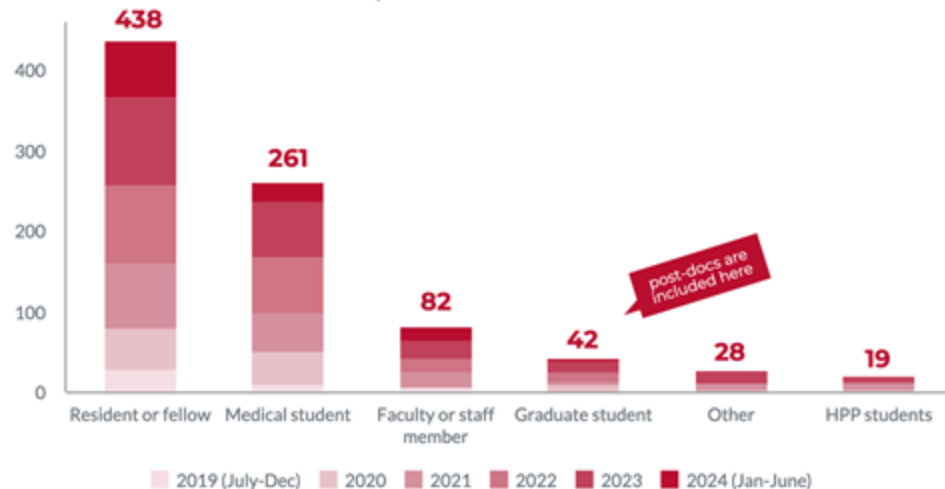


## When Reports Are Filed to LEO



## Who is Mistreated?

n = 883 unique incidents of mistreatment



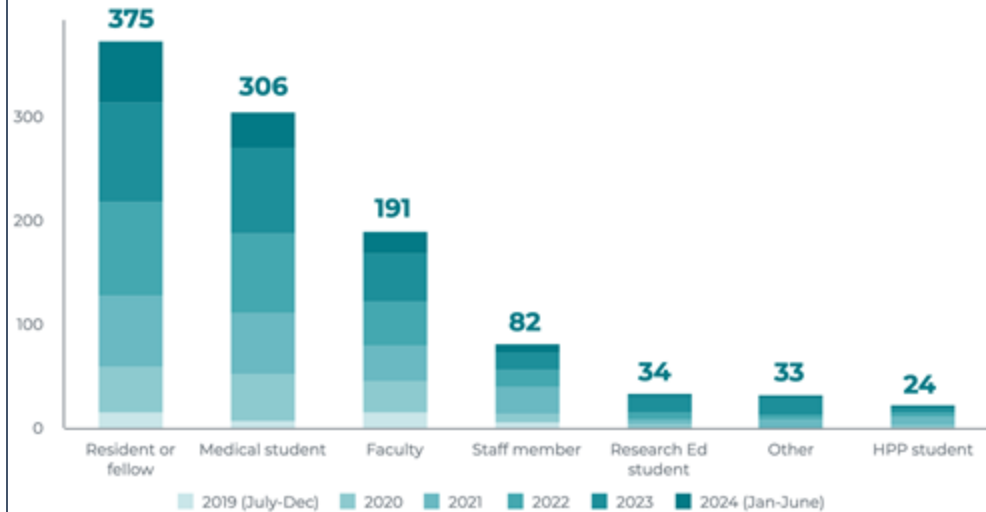
## Who is Reported for Mistreating Learners?

n = 883 unique incidents of mistreatment



# Who Reports to LEO and How?

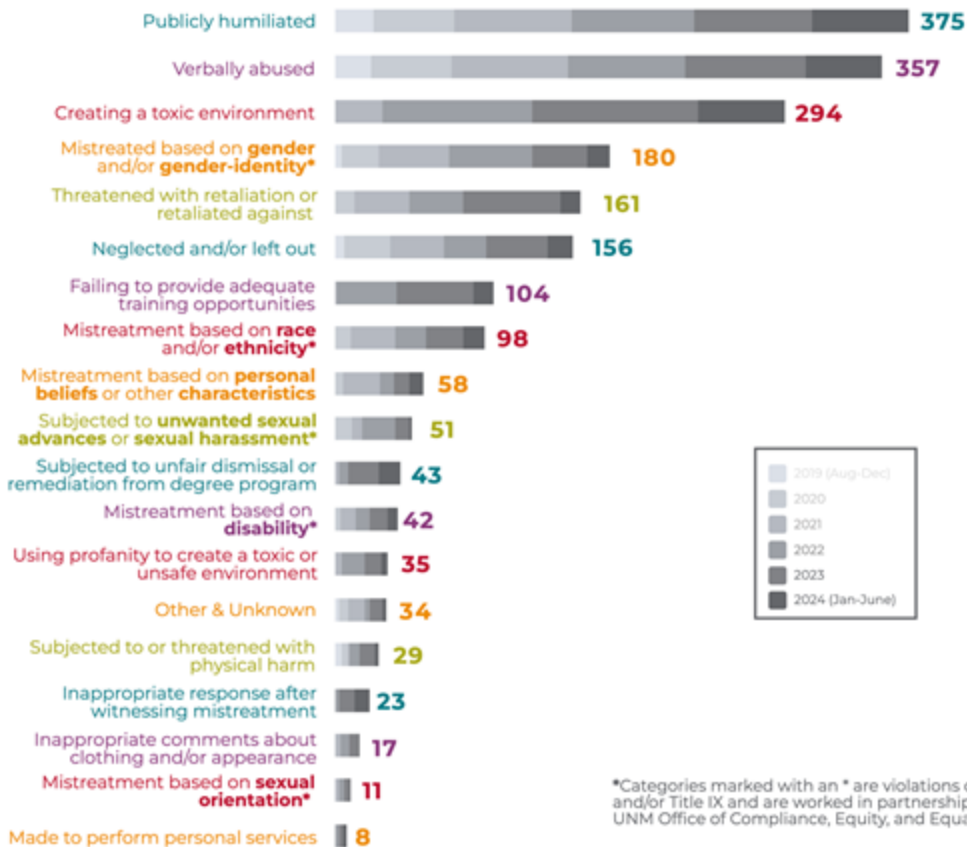
n = 1050, all reports to LEO



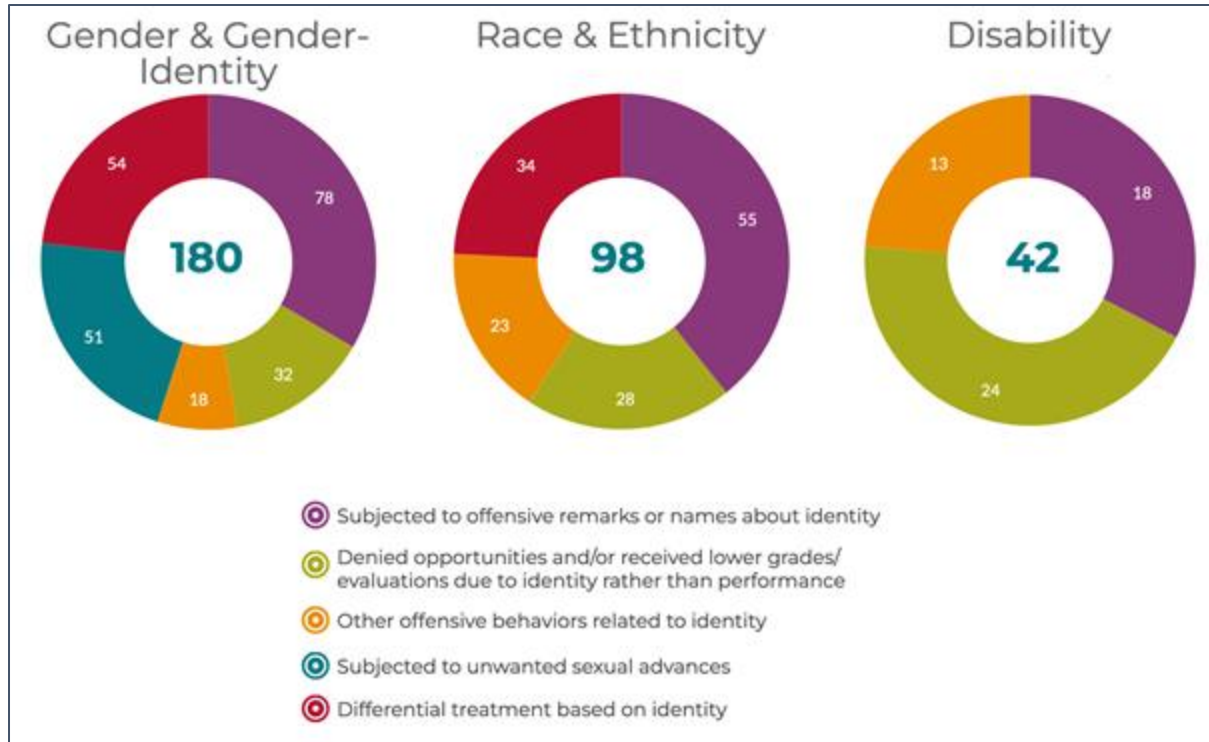
# Types of Mistreatment

Each incident can include multiple types of mistreatment

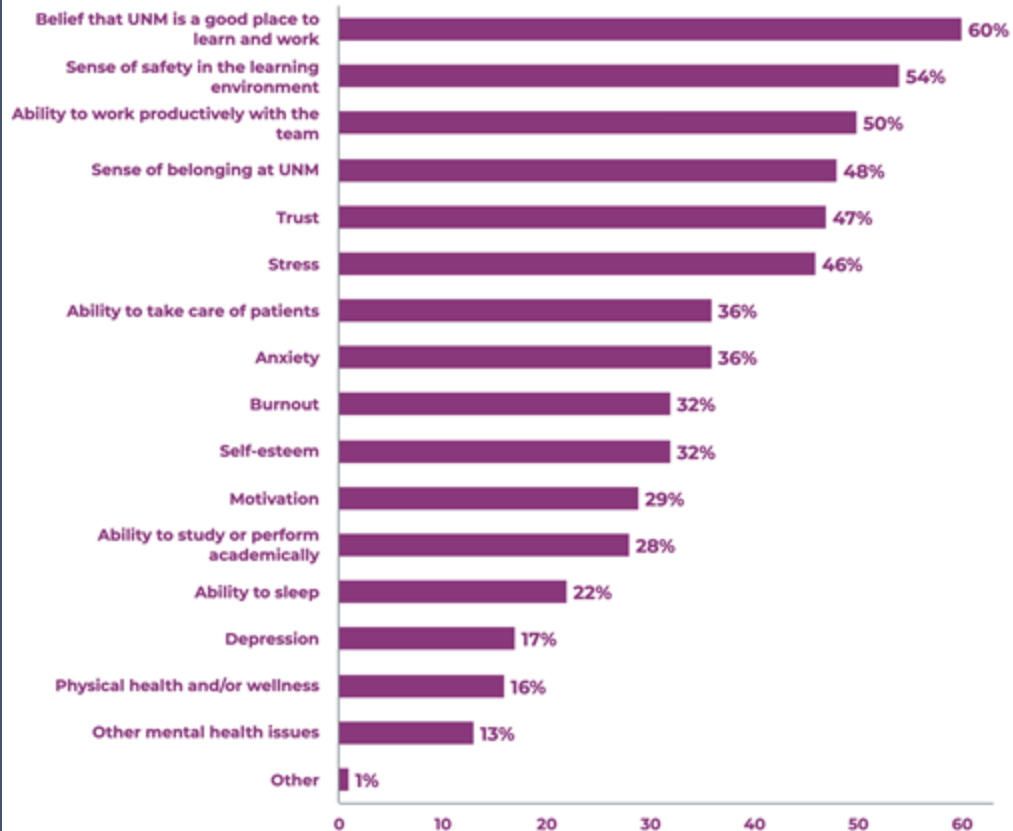
n = 883 unique incidents of mistreatment



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



"This behavior negatively impacted my:"



# How are Incidents Classified on the Mistreatment Response Pyramid?

n = 277 classifiable incidents

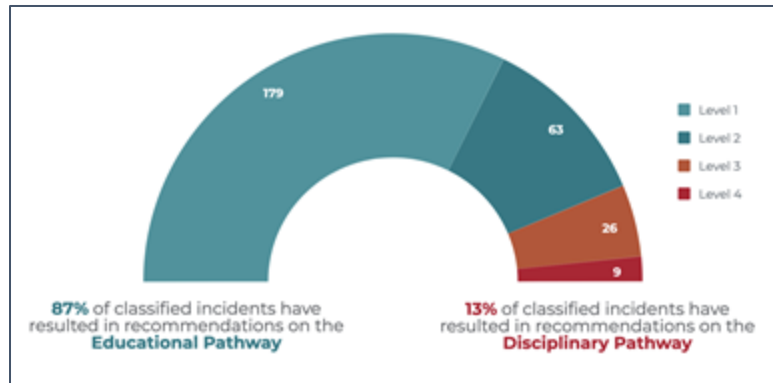
Responses to mistreatment incidents occur on either the **Educational Pathway** or the **Disciplinary Pathway**, depending on the severity and patterns of behavior.

## Educational Pathway

For behaviors out of compliance with UNM SOM Mistreatment Policy

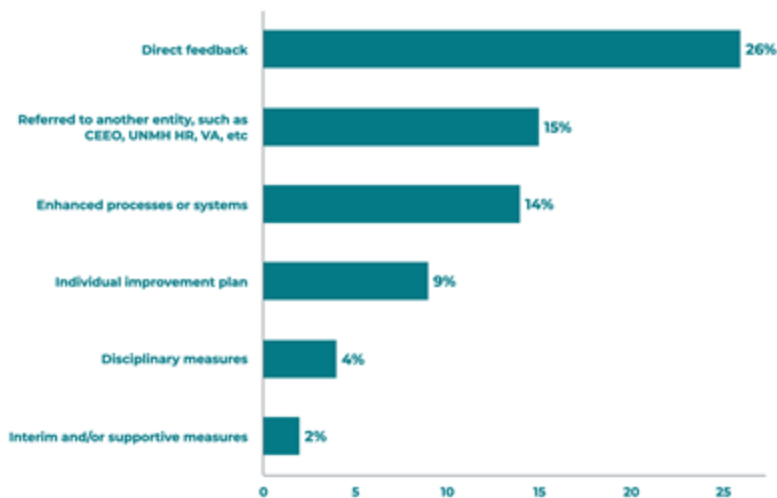
## Disciplinary Pathway

For behaviors that constitute a violation of UNM SOM Mistreatment Policy

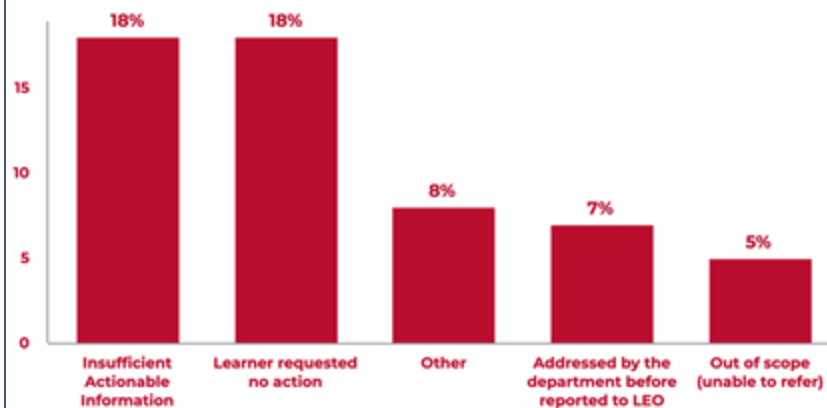


In **59% of unique mistreatment incidents**,  
LEO is able to recommend actions. Those actions are:

n = 846 cases that have reached this stage



In **41% of mistreatment incidents**,  
LEO has **not** recommended action because:



# How can LEO help your department, program, office, or group?

# How can LEO help enhance your learning environment?

## Trainings / Workshops

- Giving & Receiving Feedback
- Bystander Intervention
- Conflict Transformation
- Power & Power Dynamics
- *and more!*

## Direct Interventions

- Mistreatment incident investigation and response
- Learning Environment Audits
- 1-on-1 consultations with leadership

Contact [hsc-leo@salud.unm.edu](mailto:hsc-leo@salud.unm.edu) to request a training or for more information

# GET TO KNOW THE LEO TEAM!

## FULL TIME STAFF

### Leadership Team



**Diana V. Martinez, MPH**  
Director  
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### Operations Team



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