



SCHOOL OF
MEDICINE

LEARNING ENVIRONMENT OFFICE

Fostering a climate of respect and inclusion

6-Month Status Report

March 2020

OVERVIEW

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

In an effort to promote both transparency and confidentiality, LEO is producing quarterly status reports that share aggregated data to enhance the overall understanding of learning environments as well as protect anonymity.

These reports also consist of 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 go to our website and click "Report Mistreatment."

ACKNOWLEDGING TEACHING EXCELLENCE

In November, LEO launched its campaign to Acknowledge Teaching Excellence at the UNM SOM by recognizing 314 teachers. Since November, we have received an additional **279** acknowledgements of exemplary teachers. Here are some of our highly rated teachers!

593 RECIPIENTS



Luis A. Izquierdo, MD //
Department of
Obstetrics
& Gynecology

"Dr. Izquierdo goes out of his way to help teach radiology residents... the world of medicine would not be the same without Luis. UNM is lucky to have such an amazing doctor, leader, teacher, mentor, and friend."



Madeleine Grigg-Damberger, MD //
Department of
Neurology

"She is a beautiful example of exemplary teaching. She is great at setting expectations before and during the case. She allowed me the time to safely struggle and figure out how to troubleshoot issues before intervening only when necessary. I LOVED working with her."



Krystal Chan, MD //
Department of
Internal Medicine

"Dr. Chan is very supportive. She teaches well during patient interactions and allows students to perform procedures. She is encouraging, supportive, and interested in helping me get the most out of my internal medicine rotation."

Thank you!

If you wish to recognize an exemplary teacher, please go to our [website](#) and click the "**Acknowledge Teaching Excellence**" button.

UPCOMING LEARNING ENVIRONMENT SPEAKER SERIES, 12-1p, Zoom



We hope you can join the following workshops.

[Click here to register for the April 13 session.](#)

- **April 13: Wellness in the Time of COVID-19**
– Elizabeth Lawrence, MD, Dept of Internal Medicine
- **May 11: A Strengths Based Approach to Addressing Learner Mistreatment**
– Anthony Fleg, MD, Dept of Family Medicine
- **June 8: Listening to Learners: Perspectives on Mistreatment (Photovoice Project: Residents and Students)**
– Brenda Pereda, MD, Dept of ObGyn

ANNOUNCING LEO'S ADVISORY COMMITTEE

Congratulations to the following individuals for being selected to serve on the LEO Advisory Committee.

Students

Robert DeBurlo, MS1
Melissa Fang, MS3
Randy Ko, MS2
Anita Reta, MS3
Danielle Rivera, MS3

Residents

Caitlin Armijo, MD, PGYIV, Department of Psychiatry
Karen Chong, MD, PGYII, Department of Obstetrics & Gynecology
Antoinette Esce, MD, PGYI, Department of Surgery
Katie Ogawa, MD, PGYII, Department of Family Medicine
Eric Rightley, MD, PGYI, Department of Internal Medicine

Fellows

Muhammad Hakim, MD, PGYVII, Department of Pathology
Lauren Van Sant, DO, PGYVI, Department of Surgery

Staff

Carlos Abeyta, Department of Neurosurgery
Katherine Love, SOM Office of Education
Kelleen Maluski, HS Library & Informatics Center
Dominique Rodriguez, SOM Office of Education
Jessica Santana-Price, SOM Office of Education

Faculty

Natalie Mariam Salas, MD, Department of Internal Medicine
Leonard Noronha, MD, Department of Internal Medicine
Emily Ochmanek, DO, Department of Radiology
Neil Gerstein, MD, Department of Anesthesiology
Nicholas Andrews, MD, Department of Obstetrics & Gynecology

ADDRESSING MISTREATMENT

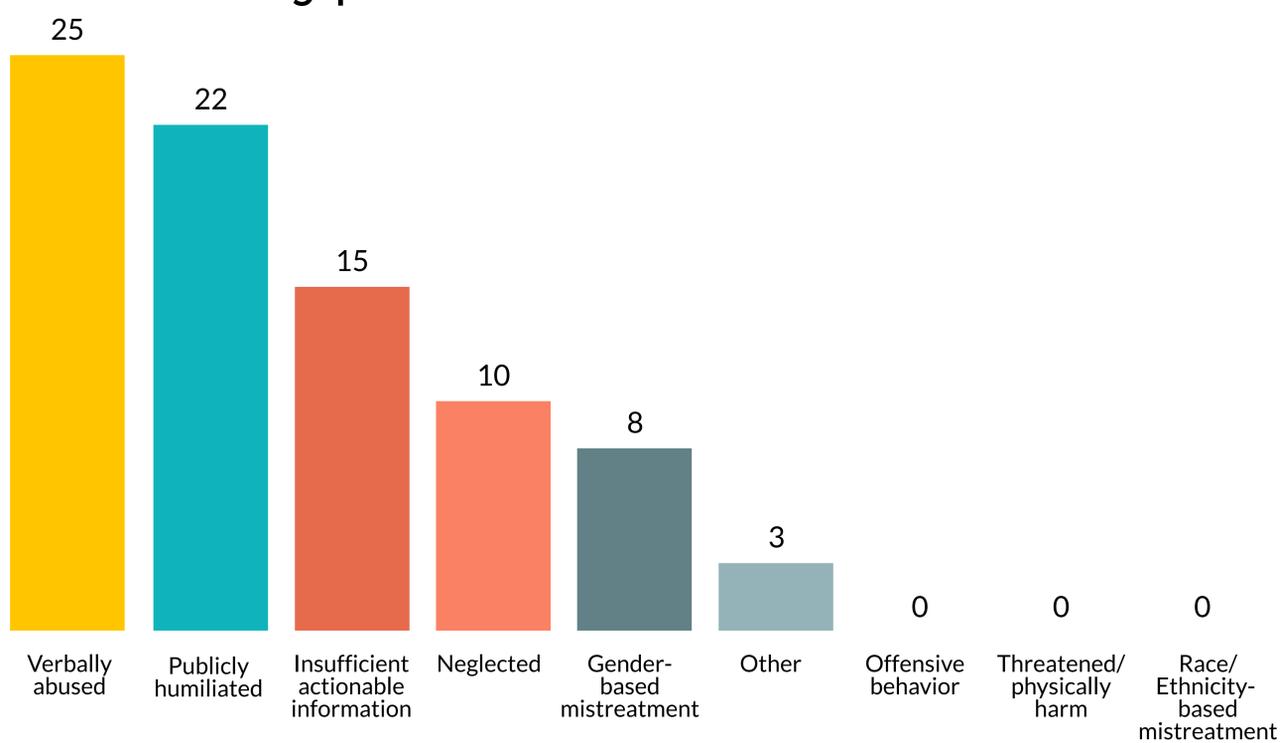
123 REPORTS

July 24, 2019 - January 31, 2020

The data shared below are collected from two mechanisms:
 1) the LEO reporting system, and
 2) the Phase I and Phase II End-of-Block evaluations.

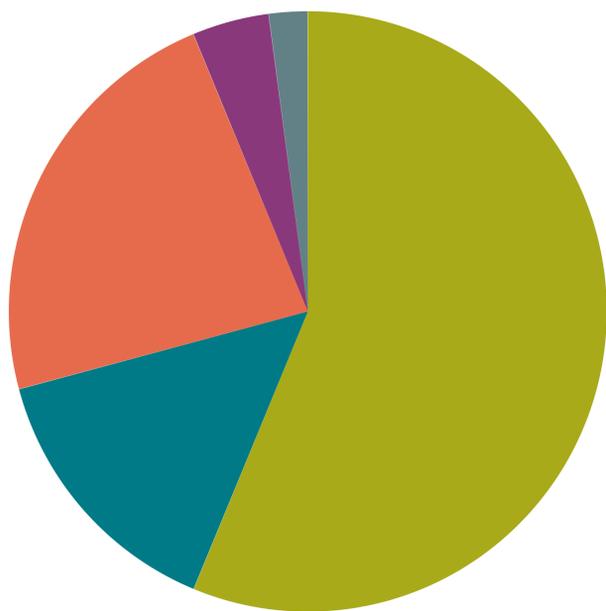
LEO Reporting System, n = 59

Types of Mistreatment



Note: more than one type of mistreatment per incident may be reported.

Sources of Mistreatment



How Reports Are Made



■ Faculty (56.25%)
 ■ Resident/Fellow (14.58%)
■ Other member of care team (22.92%)
■ Administrator (4.17%)
 ■ Medical Student (2.08%)

■ Personally experienced mistreatment (46.15%)
■ Witnessed/observed mistreatment (36.54%)
■ Heard about or unsure (17.31%)

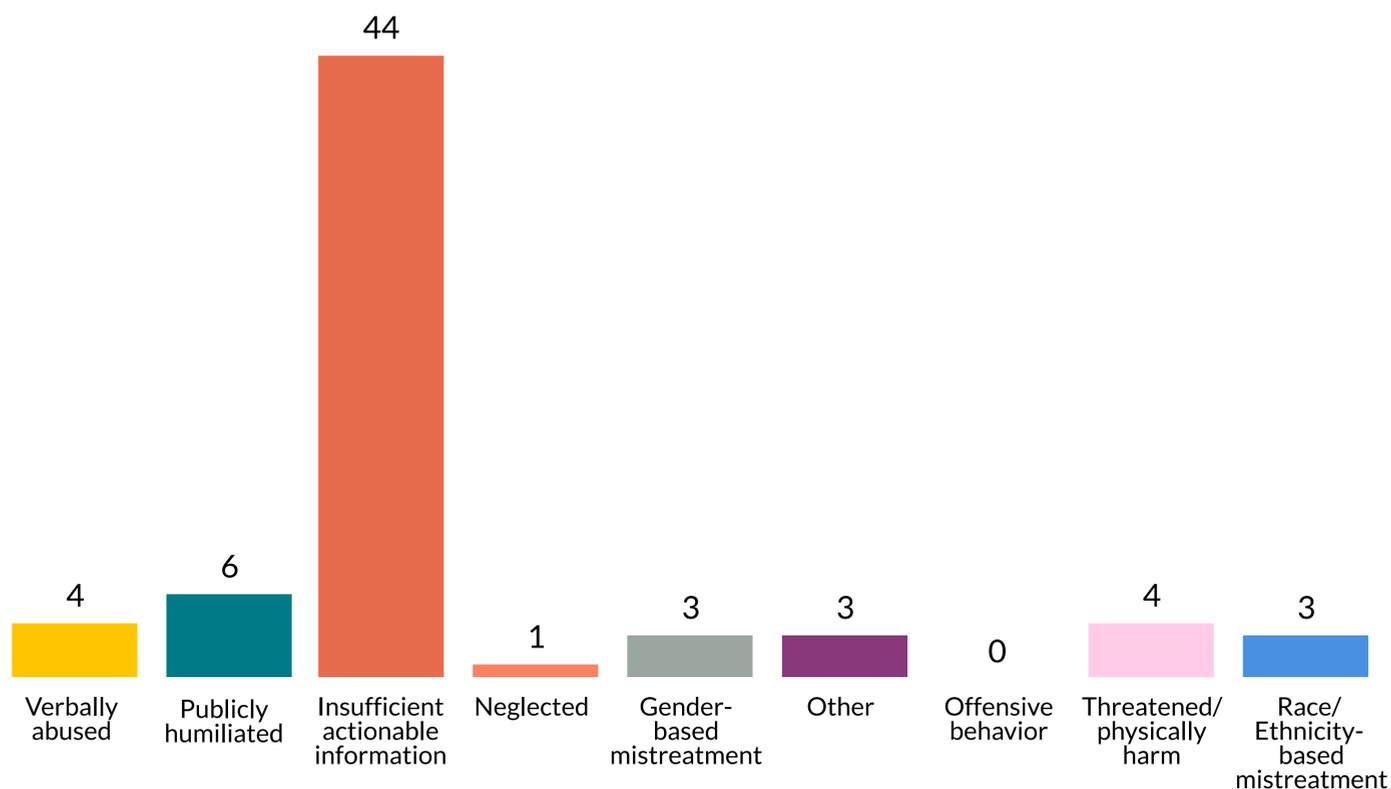
Who Reports



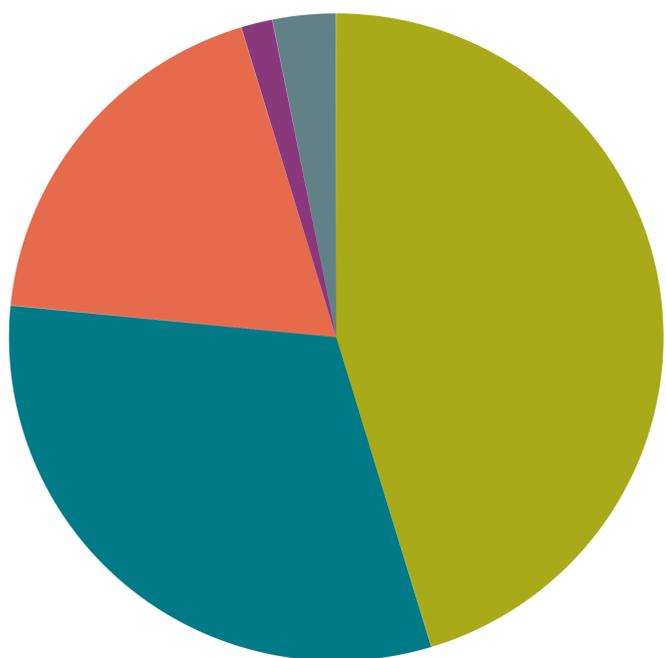
■ Medical Student (14.04%)
 ■ Resident/Fellow (36.84%)
■ Faculty (24.56%)
 ■ Staff (24.56%)

End-of-Block Evaluations, n=64

Types of Mistreatment



Sources of Mistreatment



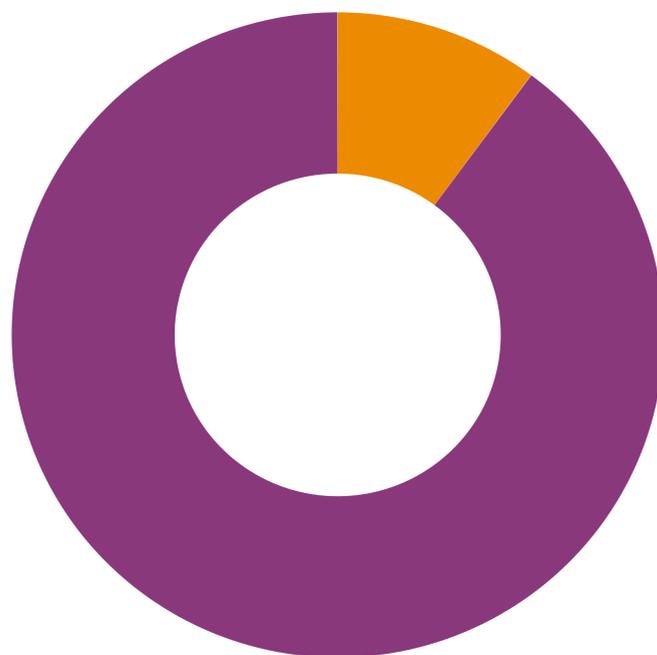
How Reports Are Made



■ Faculty (45.31%)
 ■ Resident/Fellow (31.25%)
 ■ Other member of care team (18.75%)
 ■ Administrator (1.56%)
 ■ Medical Student (3.13%)

■ Personally experienced (46.88%)
 ■ Witnessed/Observed (53.13%)

How do medical students report?

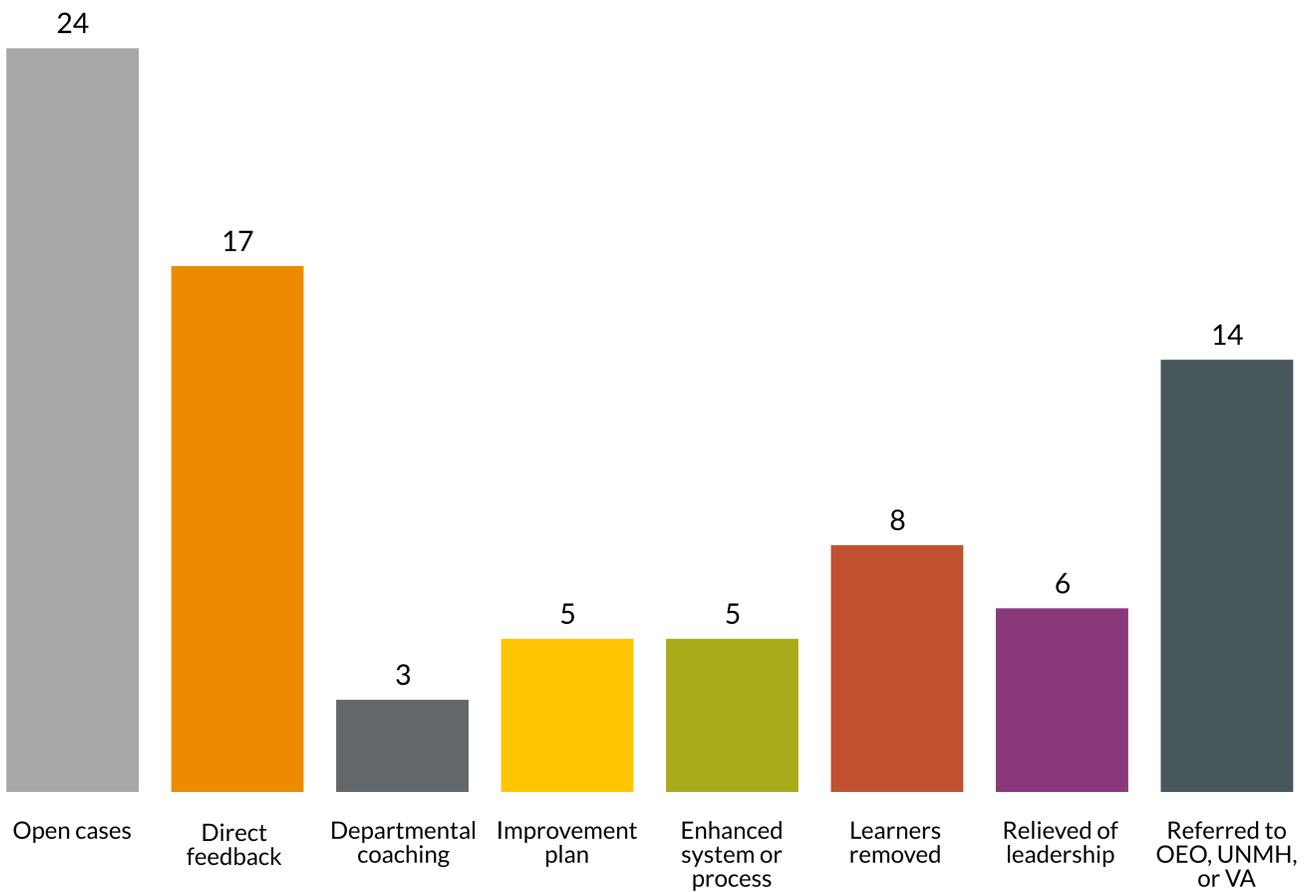


■ LEO Reporting (10.13%)
 ■ Phases I & II End-of-Course Evaluation (89.87%)

Combined Data, n=123

Responses to Reports

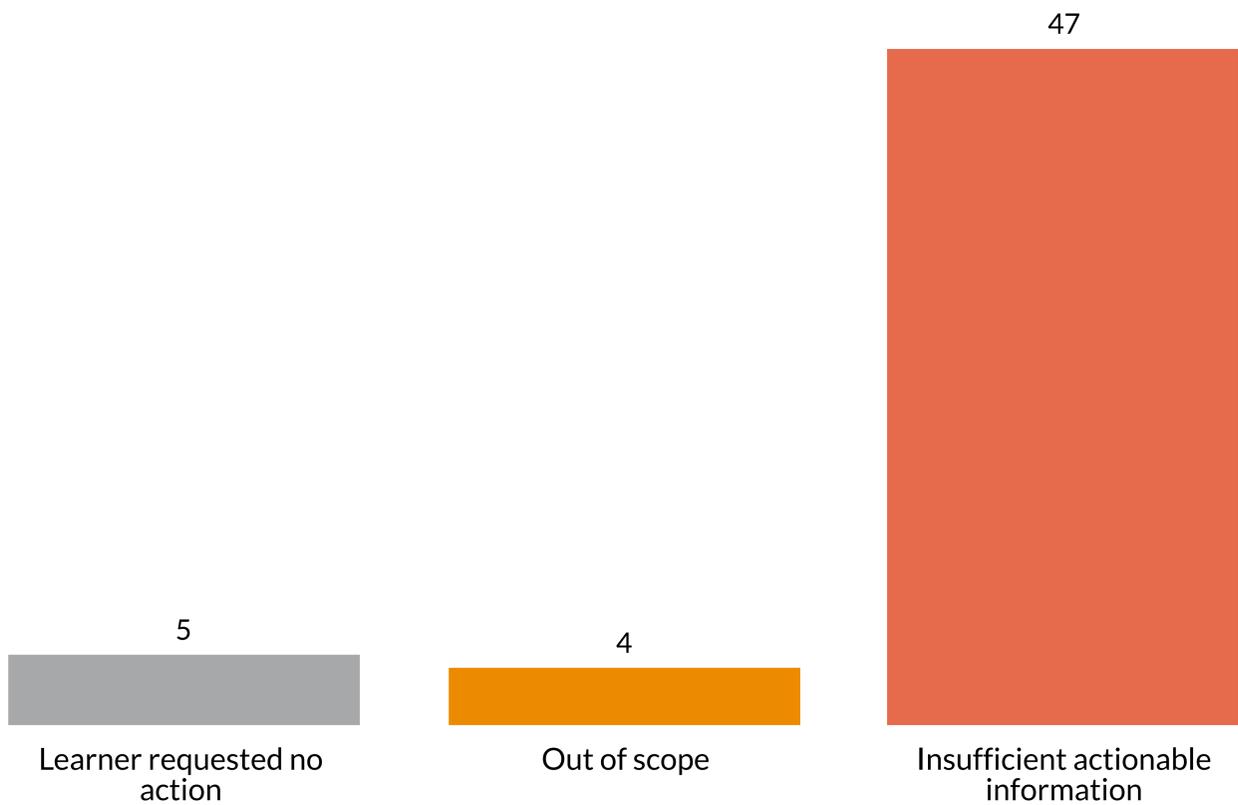
Actions Taken



Note: more than one action per mistreatment incident can occur.

No Action Taken

(All reported incidents are catalogued in LEO database)



Additional Data



Weeks

Average time it takes to close a case once it is reported to LEO



Percent

of reports were in clinical environments versus 13% in classroom environments



Percent

Increase in reports from 1st to 2nd quarter, indicating increasing awareness and trust



Percent

of reports were actual incidents of mistreatment

Have you reported mistreatment?

Tell us how we are doing!

Click here to submit an anonymous survey providing us with important information on how we can enhance our processes.



MISTREATMENT IN THE LITERATURE

Interested in learning more about national efforts to enhance learning environments and address mistreatment?

See some recent articles.



Conceptualizing Learning Environments in the Health Professions

Academic Medicine, 2019, Larry D. Gruppen, PhD, David M. Irby, MDiv, PhD, Steven J. Durning, MD, PhD, and Lauren A. Maggio, MS(LIS), PhD



Exemplary Learning Environments for the Health Professions: A Vision

Academic Medicine, 2019, Sandriijn M. van Schaik, MD, PhD, Susan A. Reeves, EdD, RN, and Linda A. Headrick, MD, MS



Assessment of the Prevalence of Medical Student Mistreatment by Sex, Race/Ethnicity, and Sexual Orientation

JAMA Internal Medicine, 2020, Katherine A. Hill, BA, BS, Elizabeth A. Samuels, MD, MPH, MHS, Cary P. Gross, MD, Mayur M. Desai, PhD, MPH, Nicole Sitkin Zelin, MD, Darin Latimore, MD, Stephen J. Huot, MD, PhD, Laura D. Cramer, PhD, ScM, Ambrose H. Wong, MD, MEd, and Dowin Boatright, MD, MBA, MHS



Perceived Bullying Among Internal Medicine Residents

JAMA, 2019, Manasa S. Ayyala, MD, Rebeca Rios, PhD, and Scott M. Wright, MD



Recognizing and Reacting to Microaggressions in Medicine and Surgery

JAMA Surgery, 2019, Madeline B. Torres, MD, Arghavan Salles, MD, PhD, and Amalia Cochran, MD

WELCOMING LEO's ASSISTANT DIRECTOR

Emma Naliboff Pettit is thrilled to be joining the team at the Learning Environment Office. Emma has spent the last decade working with college campuses on issues of diversity, inclusion, campus culture, conflict resolution, and dialogue. She comes to UNM from UCLA, where she was the Program Director of the Intergroup Dialogue Program and the Olive Tree Initiative, a trip for students to the Middle East. In these roles, she supported a peer-to-peer dialogue program and trained thousands of students, faculty, and staff in inclusive behaviors and conflict resolution. Before UCLA, she was a Program Director with the Sustained Dialogue Campus Network, a nonprofit that brings dialogue to colleges across the world. Emma specializes in race-based dialogue, interfaith work, campus culture trainings, curriculum building, and color-coded spreadsheets. Originally from California, she is a proud alum of Mount Holyoke College (BA in Racial Injustice in Society and Schools) and earned her MA in American Studies at George Washington University.



Emma
Naliboff Pettit, MA

To learn more about LEO, visit us at: goto.unm.edu/leo



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