



SCHOOL OF  
MEDICINE

LEARNING ENVIRONMENT OFFICE

Fostering a climate of respect and inclusion

# Quarterly Report

October - December 2023

## 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 reports that share aggregated data to enhance the overall understanding of learning environments as well as protect anonymity. The data 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.

## WHAT'S NEW IN LEO'S QUARTERLY REPORTS

Beginning with the previous quarter, LEO is going to provide a slide presentation to accompany this report. This will make it easier to share the data and trends included in this report with colleagues and peers. Anyone can access and share the slide presentation [by clicking here](#), or downloading the PDF presentation attached to this same email.

You can always take a look at prior reports on LEO's [website](#).

**To learn more about LEO or to contact us, visit us on [our website](#).**

# REPORT CONTENTS

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Huge news about LEO serving everyone across the Health Sciences Center

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## **iTeach Data**

Learn about updated data related to exemplary teaching and behavior across the SOM

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Learn about the latest data and trends related to learner mistreatment at the SOM

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A few quick charts highlighting new trends in 2023's mistreatment data

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## **Meet the LEO Team**

Get to know the 11 members of the LEO team

# HUGE NEWS: LEO IS EXPANDING!

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**LEO is thrilled to announce that we will be serving the entire Health Sciences Center in the new fiscal year!**

LEO was successful in securing legislative funding to expand the Office. Currently, LEO only serves the School of Medicine, and we asked the legislature to provide the resources so that we could serve all four HSC colleges/schools.

We are so excited to begin building relationships and offering services to learners, faculty, staff, and administrators in the Colleges of **Nursing**, **Population Health**, and **Pharmacy**, and continuing to offer high-level services to the **School of Medicine**.

**The expansion will take effect on July 1, 2024.**

**We will be hiring** several Case Managers as well as several other positions. If you or someone you know might be a great fit to help LEO serve learners across the entire HSC, have them email [hsc-leo@salud.unm.edu](mailto:hsc-leo@salud.unm.edu) or check UNM jobs for postings soon!

LEO is grateful for the help off so many in securing these funds. We would also like to send a special shout out to:

the entire team at the **UNM Office of Government and Community Relations**

**Patricia Finn**, MD, Dean, School of Medicine

**Tracie Collins**, MD, Dean, College of Population Health

**Don Godwin**, PhD, Dean, College of Pharmacy

**Carolyn Montoya**, PhD, RN, Interim Dean, College of Nursing

**Doug Ziedonis**, MD, MPH, HSC Executive Vice President

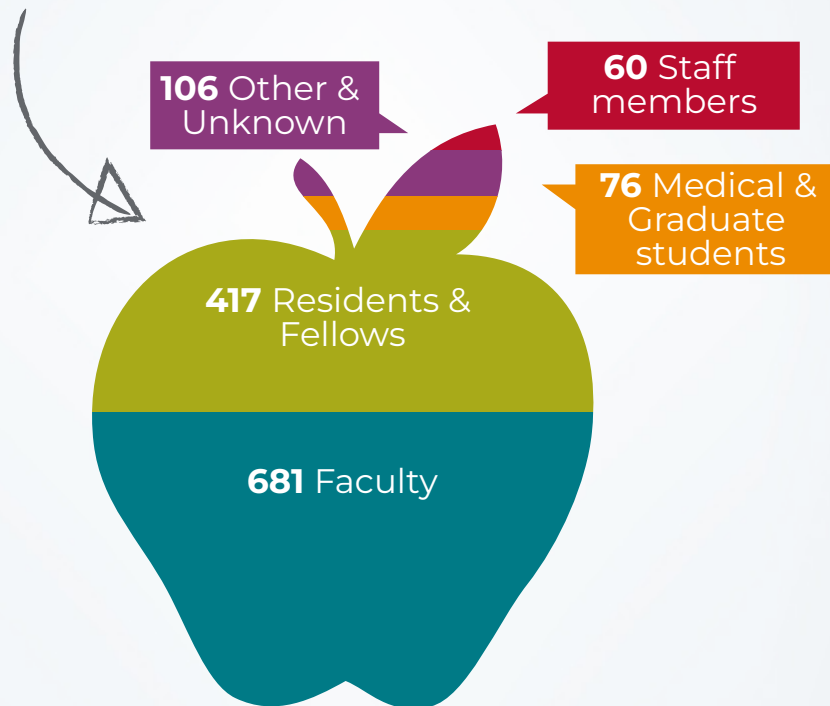
Our state **legislators and Governor Lujan Grisham**

# iTeach: Recognizing Exemplary Teachers

**1,338**  
**TEACHERS**

have been  
recognized  
for exemplary  
teaching by a  
total of

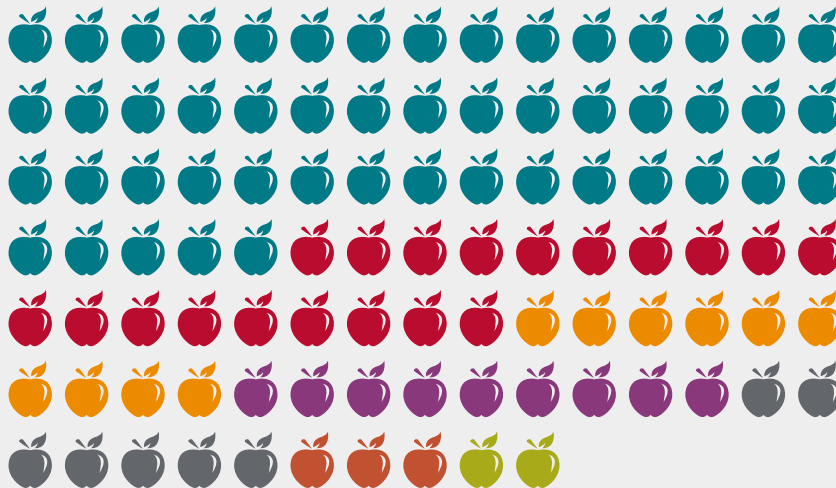
**5,437**  
**LEARNERS**



[Click here](#) to send an iTeach recognition to a teacher today!



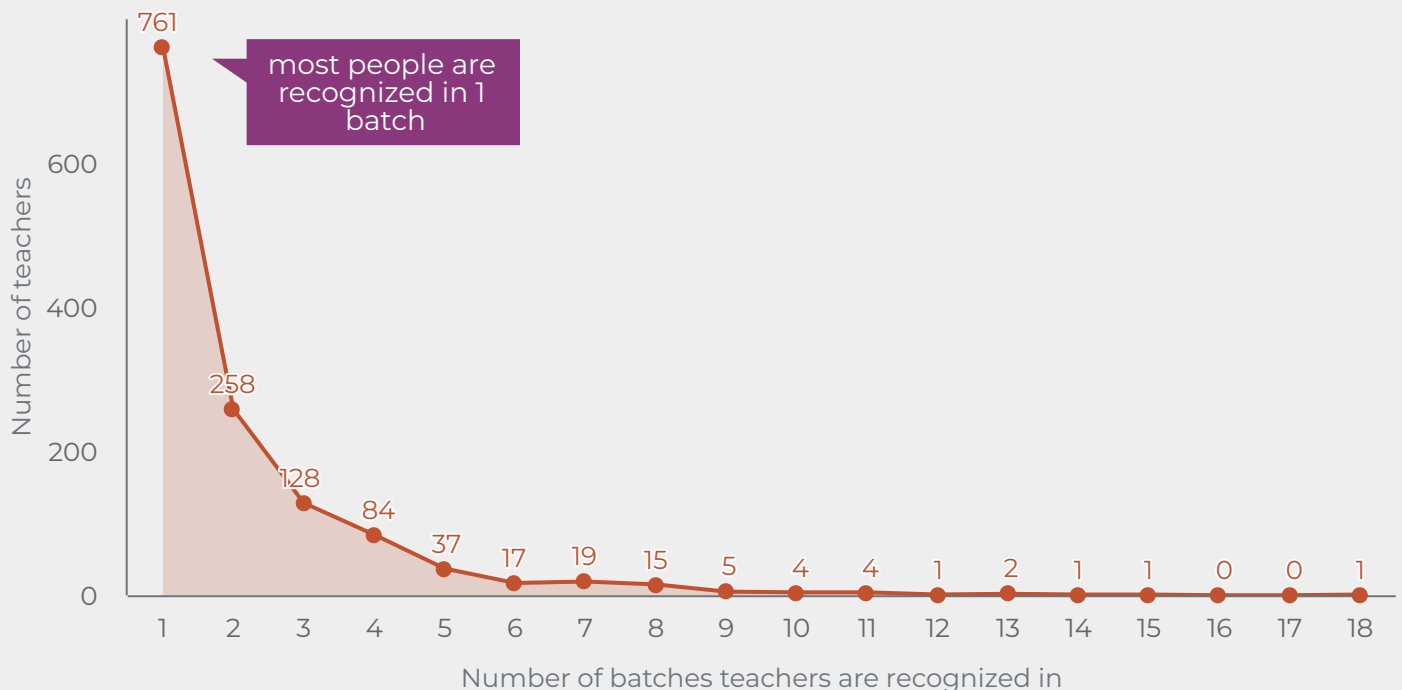
## How many learners have recognized each of those teachers?



50% recognized by one learner  
 19% two learners  
 10% three learners  
 9% 4-5 learners  
 7% 6-10 learners  
 3% 11-20 learners  
 3% 21-258 learners!

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

A batch is 1-2 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 11 teachers have been recognized in 10 or more.



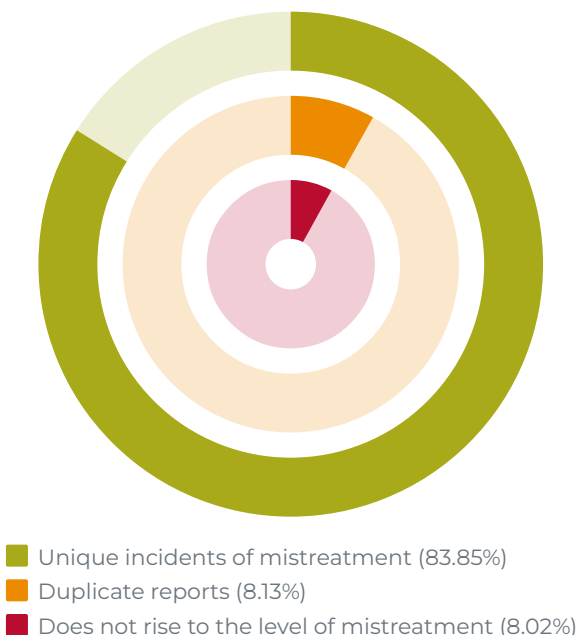
# ADDRESSING MISTREATMENT: Data Review

July 24, 2019 - December 31, 2023

LEO shares these data to create greater transparency in the UNM SOM community about mistreatment. We use these data to inform our work to reduce and prevent mistreatment, and to most effectively respond to incidents that occur.

Since LEO began collecting reports of mistreatment in July 2019, we have received **910 reports of mistreatment**.

We can break those down this way:



LEO has received 73 reports of behavior that, after investigation, we have determined do not rise to the level of mistreatment. This is 8% of all reports.

Some incidents are reported more than once (for example, by a few different witnesses). There 74 duplicate reports represent 8.1% of all reports.

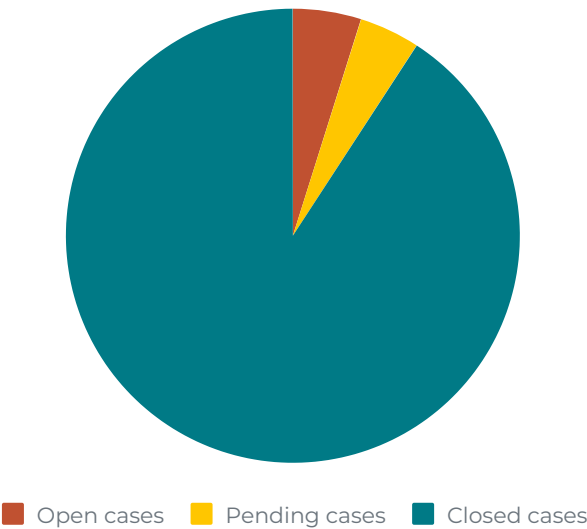
Once we remove reports that do not rise and those that are duplicates, we are left with **763 unique incidents of mistreatment, which represent 84% of all reports.**

Most data on the following pages include only the **763 unique incidents of mistreatment**. However, in some cases when it is more appropriate, we have included all 910 reports filed. Make sure to check out the "n" for each set of data.

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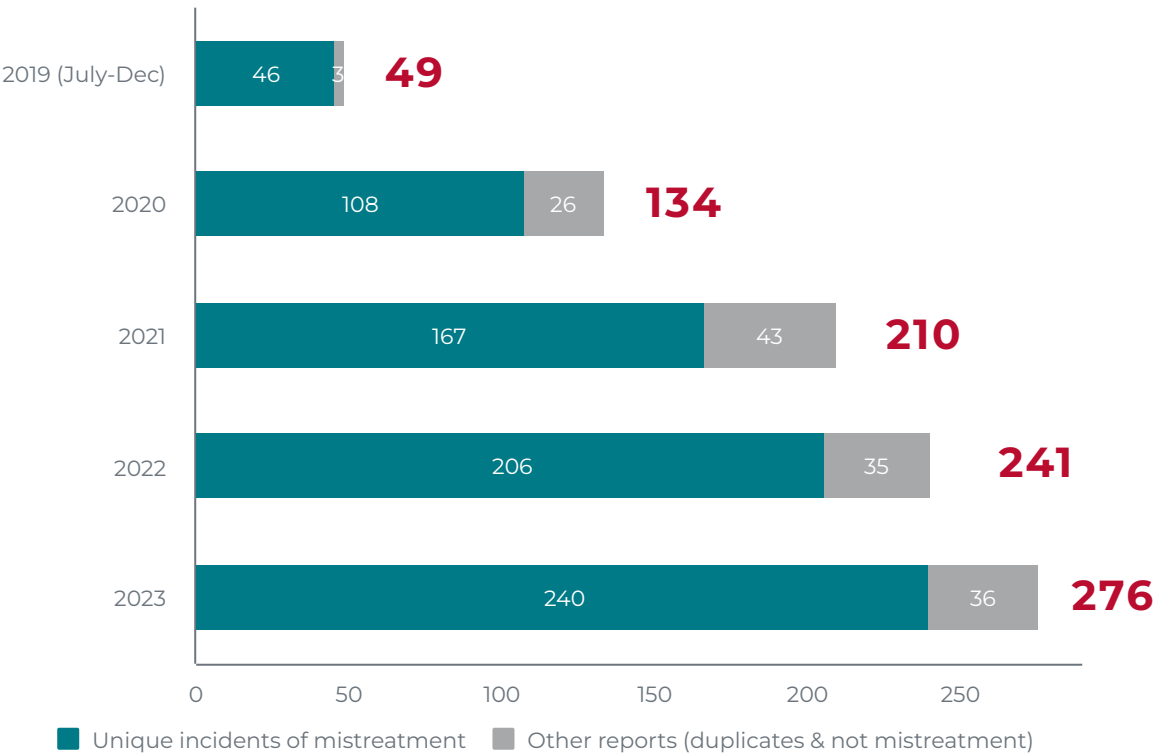
# What is the status of reports to LEO?

n = 763, unique incidents of mistreatment

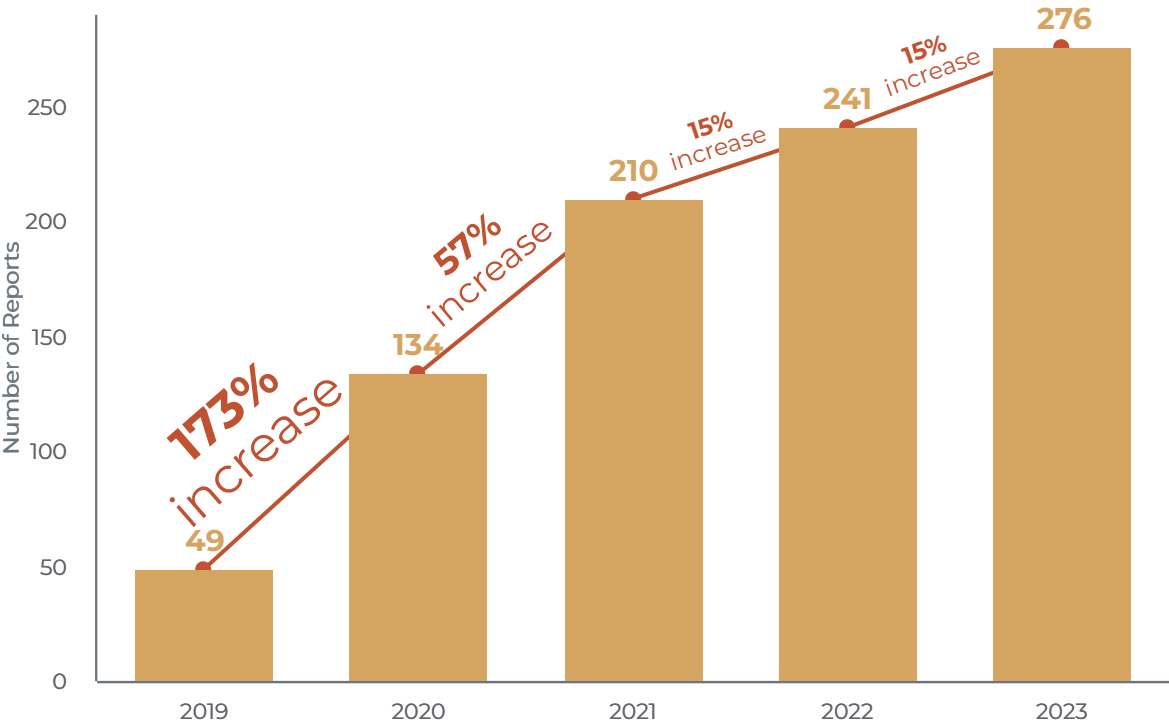


- 5% of cases are open.** Open cases may be:
- In active fact finding
  - Scheduling meetings with relevant stakeholders
  - Awaiting response from impacted learners
  - Waiting for delayed action (on request of learners)
  - Writing and sending recommendation memos
  - Awaiting decisions from the Mistreatment Response Committee
- Another 4% are pending.** Pending cases may be:
- Awaiting monitoring periods
  - Waiting for stakeholders to report back on feedback conversations

## The total number of reports LEO has received has increased every year, from 49 in 2019 to 276 in 2022



## The rate at which reports are increasing has slowed down



# How many reports are coming to LEO each month?

n = 910, 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 in 2023**.



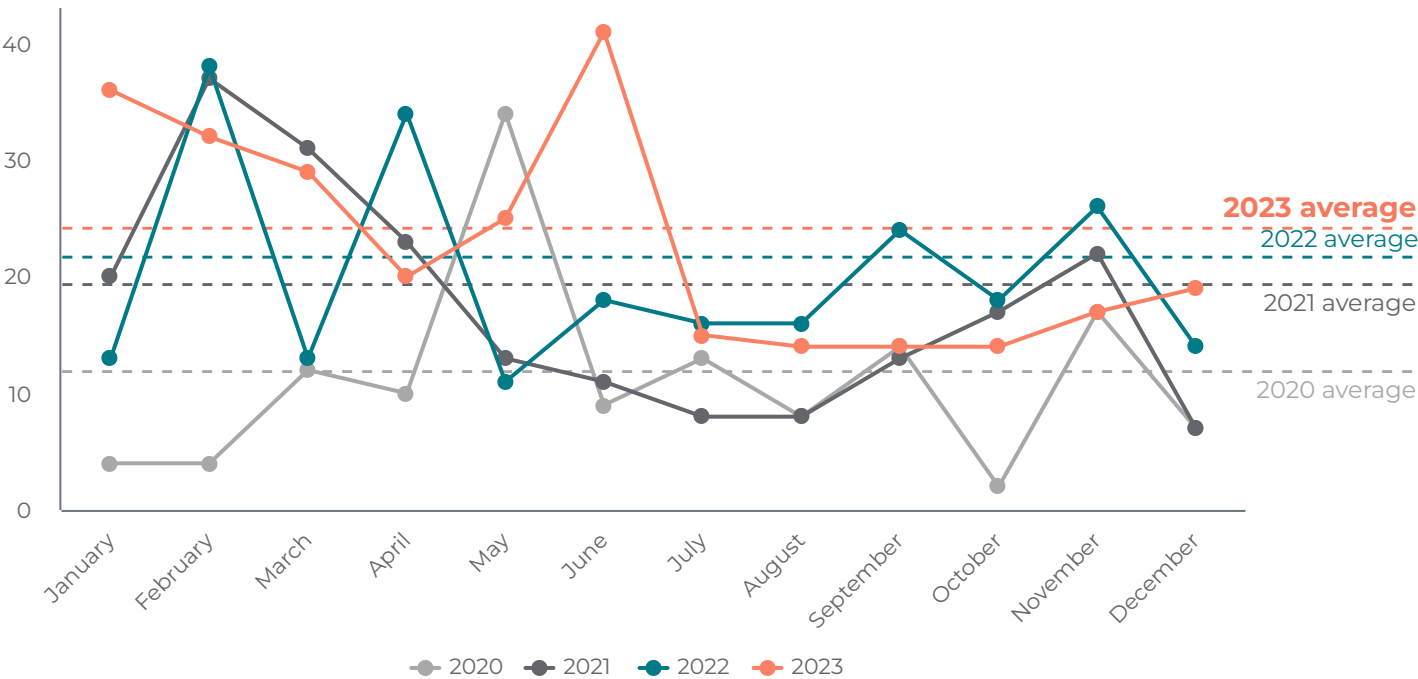
**Check out the graph below for when these 910 reports have come in.** It looks like the summer months (Q3) are consistently slower for new reports, with a likely increase in the fourth quarter and consistently high reports in quarters one and two. This is likely because Q3 is the start of the new academic year and learners are adjusting to new learning environments. The research shows that most learners do not report the first instance of mistreatment, so it may take until November or December for learners to decide that behavior they're experiencing will not stop without an intervention from LEO and/or leadership, or to be willing to risk retaliation by making a report.

Since LEO's founding in mid-2019, we've had **over 30 reports in one month** 8 times, all of them in Q1 or Q2.

- **2020:** May
- **2021:** February, March
- **2022:** February, April
- **2023:** January, February, June



Remember, February doesn't even have 30 days, so far the past three years, February has averaged 1.3 reports per day.

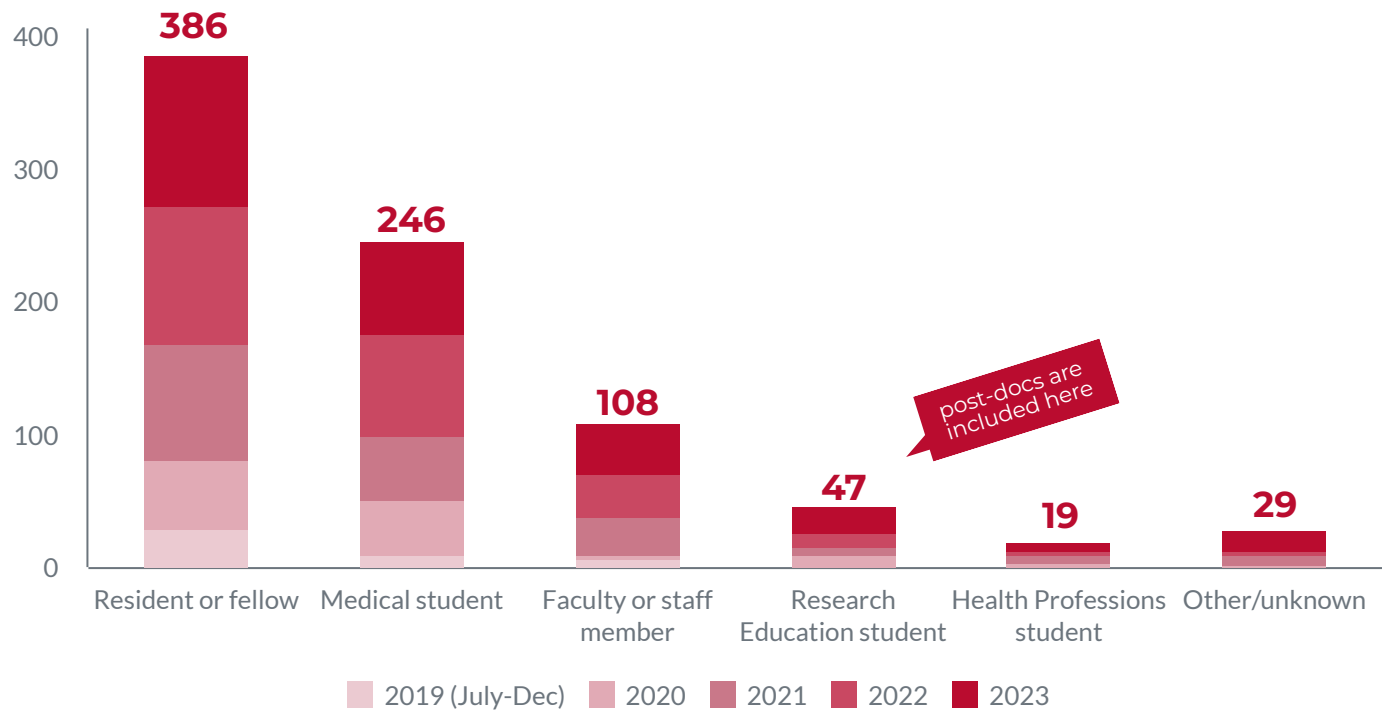


As you can see below, 2023 had more reports of **unique incidents of mistreatment** than any other year thus far.

2019: 46 reports (Reporting system launched in late July)  
2020: 108 reports  
2021: 167 reports  
2022: 206 reports  
2023: 240 reports

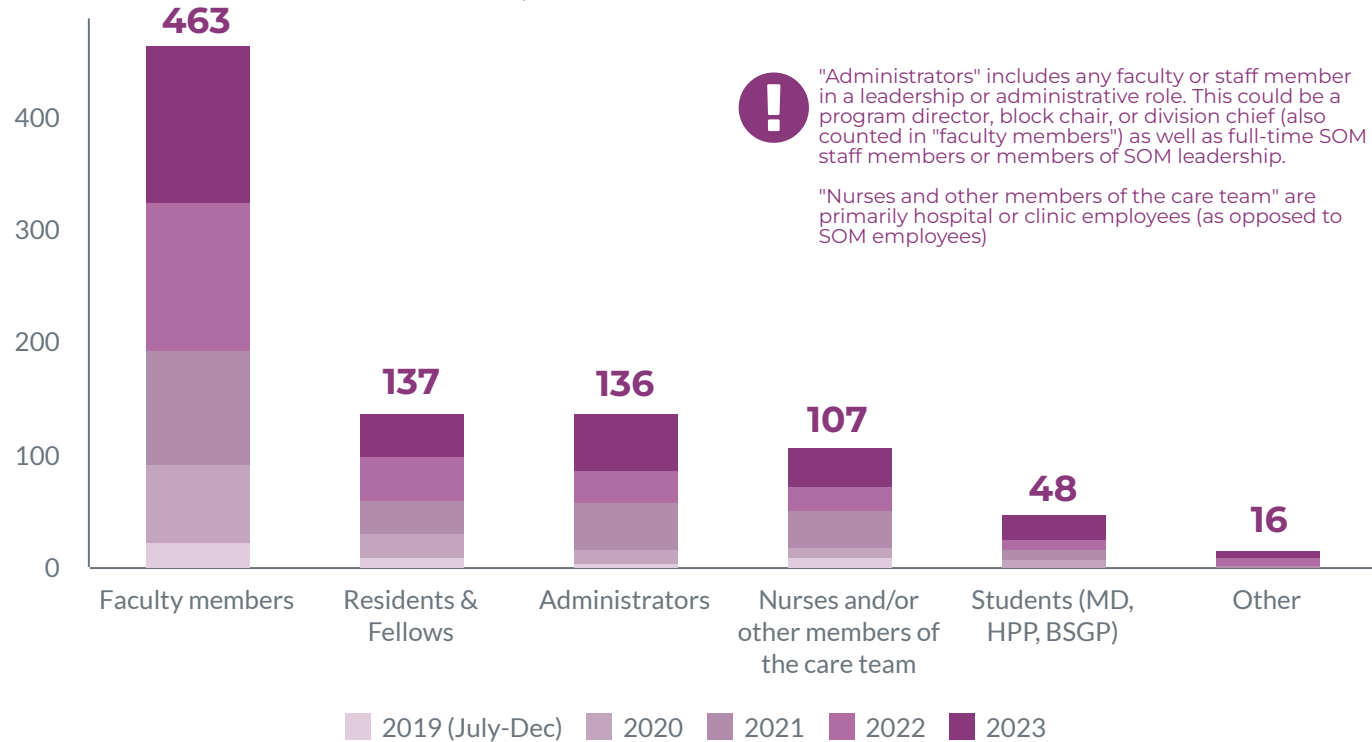
## Who is Mistreated?

n = 767 unique incidents of mistreatment



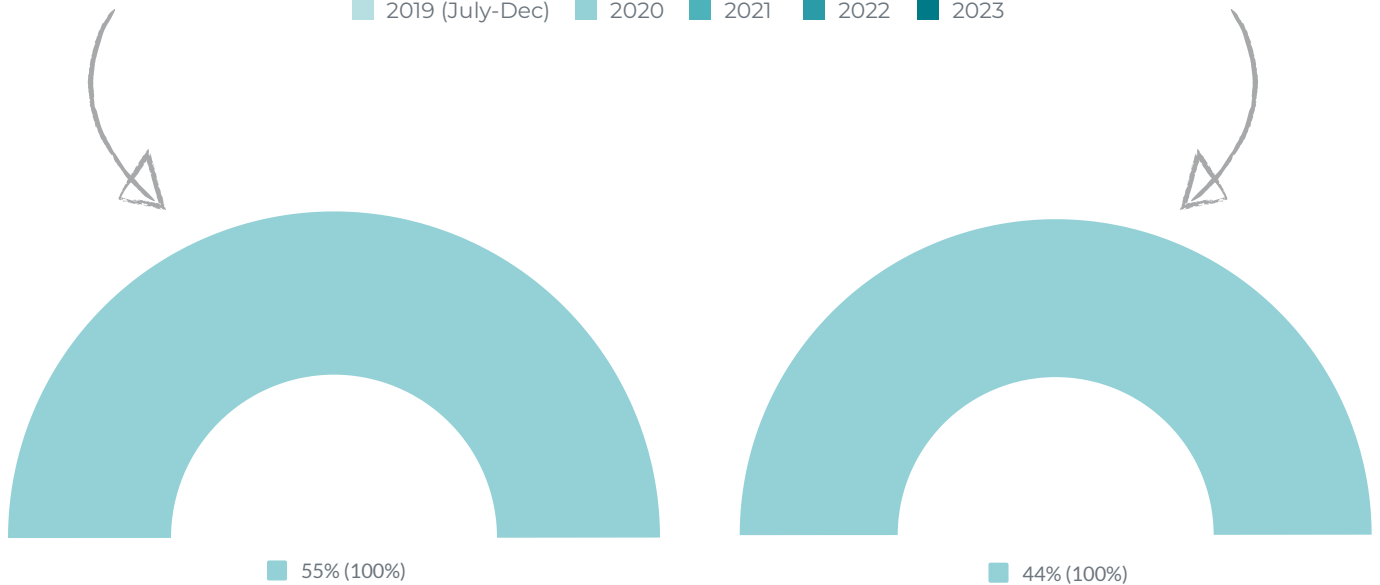
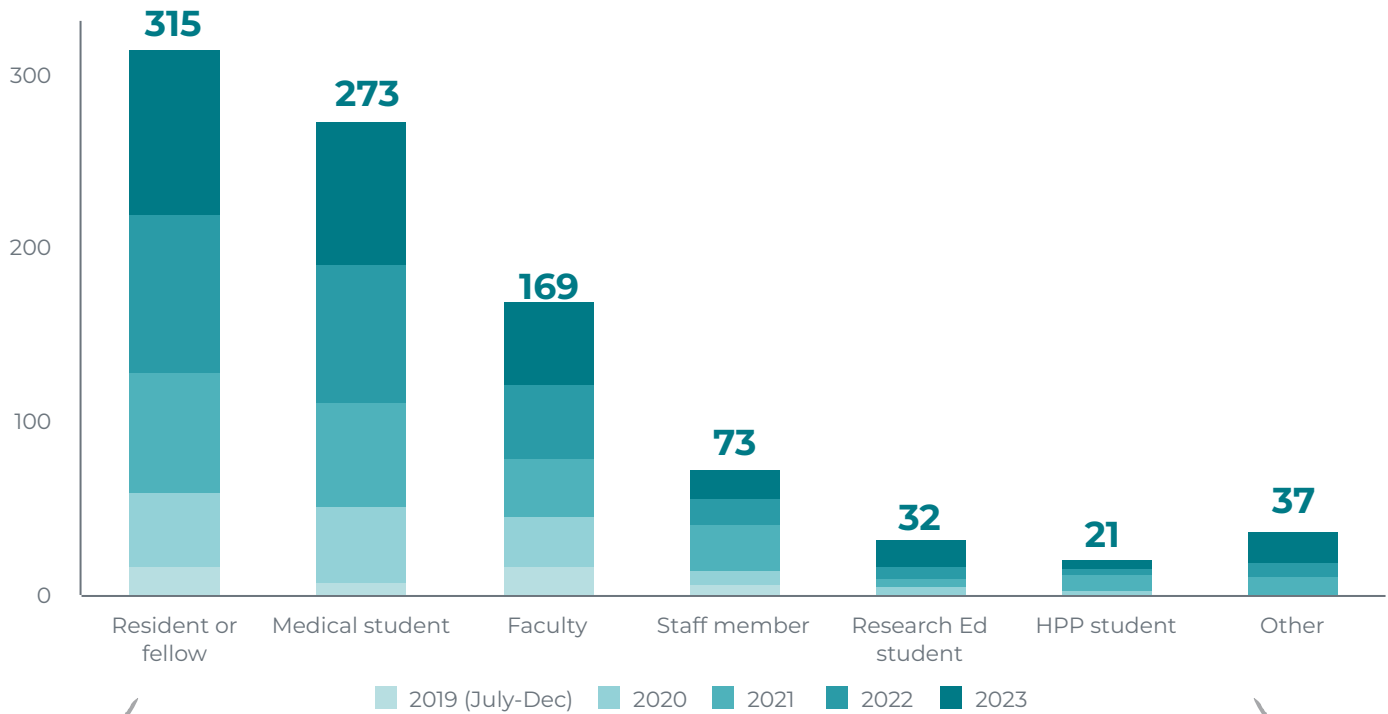
## Who is Reported for Mistreating Learners?

n = 767 unique incidents of mistreatment



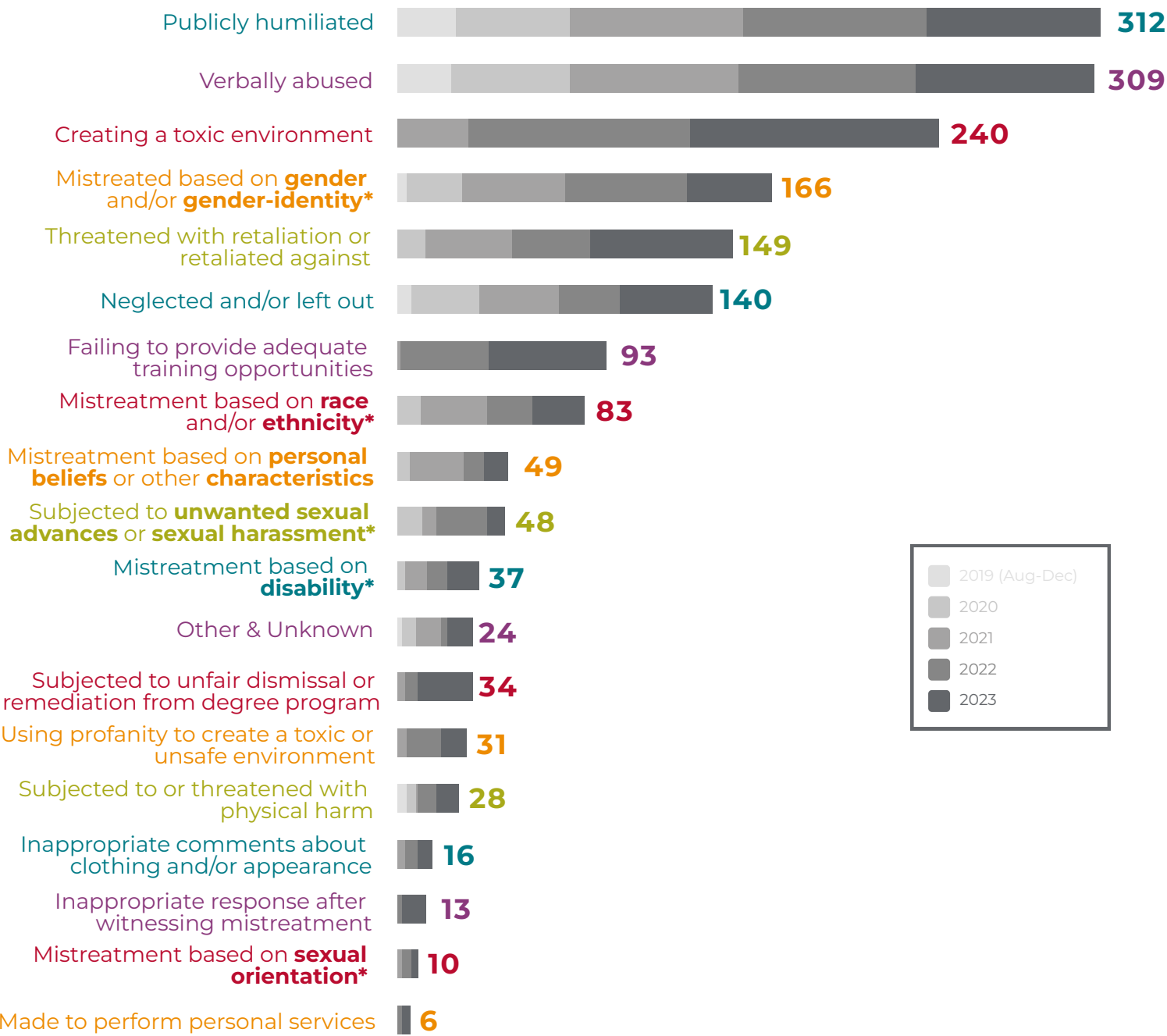
# Who Reports to LEO and How?

n = 910, all reports to LEO



# Types of Mistreatment

Each incident can include multiple types of mistreatment  
n = 767 unique incidents of mistreatment



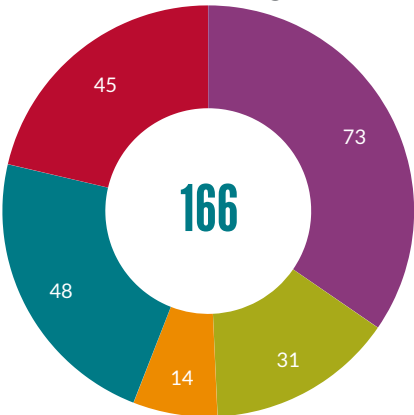
\*Categories marked with an \* are violations of Title VII and/or Title IX and are worked in partnership with the UNM Office of Compliance, Equity, and Equal Opportunity



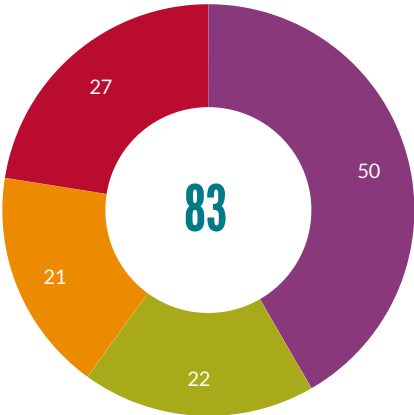
**FAQ:** What kinds of identity-based mistreatment are being reported?

**Answer:** Primarily offensive language, as well as differential treatment based on identity (for example, a provider who is generally kinder to residents who are men than to residents who are women). Check out the breakdown below, and remember that incidents may fall in multiple categories.

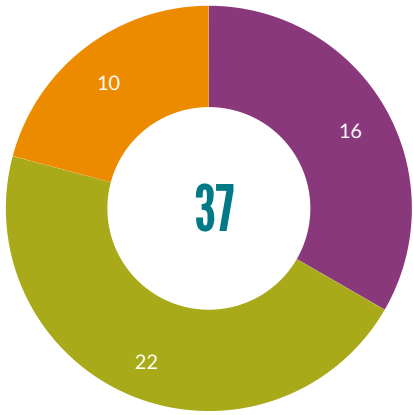
## Gender & Gender-Identity



## Race & Ethnicity



## Disability



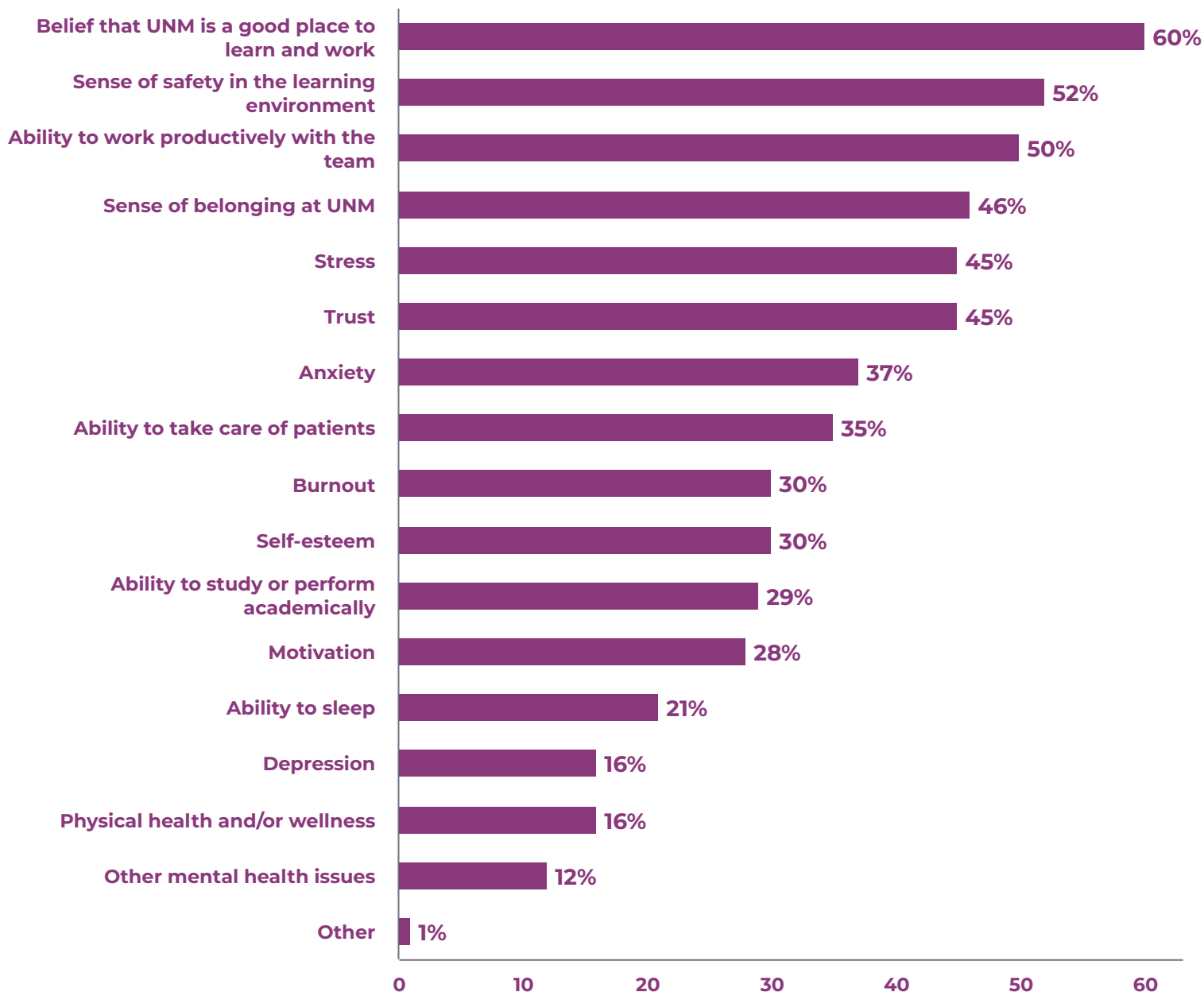
- Subjected to offensive remarks or names about identity
- Denied opportunities and/or received lower grades/evaluations due to identity rather than performance
- Other offensive behaviors related to identity
- Subjected to unwanted sexual advances
- Differential treatment based on identity

# How Does Mistreatment Impact Learners?

Beginning June 2020, LEO added a question to the reporting form that asks how this behavior has negatively impacted them. The question offers drop-down options, as well as write-in options.

So far, **443** of the unique incidents of mistreatment included in this report have provided this information. Reporters can select as many of the options as they would like.

## "This behavior negatively impacted my:"





# How are Incidents Classified on the Mistreatment Response Pyramid?

n = 267 classifiable incidents

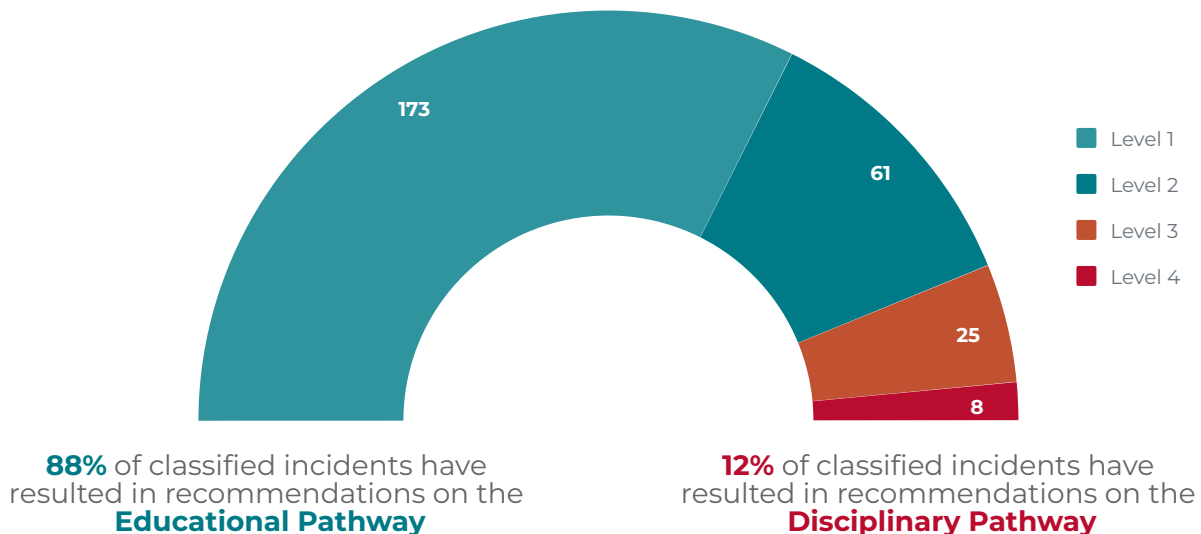
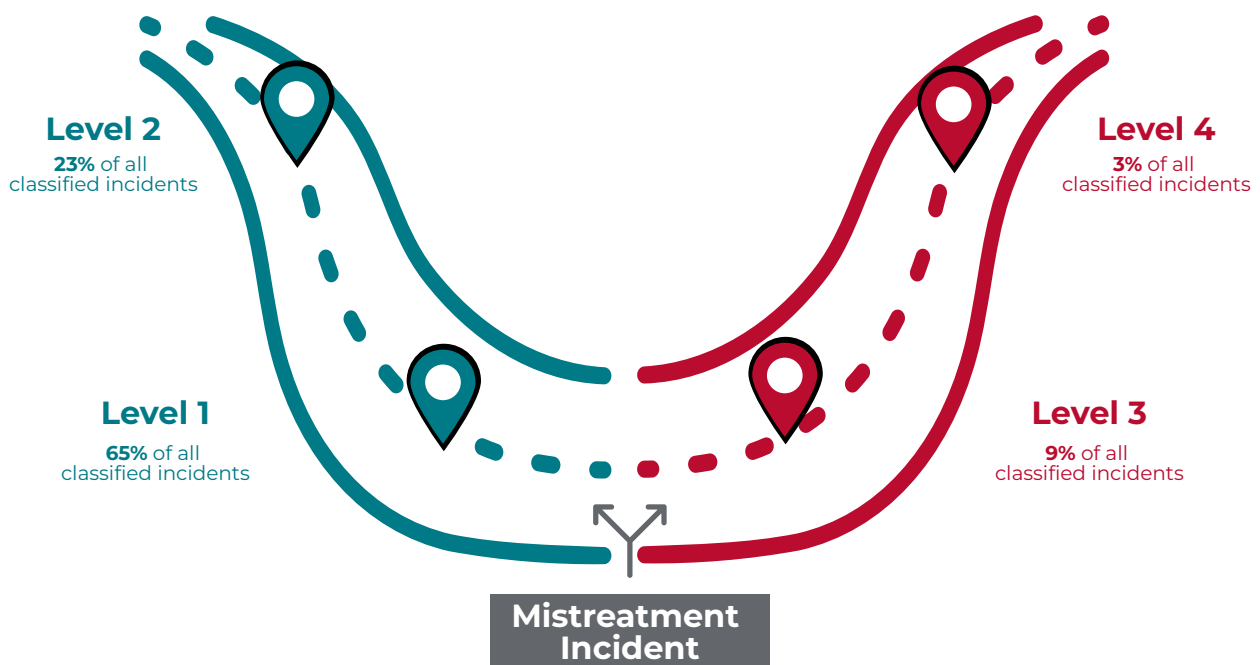
LEO's goal is always to improve teacher/learner interactions. To that end, we are changing the way we talk about our process. Responses to mistreatment incidents occur on either the **Educational Pathway** or the **Disciplinary Pathway**, depending on the severity and patterns of behavior.

## Educational Pathway

For behaviors out of compliance with UNM SOM Mistreatment Policy

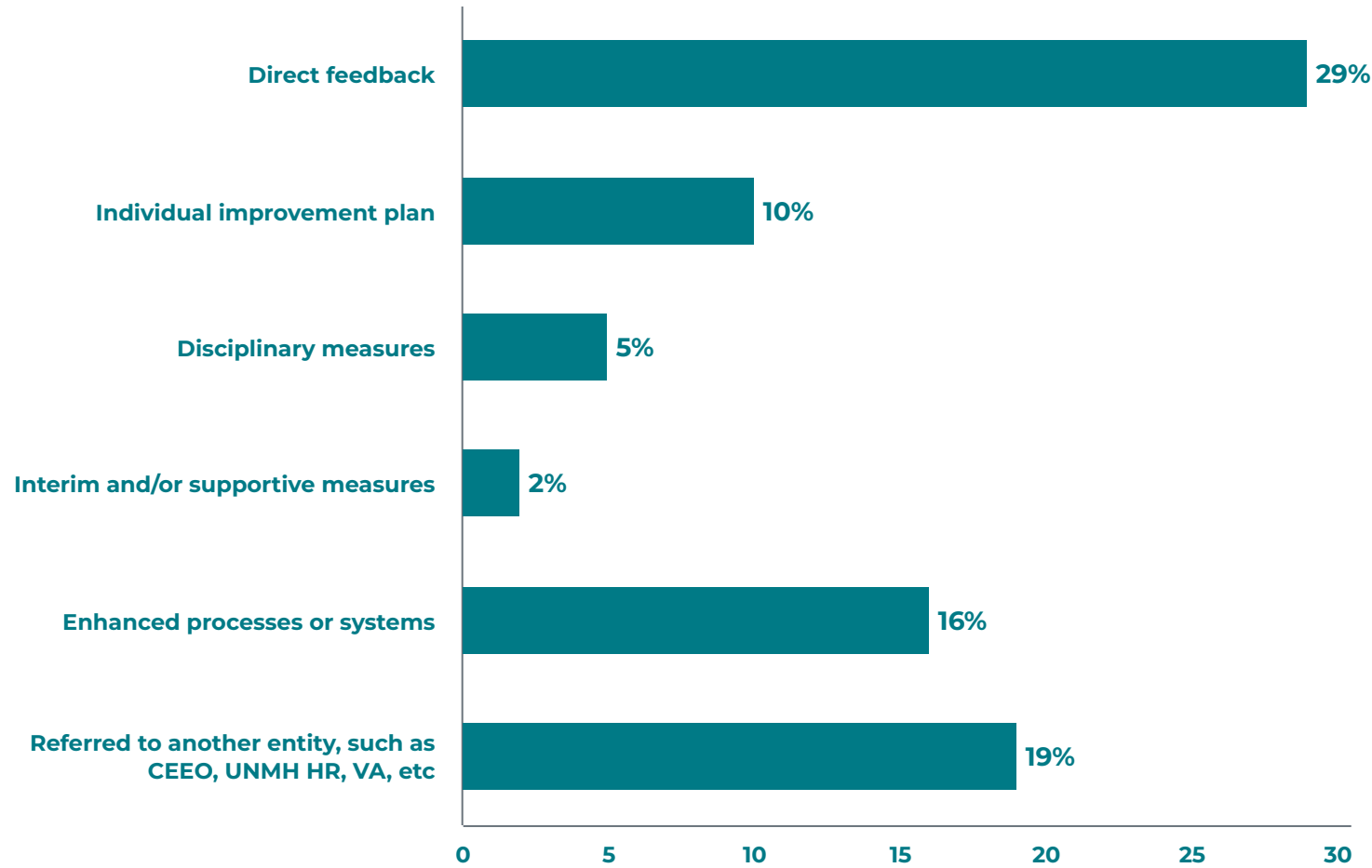
## Disciplinary Pathway

For behaviors that constitute a violation of UNM SOM Mistreatment Policy

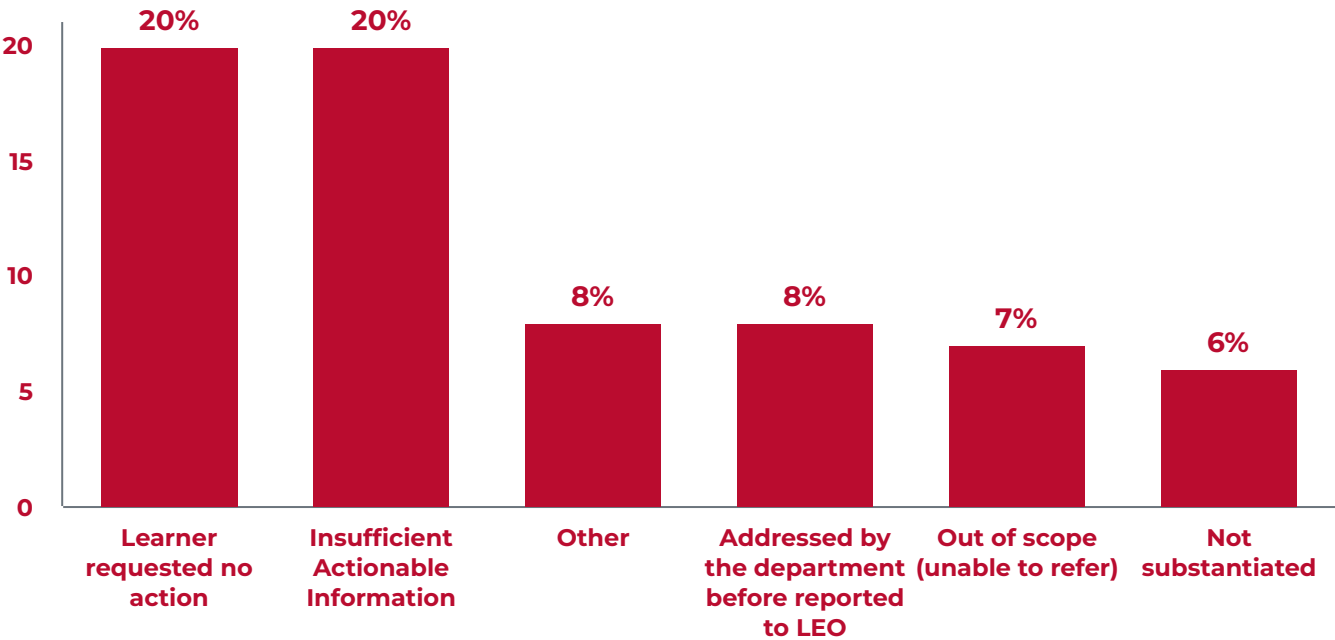


In **57% of unique mistreatment incidents**,  
LEO is able to recommend actions. Those actions are:

n = 642 cases that have reached this stage



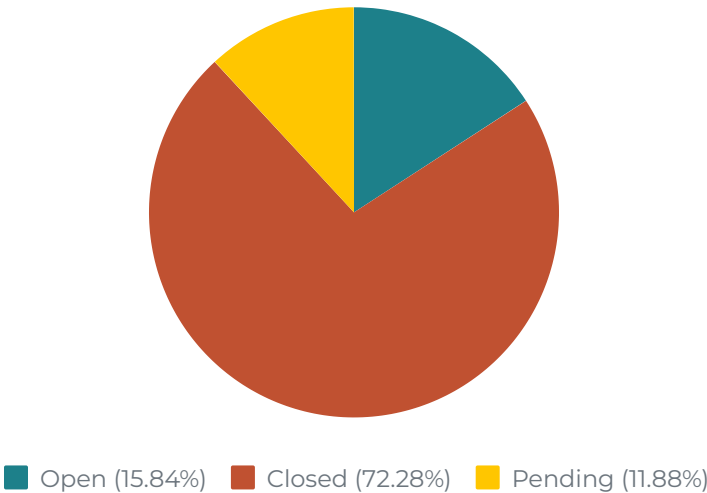
In **46% of mistreatment incidents**,  
LEO has **not** recommended action because:



# 2023 Mistreatment Data Highlights

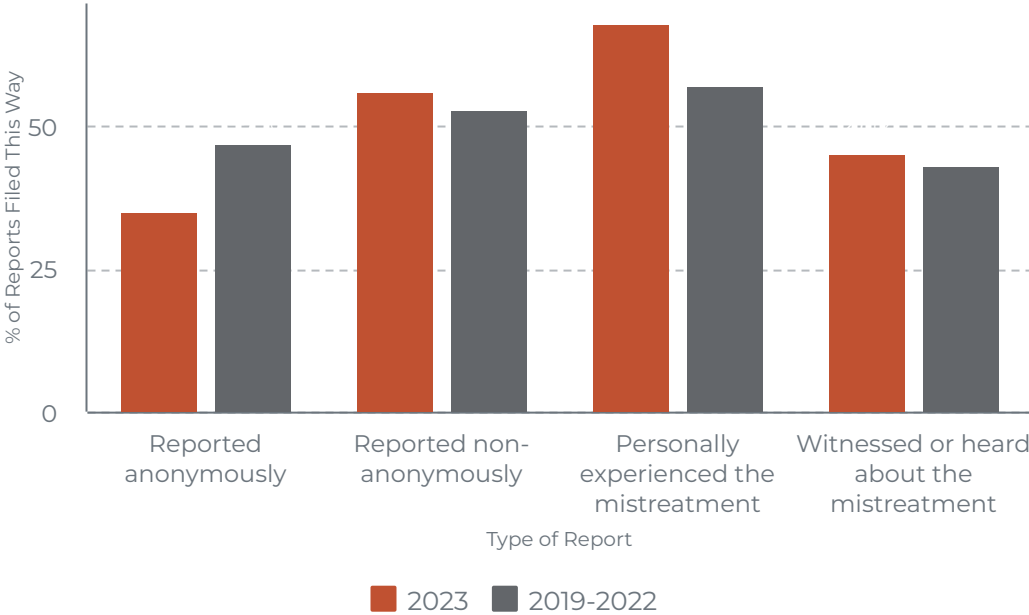
January 1 - December 31, 2023

## Status of Cases Reported in 2023

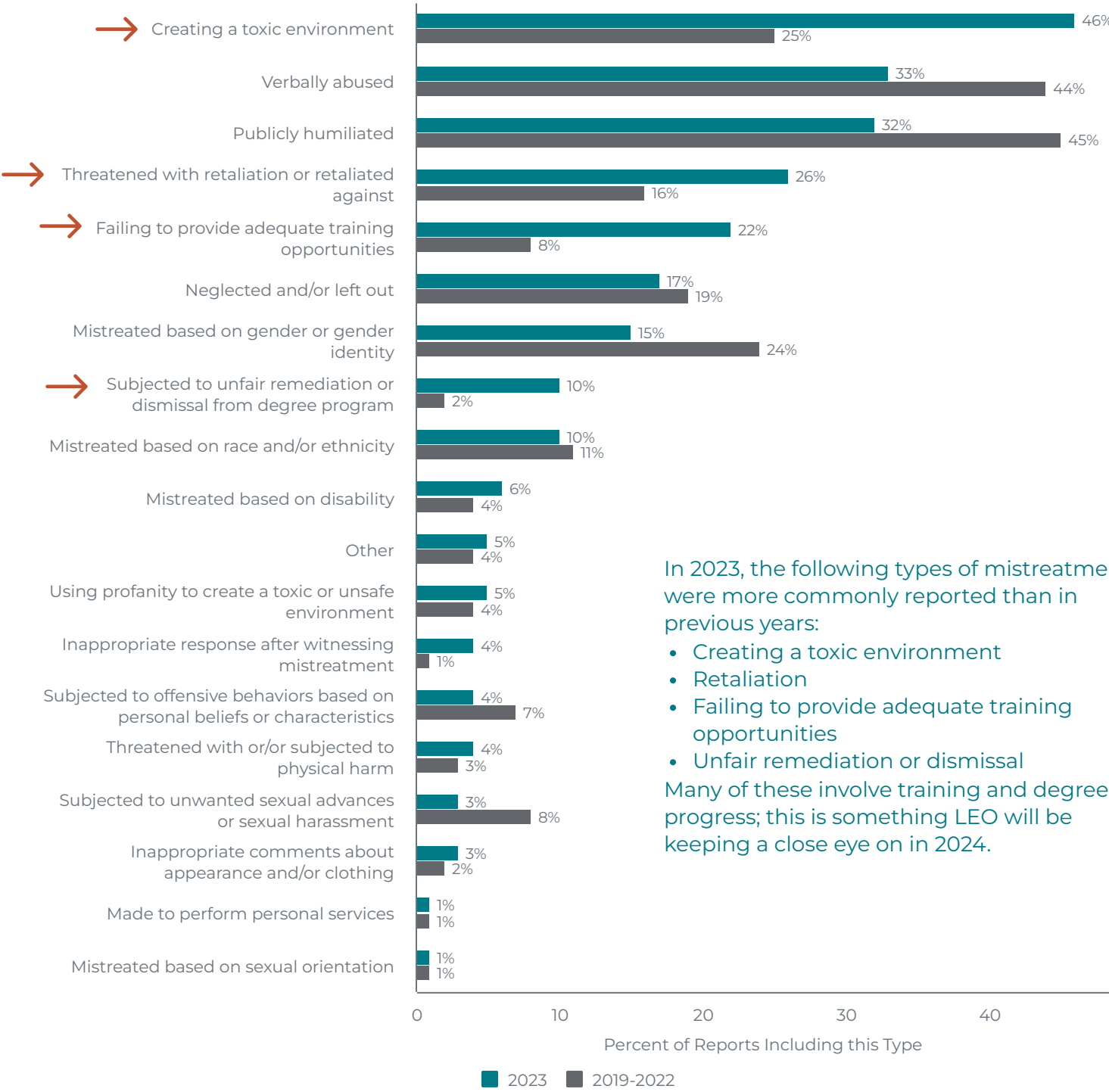


## How This Report Was Made to LEO

A larger share of 2023 reports have been reported non-anonymously and by the person who experienced the mistreatment than in previous years.



# Types of Mistreatment



In 2023, the following types of mistreatment were more commonly reported than in previous years:

- Creating a toxic environment
- Retaliation
- Failing to provide adequate training opportunities
- Unfair remediation or dismissal

Many of these involve training and degree progress; this is something LEO will be keeping a close eye on in 2024.

# GET TO KNOW THE LEO TEAM!

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