UNM SOM Learning Environment Office Quarterly Report

2024 Quarter 1

www.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, and thank you for your work in creating and maintaining respectful, supportive, and inclusive learning environments at UNM.

Presentation Contents

1. Reminder: LEO is Expanding!
2. New Links for Reporting Mistreatment & Sending iTeach
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In case you missed it:
LEO IS EXPANDING!

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, with new team members joining LEO in July and August.

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**

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

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** and we'll send it along to you.

Clickable links:

Report Mistreatment:

www.leo.ethicspoint.com

Send iTeach Recognitions:

tinyurl.com/LEOiTeach

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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**, because we would love to fix that!
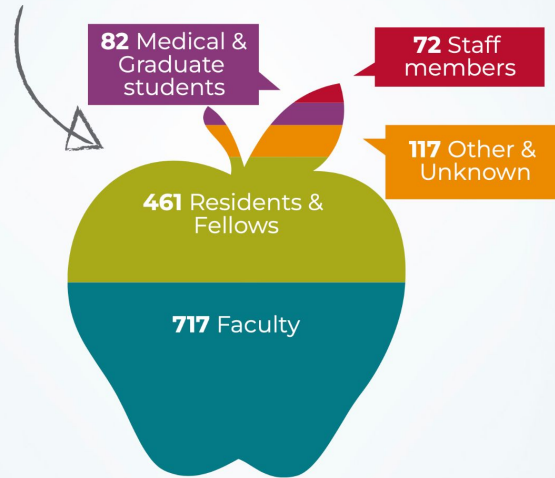
How many learners have recognized each of those teachers?
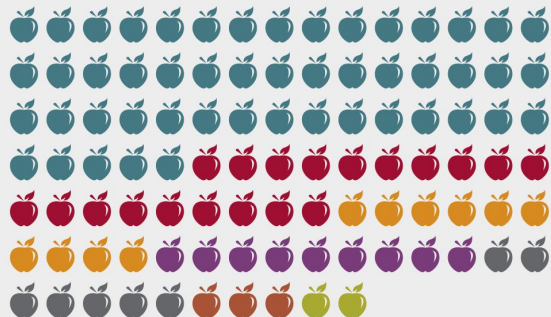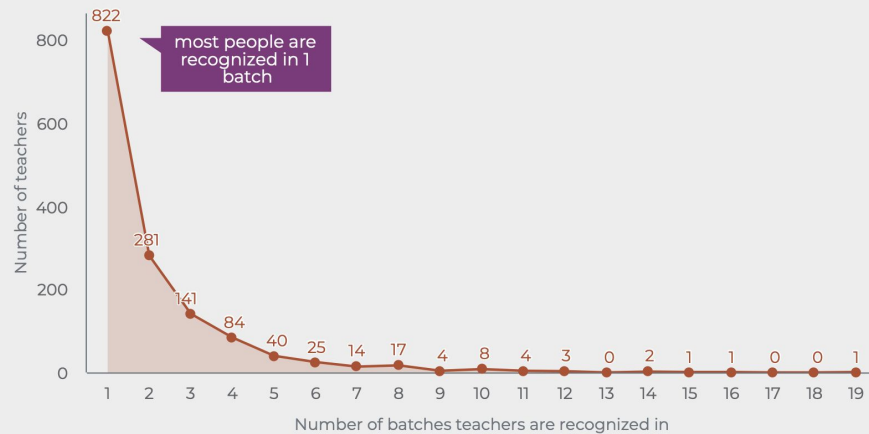

50% recognized by one learner
19% two learners
10% three learners
9% 4-5 learners
7% 6-10 learners
3% 11-20 learners
2% 21-294 learners!

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 **20 teachers** have been recognized in 10 or more.

most people are recognized in 1 batch

Number of teachers

822
281
141
84
40
25
14
17
4
8
4
3
0
2
1
1
0
0
1

800

600

400

200

0

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19

Number of batches teachers are recognized in

Mistreatment Data and Trends

ADDRESSING MISTREATMENT:
Data Review
July 24, 2019 - March 31, 2024

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 **955 reports of mistreatment**.
We can break those down this way:
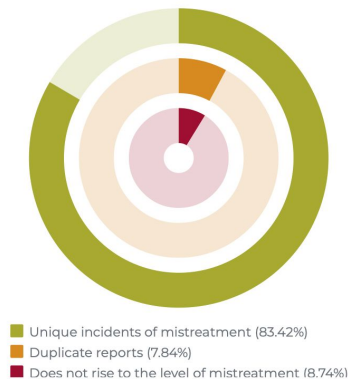
LEO has received 87 reports of behavior that, after investigation, we have determined do not rise to the level of mistreatment. This is 8.7% of all reports.

Some incidents are reported more than once (for example, by a few different witnesses). There 78 duplicate reports represent 7.8% of all reports.

Once we remove reports that do not rise and those that are duplicates, we are left with **830 unique incidents of mistreatment, which represent 83% of all reports.**

- Unique incidents of mistreatment (83.42%)
- Duplicate reports (7.84%)
- Does not rise to the level of mistreatment (8.74%)

Most data on the following pages include only the **830 unique incidents of mistreatment**. However, in some cases when it is more appropriate, we have included all 955 reports filed. Make sure to check out the "n" for each set of data.

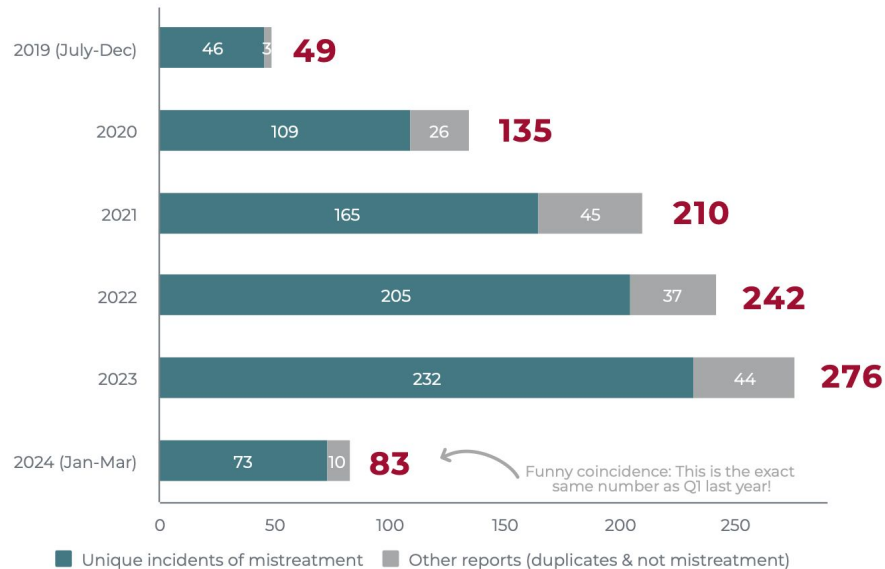# How many reports are coming to LEO each month?

n = 955, 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. The first quarter of 2024 averaged 28, but the average typically goes down due to lower numbers of reports in Q3 and Q4.

Average Number of Reports to LEO per Month
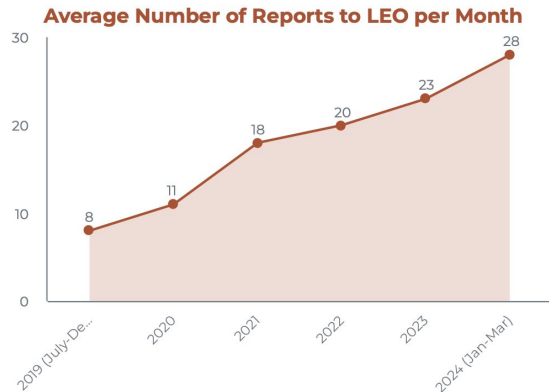
What is the status of reports to LEO?

n = 830, unique incidents of mistreatment

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

Funny coincidence: This is the exact same number as Q1 last year!

■ Unique incidents of mistreatment   ■ Other reports (duplicates & not mistreatment)

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

Wow!

Remember, February doesn't even have 30 days, so far the past three years, February has averaged 1.3 reports per day.
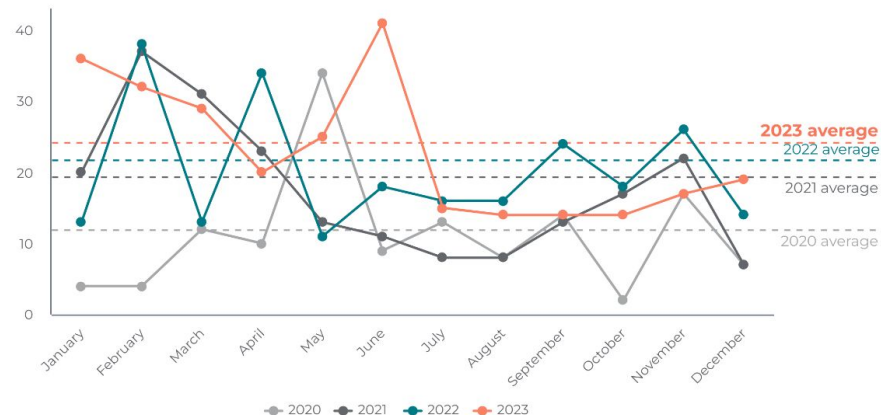
As you can see below, 2023 had more reports of **unique incidents of mistreatment** than any other year thus far.

2019: 46 reports (July-Dec)
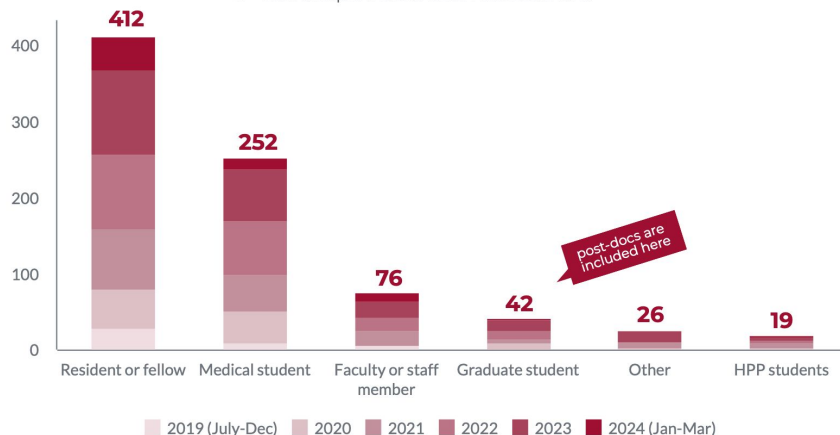**2020: 109** reports
2021: 165 reports
2022: 205 reports
2023: 232 reports
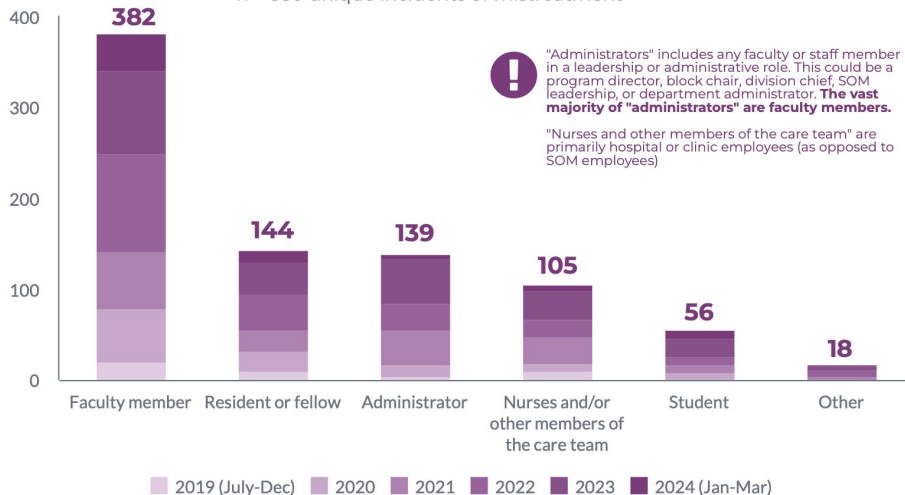**2024: 73** reports (Jan-Mar)

Who is Mistreated?

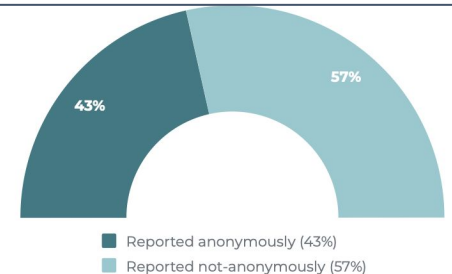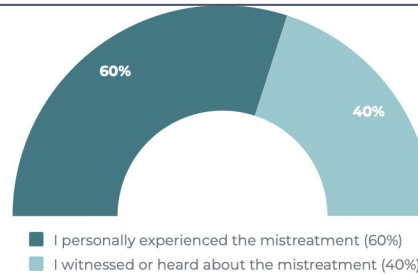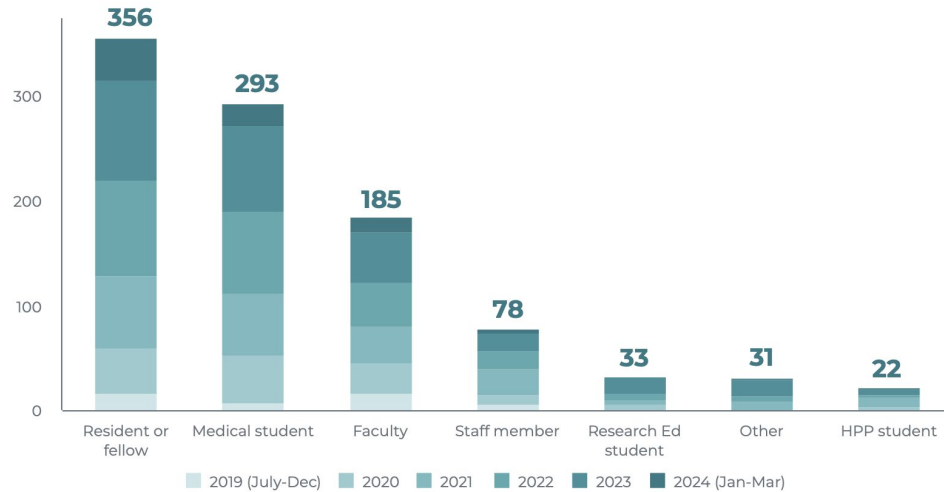n = 830 unique incidents of mistreatment

Bar chart "Who is Mistreated?":
- Resident or fellow: 412
- Medical student: 252
- Faculty or staff member: 76
- Graduate student: 42 (post-docs are included here)
- Other: 26
- HPP students: 19

Legend: 2019 (July-Dec), 2020, 2021, 2022, 2023, 2024 (Jan-Mar)

Who is Reported for Mistreating Learners?

n = 830 unique incidents of mistreatment

Bar chart "Who is Reported for Mistreating Learners?":
- Faculty member: 382
- Resident or fellow: 144
- Administrator: 139
- Nurses and/or other members of the care team: 105
- Student: 56
- Other: 18

(!) "Administrators" includes any faculty or staff member in a leadership or administrative role. This could be a program director, block chair, division chief, SOM leadership, or department administrator. **The vast majority of "administrators" are faculty members.**

"Nurses and other members of the care team" are primarily hospital or clinic employees (as opposed to SOM employees)

Legend: 2019 (July-Dec), 2020, 2021, 2022, 2023, 2024 (Jan-Mar)

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Who Reports to LEO and How?

n = 955, all reports to LEO

Bar chart values by reporter type:
- Resident or fellow: 356
- Medical student: 293
- Faculty: 185
- Staff member: 78
- Research Ed student: 33
- Other: 31
- HPP student: 22

Legend: 2019 (July-Dec), 2020, 2021, 2022, 2023, 2024 (Jan-Mar)

- I personally experienced the mistreatment (60%)
- I witnessed or heard about the mistreatment (40%)

- Reported anonymously (43%)
- Reported not-anonymously (57%)

Types of Mistreatment

Each incident can include multiple types of mistreatment
n = 830 unique incidents of mistreatment

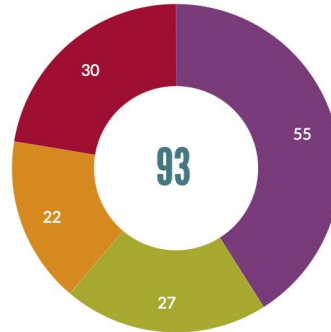| Type	Count
Publicly humiliated	350
Verbally abused	333
Creating a toxic environment	273
Mistreated based on **gender** and/or **gender-identity***	175
Threatened with retaliation or retaliated against	156
Neglected and/or left out	152
Failing to provide adequate training opportunities	99
Mistreatment based on **race** and/or **ethnicity***	93
Mistreatment based on **personal beliefs** or other **characteristics**	57
Subjected to **unwanted sexual advances** or **sexual harassment***	50
Mistreatment based on **disability***	41
Subjected to unfair dismissal or remediation from degree program	37
Other & Unknown	33
Using profanity to create a toxic or unsafe environment	33
Subjected to or threatened with physical harm	28
Inappropriate comments about clothing and/or appearance	19
Inappropriate response after witnessing mistreatment	16
Mistreatment based on **sexual orientation***	10
Made to perform personal services	8

Legend:
- 2019 (Aug-Dec)
- 2020
- 2021
- 2022
- 2023
- 2024 (Jan-Mar)

*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
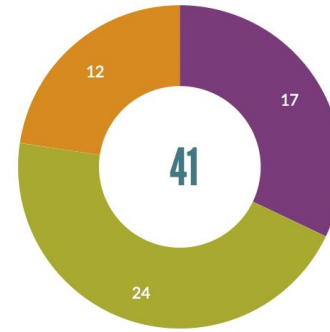
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How Does Mistreatment Impact Learners?

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, **482** 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:"
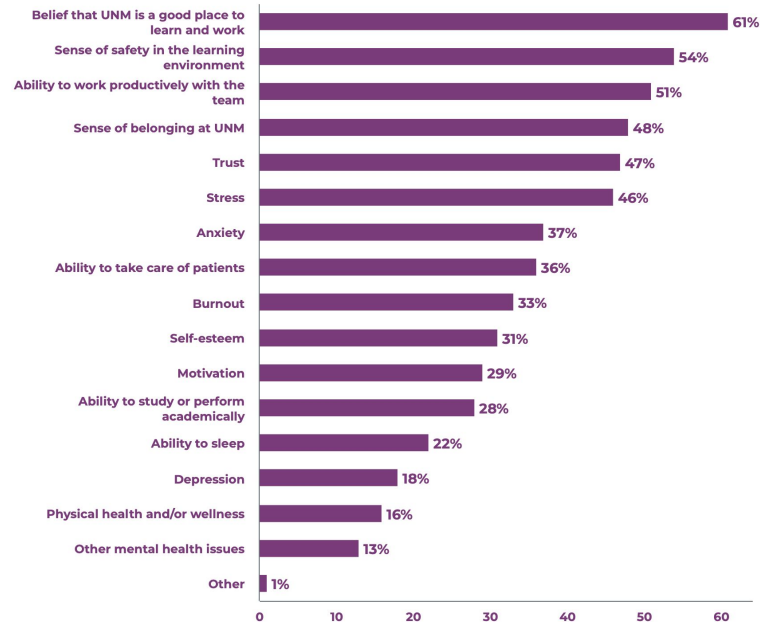
Impact	Percentage
Belief that UNM is a good place to learn and work	61%
Sense of safety in the learning environment	54%
Ability to work productively with the team	51%
Sense of belonging at UNM	48%
Trust	47%
Stress	46%
Anxiety	37%
Ability to take care of patients	36%
Burnout	33%
Self-esteem	31%
Motivation	29%
Ability to study or perform academically	28%
Ability to sleep	22%
Depression	18%
Physical health and/or wellness	16%
Other mental health issues	13%
Other	1%

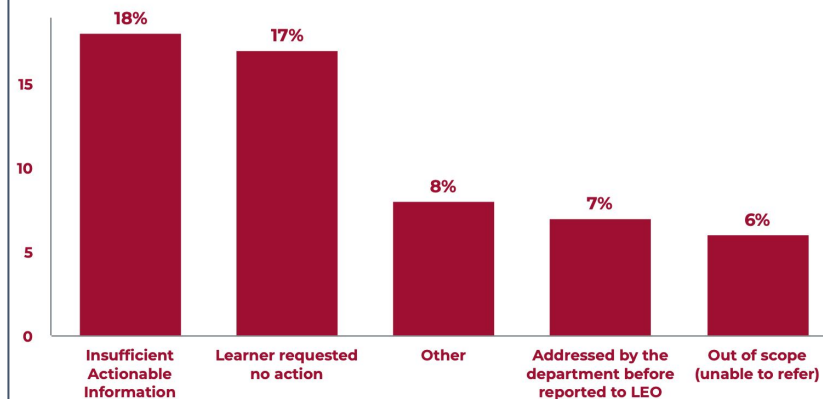HEALTH SCIENCES

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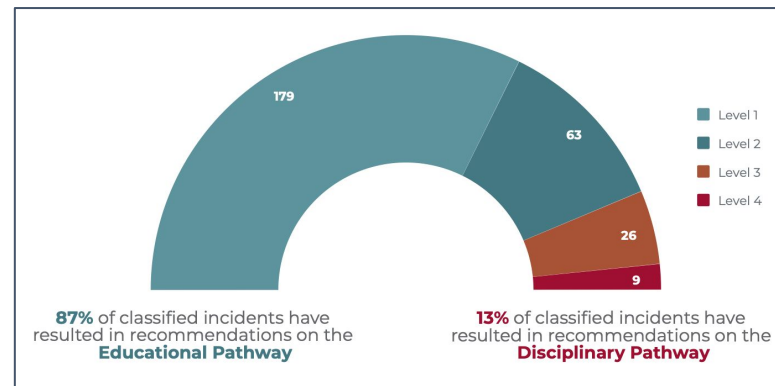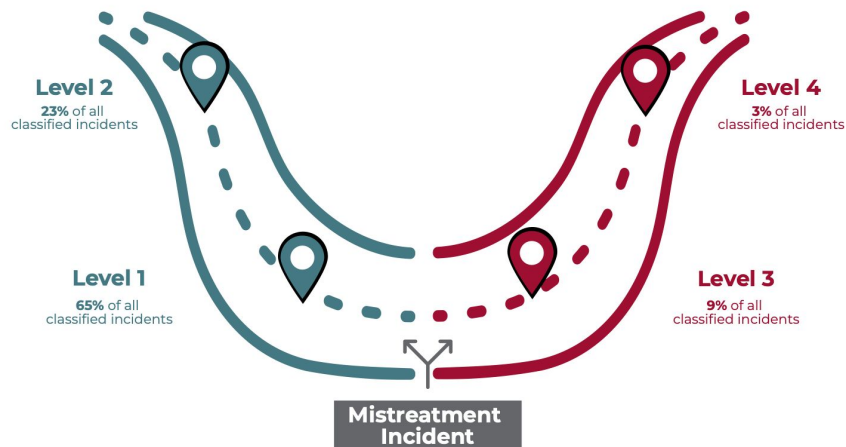
In **59% of unique mistreatment incidents**, LEO is able to recommend actions. Those actions are:

n = 800 cases that have reached this stage

- Direct feedback — 27%
- Individual improvement plan — 9%
- Disciplinary measures — 5%
- Interim and/or supportive measures — 2%
- Enhanced processes or systems — 14%
- Referred to another entity, such as CEEO, UNMH HR, VA, etc — 15%
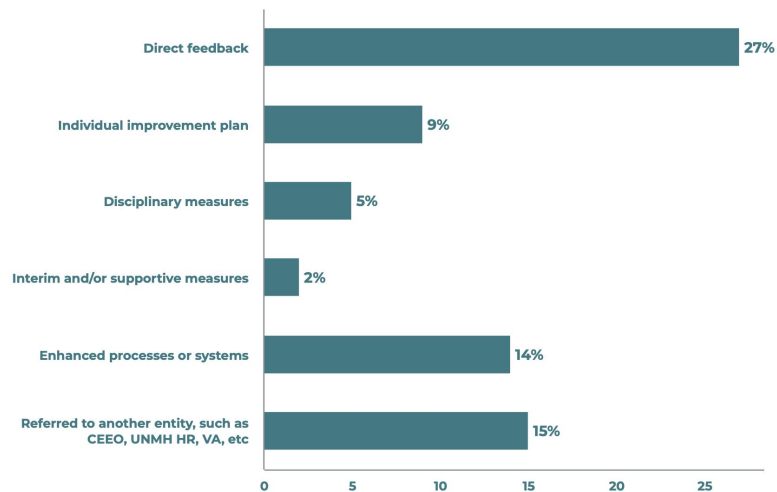
In **41% of mistreatment incidents**, LEO has **not** recommended action because:

- Insufficient Actionable Information — 18%
- Learner requested no action — 17%
- Other — 8%
- Addressed by the department before reported to LEO — 7%
- Out of scope (unable to refer) — 6%

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 to request a training or for more information

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GET TO KNOW THE LEO TEAM!
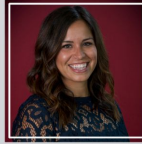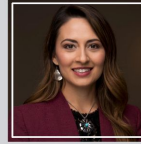
Diana V. Martínez, MPH
Director
deemb@salud
she/her/ella

Emma Naliboff Pettit, MA
Assistant Director
ecpettit@salud
she/her/ella

Brenda L. Loya
Case Management Specialist
blloya@salud
she/her/ella

N Mariam Salas, MD
Assistant Dean of Graduate
Medical Education
masalas@salud
she/her/hers

Teresa Vigil, MD
Interim Senior Associate
Dean for Education
tvigil@salud
she/her/hers

Anita Fernander, PhD
Senior Associate Dean of DEI
& Executive Diversity Officer
afernander@salud
she/her/hers; we/us/ours

Kathryn Frietze, PhD
Director of BSGP
KFrietze@salud
she/her

Shelly McLaughlin, MS, EMT-I
Associate Dean of HPP & HSC
Dir. for Student Acad. Affairs
sjmclaughlin@salud
she/her/hers

Cori Poffenberger, MD
Interim Co-Director for Office
of Professional Well-being
cpoffenberger@salud

Susana Perez-Martinez
Program Coordinator
sperezmartinez@salud
she/her/hers

Maria Joy Oliver-Chavez
Administrative Assistant
moliverchavez@salud
she/her/hers