



SCHOOL OF
MEDICINE
LEARNING ENVIRONMENT OFFICE

Fostering a climate of respect and inclusion

Quarterly Report

January - March 2024

OVERVIEW

In June 2019, the UNM School of Medicine (SOM) launched the Learning Environment Office (LEO) to enhance institutional efforts to understand, 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

LEO now provides 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 and powerpoints on LEO's [website](#).

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

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A reminder about LEO serving everyone across the Health Sciences Center

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New Links

Updated links for LEO's brand new mistreatment reporting form and iTeach Recognition forms! Time to update your bookmarks!

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Introducing the LIVE iTeach Dashboard

LEO is presenting our brand new, public-facing Dashboard of iTeach recognitions, which updates daily!

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Toolkit: Calling In vs. Calling Out

A toolkit for the HSC community on Calling In, rather than Calling Out, for use in conflicts, challenging situations, and responding to offensive comments

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iTeach Data

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

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Updated Mistreatment Data

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

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Meet the LEO Team

Get to know the 11 members of the LEO team

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 of 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.

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!

Toolkit: Calling In vs. Calling Out

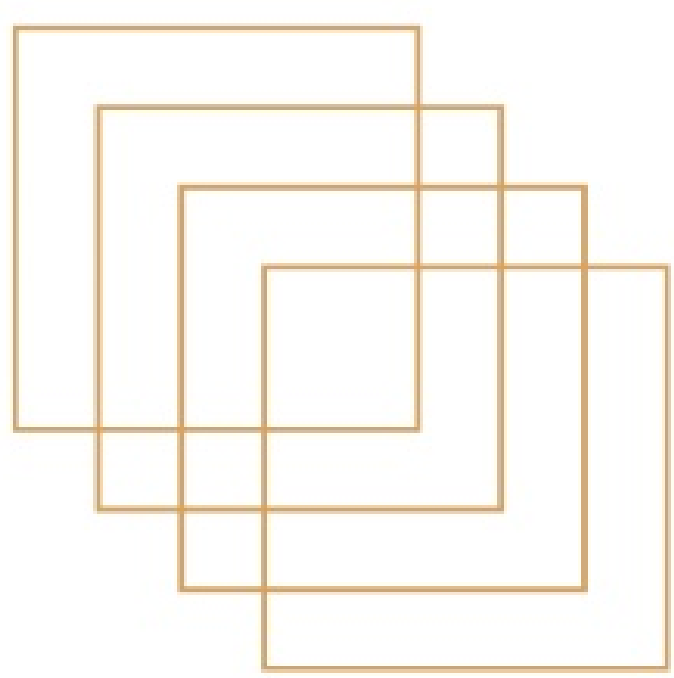
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In order to best support the HSC community in creating and maintaining respectful, supportive, and inclusive learning environments, LEO shares toolkits and resources as part of our quarterly reports. Each toolkit/resource will be available on LEO's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

The toolkit presented in this report is **Calling In vs. Calling Out**. The skill of **Calling In** is often taught in bystander or upstander training, and is an essential tool for improving our learning and working environments.

If you use the toolkit, LEO would love for you to drop us a line to let us know how it goes! You can always send an email to hsc-leo@salud.unm.edu.

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The UNM HSC Learning Environment Office
Presents

CALLING IN:

A Toolkit for Becoming an Upstander

In fostering spaces of inclusion and belonging, it is important to recognize, name, and address when individuals or groups are experiencing harm, such as mistreatment, bias, or discrimination. These actions are what moves someone from being a bystander—an observer of harm—to being an **upstander**, someone who intervenes in harm.

Knowing how to speak up can help us reflect, then act, in the ways we feel will best promote constructive and lasting change.

The goal of Calling In, to quote **Dr. Harold R. Saunders**, is to create a conversation in which a person who commits harm **“recognizes the other’s valid human claims”** and **“listens deeply enough to be changed by what they learn.”**

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

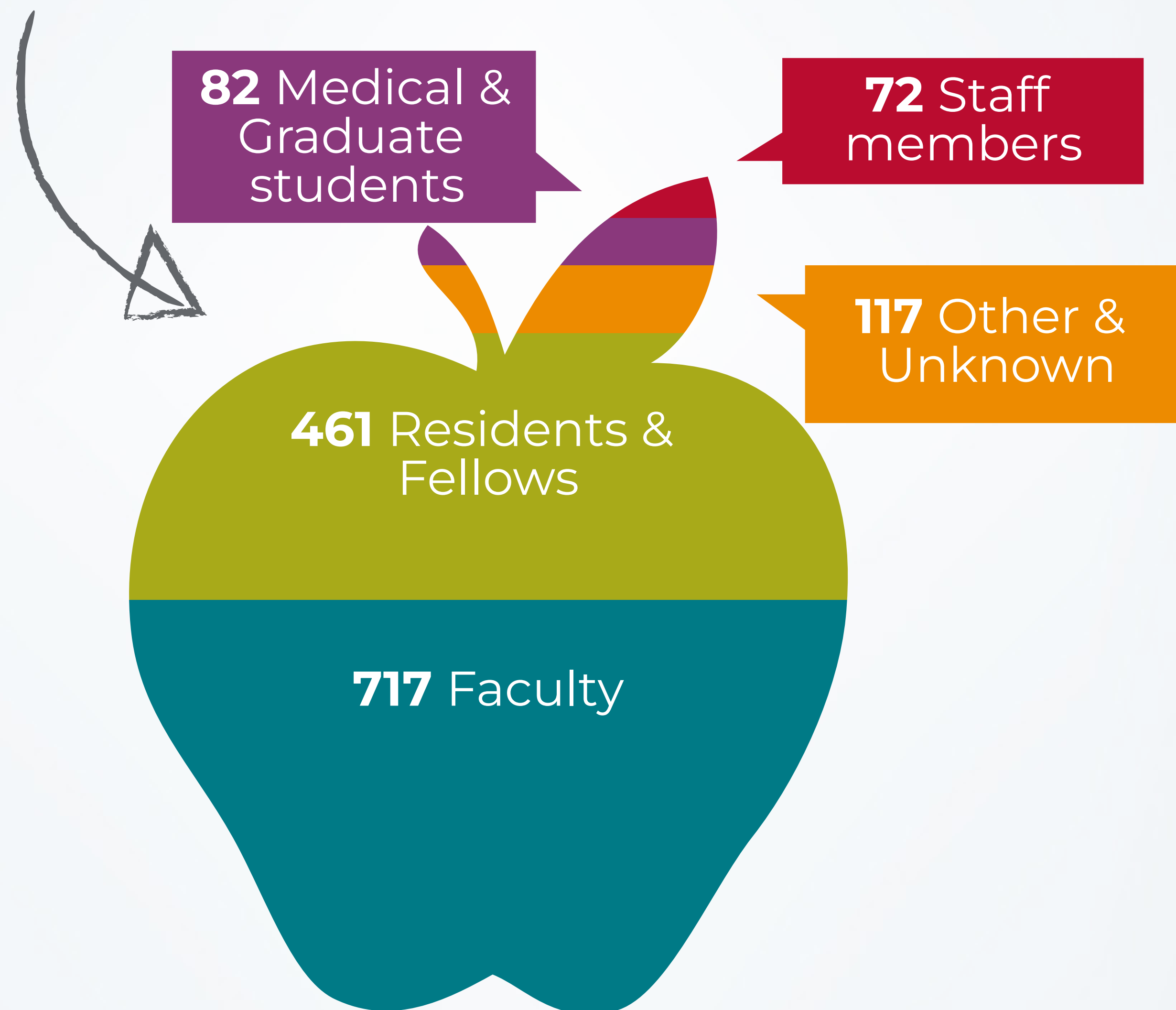
1. Scenarios
2. What is Calling In & What is Calling Out?
3. Characteristics & Vibes of Calling In and Out
4. Example Statements
5. When to Use Calling In vs. Calling Out
6. When to Avoid Calling In & Calling Out
7. Tips for Calling In
8. What to Do if Someone Calls You In or Out?
9. Appendix of 15 Sample Statements from Dr. Ross
10. Resources
11. Citations

iTeach: Recognizing Exemplary Teachers

1,449
TEACHERS

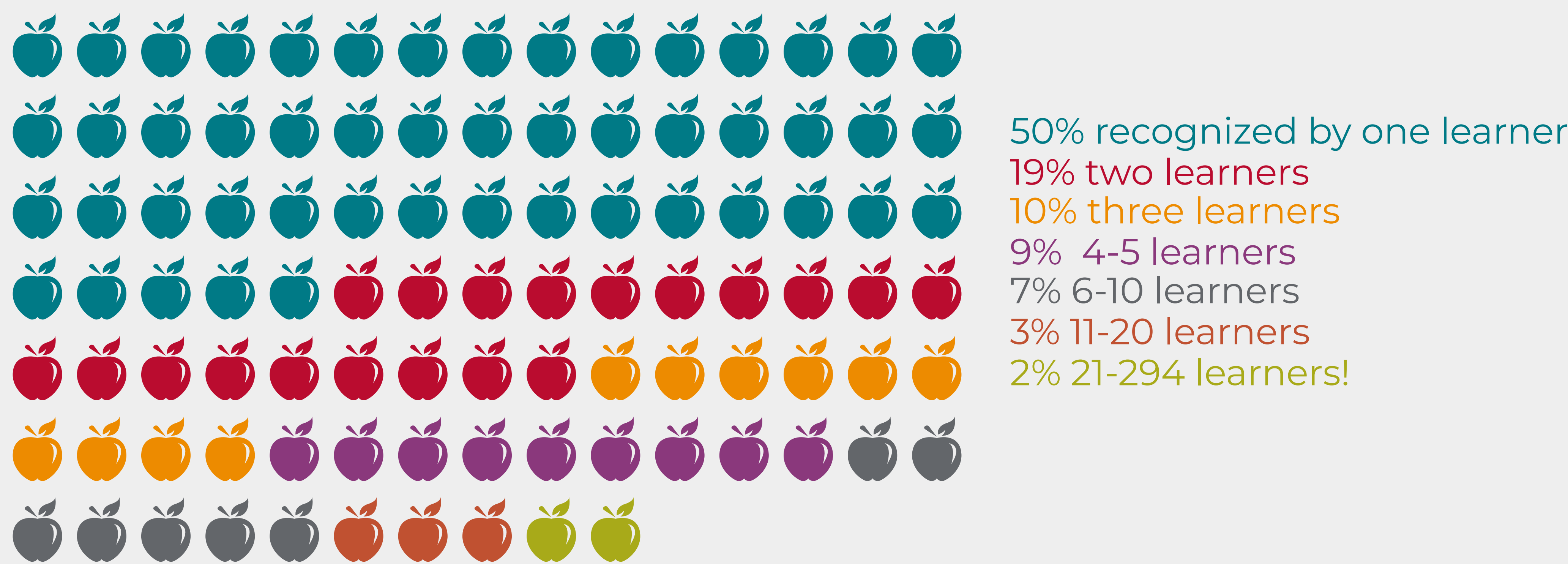
have been
recognized
for exemplary
teaching by a
total of

5,968
LEARNERS



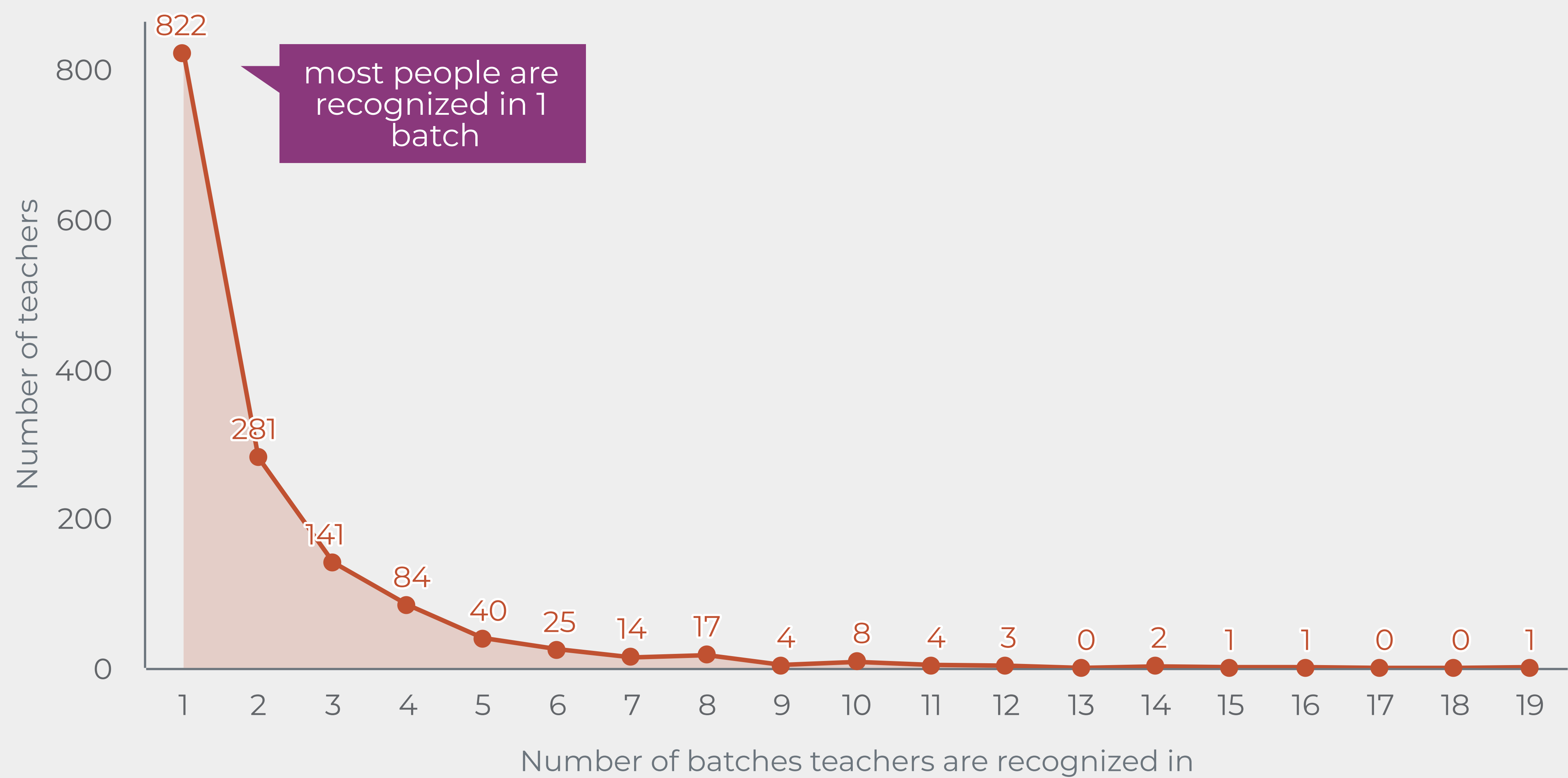
[Click here](#) to send an iTeach recognition to a teacher today!

How many learners have recognized each of those teachers?



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.



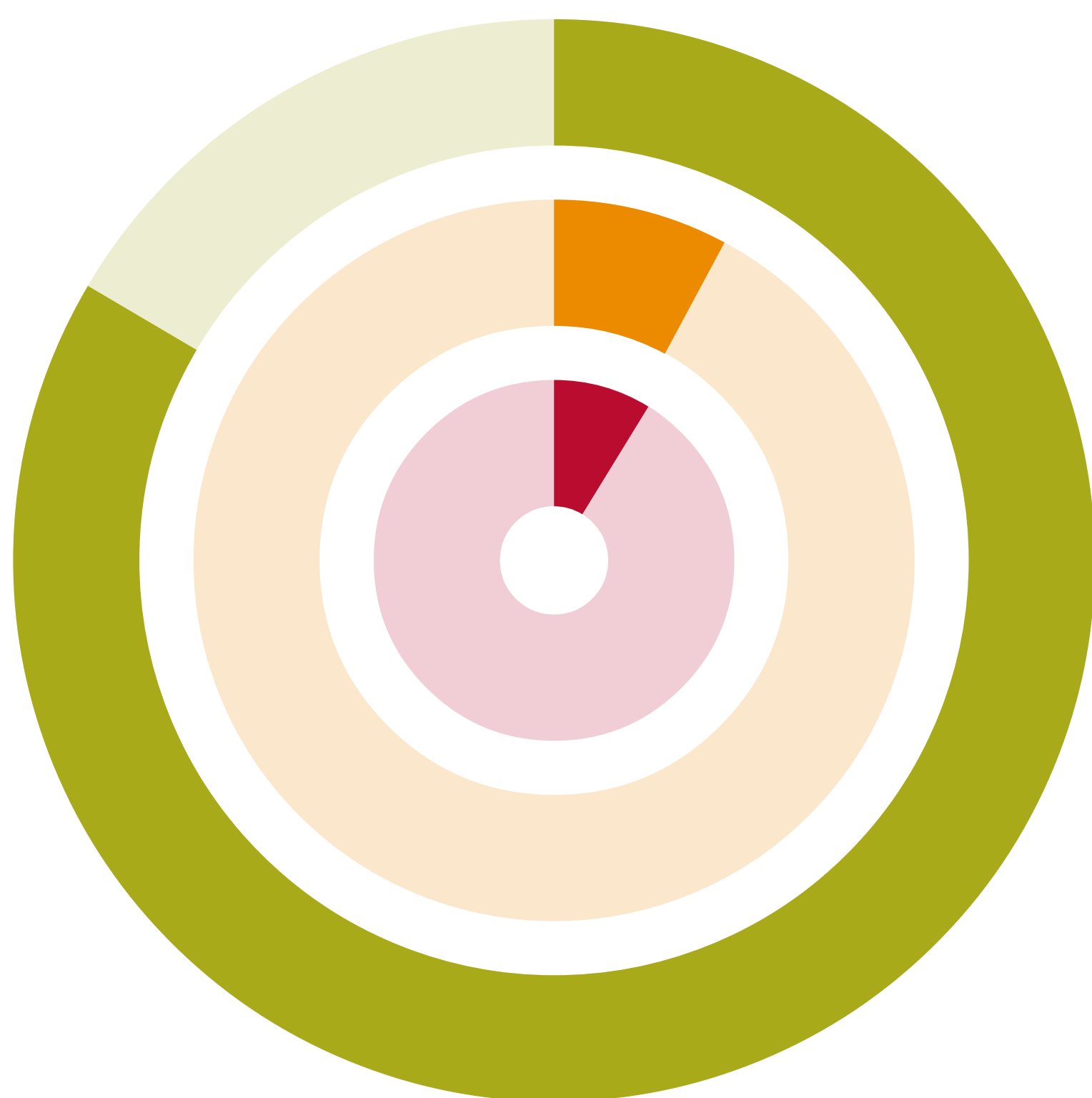
ADDRESSING MISTREATMENT: Data Review

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:



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

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.

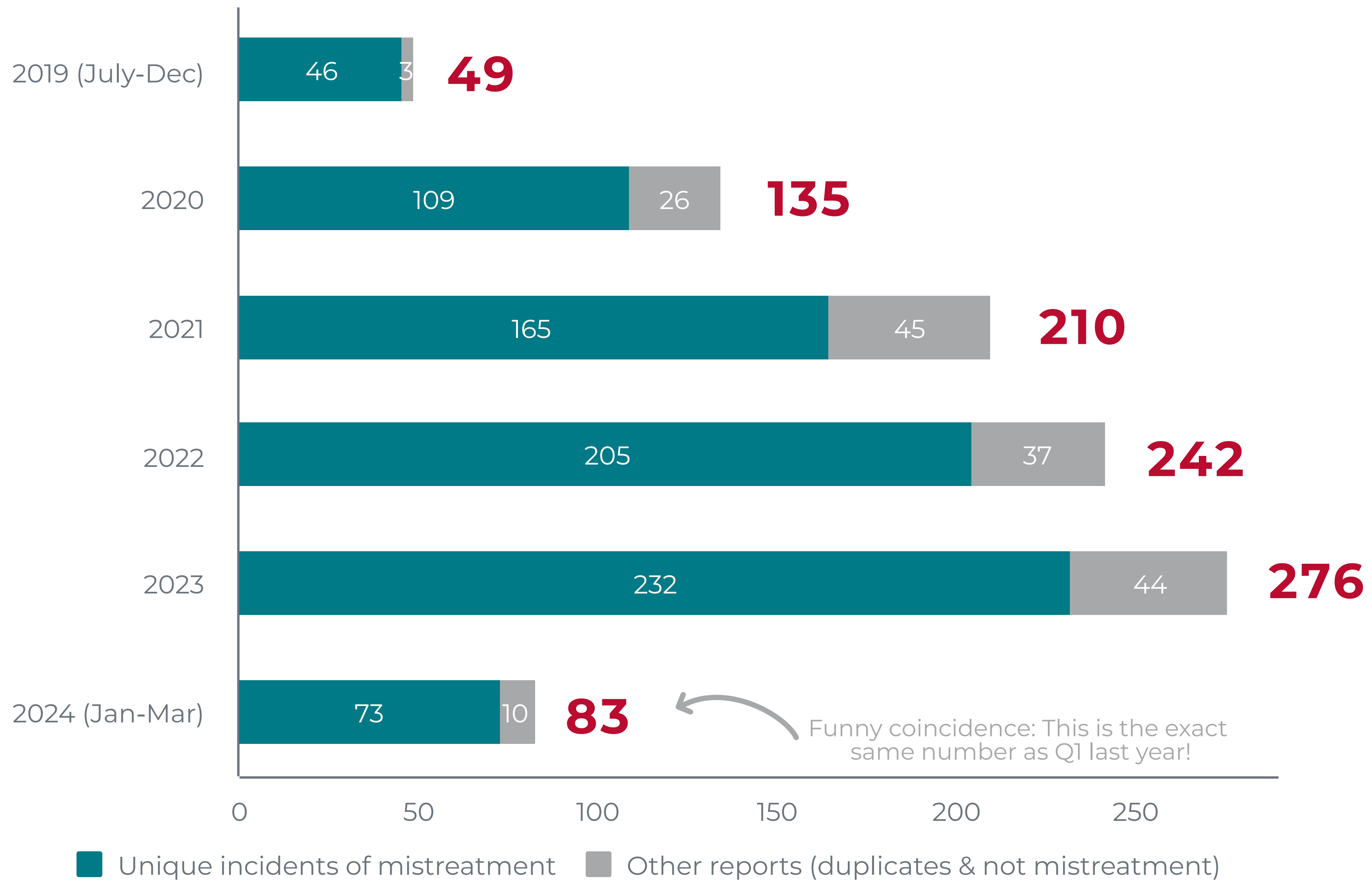
Once we remove reports that do not rise and those that are duplicates, we are left with **830 unique incidents of mistreatment, which represent 83% of all reports.**

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.

What is the status of reports to LEO?

n = 830, unique incidents of mistreatment

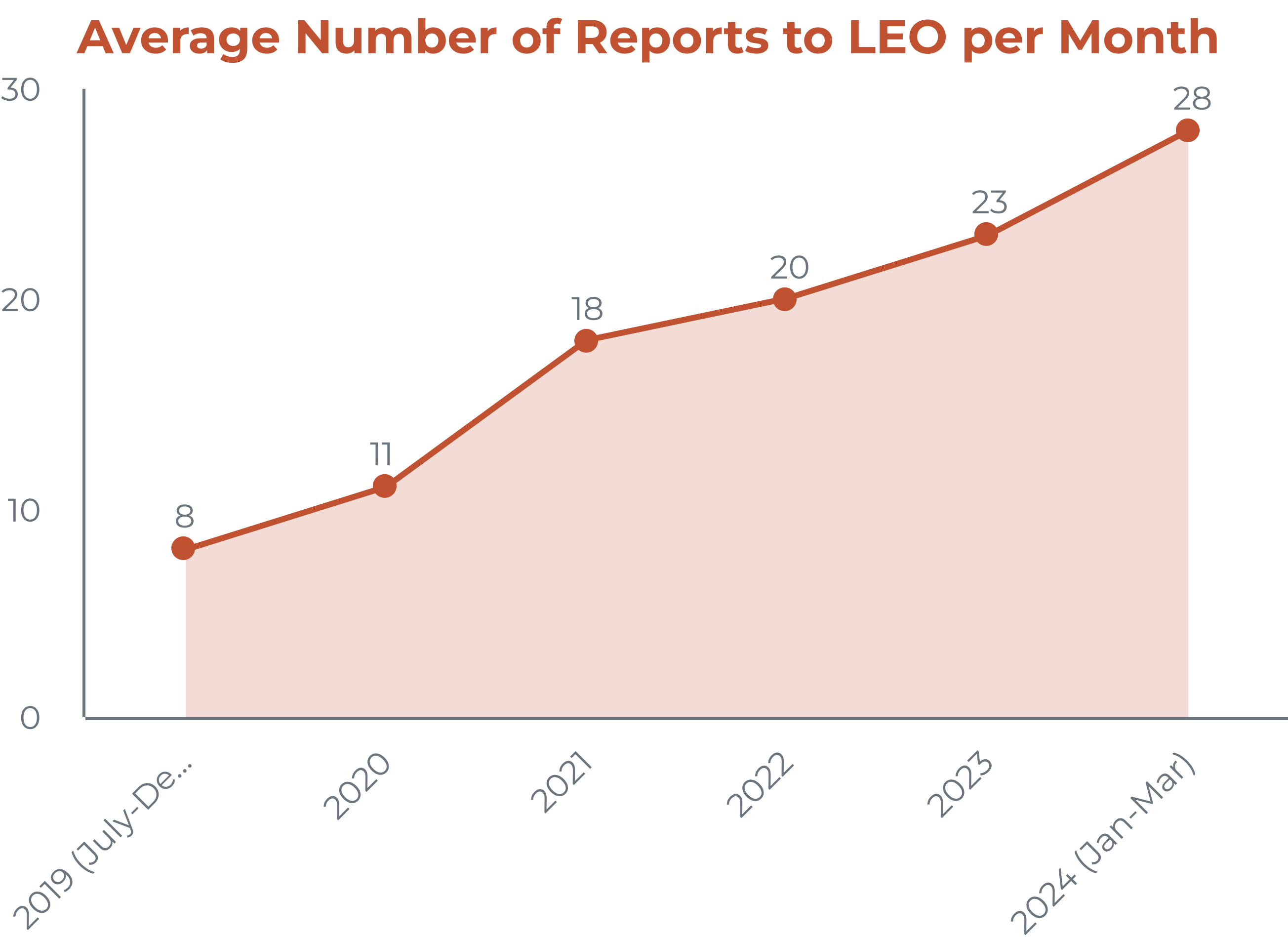
The total number of reports LEO has received has increased every year, from 49 in 2019 to 276 in 2023



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.



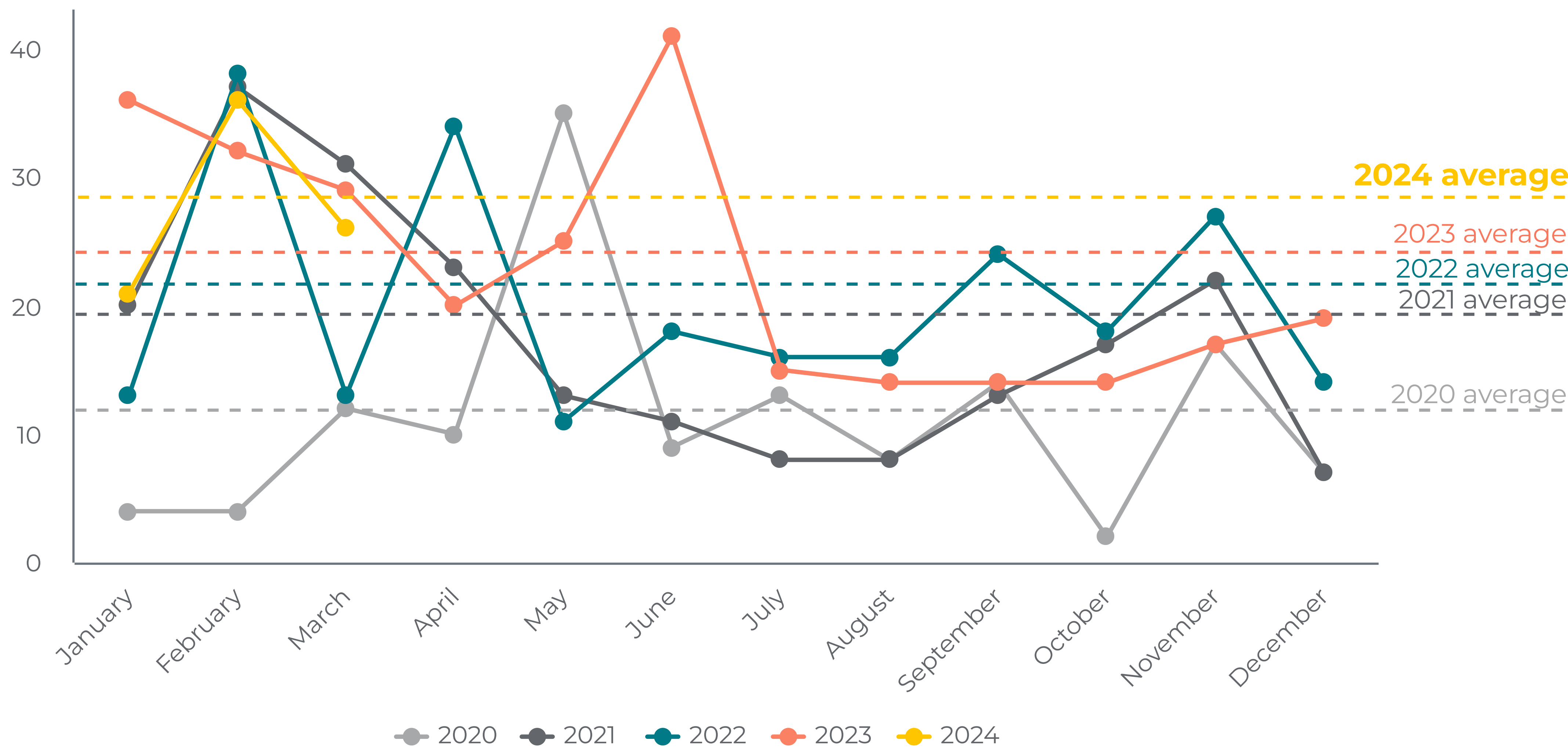
Check out the graph below for when these 955 reports have come in. It looks like the summer months (Q3) are consistently slower for new reports, with a likely increase in the fourth quarter and consistently high reports in quarters one and two. This is likely because Q3 is the start of the new academic 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** 9 times, all of them in Q1 or Q2. Since 2020, **every February** has had 30+ reports. Months with over 30 reports:

- **2020:** May
- **2021:** February, March
- **2022:** February, April
- **2023:** January, February, June
- **2024:** February (so far)



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

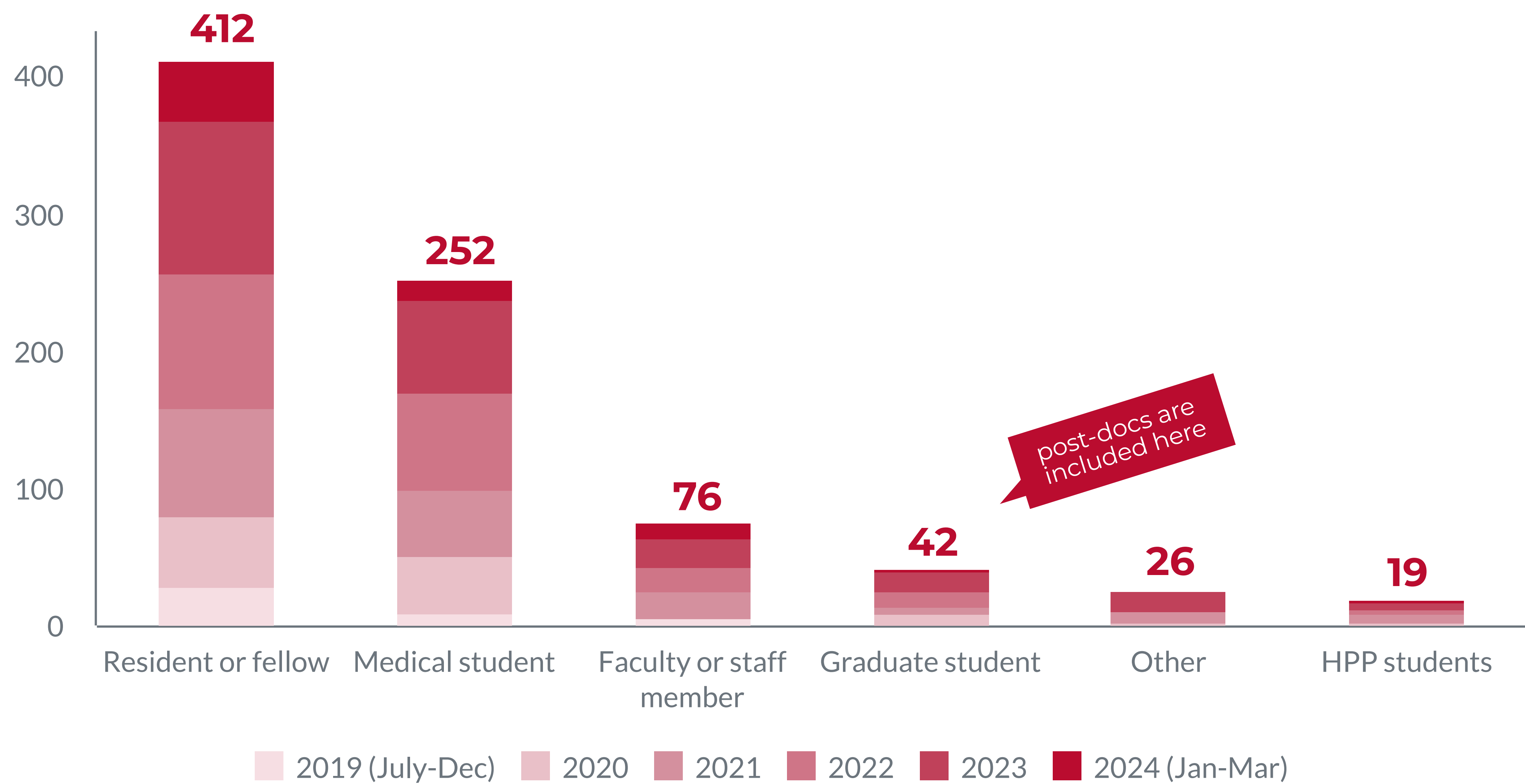


As you can see below, 2023 had more reports of **unique incidents of mistreatment** than any other year thus far.

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

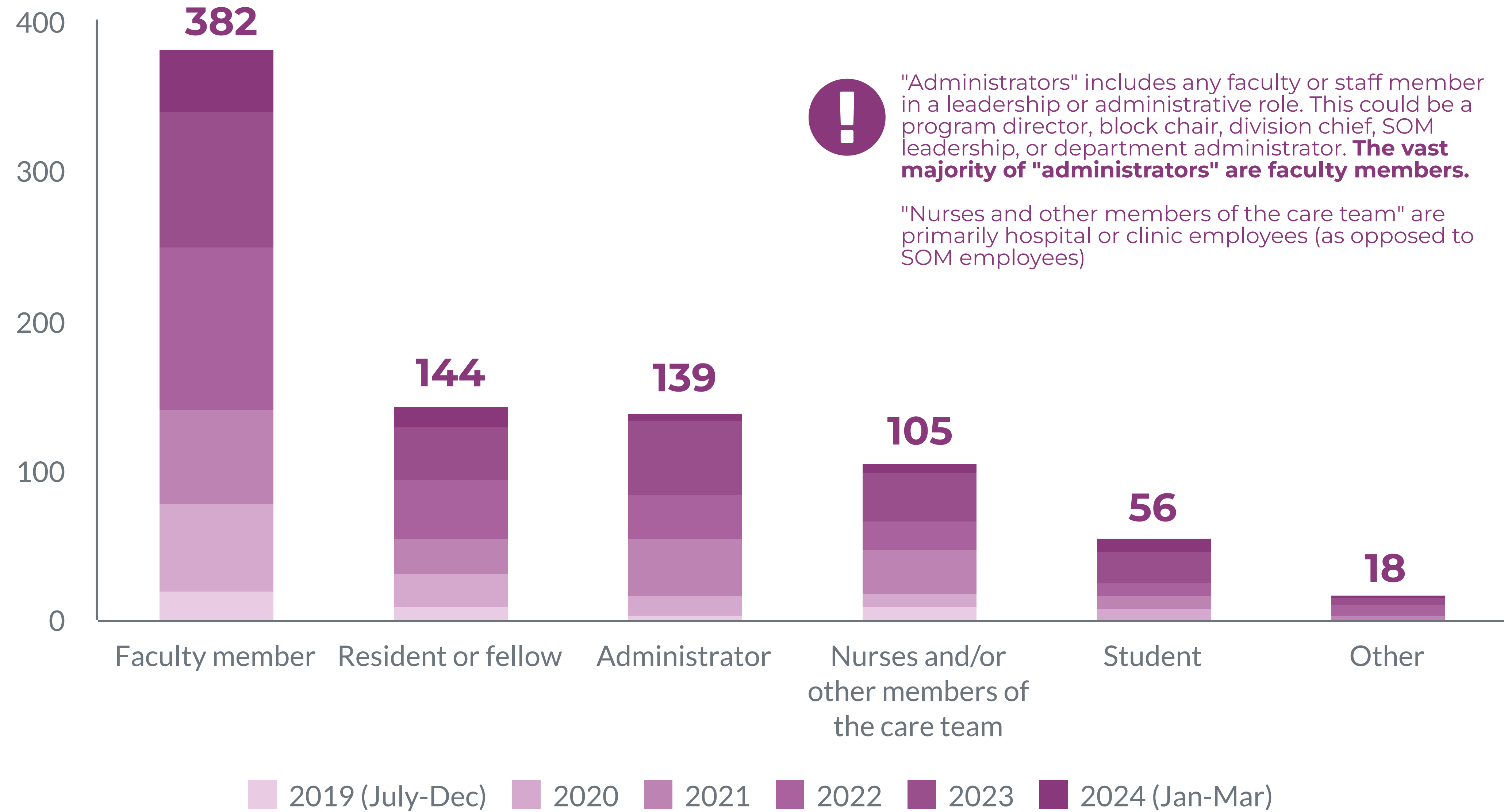
Who is Mistreated?

n = 830 unique incidents of mistreatment



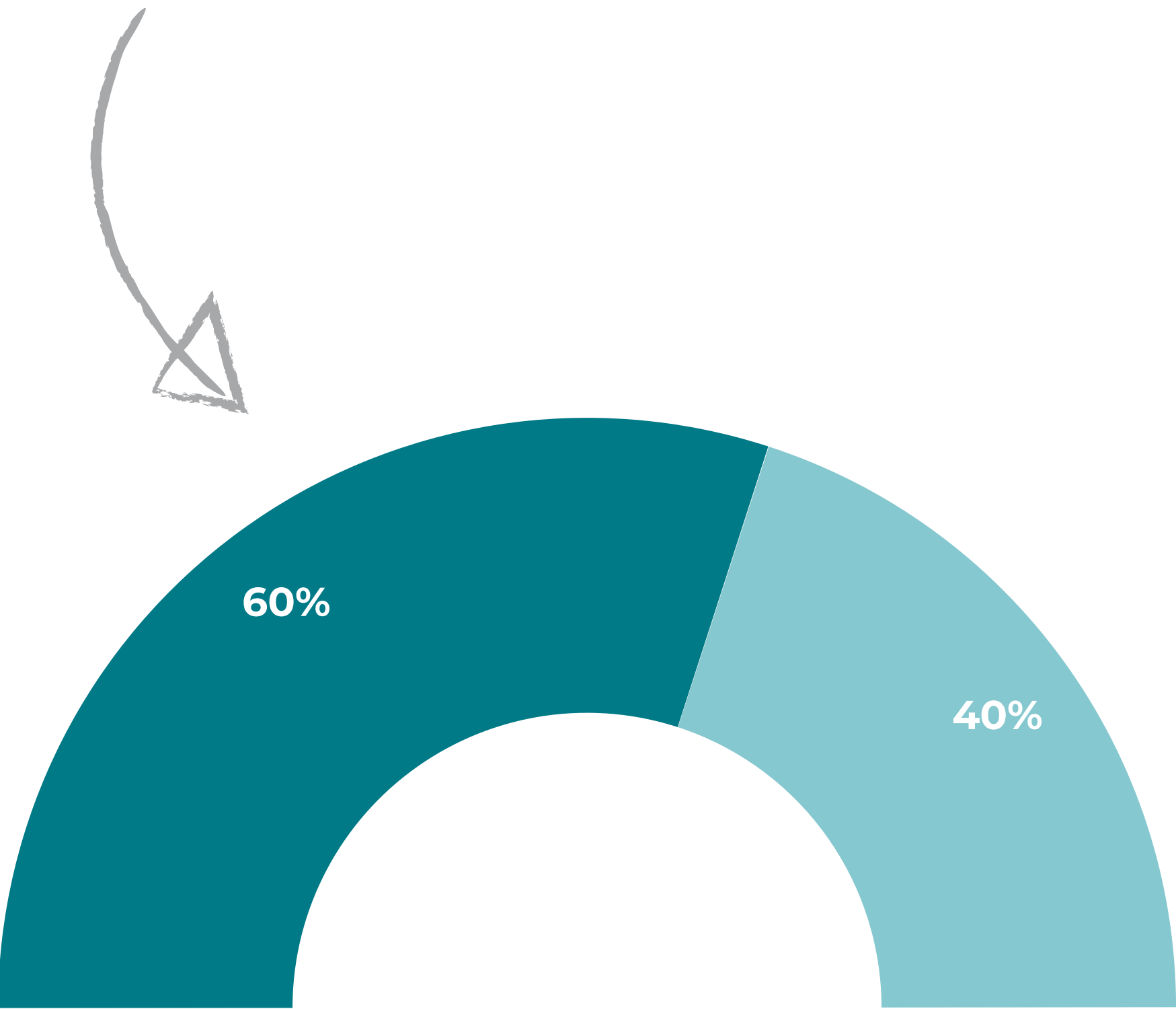
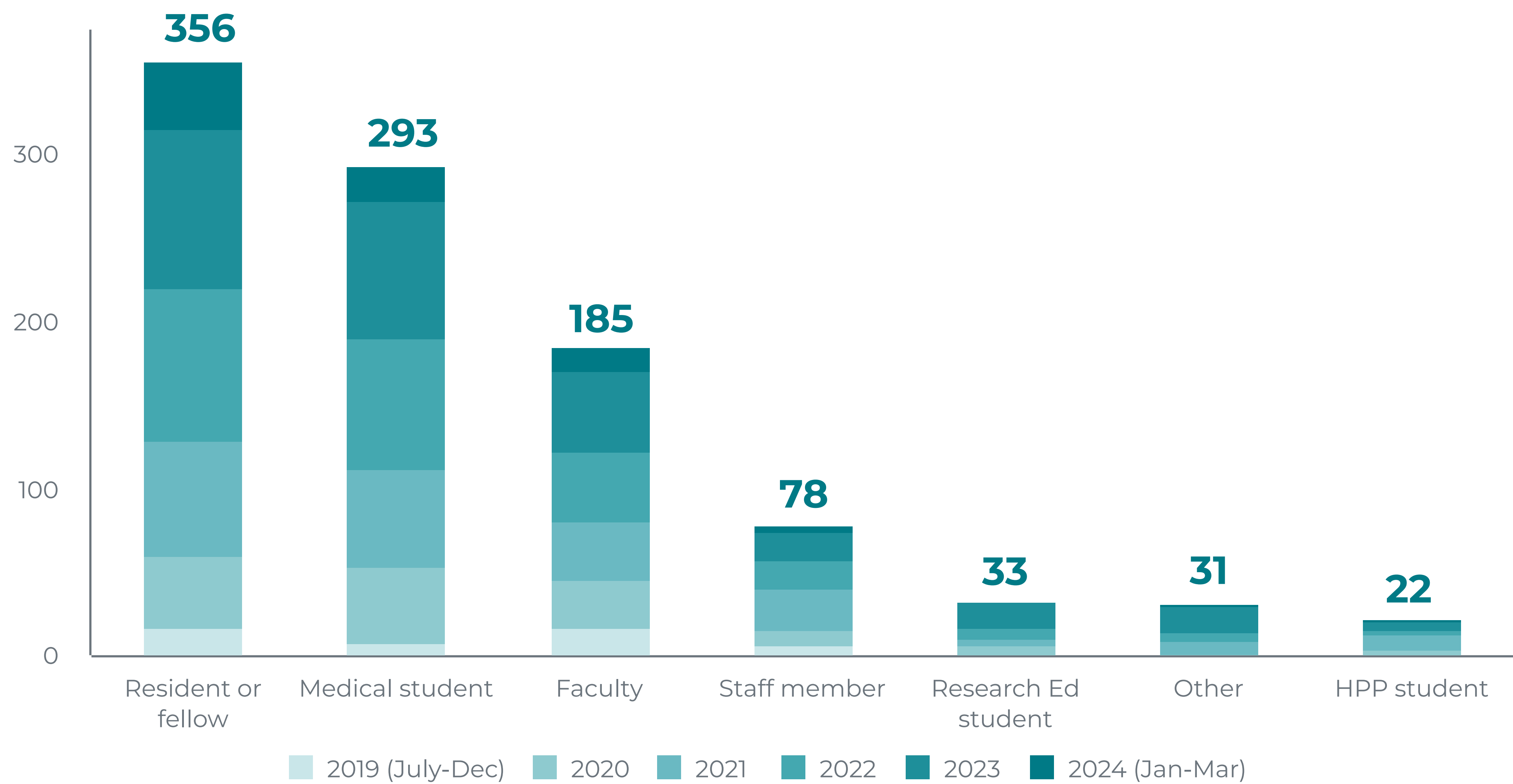
Who is Reported for Mistreating Learners?

n = 830 unique incidents of mistreatment

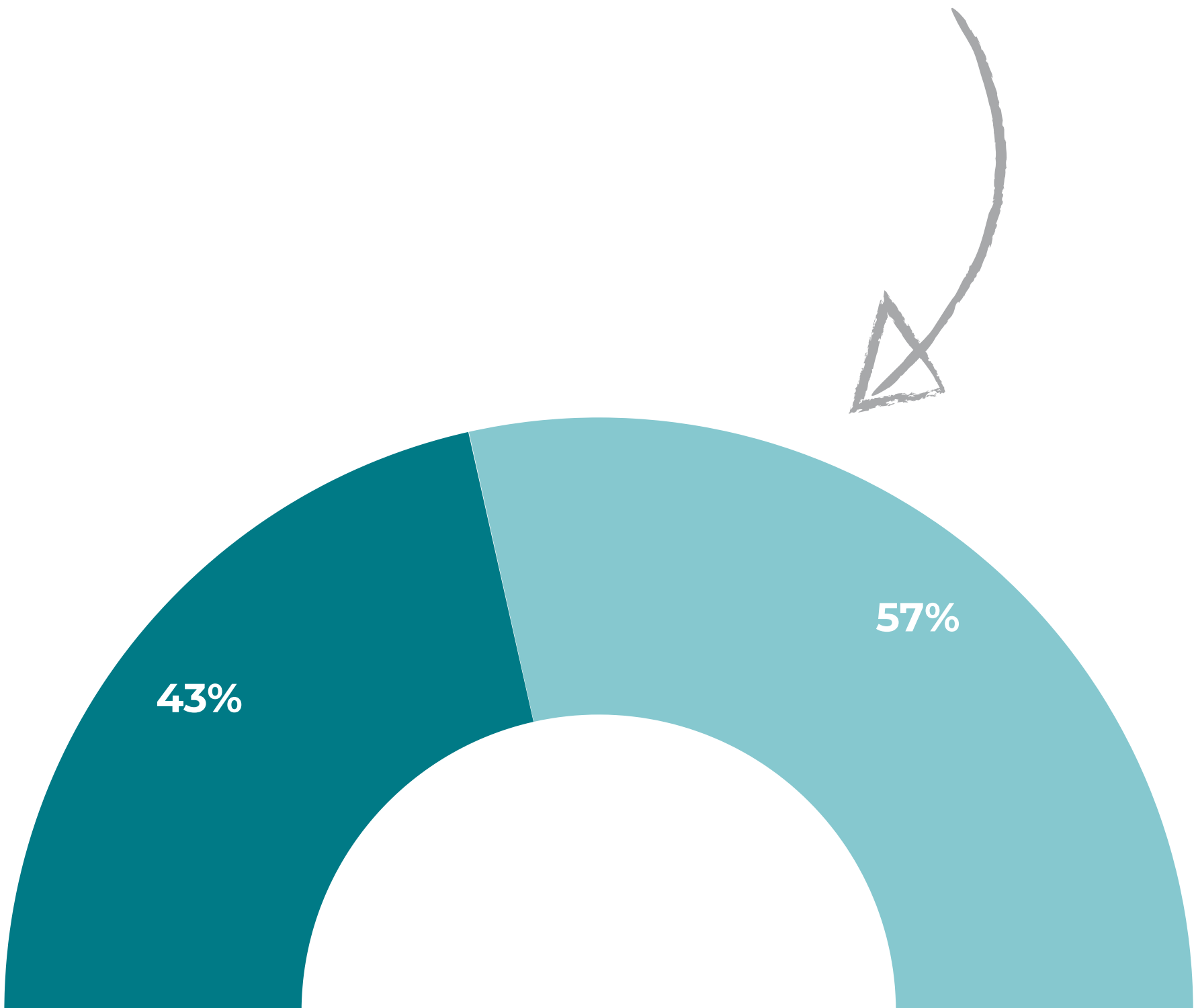


Who Reports to LEO and How?

n = 955, all reports to LEO



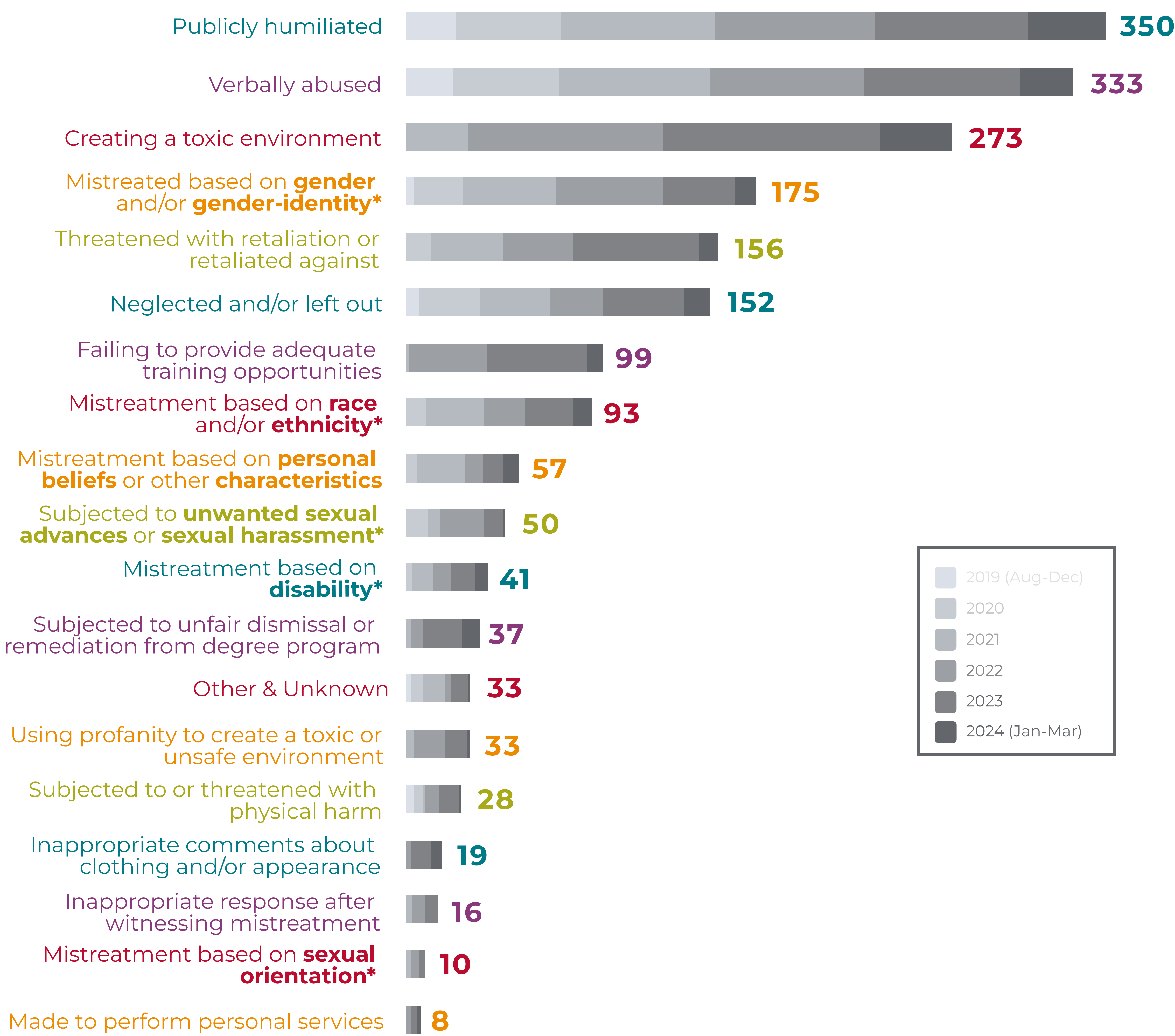
■ I personally experienced the mistreatment (60%)
■ I witnessed or heard about the mistreatment (40%)



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

Types of Mistreatment

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



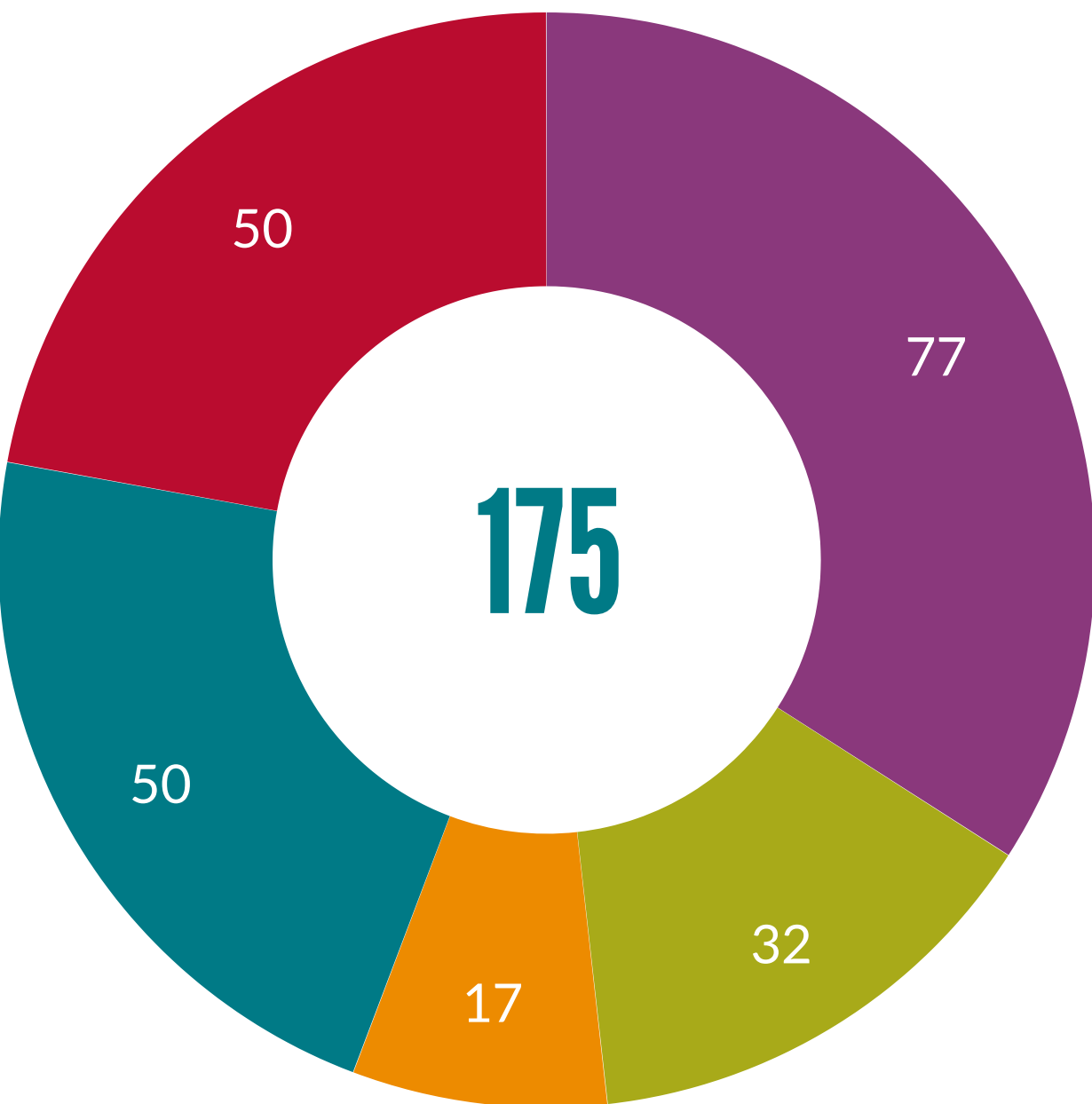
*Categories marked with an * are violations of Title VII and/or Title IX and are worked in partnership with the UNM Office of Compliance, Equity, and Equal Opportunity



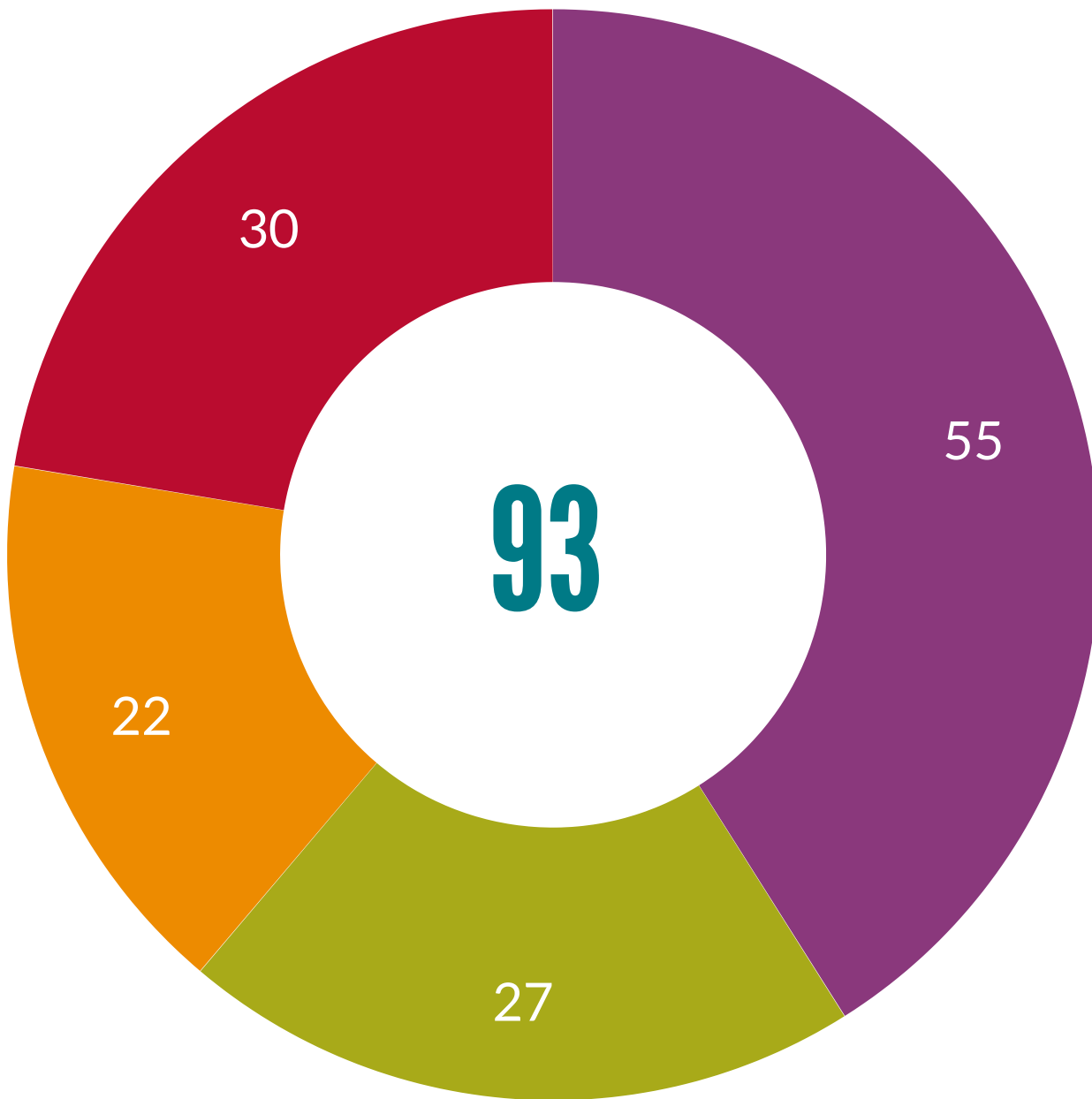
FAQ: What kinds of identity-based mistreatment are being reported?

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.

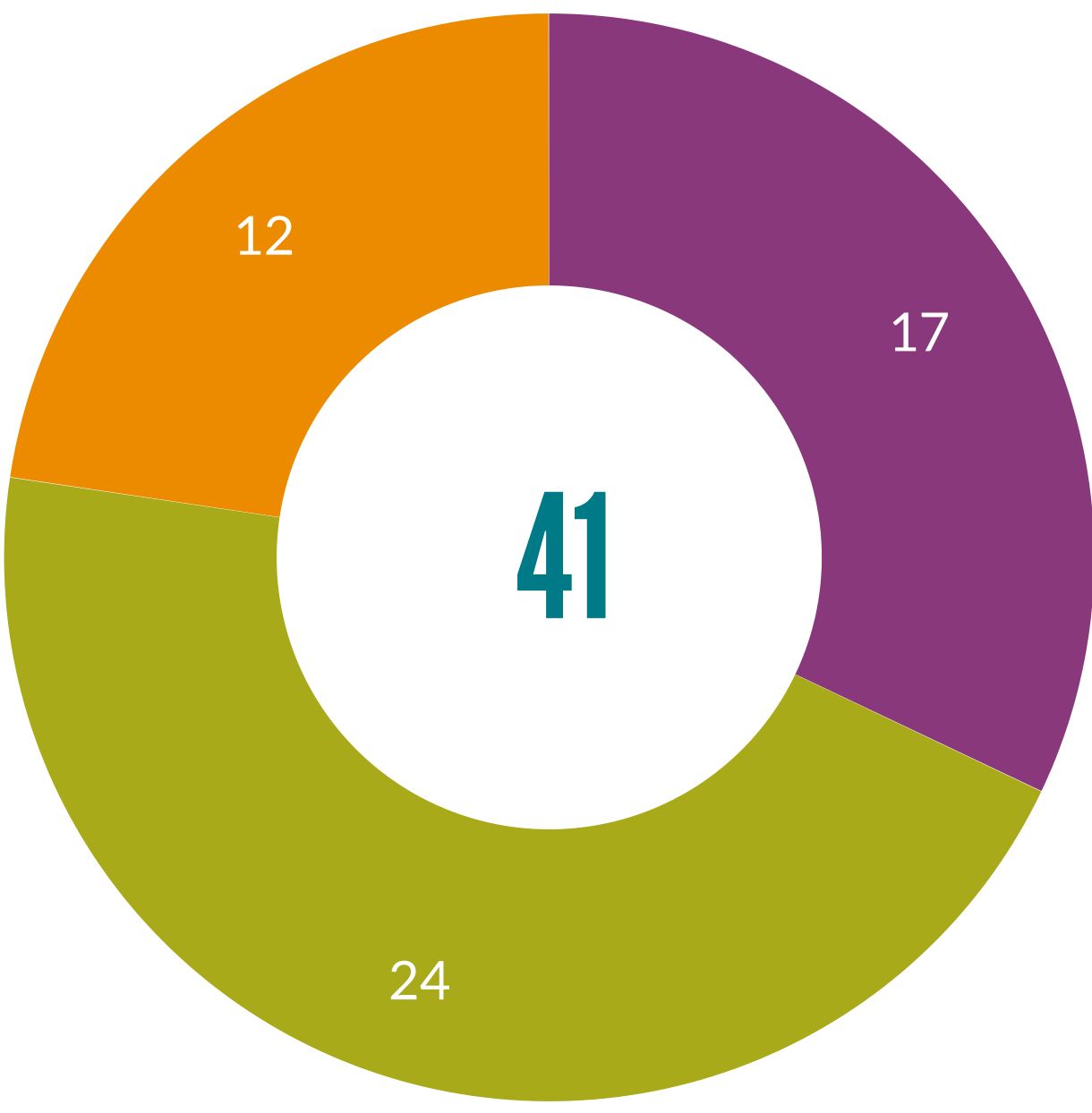
Gender & Gender-Identity



Race & Ethnicity



Disability



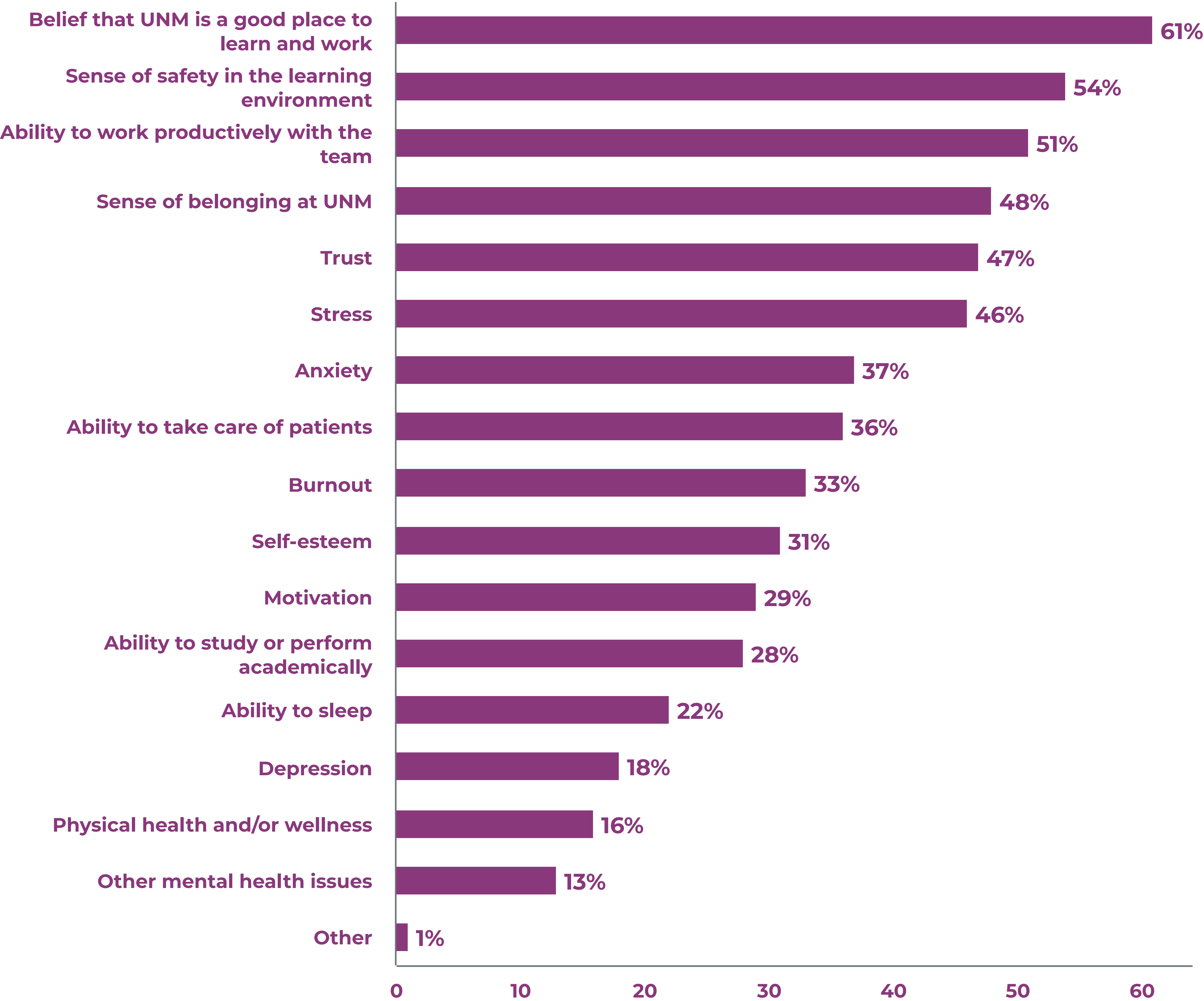
- Subjected to offensive remarks or names about identity
- Denied opportunities and/or received lower grades/evaluations due to identity rather than performance
- Other offensive behaviors related to identity
- Subjected to unwanted sexual advances
- Differential treatment based on identity

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, **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:"



How are Incidents Classified on the Mistreatment Response Pyramid?

n = 277 classifiable incidents

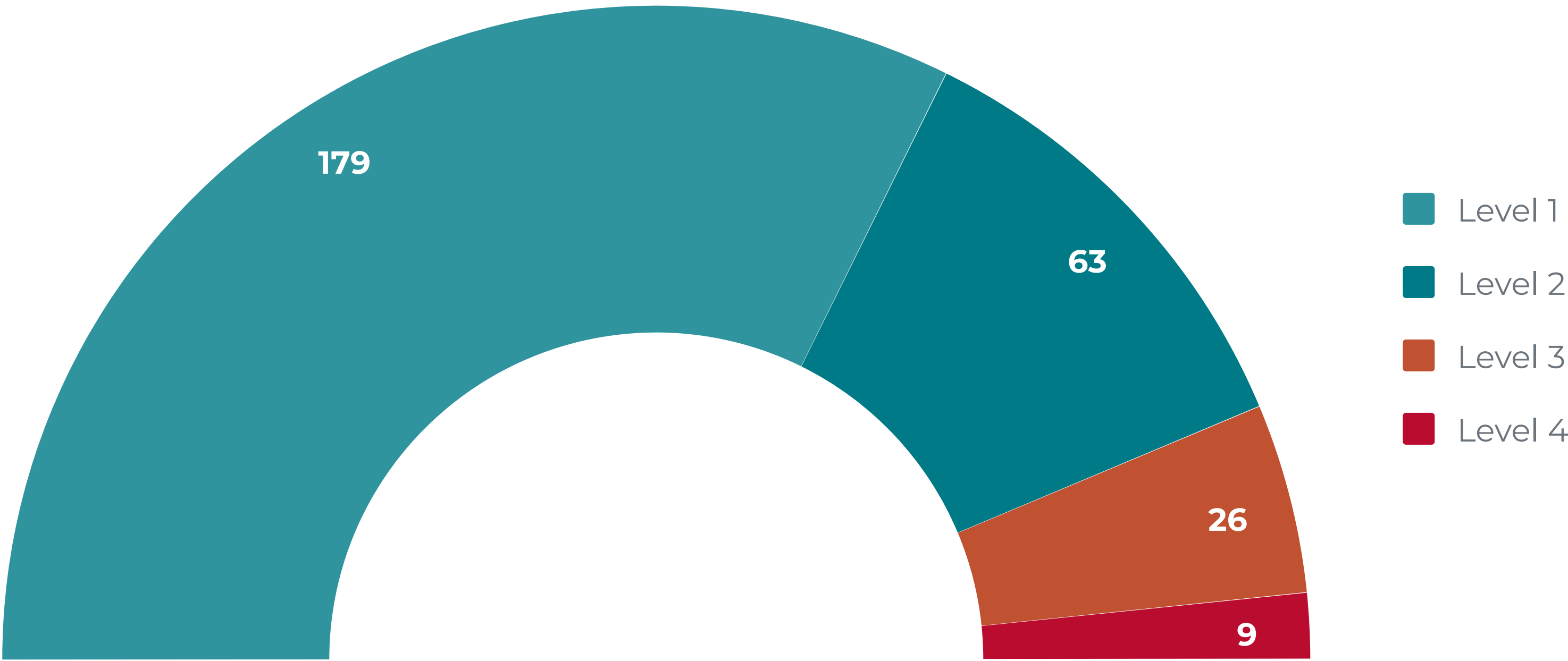
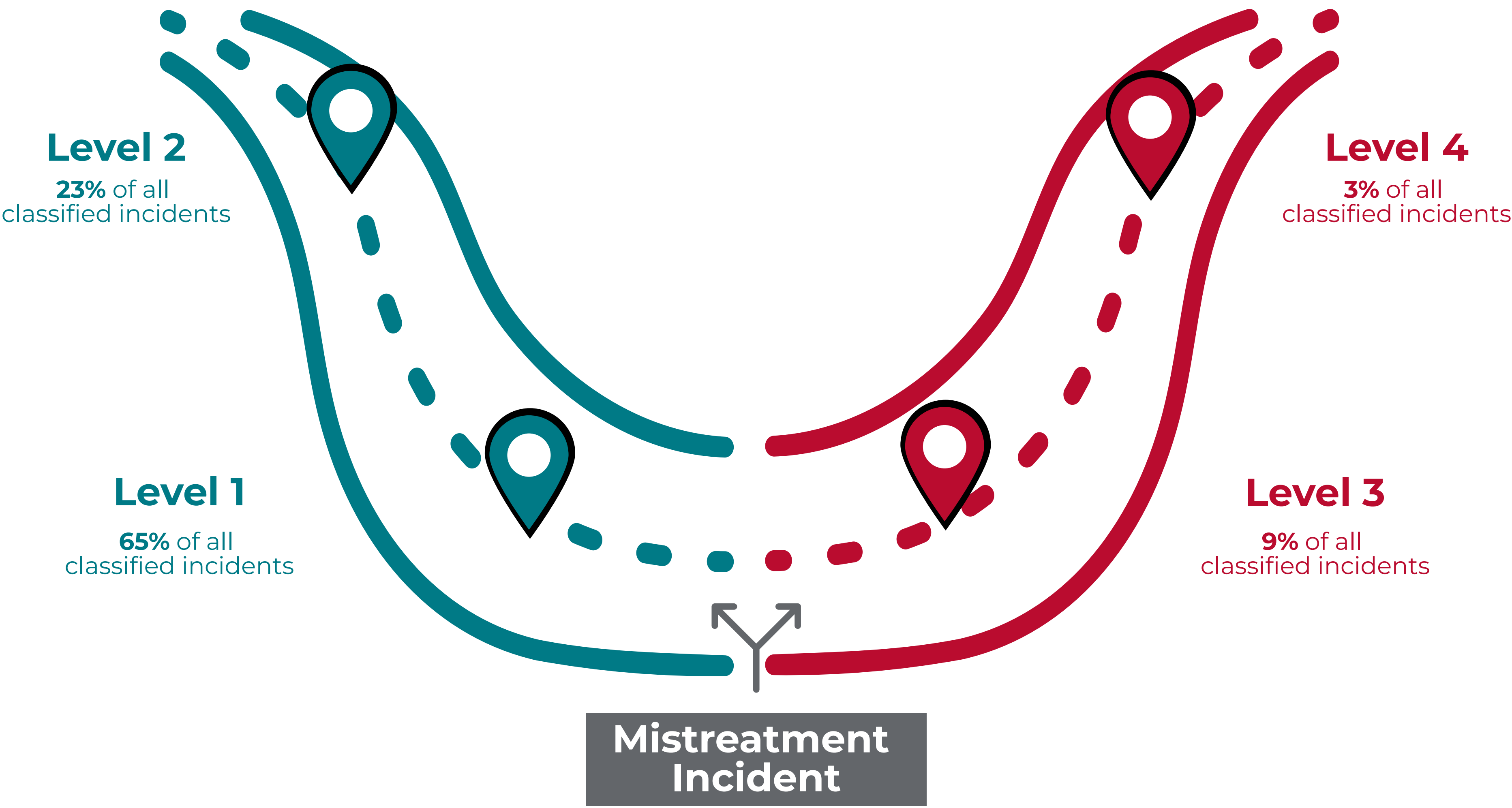
Responses to mistreatment incidents occur on either the **Educational Pathway** or the **Disciplinary Pathway**, depending on the severity and patterns of behavior.

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

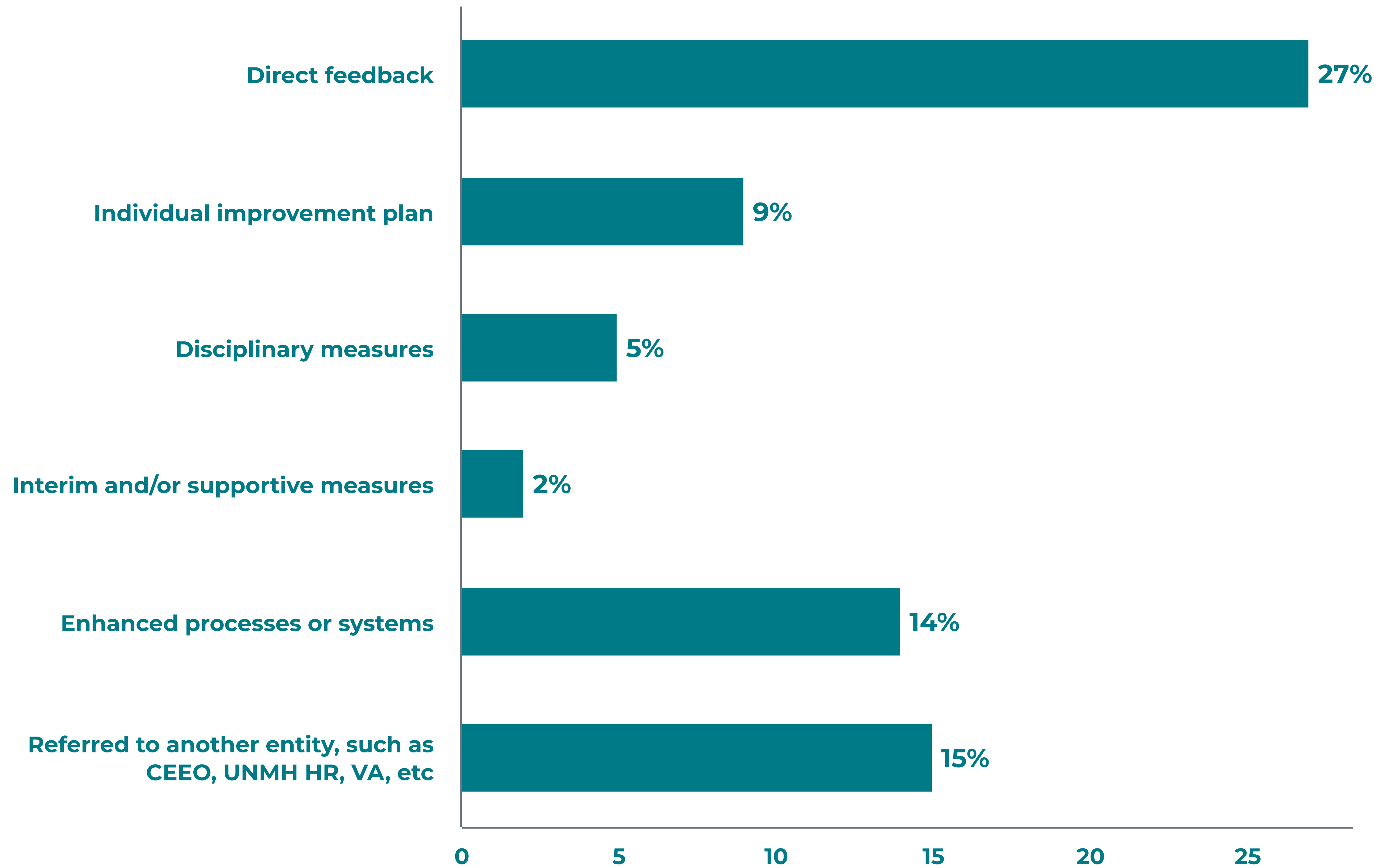


87% of classified incidents have resulted in recommendations on the **Educational Pathway**

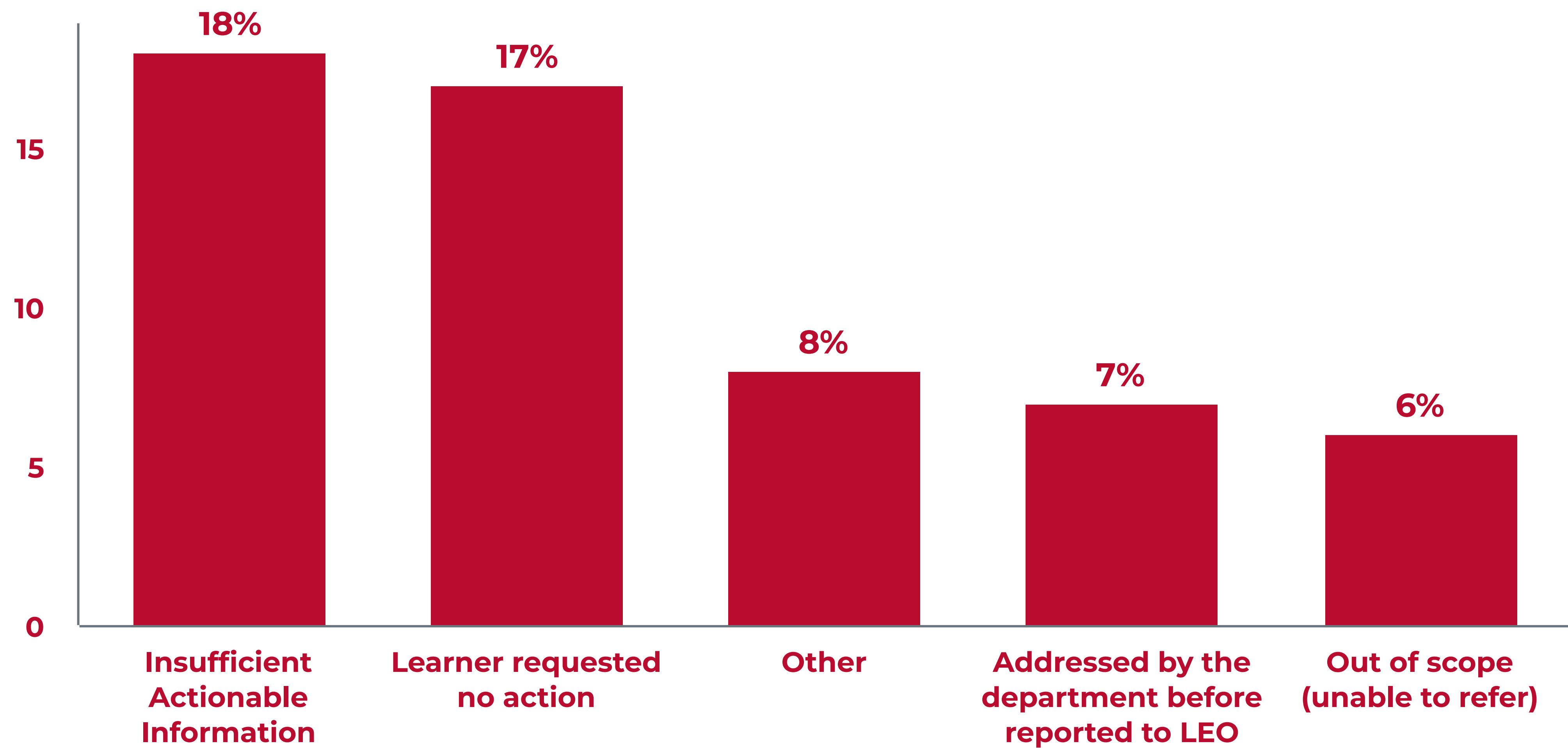
13% of classified incidents have resulted in recommendations on the **Disciplinary Pathway**

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

n = 800 cases that have reached this stage



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



GET TO KNOW THE LEO TEAM!

FULL TIME STAFF



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

AFFILIATED FACULTY



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 Fietze, PhD
Director of BSGP
KFietze@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

PART TIME STAFF



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



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