



SCHOOL OF
MEDICINE

LEARNING ENVIRONMENT OFFICE

Fostering a climate of respect and inclusion

Quarterly Report

April - June 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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LEO Expansion

A reminder about LEO serving everyone across the Health Sciences Center

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New Links

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

3

Building Inclusive Leadership

LEO is now accepting applications for the 24-25 Building Inclusive Leadership Cohort! All HSC learners are eligible to apply before August 19!

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Toolkit: Intent vs. Impact

A toolkit for the HSC community on using the skill of talking about Intent vs Impact, for use in conflicts and transforming relationships

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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 LEO's New Case Managers!

Meet the two new phenomenal case managers joining the LEO team

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Meet the LEO Team

Get to know the 11 members of 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



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.

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

Highlights from past cohorts include:

100%

of participants
would recommend
BIL to a friend

\$1,000

stipend for each
person who fully
participates in BIL

100%

say BIL helped
them meet their
professional goals

"This program was the highlight of my UNM education thus far."

After participating in BIL, learners significantly increased their:

- » Access to safe spaces to explore identities
- » Level of diversity, equity, inclusion, and justice (DEIJ) knowledge
- » Experience and confidence applying DEIJ knowledge in academic, professional, and leadership settings
- » Understanding of disability justice, intersecting identities, and advocacy in healthcare

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

Toolkit: Intent vs. Impact

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.

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.



The UNM HSC Learning Environment Office
Presents

INTENT VS IMPACT:

A Toolkit for Improving Communication & Understanding

WHAT ARE INTENT AND IMPACT?

Intent: What you have in mind as a goal when you decide to perform an action. It reflects what type of impact you want to create with your actions.

Impact: The result of those actions, which aren't always the same as what you intended. Impact reflects the reality of your actions.

Put simply: **Intent** is what you meant, and **impact** is what you did.

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

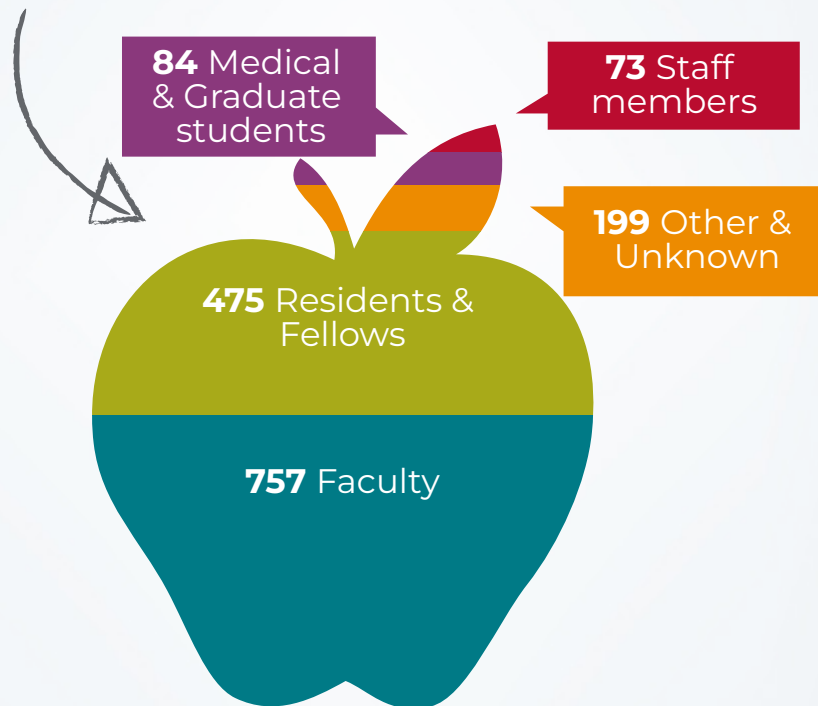
1. What are Intent and Impact?
2. Framing the Problem
3. Sample Statements
4. Things to Keep in Mind
5. How to Have an Intent vs. Impact Conversation

iTeach: Recognizing Exemplary Teachers

1,508
TEACHERS

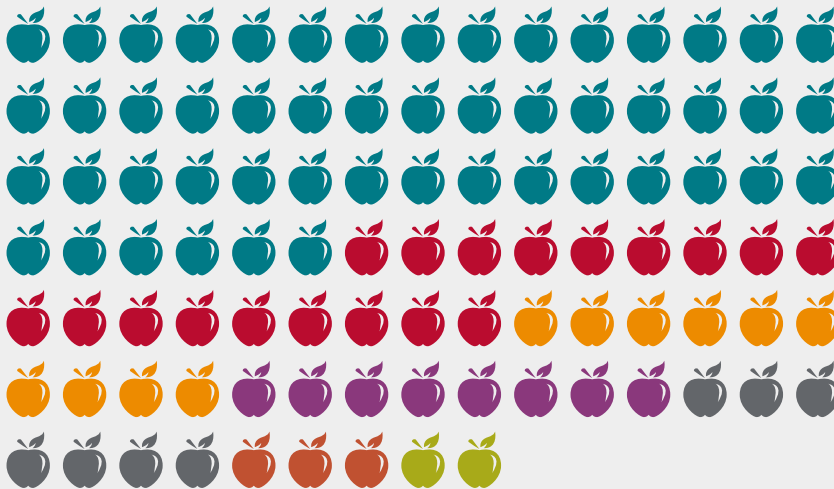
have been
recognized
for exemplary
teaching by a
total of

6,193
LEARNERS



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

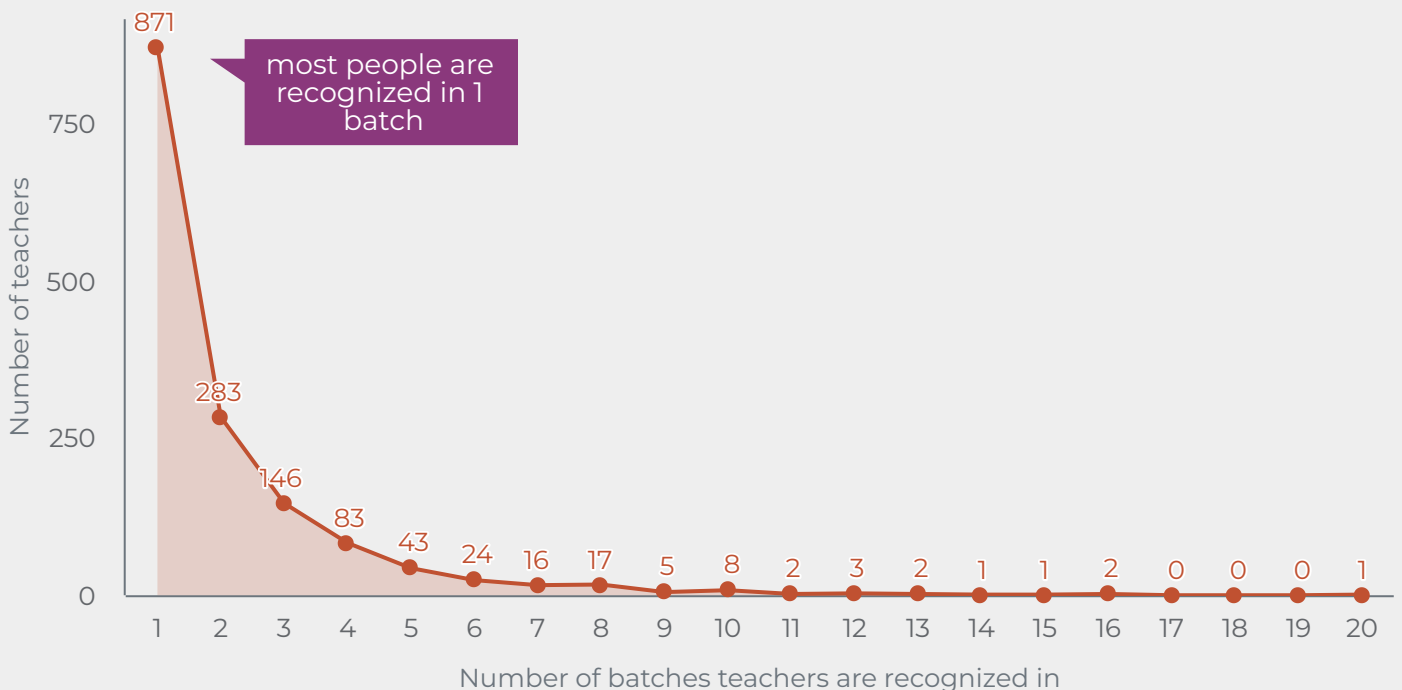
How many learners have recognized each of those teachers?



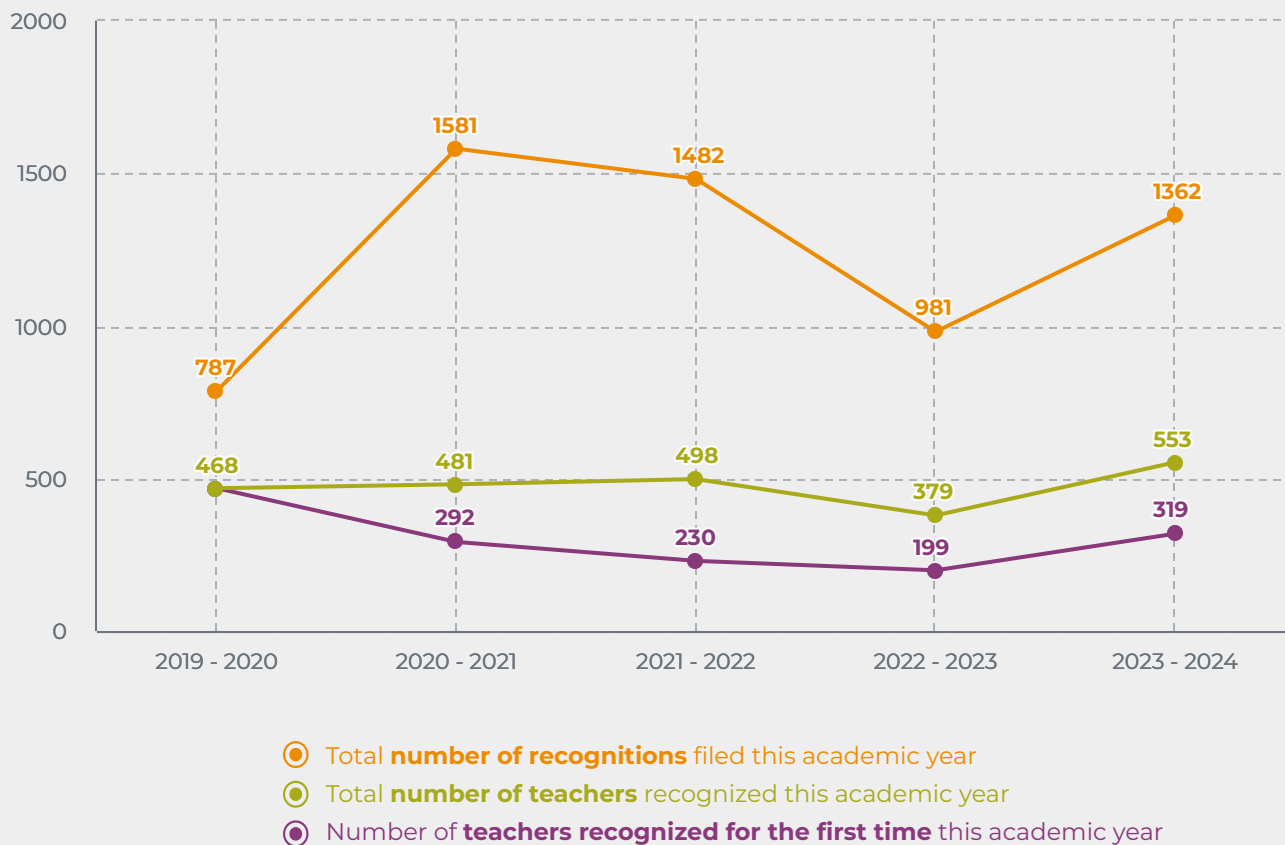
51% recognized by one learner
 18% two learners
 10% three learners
 8% 4-5 learners
 7% 6-10 learners
 3% 11-20 learners
 2% 21-294 learners!

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.



Number of iTeach Recognitions and Teachers Recognized by Academic Year



AY 2023 - 2024 was a great year for iTeach!

After fewer than 1,000 recognitions in AY 22-23, the total number of iTeach recognitions sent reached over 1,350 in AY 23-24, and **more new teachers were recognized than any year since the launch of the program in 2019**. In fact, nearly 60% of people recognized in 23-24 hadn't been recognized before, which is the highest percentage since AY 20-21.

This is thanks to the dedicated SOM leaders who have supported this program, all of the learners who took the time to recognize their exemplary teachers, and of course, most importantly, all of the exemplary teachers at the SOM.

We look forward to seeing all of these numbers increase in 2024 - 2025 as LEO expands to the rest of the HSC!

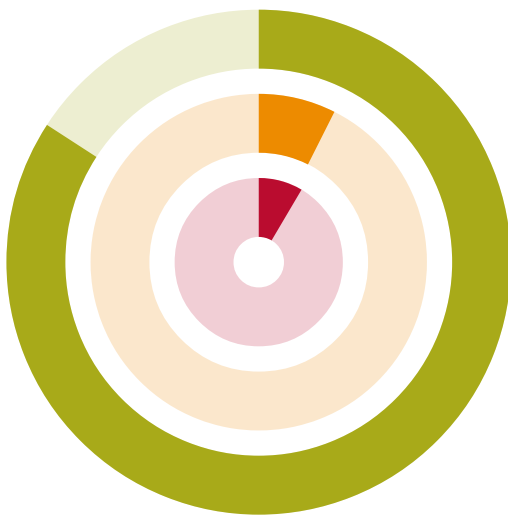
ADDRESSING MISTREATMENT: Data Review

July 24, 2019 - June 30, 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 **1050 reports of mistreatment**.

We can break those down this way:



- Unique incidents of mistreatment (84.1%)
- Duplicate reports (7.43%)
- Does not rise to the level of mistreatment (8.48%)

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.

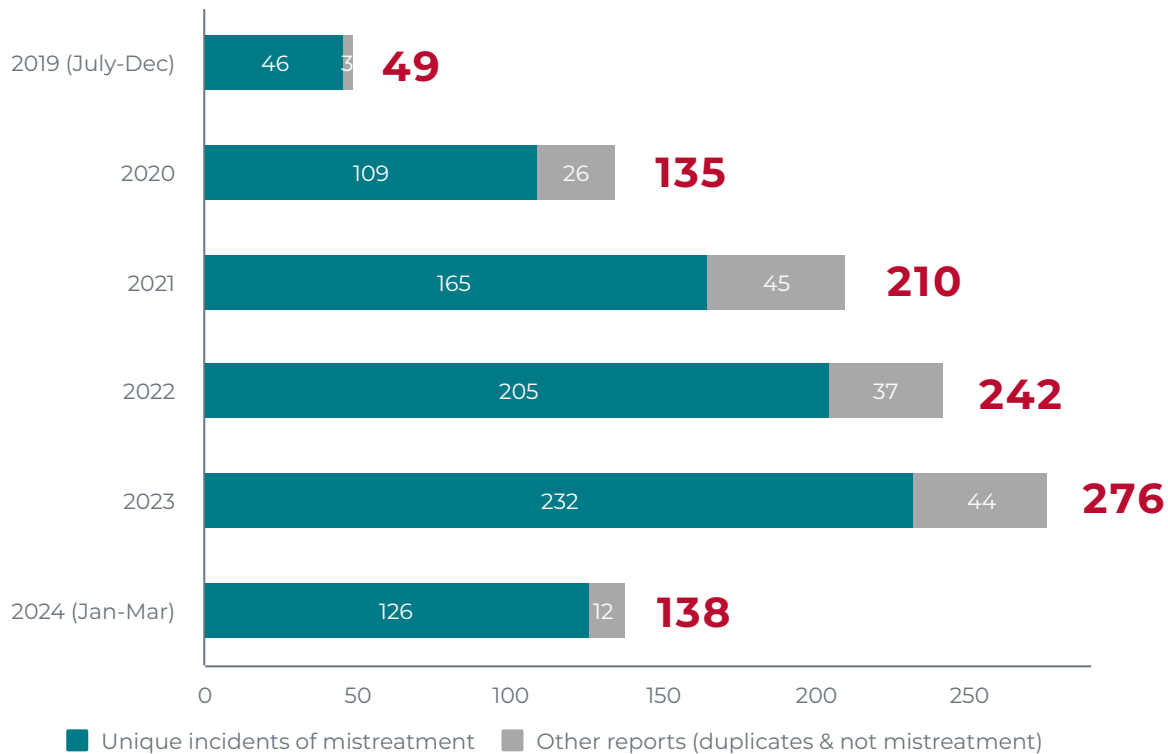
Once we remove reports that do not rise and those that are duplicates, we are left with **883 unique incidents of mistreatment, which represent 84% of all reports.**

Most data on the following pages include only the **883 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 = 883, unique incidents of mistreatment

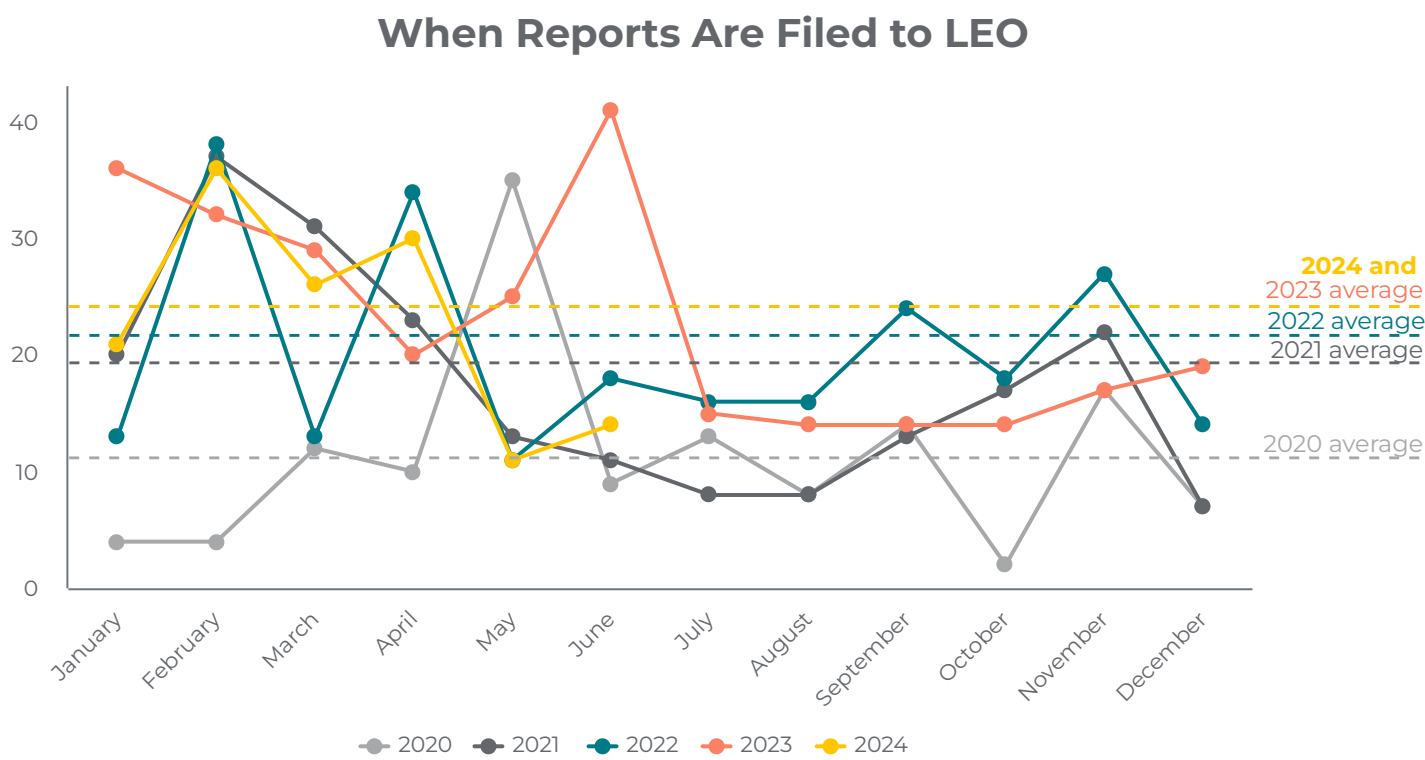
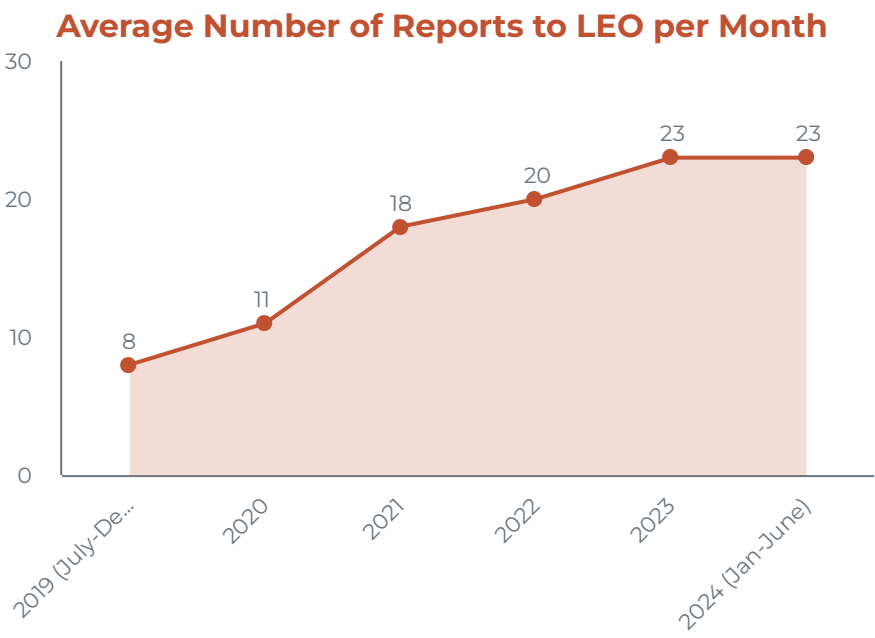
The total number of reports LEO has received has increased every year, from 49 in 2019 to 276 in 2023



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.



Since LEO's founding in mid-2019, we've had **30 or more reports in one month** 9 times, all of them in Q1 or Q2. Since 2020, **every February** has had 30+ reports. Months with 30+ reports:

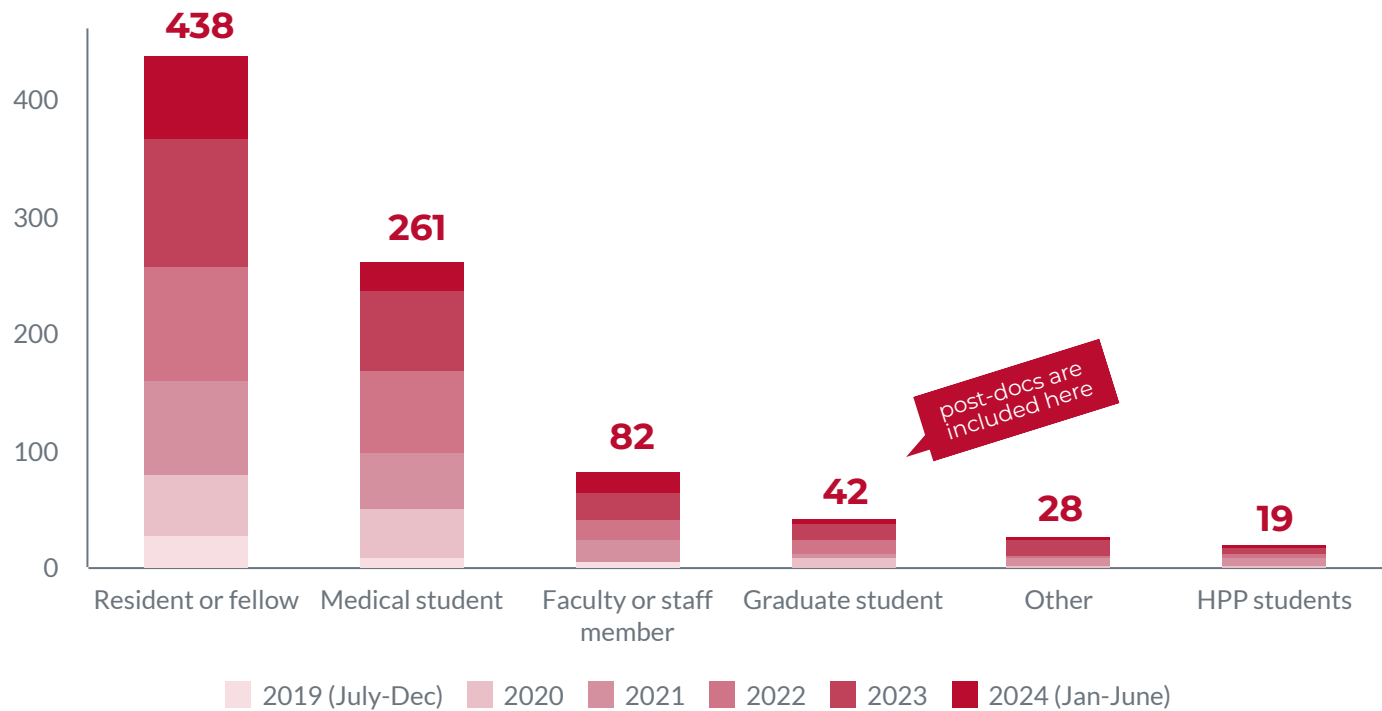
- **2020:** May
- **2021:** February, March
- **2022:** February, April
- **2023:** January, February, June
- **2024:** February, April (so far)

As you can see below, 2023 had more reports of **unique incidents of mistreatment** than any other year thus far, and 2024 is on track to be similar to 2023.

2019: 46 reports (July-Dec)
2020: 109 reports
2021: 165 reports
2022: 205 reports
2023: 232 reports
2024: 126 reports (Jan-June)

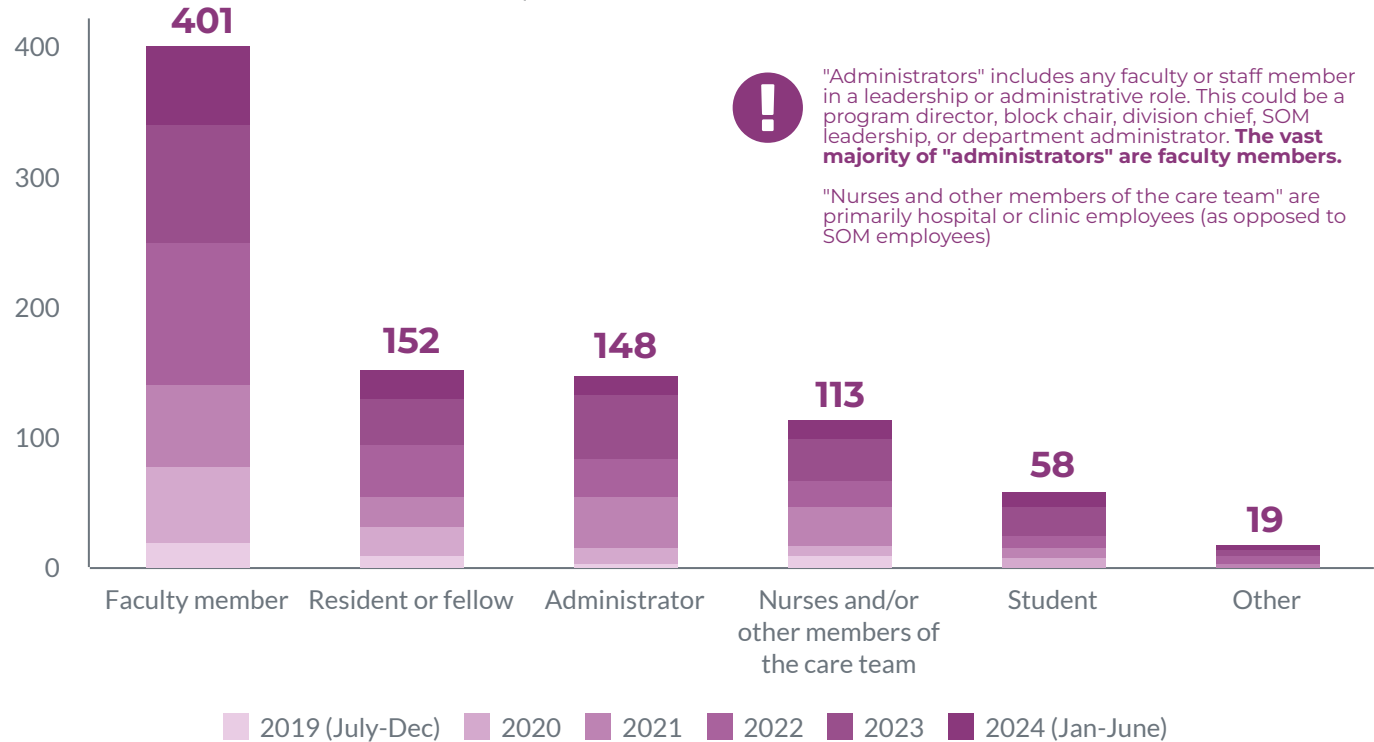
Who is Mistreated?

n = 883 unique incidents of mistreatment



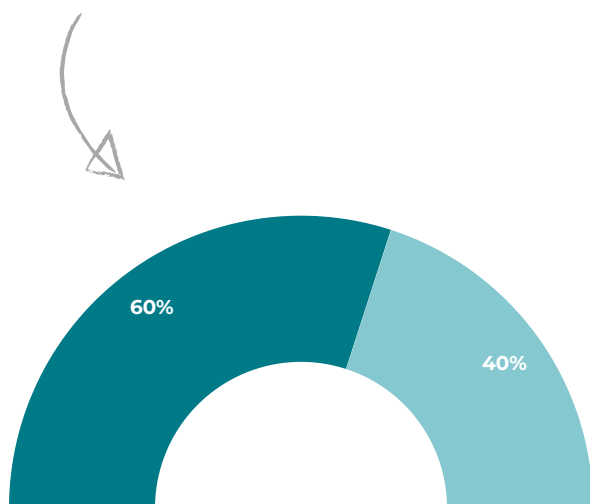
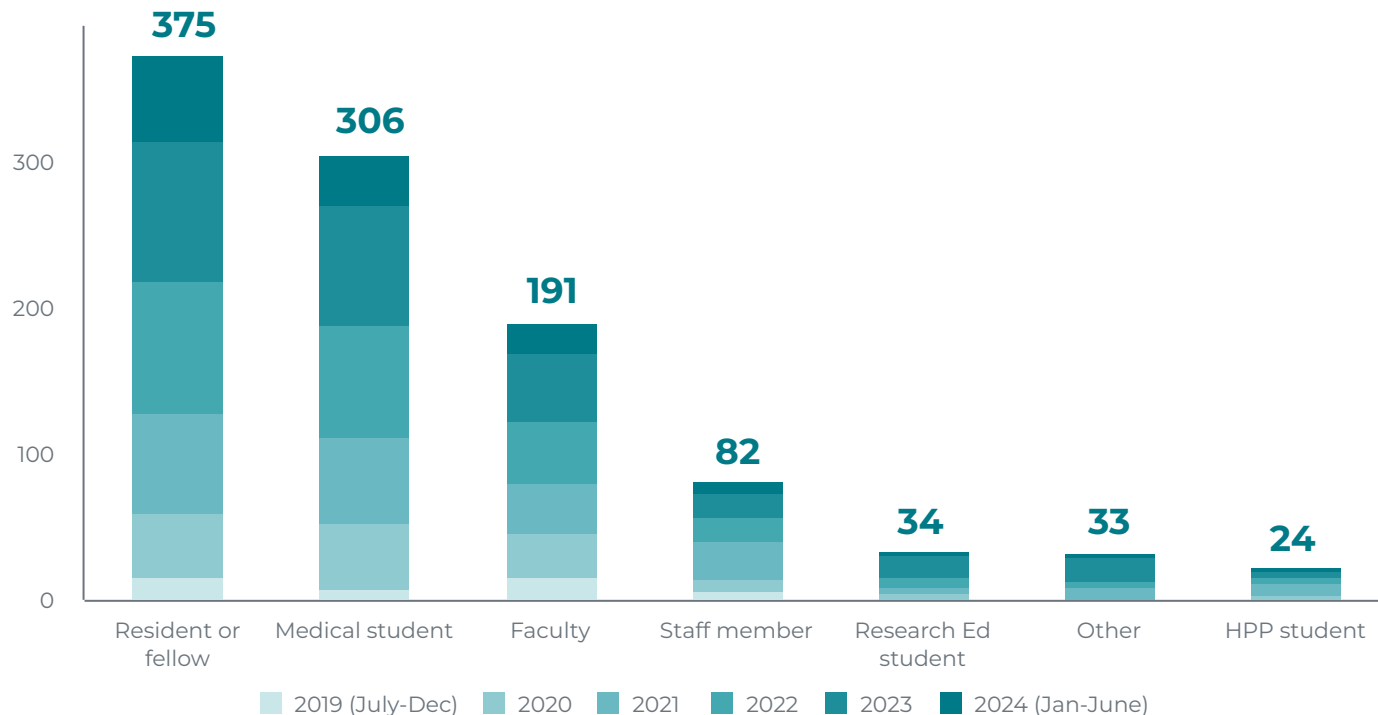
Who is Reported for Mistreating Learners?

n = 883 unique incidents of mistreatment

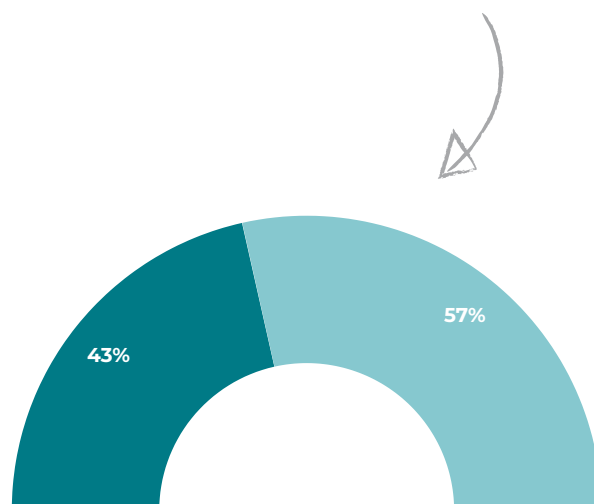


Who Reports to LEO and How?

n = 1050, all reports to LEO



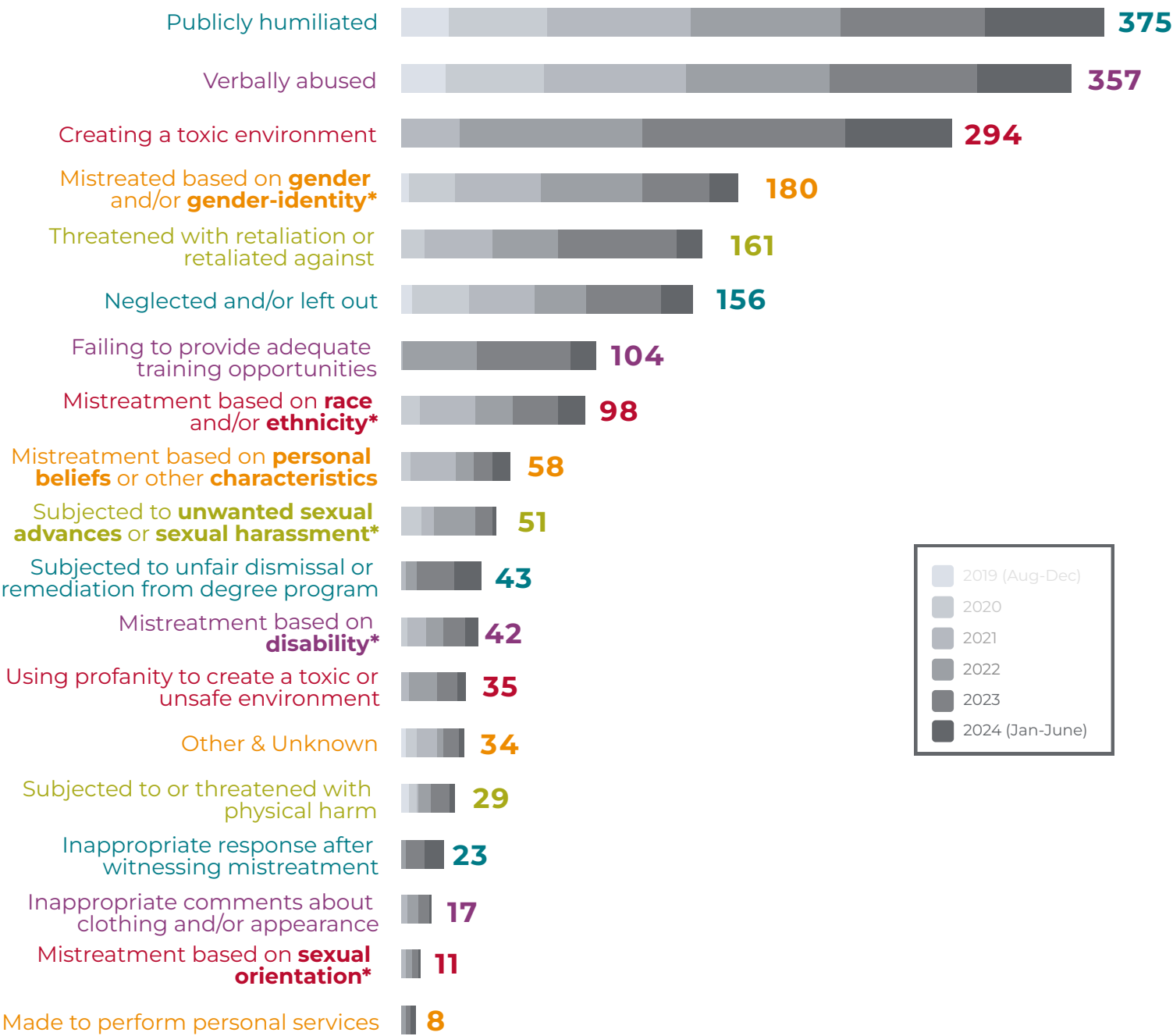
■ I personally experienced the mistreatment (60%)
■ I witnessed or heard about the mistreatment (40%)



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

Types of Mistreatment

Each incident can include multiple types of mistreatment
n = 883 unique incidents of mistreatment



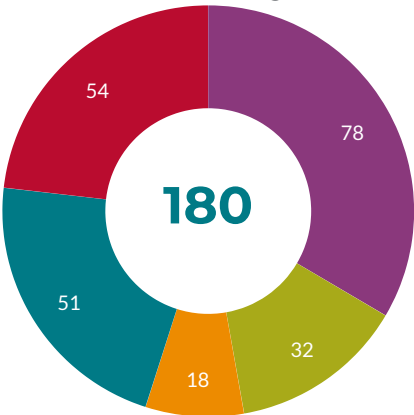
*Categories marked with an * are violations of Title VII and/or Title IX and are worked in partnership with the UNM Office of Compliance, Equity, and Equal Opportunity



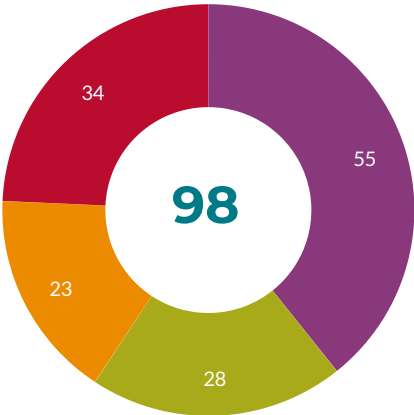
FAQ: What kinds of identity-based mistreatment are being reported?

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.

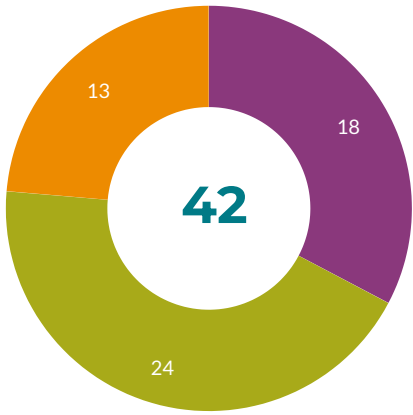
Gender & Gender-Identity



Race & Ethnicity



Disability



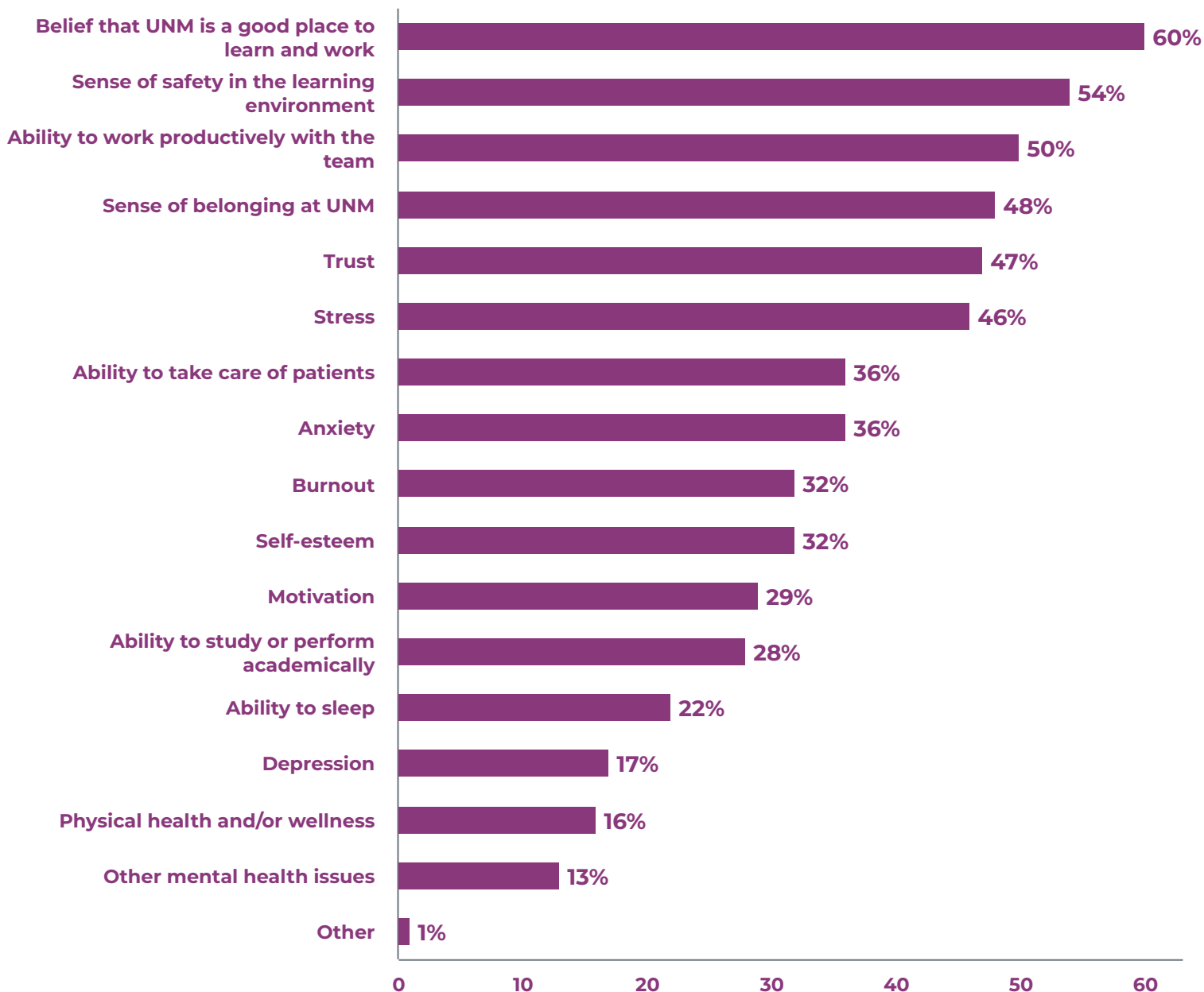
- Subjected to offensive remarks or names about identity
- Denied opportunities and/or received lower grades/evaluations due to identity rather than performance
- Other offensive behaviors related to identity
- Subjected to unwanted sexual advances
- Differential treatment based on identity

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, **513** 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

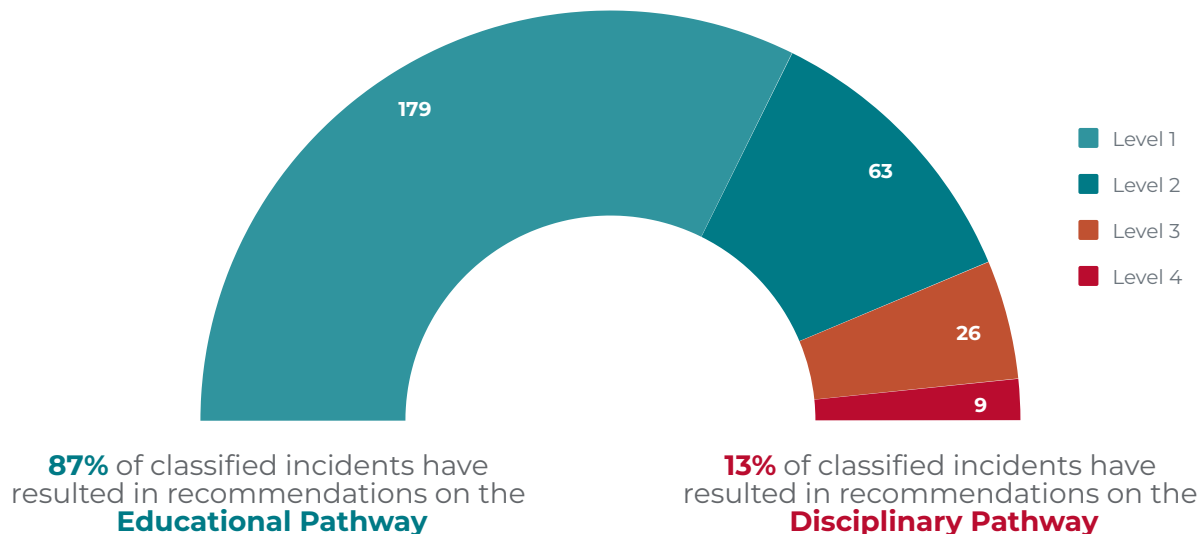
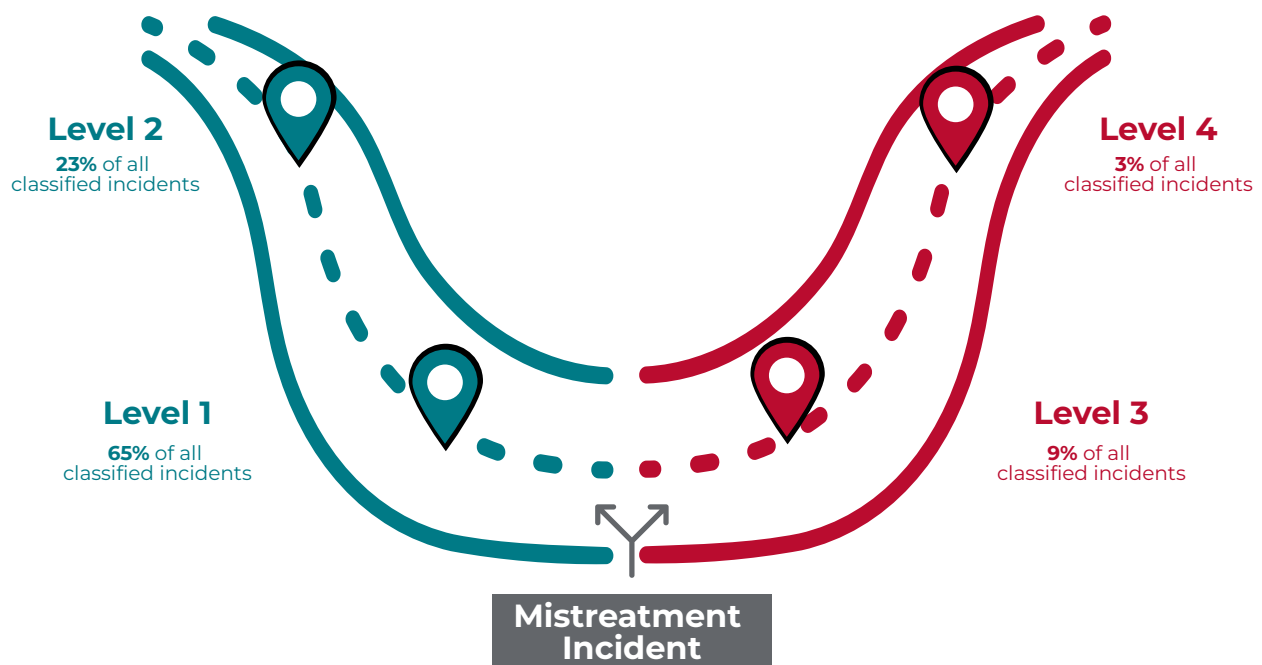
Responses to mistreatment incidents occur on either the **Educational Pathway** or the **Disciplinary Pathway**, depending on the severity and patterns of behavior.

Educational Pathway

For behaviors out of compliance with UNM SOM Mistreatment Policy

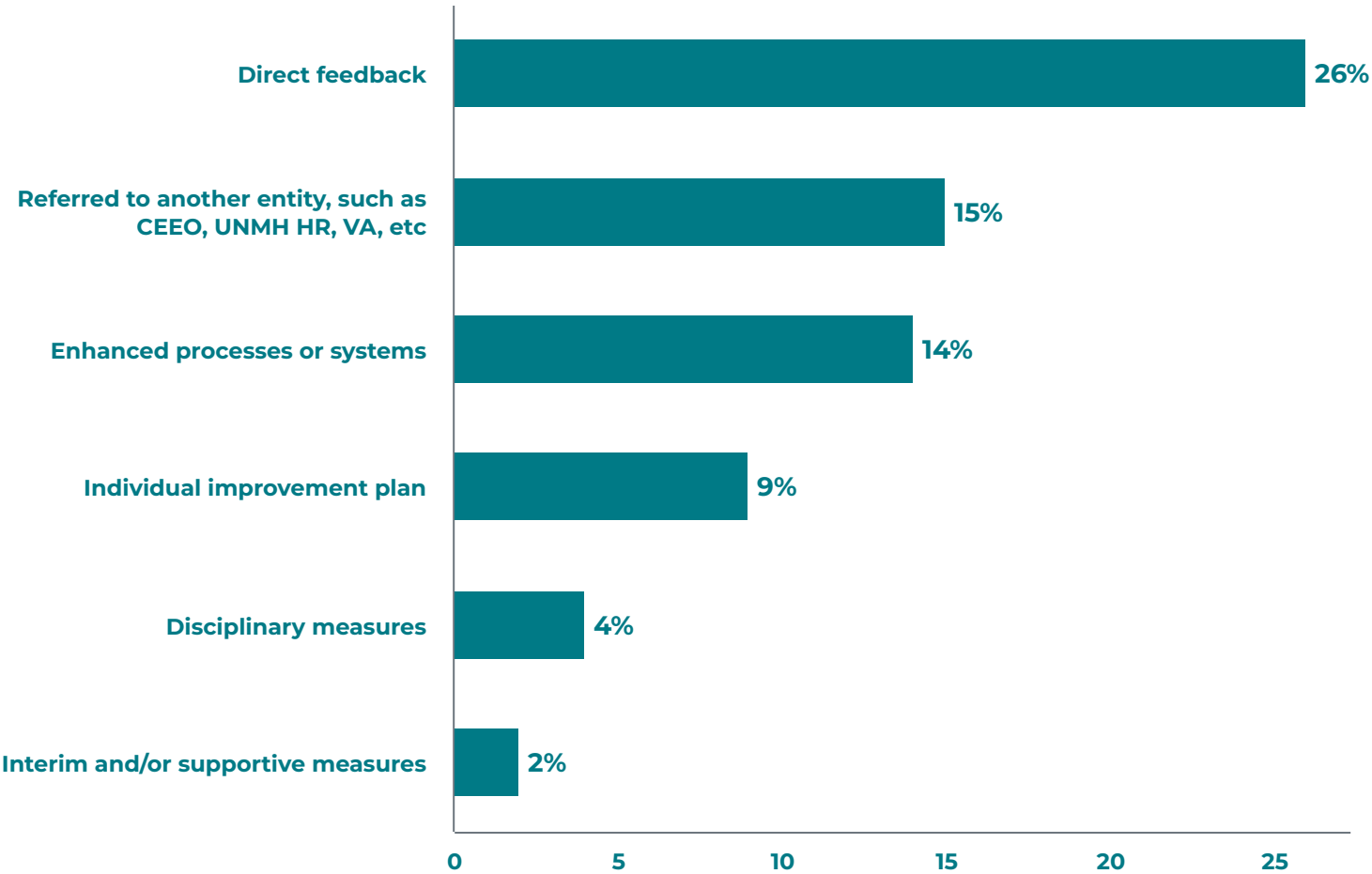
Disciplinary Pathway

For behaviors that constitute a violation of UNM SOM Mistreatment Policy

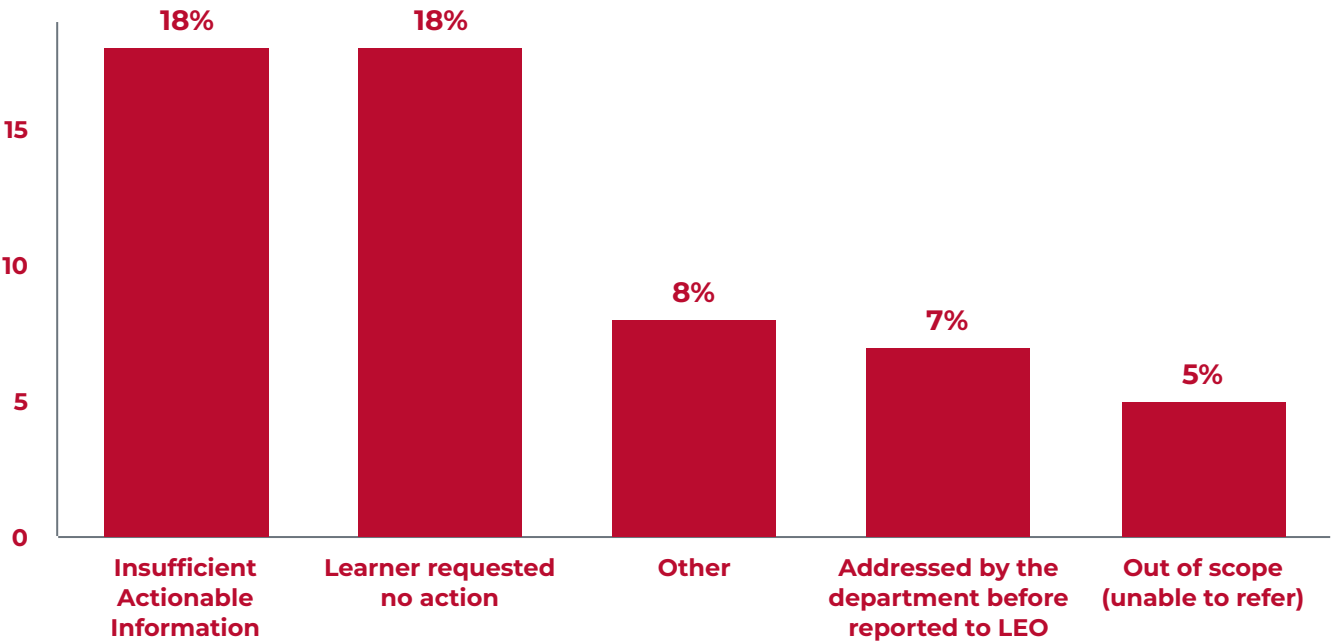


In **59% of unique mistreatment incidents**,
LEO is able to recommend actions. Those actions are:

n = 846 cases that have reached this stage



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



GET TO KNOW THE NEW LEO CASE MANAGERS!

.....



Jordan Roberson

New Case Manager

Jordan, a New Mexico native, was born and raised in Albuquerque. Her professional career at UNM kicked off in March 2022 when she joined the Department of Neurosurgery. Graduating from the University of New Mexico in 2017 with a Bachelor's degree in Family

Studies, she is currently dedicated to pursuing her Master's in Healthcare Administration. One of her main motivations is to help guarantee the learning atmosphere at UNM is inclusive and welcoming for everyone. Jordan recognizes the significance of acknowledging the personal journey that individuals undertake while striving to achieve both professional and educational aspirations.



Sierra Bencomo

New Case Manager

Sierra is joining our team after obtaining a Bachelor's degree in Criminology from the University of New Mexico in the spring of 2024. Her goal is to use her background in casework, investigations, social services, and community outreach to ensure a healthy learning environment across the institution. Outside of work, she likes to garden, watch old horror movies, frequent coffee shops, and take care of her Dachshunds, Ozzy and Chappie.

We are so excited to have Jordan and Sierra joining the LEO team! They bring great experience and value to the team and the HSC, and we couldn't be more pleased to have them on board!

GET TO KNOW THE LEO TEAM!

FULL TIME STAFF

Leadership Team



Diana V. Martínez, MPH
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Emma Naliboff Pettit, MA
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Brenda L. Loya
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Case Managers



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Sierra Bencomo
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