SCHOOL OF
MEDICINE
LEARNING ENVIRONMENT OFFICE

Fostering a climate of respect and inclusion

Quarterly Report

July - September 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 this 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.

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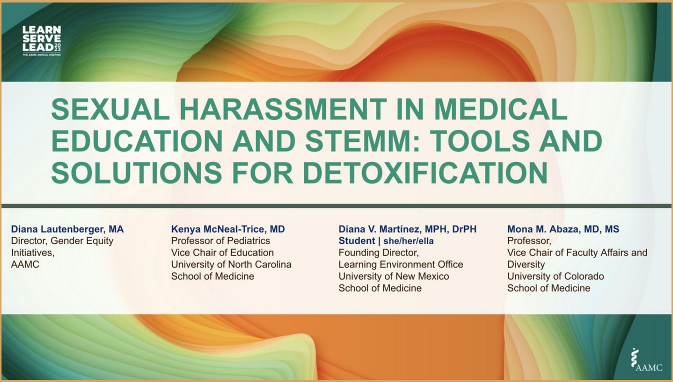
THREE EXCITING ANNOUNCEMENTS!

1

LEO team members Diana and Emma, were grateful to attend and present at the AAMC national meeting "Learn, Serve, Lead" in Seattle in November. Diana presented on a panel about addressing sexual harassment in medical education and **UNM and LEO were used as the example of how to implement some of the nationally-recognized best practices.**


LEARN SERVE LEAD 2023

SEXUAL HARASSMENT IN MEDICAL EDUCATION AND STEMM: TOOLS AND SOLUTIONS FOR DETOXIFICATION

Diana Lautenberger, MA Director, Gender Equity Initiatives, AAMC	**Kenya McNeal-Trice, MD** Professor of Pediatrics Vice Chair of Education University of North Carolina School of Medicine	**Diana V. Martínez, MPH, DrPH Student | she/her/ella** Founding Director, Learning Environment Office University of New Mexico School of Medicine	**Mona M. Abaza, MD, MS** Professor, Vice Chair of Faculty Affairs and Diversity University of Colorado School of Medicine

AAMC

2

Good work, UNM SOM!

As of October 31, 2023, the UNM School of Medicine is no longer being monitored on the issue of student mistreatment by the Liaison Committee of Medical Education (LCME), the accrediting entity for the MD program. Collectively, our work to improve learning environments is having important impacts, which is demonstrated below in our deep dive into the prevalance of mistreatment in UME.

3

Stay tuned for news of possible LEO expansion

LEO has applied for additional funding to expand our services to all learners at the UNM Health Sciences Center! While currently LEO is only able to serve SOM learners, we are very much looking forward to including learners in the Colleges of Population Health, Pharmacy, and Nursing in the future! Keep your fingers crossed for good news this spring!

DEEP DIVE:
What is the prevalence of

mistreatment for UME learners?

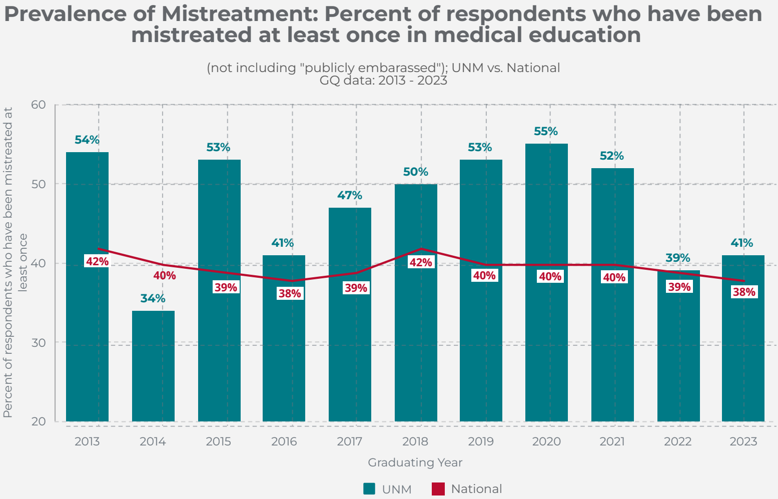
Last quarter, LEO highlighted the prevalence of mistreatment of residents and fellows, which could be as high as 75% having experienced mistreated at least once. **This quarter, we are sharing the latest data for medical students.** Unfortunately, we don't have enough data to provide the same analysis for research education and health professions students yet.

Across the nation, graduating medical students take the "Graduation Questionnaire" (GQ), a standardized survey that asks about all elements of medical school, including mistreatment. Each year, UNM is provided with our own results, as well as the national results and benchmarks that help us compare our performance to that of our peer institutions. These data are our best estimates of prevalence of mistreatment of medical students.

For 8 of the last 11 years, UNM has had higher percentages of mistreatment according to the GQ, sometimes as much as 15% more. **However, in 2022 and 2023 UNM's prevalence of mistreatment has dropped to much closer to the national average. This is great news! While of course we hope the prevalence at UNM moves much closer to zero, this is still a huge step.**

In 2023, 64 graduating UNM medical students filled out the mistreatment section of the GQ, a response rate of 67%, which is a lower response rate than is typical for UNM.

Check out changes in prevalence over time:



Prevalence of Mistreatment: Percent of respondents who have been mistreated at least once in medical education

(not including "publicly embarassed"); UNM vs. National
GQ data: 2013 - 2023

While the most recent prevalence data call for celebration, there are other data points that are concerning to LEO. **In particular, the benchmark report highlights several areas in which UNM needs to make significant improvements.**

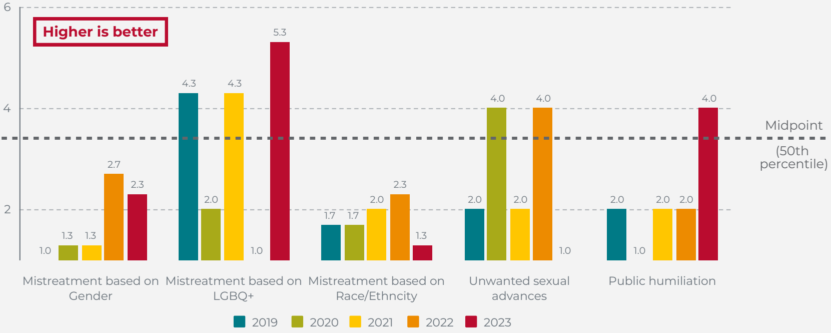
For each type of mistreatment, UNM is provided with a benchmark: how does our prevalence for this type of mistreatment compare to the national averages? The goal is to be as high as possible, as close to the 90th or 100th percentile as we can get, and at least to be at or over the 50th percentile, putting us right in the middle of the national pack. That midpoint is identified on the graph below in a gray dotted line.

However, as you can see below, **in the past five years, UNM has never been at or above (or even close) to the 50th percentile for mistreatment based on gender, race, or ethnicity, and unwanted sexual advances is also very concerning**. While public humiliation and mistreatment based on sexual orientation improved this year, we will have to wait to see if that's a new trend, or an unreliable anomaly.

As the graph below shows, we still have a lot of work to do, and this work will require a real, active investment from everyone at UNM to make the culture change we need to decrease the prevalence of these very harmful behaviors.

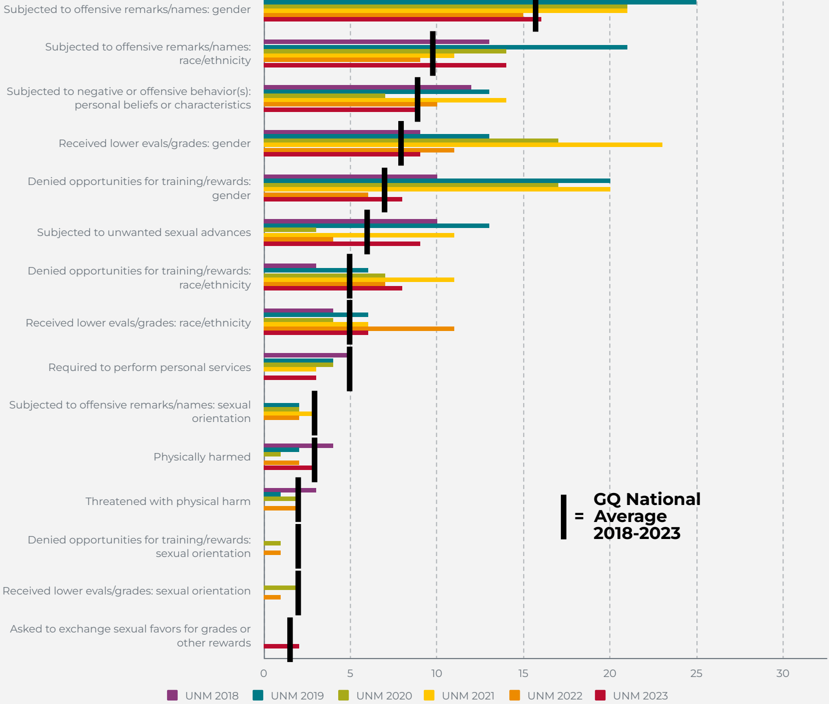
UNM Mistreatment Benchmarks from GQ, 2019-2023

Presented on a scale of 1-6:
1 (at or below 10th percentile), 2 (10th to 25th), 3 (25th to 50th), 4 (50th to 75th), 5 (75th to 90), 6 (at or above 90th)

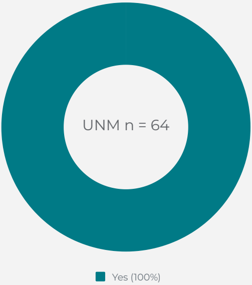


Here are some of the other results from the GQ:

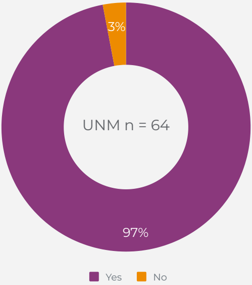
Percent of respondents who have experienced each type of mistreatment at least once, 2018-2023:



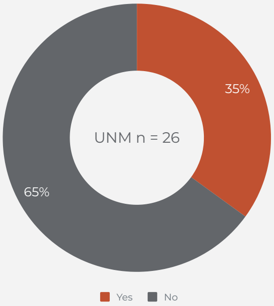
Are you aware that your school has policies regarding the mistreatment of medical students?



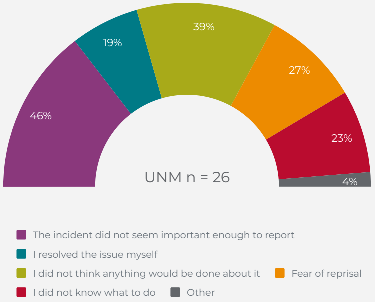
Do you know the procedures at your school for reporting the mistreatment of medical students?



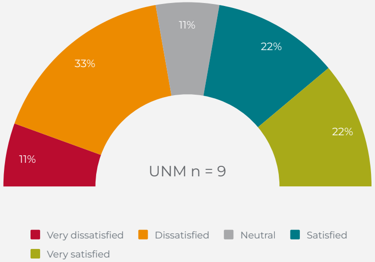
For those who were mistreated: Did you report any of these behaviors?



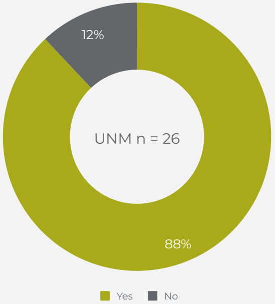
If you didn't report, why not?



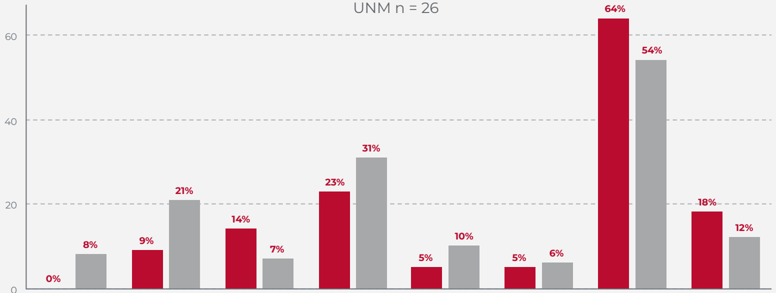
For those who reported: How satisfied were you with the outcome of having reported?



Did the behaviors take place during a clinical clerkship?



On which clerkship(s) did the mistreatment occur?



Key Take-Aways

The good:

- Prevalence of mistreatment is at the national average for the second year in a row
- Prevalence of many types of mistreatment is down from prior years
- More students are reporting and more students are satisfied with the result of reporting than nationally
- Fear of reprisal is significantly lower than in 2021
- What LEO and partners across the SOM have been doing is having a positive impact! We need to keep it up.

The bad:

- Mistreatment based on gender, race/ethnicity, and sexual harassment remain **much higher** than at peer institutions
- Serious system-wide culture change is urgently required around sexism, racism, and sexual harassment
- More students are dissatisfied with the outcome of having reported than nationally.

iTeach: Recognizing Exemplary Teachers

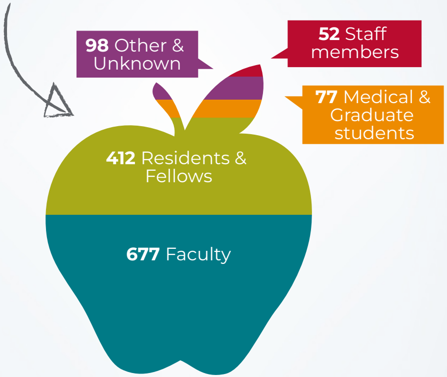
1,321

TEACHERS

have been recognized for exemplary teaching by a total of

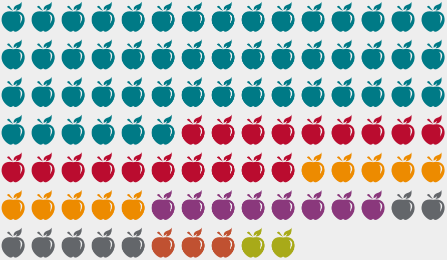
5,370

LEARNERS



Click here to send an iTeach recognition to a teacher today!

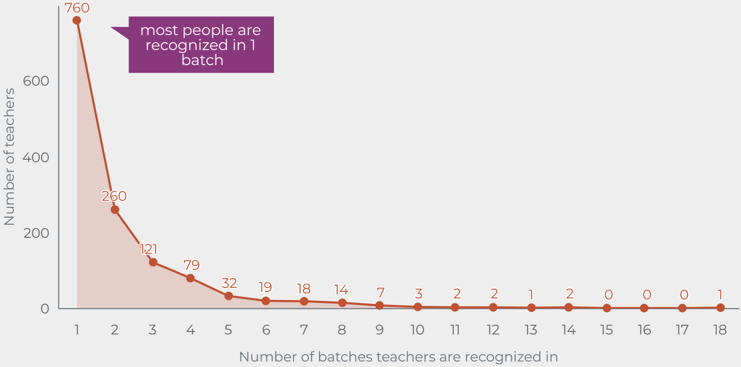
How many learners have recognized each of those teachers?



50% recognized by one learner
19% two learners
10% three learners
8% 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.



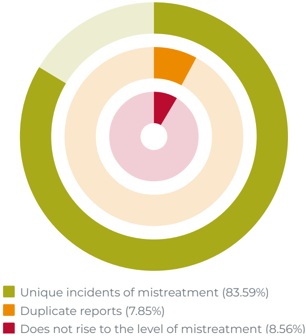
most people are recognized in 1 batch

ADDRESSING MISTREATMENT: Data Review

July 24, 2019 - September 30, 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 **853 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 8.6% of all reports.

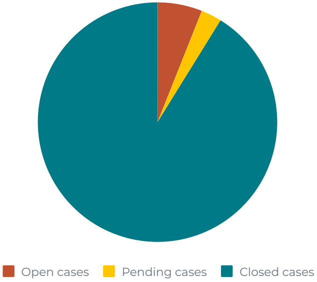
Some incidents are reported more than once (for example, by a few different witnesses). There 67 duplicate reports represent 7.9% of all reports.

Once we remove reports that do not rise and those that are duplicates, we are left with **713 unique incidents of mistreatment, which represent 84% of all reports.**

Most data on the following pages include only the **713 unique incidents of mistreatment**. However, in some cases when it is more appropriate, we have included all 853 reports filed. Make sure to check out the "n" for each set of data.

What is the status of reports to LEO?

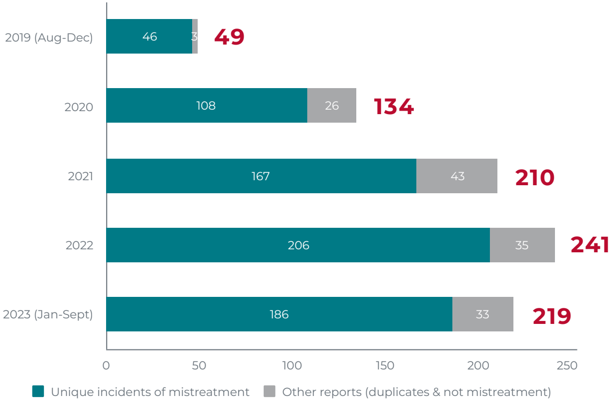
n = 713, unique incidents of mistreatment



6% 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

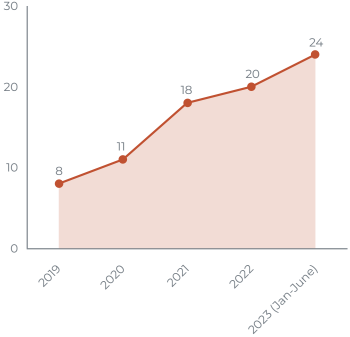
Another 3% are pending. Pending cases may be:
- Awaiting monitoring periods
- Waiting for stakeholders to report back on feedback conversations

The total number of reports LEO has received has increased every year, from 49 in 2019 to 241 in 2022



How many reports are coming to LEO each month?

n = 853, all reports filed to LEO


Average Number of Reports to LEO per Month

You can see that the average number of reports per month has increased every year, from 8 in 2019 to 24 so far in 2023.

FAQ: I thought mistreatment numbers were down. Is that true?

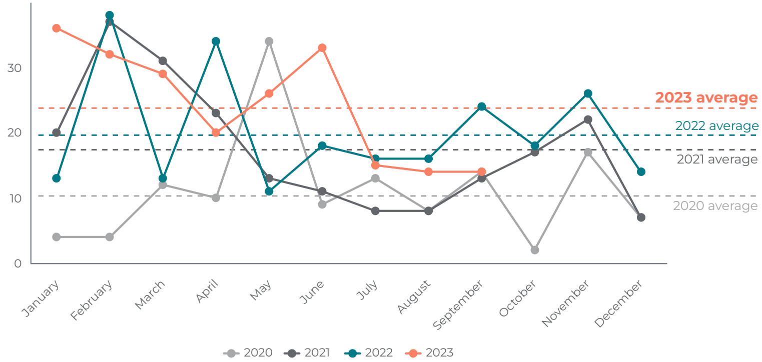
Generally speaking, we don't know yet. We do believe that the prevalence of UME mistreatment is down. We also believe mistreatment remains underreported, especially in areas that are high-risk for potential retaliation, such as small learning environments. As more trust grows in LEO's system, and more faculty and staff become aware of how to report on behalf of learners, we expect these average numbers to continue to go up.

Check out the graph below for when these 853 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.

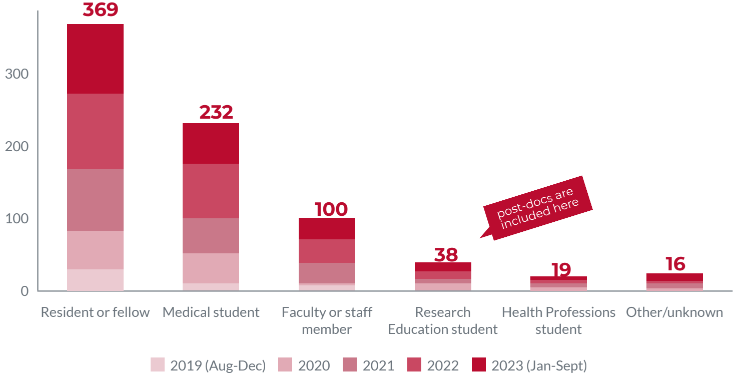


Data within this section are disaggregated by year.
As you can see below, 2023 is on track to have even more reports of **unique incidents of mistreatment** than 2022.

2019: 46 reports (**Reporting system launched in late July**)
2020: 108 reports
2021: 167 reports
2022: 206 reports
2023: 186 reports (Jan-Sept)

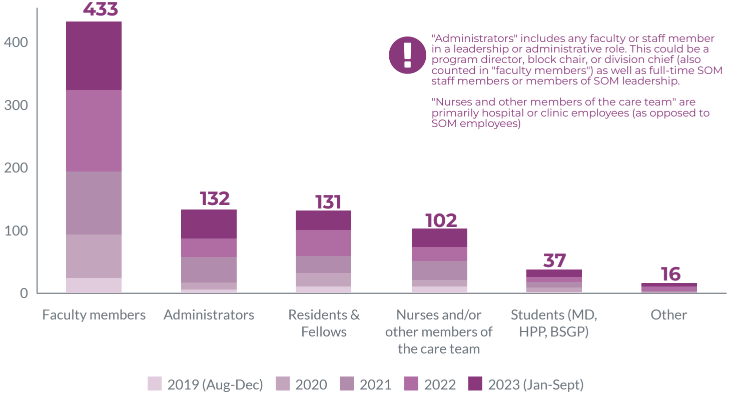
Who is Mistreated?

n = 713 unique incidents of mistreatment



Who is Reported for Mistreating Learners?

n = 713 unique incidents of mistreatment

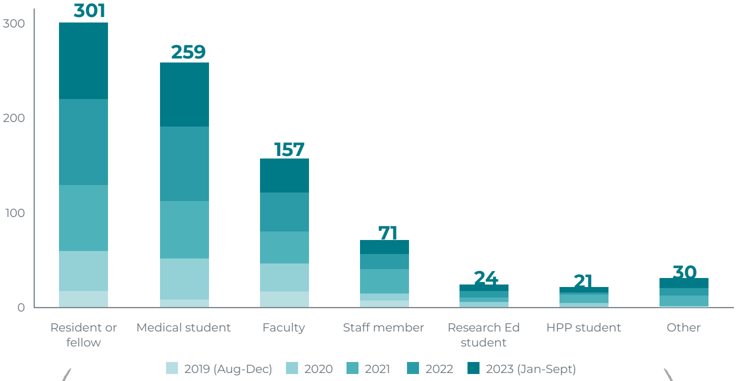


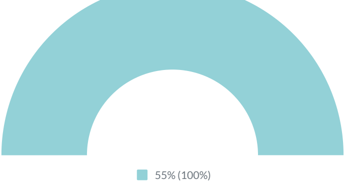
"Administrators" includes any faculty or staff member in a leadership or administrative role. This could be a program director, block chair, or division chief (also counted in "faculty members") as well as full-time SOM staff members or members of SOM leadership.

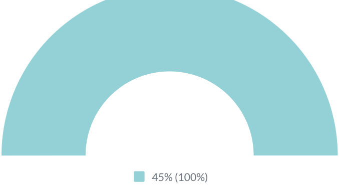
"Nurses and other members of the care team" are primarily hospital or clinic employees (as opposed to SOM employees)

Who Reports to LEO and How?

n = 853, all reports to LEO

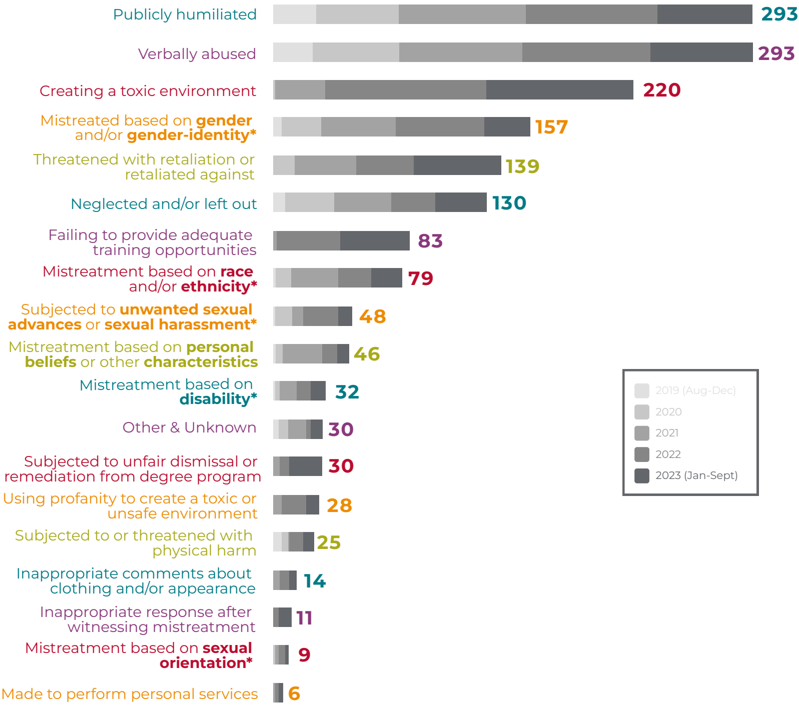






Types of Mistreatment

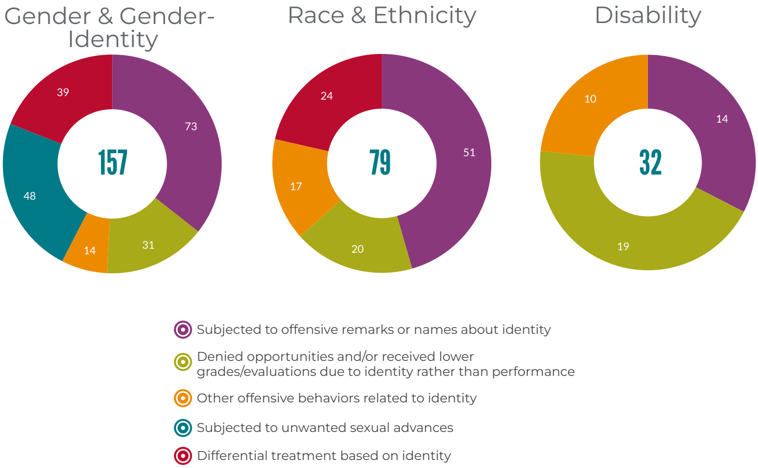
Each incident can include multiple types of mistreatment
n = 713 unique incidents of mistreatment



*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.

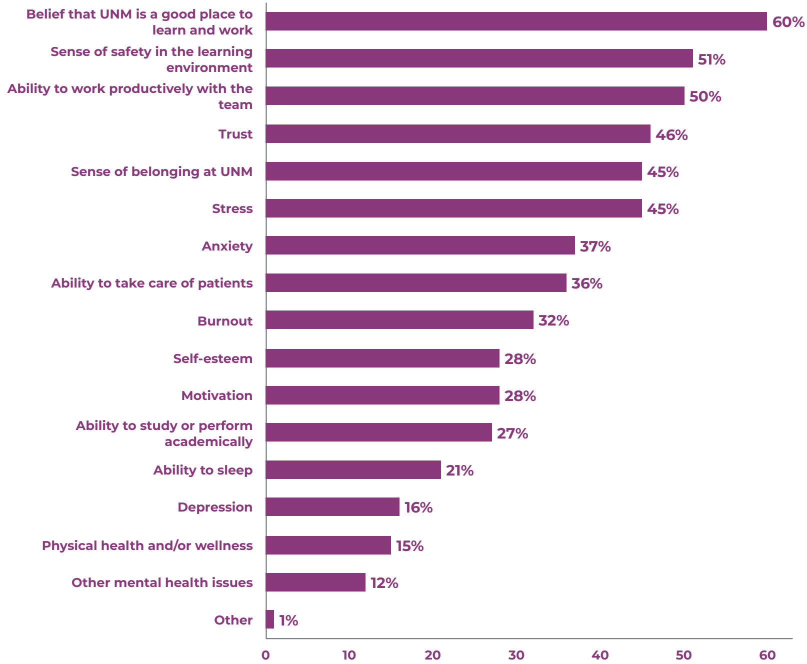


How Does Mistreatment Impact Learners?

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, **422** 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 = 261 classifiable incidents

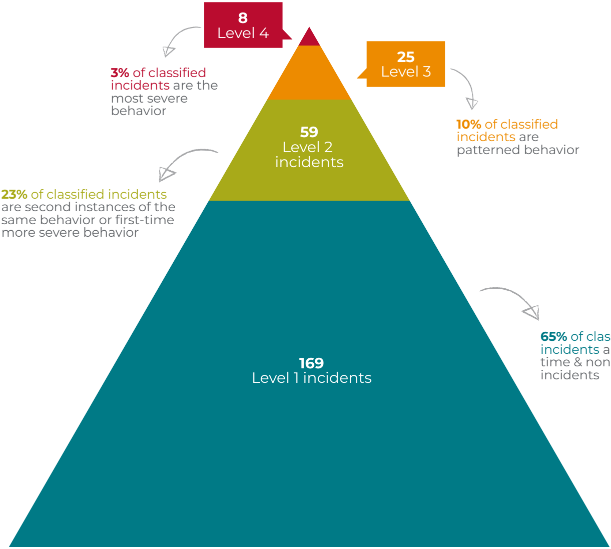
LEO's goal in responding to incidents is for everyone to be the best teacher they can be.

LEO classifies each applicable incident using the Mistreatment Response Pyramid. The pyramid takes into account both **severity** of the incident and **patterns** of behavior. Level 1 incidents are first-time offenses that are not severe. Level 4's, in contrast, are the most severe of incidents.

We respond to Level 1 and 2 incidents with non-punitive actions that will help teachers improve and gain skills.

Level 3 and 4 incidents are patterned behaviors that have not improved after previous interventions, and/or are severe enough behavior that disciplinary or corrective actions are warranted. These incidents go to the Mistreatment Response Committee.

Note: LEO responds to a pattern of behavior **from one individual** in one intervention regardless of the number of reports making up this pattern. Thus, 14 reports of one pattern of behavior would make up **one** Level 3 incident.



3% of classified incidents are the most severe behavior

10% of classified incidents are patterned behavior

23% of classified incidents are second instances of the same behavior or first-time more severe behavior

65% of classified incidents are first-time & non-severe incidents

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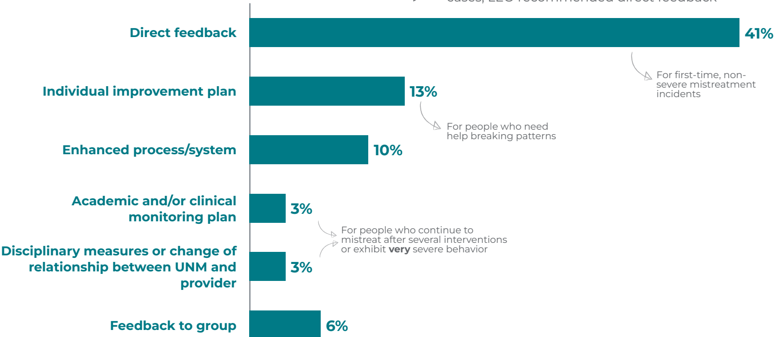
In **64% of mistreatment incidents**, LEO is able to recommend actions. Those actions are:

n = 675 cases that have reached this stage

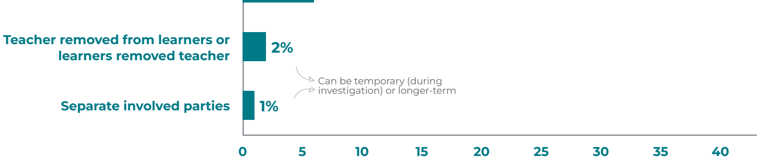
How to read this chart: in 41% of all closed cases, LEO recommended direct feedback



For first-time, non-severe mistreatment incidents

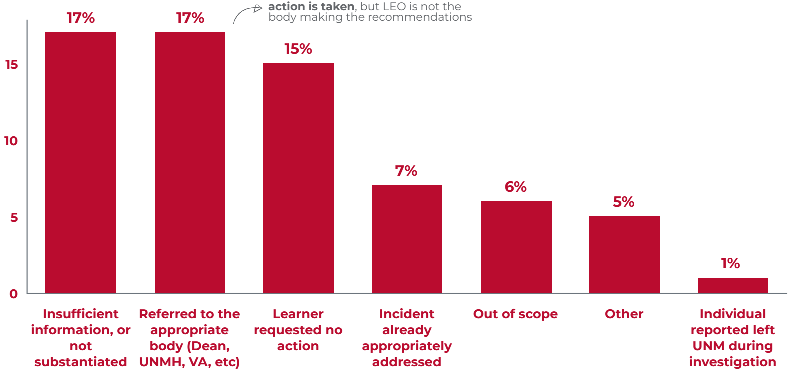
For people who need help breaking patterns

For people who continue to mistreat after several interventions or exhibit **very** severe behavior



Can be temporary (during investigation) or longer-term

In **37% of mistreatment incidents**, LEO has **not** recommended action because:



In these cases, more often than not **action is taken**, but LEO is not the body making the recommendations

MEET THE NEWEST MEMBERS OF THE LEO TEAM

There have been some big changes in LEO's affiliated faculty members in the past few months. The wonderful faculty LEO work with are brilliant individuals with varied interests, so some have shifted to other roles within their home departments in recent months. LEO is very sad to see **Dr. Joanna Fair, Dr. Janet Veesart,** and **Dr. Elizabeth Lawrence** leave the team, but know we're in great hands with our new team members: **Drs. Tersa Vigil, Mariam Salas, Cori Poffenberger**, and **Kristina Sower.**

We will introduce Drs. Poffenberger and Sower in the next report. Read below to learn more about Dr. Vigil and Dr. Salas!

Dr. Teresa Vigil is a native New Mexican, and grew up in the small northern New Mexico community of Las Vegas. She earned a Bachelor of Science degree in Biology at the University of New Mexico (UNM) in 1995. She completed medical school at the UNM School of Medicine (UNM SOM) in 2003, and subsequently entered the UNM Pediatrics Residency Training Program. She finished residency in 2006, and was asked to continue to work with the Pediatric residents as their Chief Resident from 2006 to 2007.

She joined the Department of Pediatrics as faculty in 2007 and served in various capacities within the department. She has an expansive history in administration within the UNM SOM and her administrative roles at different levels prepared her for her current role as Interim Senior Associate Dean for Education, a position to which she was appointed in 2021.

LEO welcomes Dr. Vigil to the team as the interim UME Faculty Representative.

Dr. Natalie Mariam Salas is an associate professor in the division of Infectious Diseases, department of Internal Medicine. Dr. Salas is passionate about education as reflected in her roles both as Program Director of the Infectious Diseases Fellowship and Assistant Dean of Graduate Medical Education. She has developed numerous curricula across the School of Medicine; all dedicated to fostering a love for patient-centered care rooted in health equity.

In pursuit of contributing to a more just, equitable and person-centered medical education system, Dr. Salas has served on numerous medical education focused anti-racism committees, including collaborating with the Learning Environment Office.

LEO welcomes Dr. Salas to the team as the GME Faculty Representative.

GET TO KNOW THE LEO TEAM!

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