UNM SOM Learning Environment Office Quarterly Report

2025 Quarter 3

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. **Three new toolkits**
   A. Professionalism Behaviors and Expectations for MD Students
   B. What to Say When You Can't Say Much
   C. Mandatory Reporting
2. **What can LEO Do for You?**
   A. iTeach letters for promotion
   B. Department specific data
   C. Trainings and workshops
3. **iTeach Exemplary Teaching Data**
4. **Mistreatment Data & Trends**
5. How Can LEO Help Your Department, Program, Office, or Group?
6. Meet the LEO Team

THE HSC LEARNING ENVIRONMENT OFFICE'S

THREE NEW TOOLKITS

This quarter, LEO has created **three** toolkits to help members of the HSC community.

Check them out **here**!

PROFESSIONALISM BEHAVIORS AND EXPECTATIONS FOR MD STUDENTS

The LEO team has developed a new set of professionalism standards for MD students. We hope this toolkit will help you understand the standards, get a sense of behaviors that are and are not in line with the standards, and be clear on what happens if those standards are not met.

WHAT TO SAY WHEN YOU CAN'T SAY MUCH

This guidance supports supervisors—including program directors, division chiefs, department chairs, and others—in navigating communication, confidentiality, and conduct during active LEO processes.

MANDATORY REPORTING

Almost everyone who is employed by UNM is what is called a Mandatory Reporter and are required to report certain behaviors to CEEO. This toolkit will help you understand what those behaviors are, what your responsibilities are, how to report, and what happens if you don't report.

Click here to download all three toolkits

The UNM HSC
Learning Environment Office Presents

Professionalism Behaviors and Expectations for MD Students

Overview

MD students are expected to act professionally in all of their learning environments, including classrooms and clinical spaces. Unprofessional behavior can have serious consequences, such as lower grades, poor patient care, and even in dismissal from the UNM SOM.

Because this is such an important part of MD training, the SOM wanted to ensure that professionalism standards for MD students were updated, clear, and consistent across the insitution.

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What To Say When You Can't Say Much:

Supervisor Guidance on Communication, Confidentiality, and Conduct During LEO Processes

I. Purpose and Guiding Principles

This guidance supports supervisors—including program directors, division chiefs, department chairs, and others—in **navigating communication, confidentiality, and conduct during active Learning Environment Office (LEO) processes.**

This guidance complements LEO fact-finding and investigative processes as well as Anti-Retaliation Plans, No Contact Directives, and Interim or Supportive Measures. The goal is to uphold confidentiality and fairness while maintaining psychological safety, trust, and stability.

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Mandatory Reporting Toolkit

Introduction

Almost everyone who is employed by the University of New Mexico is what is called a **Mandatory Reporter.** Mandatory reporters are required to report certain behaviors to UNM Office Compliance, Ethics, and Equal Opportunity (CEEO).

This toolkit will help you understand what those behaviors are, what your responsibilities are, how to report, and what happens if you don't report.

Mandatory reporting is required by federal and university policy, so it is very important for everyone to understand their role, obligations, and the purpose behind the mandatory reporter status.

WHAT CAN LEO DO FOR YOU?

iTeach: Letter for Promotion

If you have received iTeach Exemplary Teaching Recognitions, LEO can provide you a letter for tenure, promotion, fellowship, etc. that includes the number of recognitions and students' comments. Simply email hsc-leo@salud.unm.edu with at least one week's notice.

Department Specific Data

Department and/or program leadership can request a personalized data analysis of the iTeach and Mistreatment data in their area, including information collected by LEO as well as the AAMC and the ACGME. While summaries are provided twice annually to chairs, these ad-hoc reports can be created at any time. Email LEO to get started.

Trainings and Workshops

Departments, programs, divisions, and areas can request a variety of trainings for faculty, residents, fellows, staff members, and students. For a complete list of the trainings offered and begin making a request, **click here**.

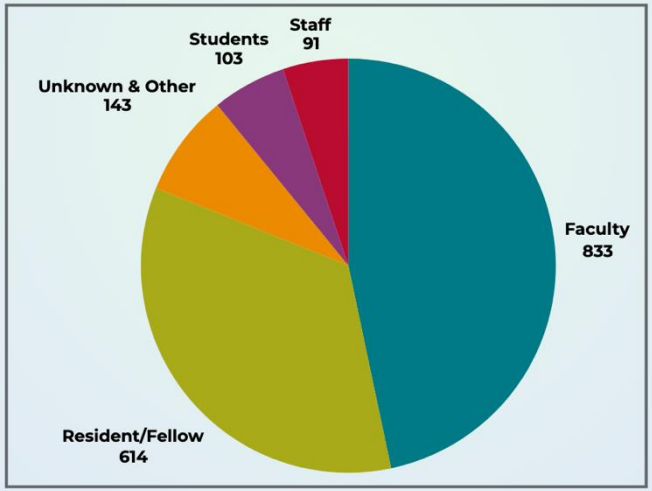
Click here

iTeach Exemplary Teaching

iTEACH:
Recognizing Exemplary Teachers

from November 2029 through September 2025:

1,784 **TEACHERS** have been recognized by a total of **7,288** **LEARNERS**



Don’t forget!

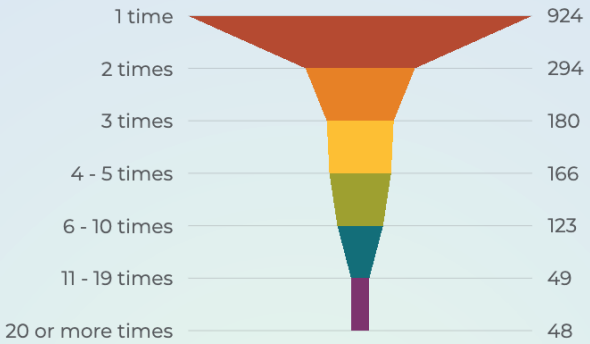
Get an iTeach letter for your file!



If you have received iTeach recognitions and are up for promotion, tenure, job or fellowship applications, etc., LEO will gladly write you a letter detailing what the iTeach program is, how many recognitions you have received, and will include every comment made by learners about your exemplary teaching.

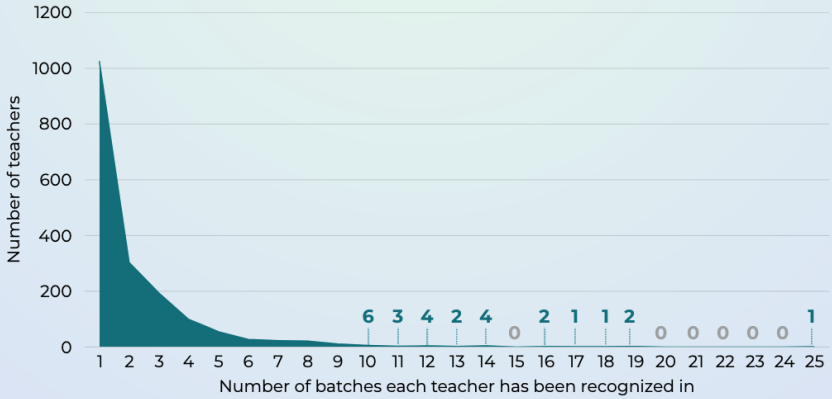
To receive a letter, simply email hsc-leo@salud.unm.edu and request one. Please give at least one week’s notice.

How many times have each of these exemplary teachers been recognized?



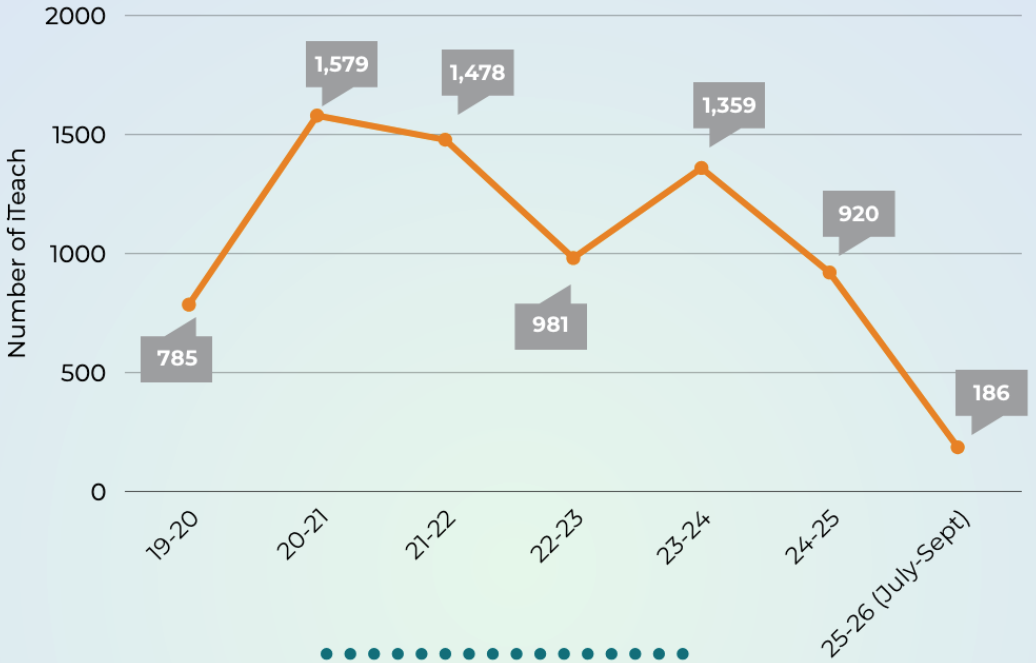
Batches: How we measure the frequency and consistency of recognitions for each teacher

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. 15% of recognized teachers have been acknowledged in 4 or more batches, and **25 teachers have been recognized in 10 or more.**



Nov 2019 - Sept 2025

How many iTeach recognitions have been made in each academic year?



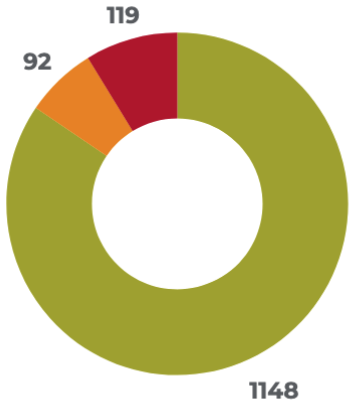
Mistreatment Data and Trends

ADDRESSING MISTREATMENT:

Data Review

July 24, 2019 - Septebmer 30, 2025

Since LEO began collecting reports of mistreatment in July 2019, we have received **1,359 reports of mistreatment.** We can break those down this way:



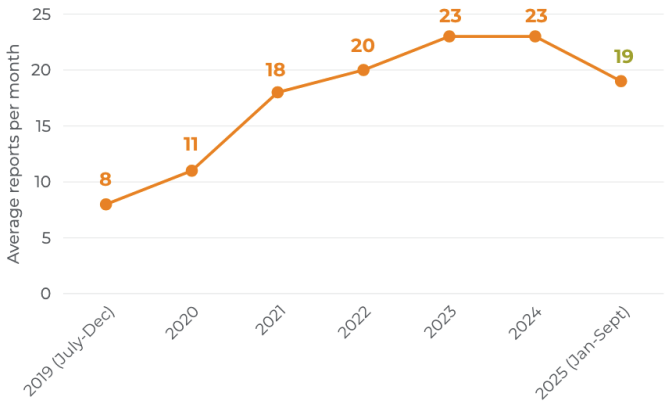
LEO has received **119** reports of behavior that, after investigation, we have determined do not rise to the level of mistreatment. This is 9% of all reports.

Some incidents are reported more than once (for example, by a few different witnesses). There **92** duplicate reports represent 7% of all reports.

Once we remove reports that do not rise and those that are duplicates, we are left with **1,148 unique incidents of alleged behavior that rise to the level of mistreatment, which represent 85% of all reports.**

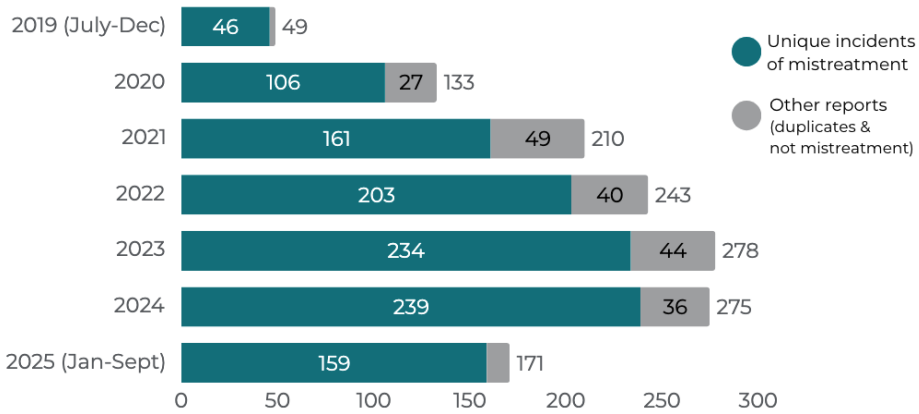
How many reports come to LEO each month?

n = 1,359 all reports to LEO, all years



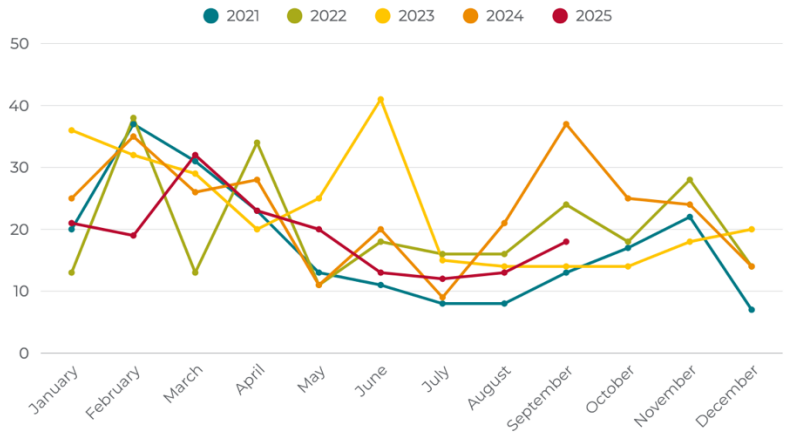
What is the status of reports to LEO?

The total number of reports LEO has received peaked with 278 in 2023. The number of reports may have stabilized, although it remains to be seen what will happen for the rest of 2025!



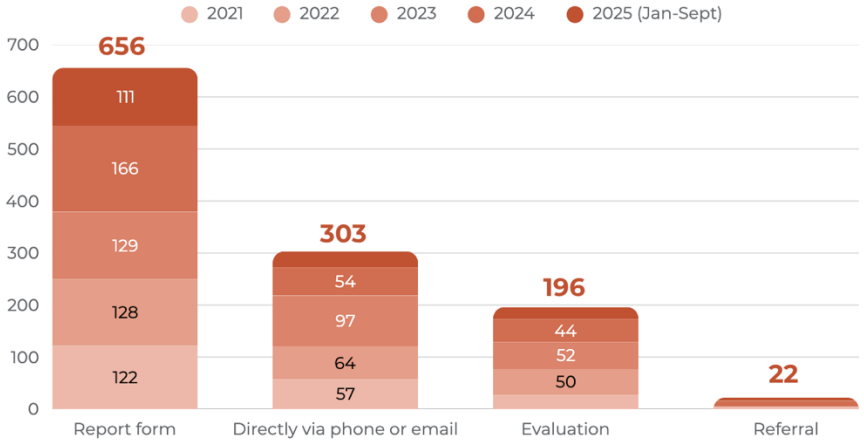
Is there a pattern to when reports are filed to LEO?

n = 1,359 all reports to LEO, all years



How did the report come to LEO?

n = 1,177 all reports to LEO from Jan 1, 2021 - Sept 30, 2025

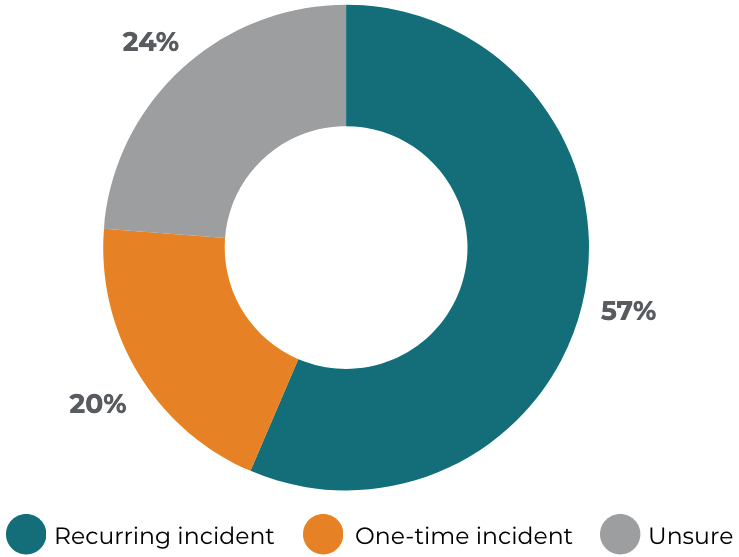


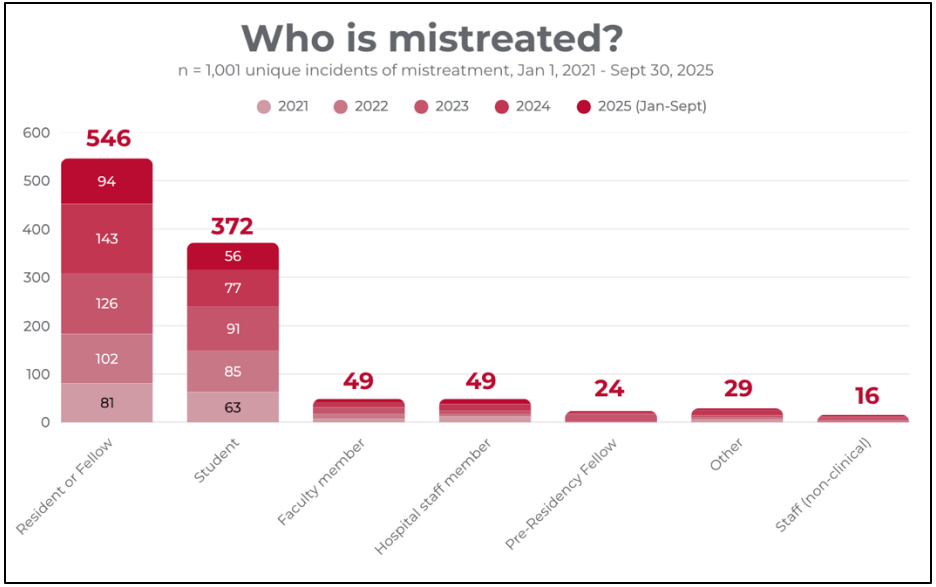
Is this a recurring incident?

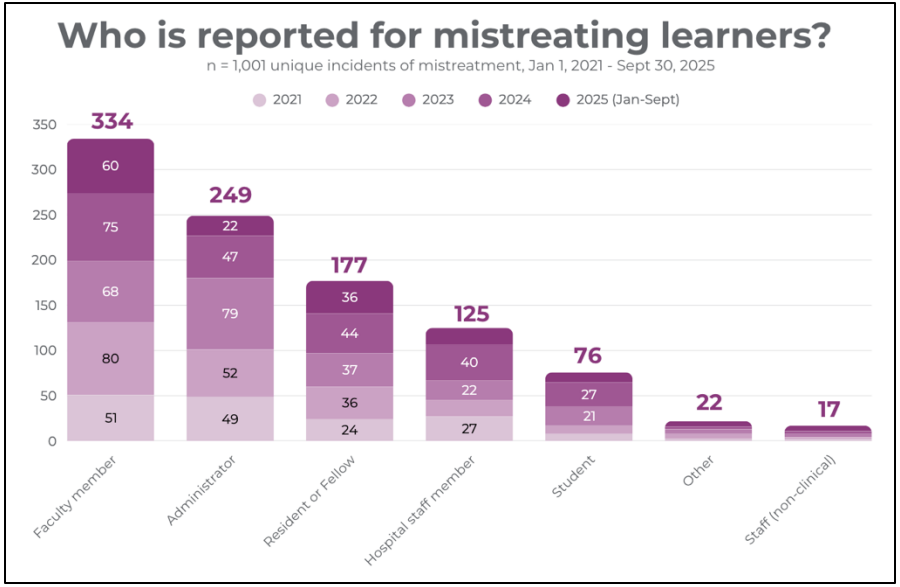
n = 1,001 unique incidents of mistreatment, Jan 1, 2021 - Sept 30, 2025

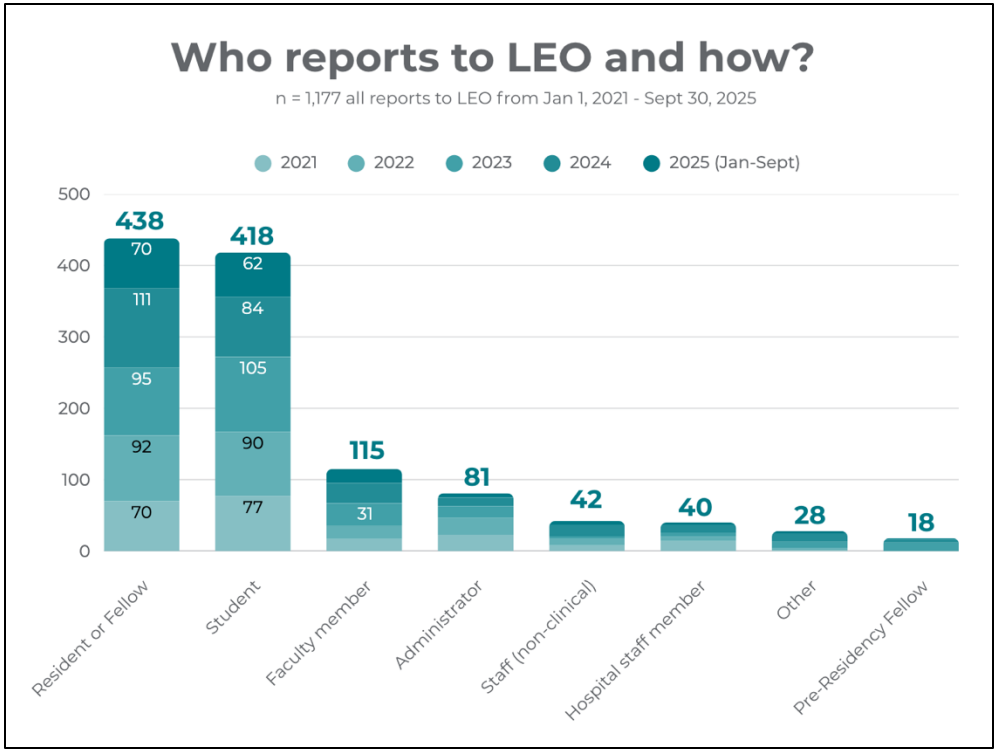
Only 20% of incidents reported to LEO are one-time issues.

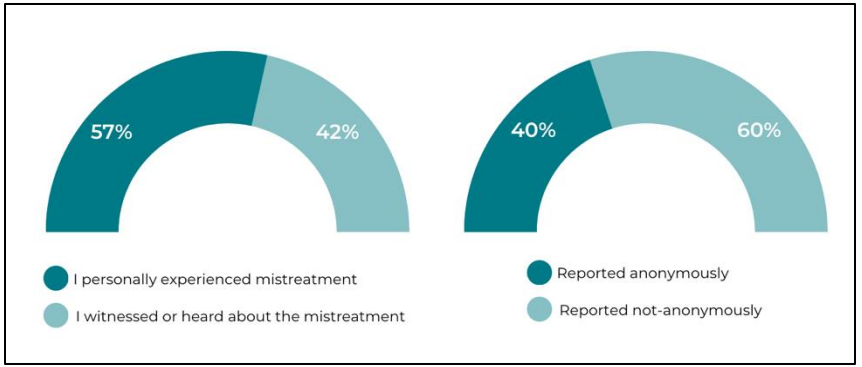
This means the vast majority of incidents reported to LEO concern recurring behaviors — learners are less likely to report one-off incidents, which may indicate that they see reporting as an option for after they have already given second chances to the implicated persons and the behaviors have not improved.




Who is mistreated?
n = 1,001 unique incidents of mistreatment, Jan 1, 2021 - Sept 30, 2025
2021
2022
2023
2024
2025 (Jan-Sept)
600
500
400
300
200
100
0
546
94
143
126
102
81
372
56
77
91
85
63
49
49
24
29
16
Resident or Fellow
Student
Faculty member
Hospital staff member
Pre-Residency Fellow
Other
Staff (non-clinical)

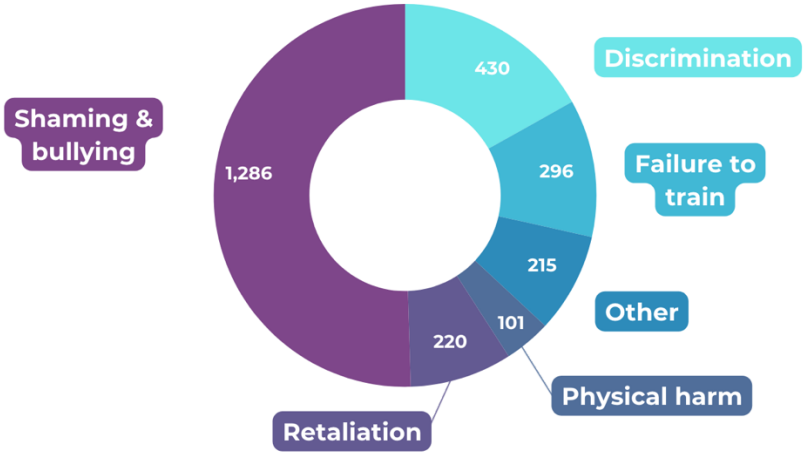

Who is reported for mistreating learners?
n = 1,001 unique incidents of mistreatment, Jan 1, 2021 - Sept 30, 2025
2021
2022
2023
2024
2025 (Jan-Sept)
350
300
250
200
150
100
50
0
334
60
75
68
80
51
249
22
47
79
52
49
177
36
44
37
36
24
125
40
22
27
76
27
21
22
17
Faculty member
Administrator
Resident or Fellow
Hospital staff member
Student
Other
Staff (non-clinical)


Who reports to LEO and how?
n = 1,177 all reports to LEO from Jan 1, 2021 - Sept 30, 2025
2021
2022
2023
2024
2025 (Jan-Sept)
500
400
300
200
100
0
438
70
111
95
92
70
418
62
84
105
90
77
115
31
81
42
40
28
18
Resident or Fellow
Student
Faculty member
Administrator
Staff (non-clinical)
Hospital staff member
Other
Pre-Residency Fellow


57%
42%
I personally experienced mistreatment
I witnessed or heard about the mistreatment
40%
60%
Reported anonymously
Reported not-anonymously

What types of mistreatment are reported?

Each incident can include multiple types of mistreatment
n = 1,001 unique incidents of mistreatment, Jan 1, 2021 - Sept 30, 2025



Shaming & Bullying

Toxic environment - **482**
Public humiliation - **407**
Verbal abuse - **358**
Profanity creating a toxic environment - **39**

Retaliation

Retaliation (threats or actual) - **168**
Unfair remediation or dismissal - **52**

Other

Other - **171**
Inapprop response to mistreatment - **37**
Made to perform personal services - **7**

Discrimination

Gender-based mistreatment - **172**
Race/ethnicity-based mistreatment - **116**
Disability-based mistreatment - **51**
Personal belief-based mistreatment - **53**
Inappropriate comments re: appearance - **24**
Sexual orientation-based mistreatment - **13**

Failure to Train

Inadequate training opportunities - **151**
Neglect - **145**

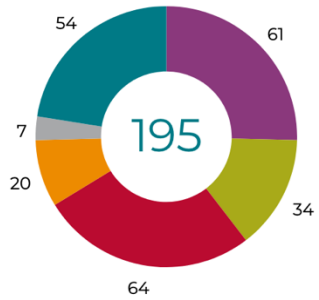
Physical Harm

Sexual harassment or advances -**54**
Physical harm (threatened or actual) - **41**

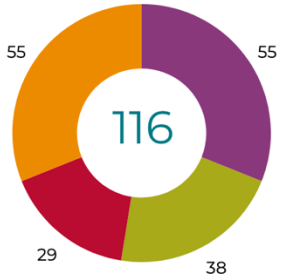
What types of identity-based mistreatment are reported?

n = 1,001 unique incidents of mistreatment, Jan 1, 2021 - Sept 30, 2025

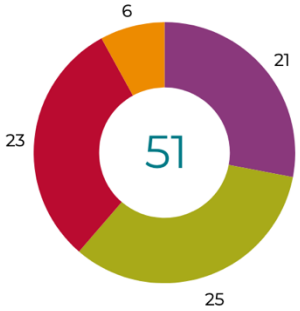
Gender & Gender Identity



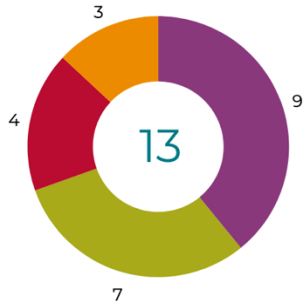
Race & Ethnicity



Disability



Sexual Orientation

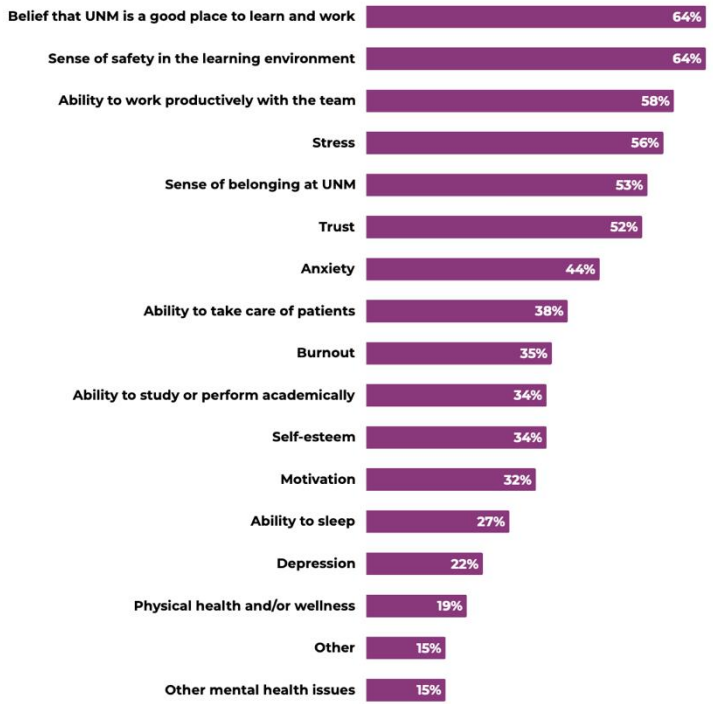


- Subjected to offensive remarks or names about identity
- Denied opportunities and/or received lower grades due to identity
- Differential treatment based on identity
- Other offensive behavior related to identity
- Differential treatment based on pregnancy and/or related conditions
- Subjected to unwanted sexual advances or sexual harassment

How does being mistreated impact learners?

Reporters can select multiple options. This question is only asked when reports come through LEO's online reporting form.

n = 1,001 unique incidents of mistreatment in which this question was answered, Jan 1, 2021 - Sept 30, 2025



How are incidents classified?

n = 223 classified incidents, Jan 1, 2021 - Sept 30, 2025

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

Educational Pathway

for behaviors out of compliance with the UNM Mistreatment Policy

Level 2
28% of all classified incidents

Level 1
60% of all classified incidents

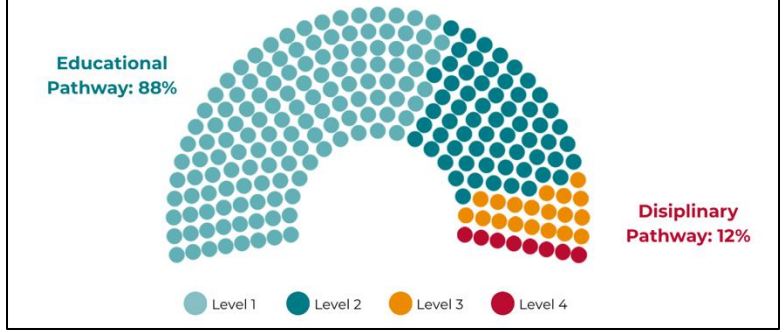
Disciplinary Pathway

for behaviors that constitute a violation of the UNM Mistreatment Policy

Level 4
4% of all classified incidents

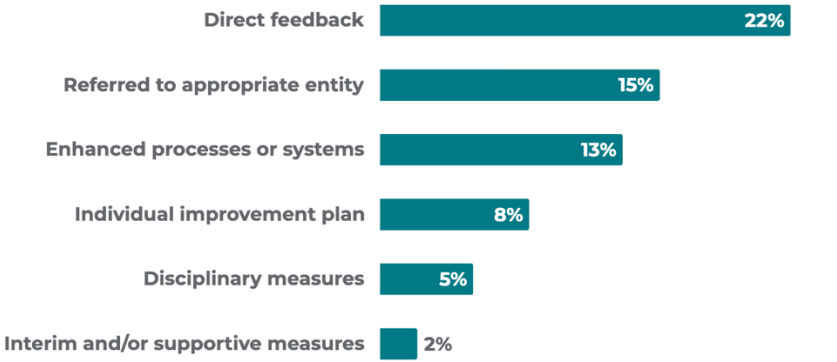
Level 3
9% of all classified incidents

Mistreatment Incident



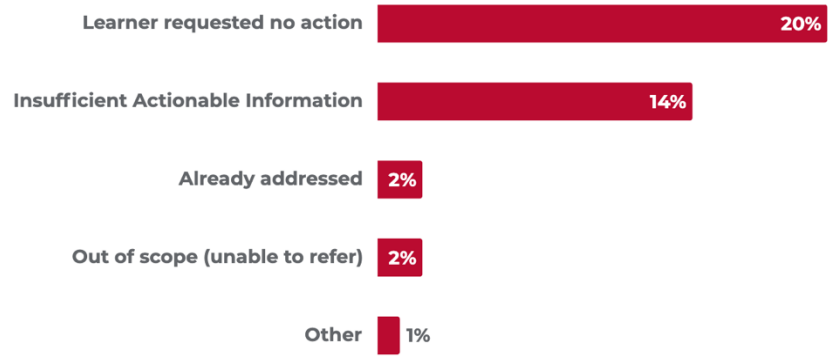
In **54% of unique mistreatment incidents**, LEO is able to recommend actions. Those actions are:

n = 971 closed unique incidents of mistreatment, Jan 1, 2021 - Sept 30, 2025



In **46% of unique mistreatment incidents**, LEO is unable to recommend actions for the following reasons

n = 971 closed unique incidents of mistreatment, Jan 1, 2021 - Sept 30, 2025



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

GET TO KNOW THE LEO TEAM!

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GET TO KNOW THE LEO TEAM!

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