UNM SCHOOL OF MEDICINE
LEARNING ENVIRONMENT OFFICE

Fostering a climate of respect and inclusion

Quarterly Report

July - September 2023

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.

- Beginning with the 2023 third quarter report, LEO is also producing 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. Deep Dive: What is the Prevalence of Mistreatment of Medical Students (UME)?

   a. Data

   b. Key take-aways

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2. iTeach Exemplary Teaching

3. Mistreatment Data & Trends

4. How Can LEO Help Your Department, Program, Office, or Group?

Deep Dive:
What is the Prevalence of Mistreatment of Medical Students?

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.**
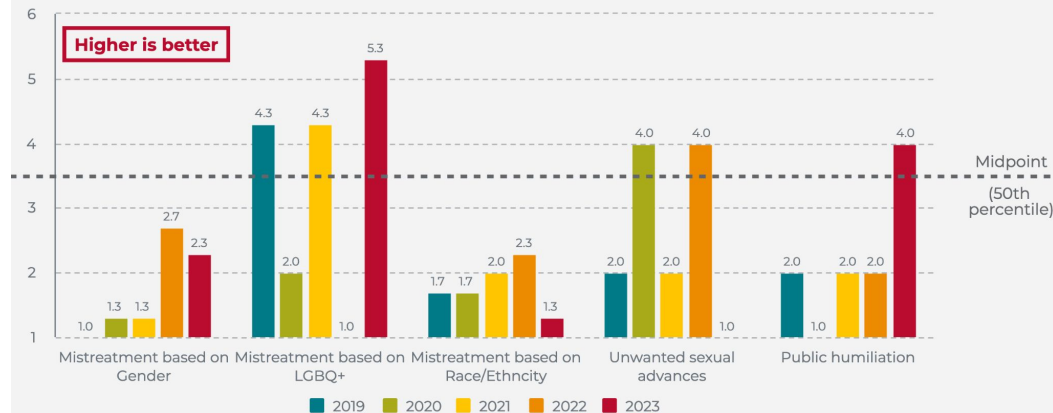
For each type of mistreatment, UNM is provided with a benchmark: how does our prevalence for this type of mistreatment compare to the national averages? The goal is to be as high as possible, as close to the 90th or 100th percentile as we can get, and at least to be at or over the 50th percentile, putting 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.
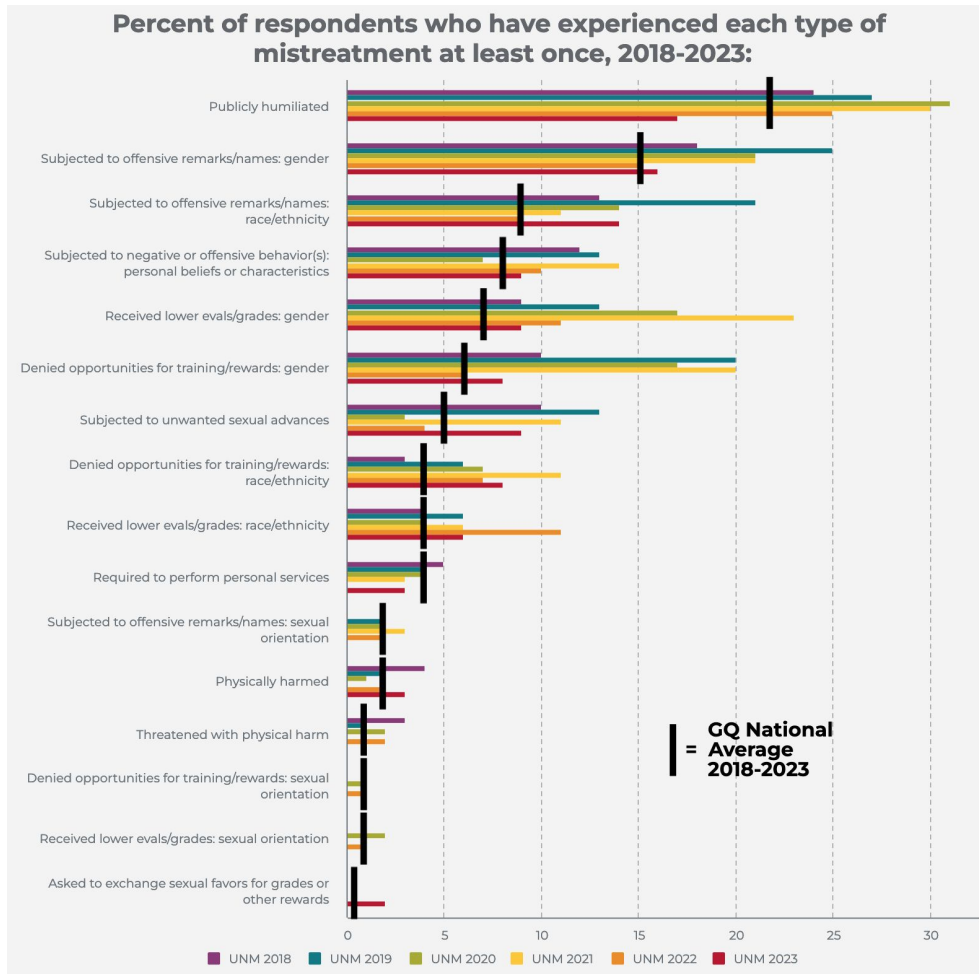
As the graph below shows, we still have a lot of work to do, and this work will require a real, active investment from everyone at UNM to make the culture change we need to decrease the prevalence of these very harmful behaviors.

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)

Higher is better

Midpoint (50th percentile)

	2019	2020	2021	2022	2023
Mistreatment based on Gender	1.0	1.3	1.3	2.7	2.3
Mistreatment based on LGBQ+	4.3	2.0	4.3	1.0	5.3
Mistreatment based on Race/Ethncity	1.7	1.7	2.0	2.3	1.3
Unwanted sexual advances	2.0	4.0	2.0	4.0	1.0
Public humiliation	2.0	1.0	2.0	2.0	4.0

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:

Categories (top to bottom):
- Publicly humiliated
- Subjected to offensive remarks/names: gender
- Subjected to offensive remarks/names: race/ethnicity
- Subjected to negative or offensive behavior(s): personal beliefs or characteristics
- Received lower evals/grades: gender
- Denied opportunities for training/rewards: gender
- Subjected to unwanted sexual advances
- Denied opportunities for training/rewards: race/ethnicity
- Received lower evals/grades: race/ethnicity
- Required to perform personal services
- Subjected to offensive remarks/names: sexual orientation
- Physically harmed
- Threatened with physical harm
- Denied opportunities for training/rewards: sexual orientation
- Received lower evals/grades: sexual orientation
- Asked to exchange sexual favors for grades or other rewards

Legend: **|** = GQ National Average 2018-2023

UNM 2018 · UNM 2019 · UNM 2020 · UNM 2021 · UNM 2022 · UNM 2023

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

UNM n = 64

■ Yes (100%)
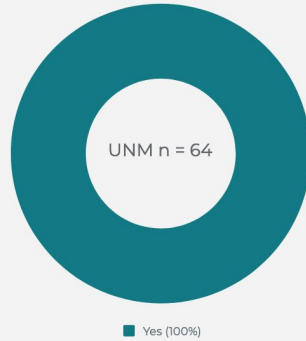
Do you know the procedures at your school for reporting the mistreatment of medical students?

3%

UNM n = 64

97%

■ Yes ■ No
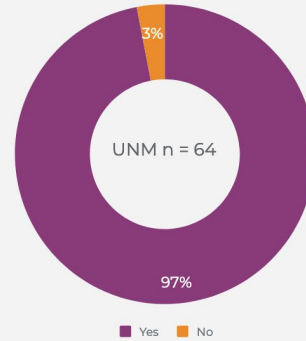
For those who were mistreated: Did you report any of these behaviors?

35%

UNM n = 26

65%
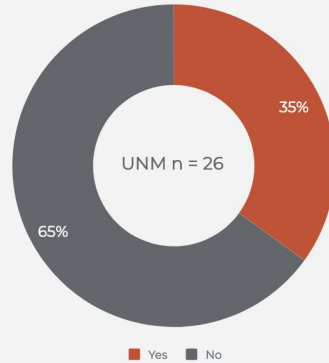
■ Yes ■ No

If you didn't report, why not?

19% 39%

46% 27%

23%

UNM n = 26 4%

■ The incident did not seem important enough to report
■ I resolved the issue myself
■ I did not think anything would be done about it   ■ Fear of reprisal
■ I did not know what to do   ■ Other

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

UNM n = 9

- 11% Very dissatisfied
- 33% Dissatisfied
- 11% Neutral
- 22% Satisfied
- 22% Very satisfied
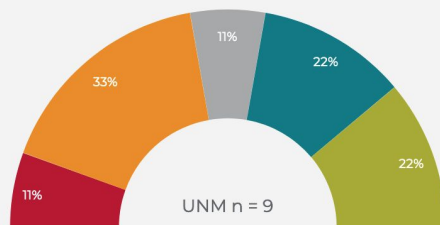
Legend:
- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

Did the behaviors take place during a clinical clerkship?

UNM n = 26

- 88% Yes
- 12% No
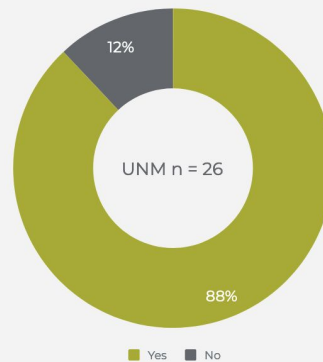
Legend:
- Yes
- No

On which clerkship(s) did the mistreatment occur?

UNM n = 26

Clerkship	UNM	National
Family medicine	0%	8%
Internal medicine	9%	21%
Neurology	14%	7%
Ob/Gyn	23%	31%
Pediatrics	5%	10%
Psychiatry	5%	6%
Surgery	64%	54%
Other setting	18%	12%

Legend:
- UNM
- National

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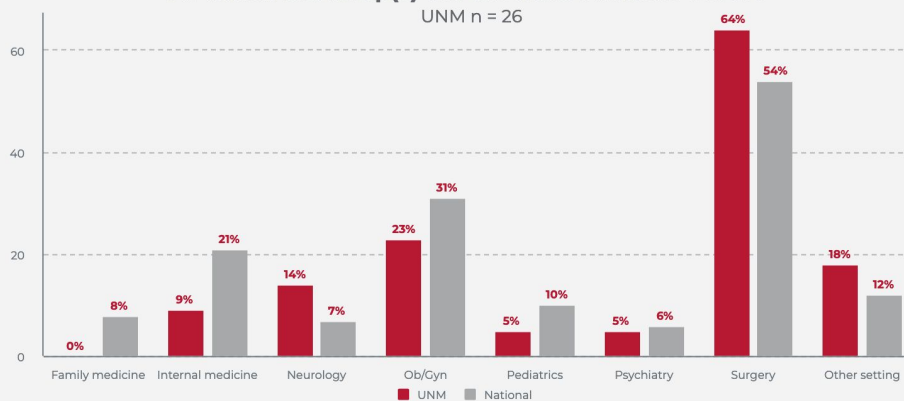
Key Take-Aways

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.

Discussion questions regarding mistreatment of medical students

1. What was surprising in these data?

2. Have you ever witnessed learner mistreatment?
   - If so, what did you do? What was the response? Was the response effective?

3. What kind of responsibility can **you** take on in your role to help decrease learner mistreatment in your area?

4. What are the specific challenges related to mistreatment in your environment?

5. What other information or skill-building would you need to design or implement changes in your area?
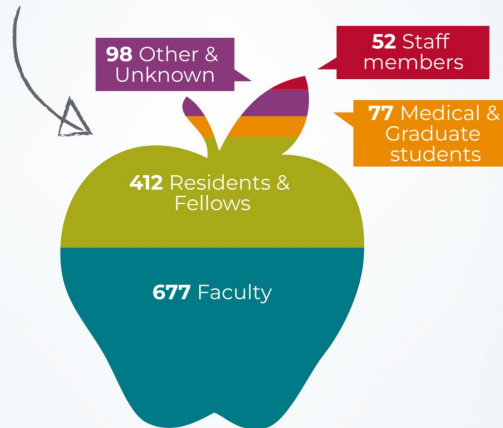
iTeach Exemplary Teaching

How many learners have recognized each of those teachers?
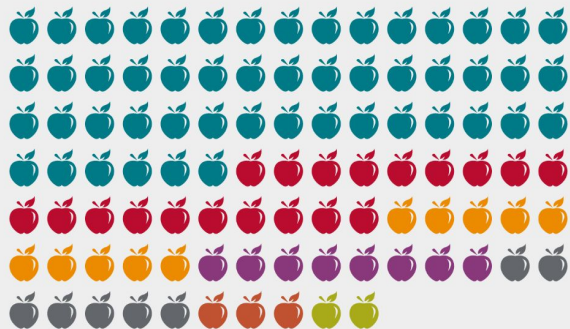
50% recognized by one learner
19% two learners
10% three learners
8% 4-5 learners
7% 6-10 learners
3% 11-20 learners
3% 21-258 learners!

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

Number of teachers

Number of batches teachers are recognized in

760
260
121
79
32
19
18
14
7
3
2
2
1
2
0
0
0
1

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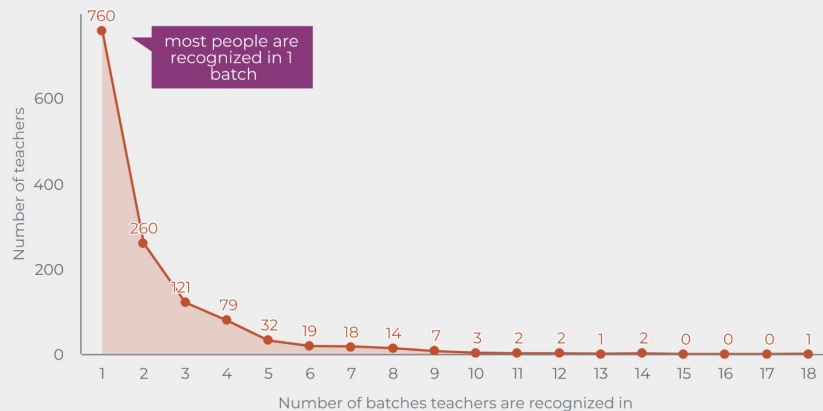
Mistreatment Data and Trends

ADDRESSING MISTREATMENT:
Data Review
July 24, 2019 - September 30, 2023
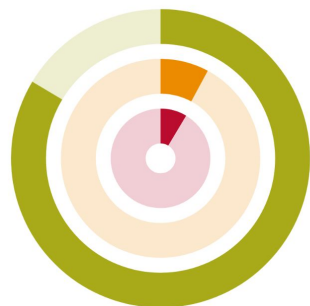
LEO shares these data to create greater transparency in the UNM SOM community about mistreatment. We use these data to inform our work to reduce and prevent mistreatment, and to most effectively respond to incidents that occur.

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.**

- Unique incidents of mistreatment (83.59%)
- Duplicate reports (7.85%)
- Does not rise to the level of mistreatment (8.56%)

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.

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

Year	Unique incidents of mistreatment	Other reports (duplicates & not mistreatment)	Total
2019 (Aug-Dec)	46	3	**49**
2020	108	26	**134**
2021	167	43	**210**
2022	206	35	**241**
2023 (Jan-Sept)	186	33	**219**

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

How many reports are coming to LEO each month?

n = 853, all reports filed to LEO

Average Number of Reports to LEO per Month

Year	Average
2019	8
2020	11
2021	18
2022	20
2023 (Jan-June)	24
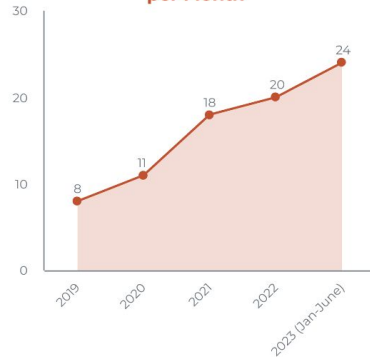
You can see that the average number of reports per month has increased every year, from 8 in 2019 to **24 so far in 2023.**

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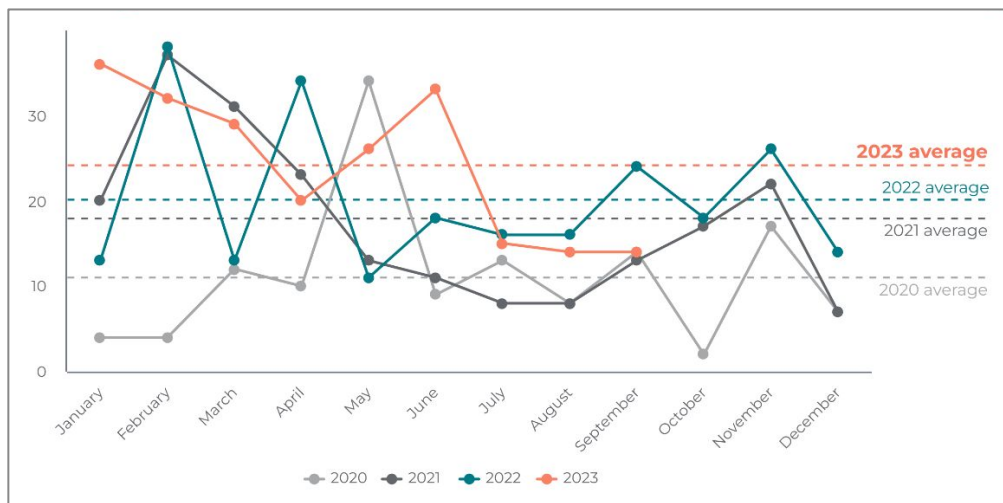
Data within this section are disaggregated by year.
As you can see below, 2023 is on track to have even more reports of **unique incidents of mistreatment** than 2022.

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

post-docs are included here

	Resident or fellow	Medical student	Faculty or staff member	Research Education student	Health Professions student	Other/unknown
Total	369	232	100	38	19	16

2019 (Aug-Dec) 2020 2021 2022 2023 (Jan-Sept)

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)

433 Faculty members
132 Administrators
131 Residents & Fellows
102 Nurses and/or other members of the care team
37 Students (MD, HPP, BSGP)
16 Other

Legend: 2019 (Aug-Dec) | 2020 | 2021 | 2022 | 2023 (Jan-Sept)

Who Reports to LEO and How?

n = 853, all reports to LEO

Bar chart totals:
- Resident or fellow: 301
- Medical student: 259
- Faculty: 157
- Staff member: 71
- Research Ed student: 24
- HPP student: 21
- Other: 30

Legend: 2019 (Aug-Dec), 2020, 2021, 2022, 2023 (Jan-Sept)

- I personally experienced the mistreatment (55%)
- I witnessed or heard about the mistreatment (45%)

- Reported anonymously (45%)
- Reported not-anonymously (55%)

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Types of Mistreatment

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

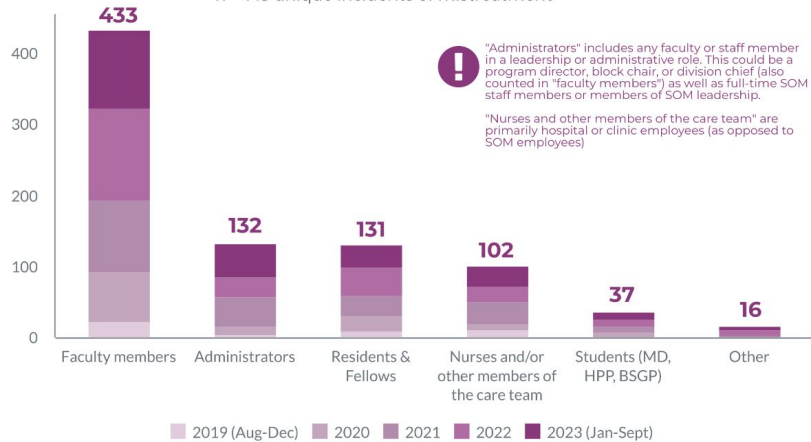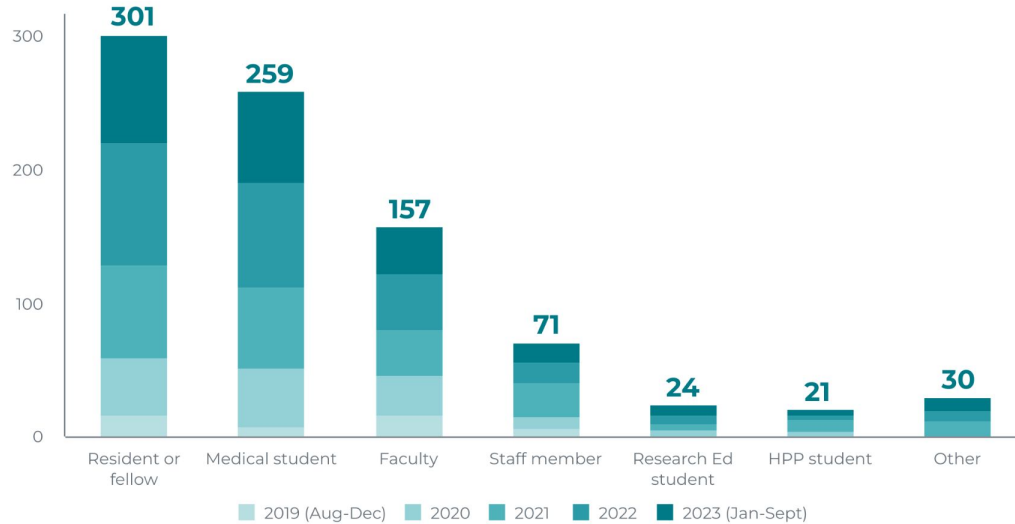| Type	Count
Publicly humiliated	293
Verbally abused	293
Creating a toxic environment	220
Mistreated based on **gender** and/or **gender-identity***	157
Threatened with retaliation or retaliated against	139
Neglected and/or left out	130
Failing to provide adequate training opportunities	83
Mistreatment based on **race** and/or **ethnicity***	79
Subjected to **unwanted sexual advances** or **sexual harassment***	48
Mistreatment based on **personal beliefs** or other **characteristics**	46
Mistreatment based on **disability***	32
Other & Unknown	30
Subjected to unfair dismissal or remediation from degree program	30
Using profanity to create a toxic or unsafe environment	28
Subjected to or threatened with physical harm	25
Inappropriate comments about clothing and/or appearance	14
Inappropriate response after witnessing mistreatment	11
Mistreatment based on **sexual orientation***	9
Made to perform personal services	6

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

*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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**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

157

39 · 73 · 48 · 14 · 31

Race & Ethnicity

79

24 · 51 · 17 · 20

Disability

32

10 · 14 · 19
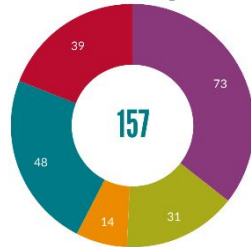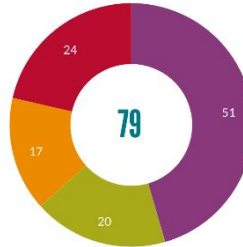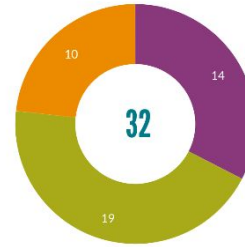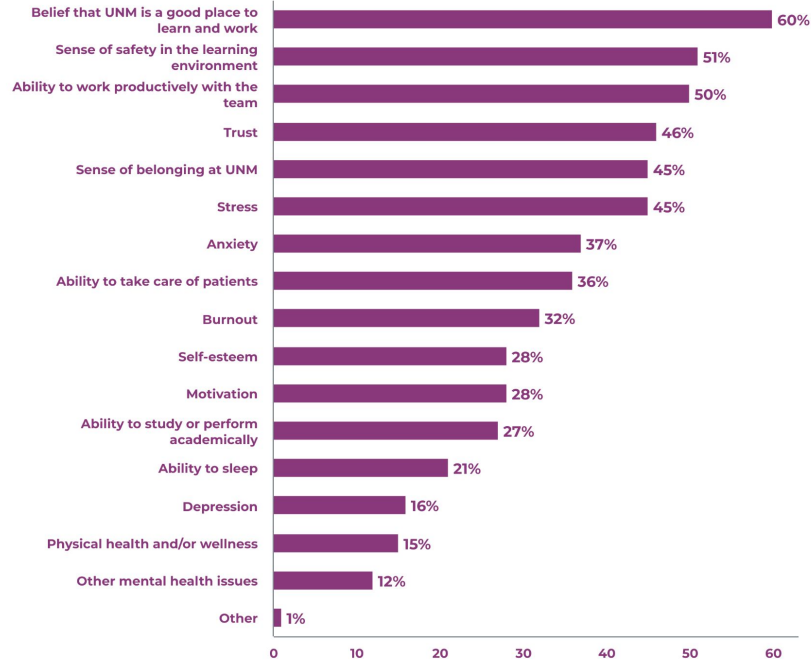
- ◉ Subjected to offensive remarks or names about identity
- ◉ Denied opportunities and/or received lower grades/evaluations due to identity rather than performance
- ◉ Other offensive behaviors related to identity
- ◉ Subjected to unwanted sexual advances
- ◉ Differential treatment based on identity

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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, **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:"

Impact	Percentage
Belief that UNM is a good place to learn and work	60%
Sense of safety in the learning environment	51%
Ability to work productively with the team	50%
Trust	46%
Sense of belonging at UNM	45%
Stress	45%
Anxiety	37%
Ability to take care of patients	36%
Burnout	32%
Self-esteem	28%
Motivation	28%
Ability to study or perform academically	27%
Ability to sleep	21%
Depression	16%
Physical health and/or wellness	15%
Other mental health issues	12%
Other	1%

How are Incidents Classified on the Mistreatment Response Pyramid?

n = 261 classifiable incidents

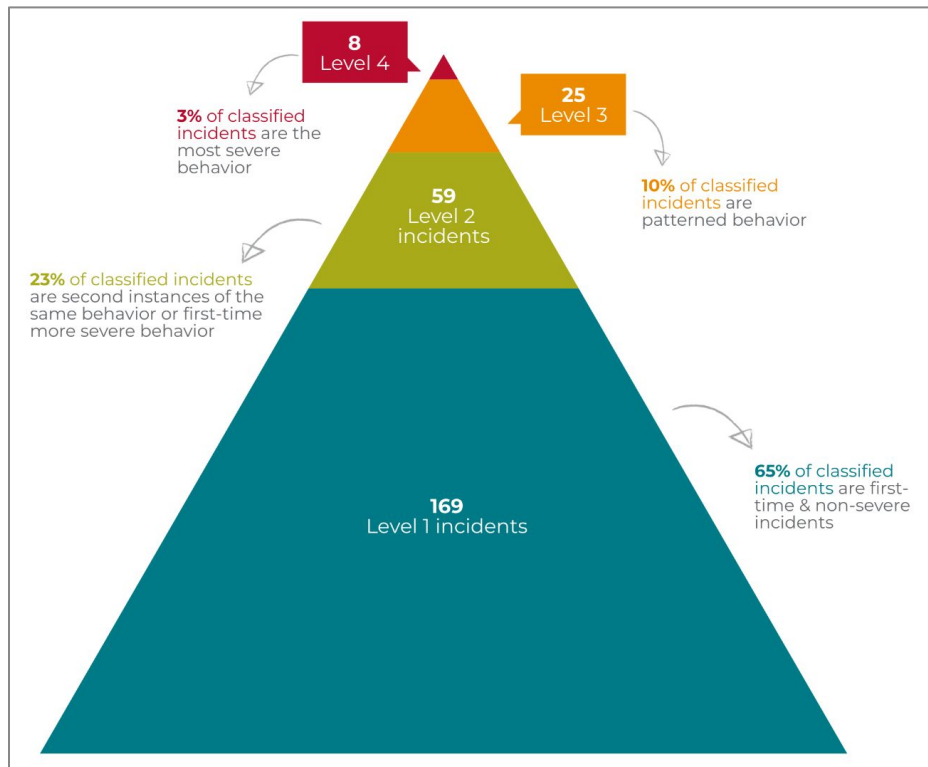**LEO's goal in responding to incidents is for everyone to be the best teacher they can be.**

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.

8
Level 4

25
Level 3

3% of classified incidents are the most severe behavior

10% of classified incidents are patterned behavior

59
Level 2 incidents

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

169
Level 1 incidents

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

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

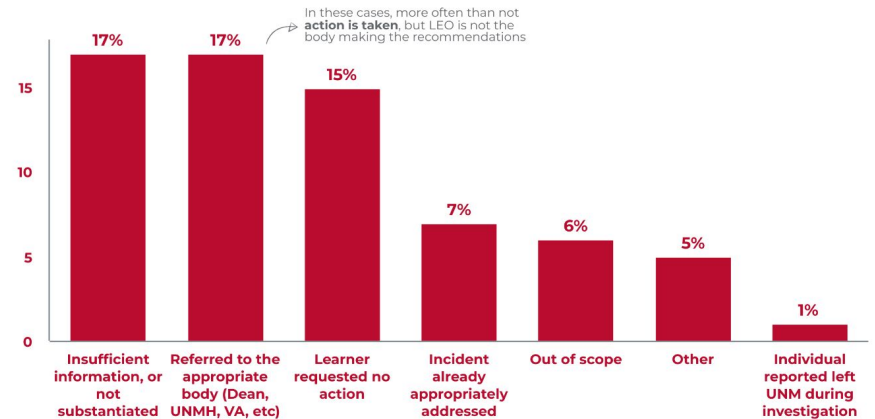| Action	Percentage
Direct feedback	41%
Individual improvement plan	13%
Enhanced process/system	10%
Academic and/or clinical monitoring plan	3%
Disciplinary measures or change of relationship between UNM and provider	3%
Feedback to group	6%
Teacher removed from learners or learners removed teacher	2%
Separate involved parties	1%

- Direct feedback: For first-time, non-severe mistreatment incidents
- Individual improvement plan: For people who need help breaking patterns
- Academic and/or clinical monitoring plan: For people who continue to mistreat after several interventions or exhibit **very** severe behavior
- Separate involved parties: Can be temporary (during investigation) or longer-term

(x-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40)

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

Reason	Percentage
Insufficient information, or not substantiated	17%
Referred to the appropriate body (Dean, UNMH, VA, etc)	17%
Learner requested no action	15%
Incident already appropriately addressed	7%
Out of scope	6%
Other	5%
Individual reported left UNM during investigation	1%

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