



SCHOOL OF  
MEDICINE

LEARNING ENVIRONMENT OFFICE

Fostering a climate of respect and inclusion

# Third Quarter Report

June 2020

## OVERVIEW

In June 2019, the UNM School of Medicine launched the Learning Environment Office (LEO) to enhance institutional efforts to prevent, reduce, and address mistreatment, and ultimately, improve learning environments.

In an effort to promote both transparency and confidentiality, LEO is producing quarterly status reports that share aggregated data to enhance the overall understanding of learning environments as well as protect anonymity.

These reports also consist of data on exemplary teachers and mistreatment incidents as well as information about LEO's activities.



**Have you experienced or witnessed mistreatment?**

[Click here](#) to report the incident.

Or go to [our website](#) and click "Report Mistreatment."

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# LEO SUPPORTS WHITE COATS FOR BLACK & INDIGENOUS LIVES

As we witness history repeat itself in the current protests against police brutality and racism, we at LEO want you to know that we are with you in this movement. The heartbreaking and unjust murders of George Floyd, Breonna Taylor, Tony McDade, Ahmaud Arbery, and the countless other innocent Black people before them cause us deep anguish. As we mourn, march, and demand new pathways for a more just future, one thing has become abundantly clear: *WE HAVE LOTS OF WORK TO DO.*

LEO's mission is to foster an inclusive learning environment where teachers, staff and learners thrive, and where relationships are respectful and beneficial to each other and to our institutional culture. We know from the research and from our lived experiences that it is impossible to create positive learning environments when some groups are valued over others. With that in mind, we are turning our words into action and are pledging to do better, to actively listen, learn, and to seek out ways to help dismantle systems of oppression, racism, and anti-Blackness.

In addition to our ongoing work and in collaboration with the SOM Assistant Dean for Diversity, Equity, & Inclusion and the HSC Office for Diversity, Equity & Inclusion, we will:

- Implement trainings for teachers, learners, and staff that specifically address racism
- Build trust with learners of color to increase our ability to intervene in and help prevent incidents of race-based mistreatment
- Monitor learning environments for racism and anti-Blackness, and intervene swiftly and consistently
- Continue to seek out and implement actionable ways to address racism, bigotry, hate, and other forms of discrimination
- Keep the wellness and safety—both physical and psychological—of our communities of color as a top priority
- Acknowledge the wide-ranging contributions of Black and Indigenous communities
- Model the grace, resilience, and courage that have been emblematic of marginalized communities throughout our troubled history and in the current moment

We welcome thoughts and ideas about how LEO can be better at working alongside you. You can always reach the LEO team directly at [HSC-LEO@salud.unm.edu](mailto:HSC-LEO@salud.unm.edu), or you can reach Diana Martínez at [deemb@salud.unm.edu](mailto:deemb@salud.unm.edu), Emma Naliboff Pettit at [ECPettit@salud.unm.edu](mailto:ECPettit@salud.unm.edu), Dr. Felisha Rohan-Minjares at [FRohan-Minjares@salud.unm.edu](mailto:FRohan-Minjares@salud.unm.edu), or Dr. Joanna Fair at [JFair@salud.unm.edu](mailto:JFair@salud.unm.edu).

# ACKNOWLEDGING TEACHING EXCELLENCE

In November of 2019, LEO launched its campaign to Acknowledge Teaching Excellence at the UNM SOM.

Since then, learners have recognized faculty, residents, fellows and peers as exemplary teachers **860 times!**



**Brittney Lyons, MD**  
Department of  
Pediatrics

"Dr. Lyons has done an amazing job making sure that we have gotten the most out of our rotation. From her flexibility in changing our schedules with the persistently changing patient census, to her willingness to create continued learning opportunities that were not previously part of the curriculum. She really has done a great job helping us become better physicians, and all of her efforts are greatly appreciated!"



**Mohamed  
Khafaja, MD**  
Department of  
Psychiatry

"Dr. Mohamad Khafaja was a fantastic attending. He encouraged participation, learning, and questions. I never felt like a wrong answer was a bad thing but a point to learn from. I felt comfortable around him and never felt like I was being "pimped" or judged. I really enjoyed working with him."



**Kristin Schmid, MD**  
Department of  
Emergency Medicine

"While on the night MICU rotation during the COVID surge, Kristin took the time every night to teach on difficult concepts like ECMO, fluid resuscitation, shock, and other very complex topics. Her teaching style makes for an enjoyable session and invites us to ask questions and engage in the learning process. Her ability to teach difficult subjects in a way that is easy to digest is very impressive as well."

# Thank you!

If you wish to recognize an exemplary teacher, please go to our [website](#) and click the "**Acknowledge Teaching Excellence**" button.

# LEARNING ENVIRONMENT SPEAKER SERIES

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Thank you for joining us for six fantastic sessions of our speaker series this spring! Each session was well attended, powerful, and educational. We had some people make it to one or two sessions, and some who attended all 6!

## Thank you to our presenters:

Dr. Elizabeth Lawrence

Dr. Patrick Rendon

Dr. Rebecca Williams-Karnesky

Dr. Felisha Rohan-Minjares

Dr. Anthony Fleg

Dr. Brenda Pereda

**And this isn't the end!**  
**Stay tuned for our SUMMER + FALL**  
**speaker series events!**



## Save the dates!

The Speaker Series will continue on the **second Monday** of each month, August through June, sometime between **12 - 1:30pm**

Presenters, topics, & exact times will be announced soon

# CONGRATULATIONS TO OUR LEARNING ENVIRONMENT CHAMPIONS!

Champions have attended at least four sessions of the LEO speaker series or have been consistently recognized by learners as exemplary teachers.

They've proven their dedication to creating positive learning environments, and we're looking forward to working with them further!

- **Dr. Sylvia Acosta**, Pediatrics
- **Dr. Danielle Albright**, Emergency Medicine
- **Dr. Eva Angeli**, Internal Medicine
- **Dr. Cory Broehm**, Pathology
- **Dr. Amy Clithero-Eridon**, Family & Community Medicine
- **Dr. Lauren Decker**, Pathology
- **Dr. Walter Dehority**, Pediatrics
- **Dr. Lauren Dvorscak**, Pathology
- **Dr. Jonathan Eldredge**, HSC Library
- **Dr. Nadja Falk**, Pathology
- **Dr. Randall Heidenreich**, Pediatrics
- **Dr. Sheila Hickey**, Pediatrics
- **Dr. Lisa Hofler**, Obstetrics & Gynecology
- **Dr. Michelle Iandiorio**, Internal Medicine
- **Dr. Jennifer Jernigan**, Internal Medicine
- **Dr. Jens Langsjoen**, Internal Medicine

- **Dr. Brittnay Lyons**, Pediatrics
- **Dr. Matthew Luke**, Pathology
- **Dr. Kelleen Maluski**, HSC Library
- **Dr. Tom Markle**, Family & Community Medicine
- **Dr. Leonard Noronha**, Internal Medicine
- **Dr. Robert Orlando**, Biochemistry & Molecular Biology
- **Dr. Alex Rankin**, Family & Community Medicine
- **Dr. Samuel Reynolds**, Pathology
- **Dr. Natalie Mariam Salas**, Internal Medicine
- **Dr. Melissa Schiff**, Internal Medicine
- **Dr. Craig Timm**, Internal Medicine
- **Dr. Elena Trabaudo**, Pathology
- **Dr. Maria Velazquez-Campbell**, Pediatrics
- **Dr. Pankaj Vohra**, Pediatrics

Congratulations to our champions!

To become a champion yourself, make sure to save the dates for future Learning Environment Speaker Series. We'll see you there!

# ADDRESSING MISTREATMENT

## 172 incidents

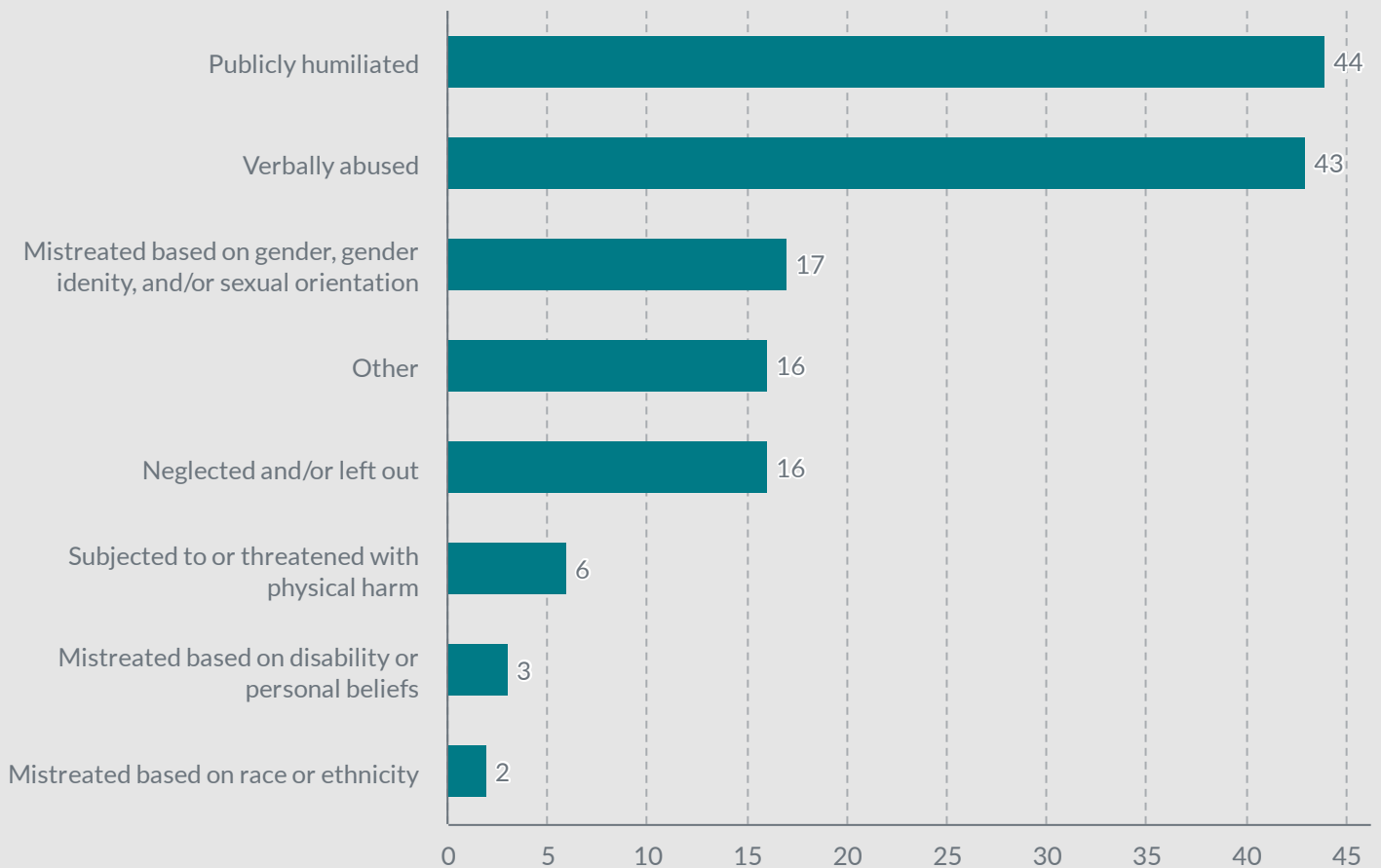
July 2019 - April 2020

The data shared below are collected from two mechanisms:

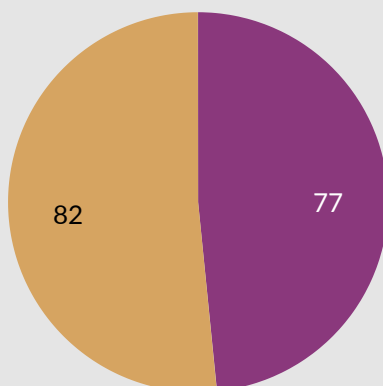
- 1) the LEO reporting system (LEO), and
- 2) the Phase I and Phase II End-of-Block evaluations (Evals)

### Types of mistreatment (LEO and Evals)

n = 95; multiple types of mistreatment may be selected for each incident

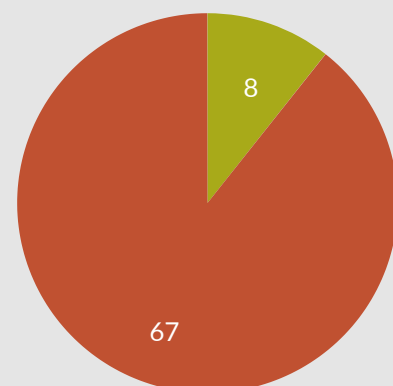


How do reports come in?  
n = 159



■ I have personally experienced mistreatment (48.43%)  
■ I have witnessed or heard about mistreatment (51.57%)

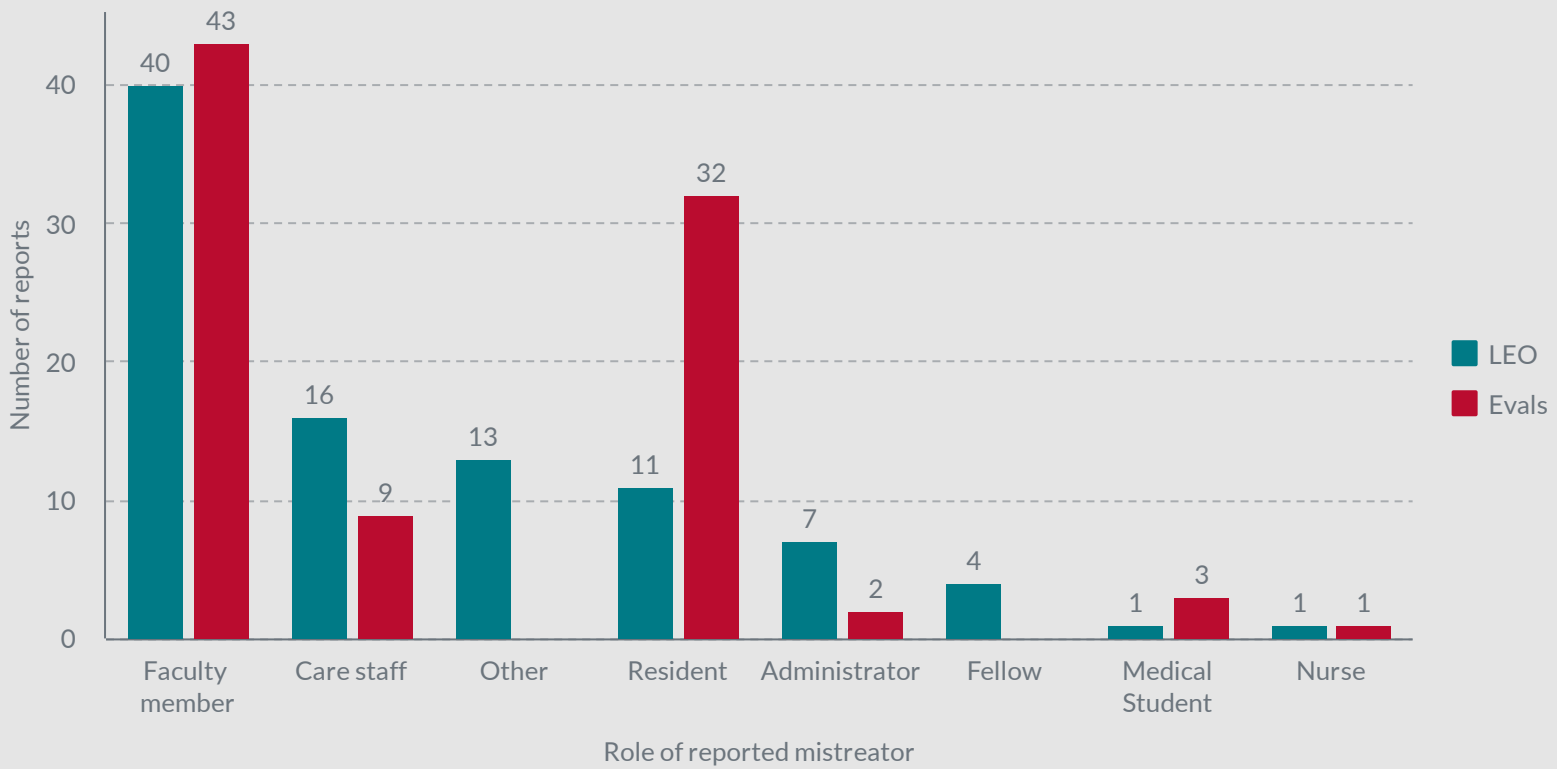
How do medical students report mistreatment?  
n = 75



■ Directly to LEO (10.67%)  
■ Through evaluations (89.33%)

# Who is reported for mistreatment?

LEO n = 72, Evals n = 89; multiple people can be selected for each incident

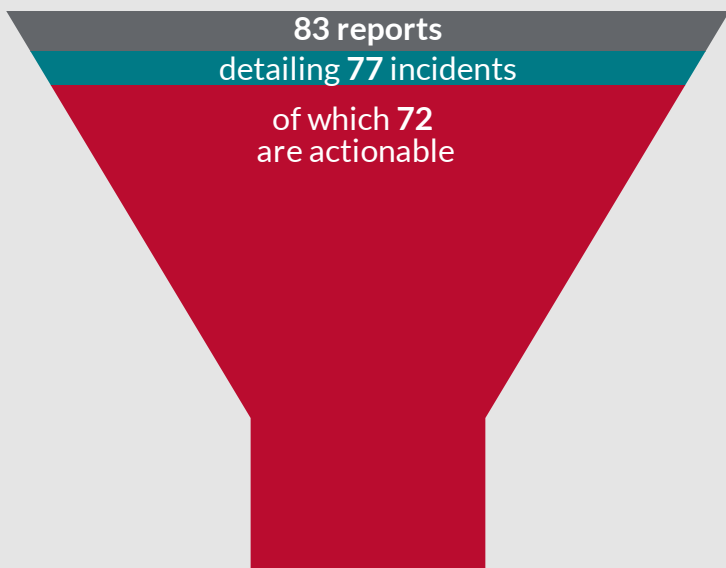


Average days to close a case



Reports that are actual mistreatment

## Reported directly to LEO:



## End-of-Block Evaluations:



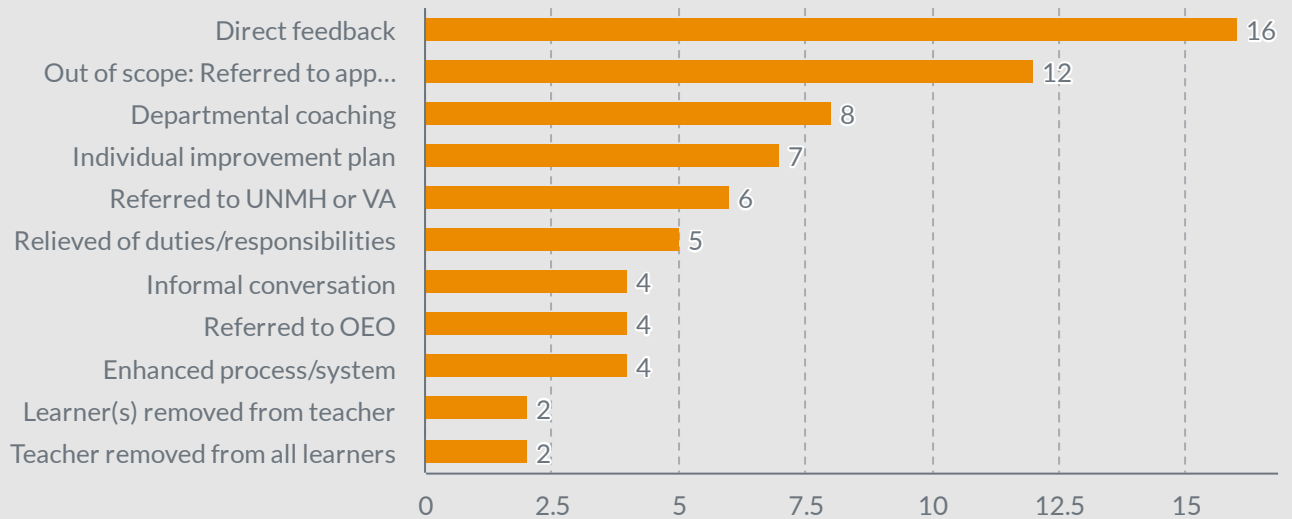
# LEO reports: How often is action taken?

n = 60 (12 cases have not reached this stage yet);  
multiple actions can be taken per incident

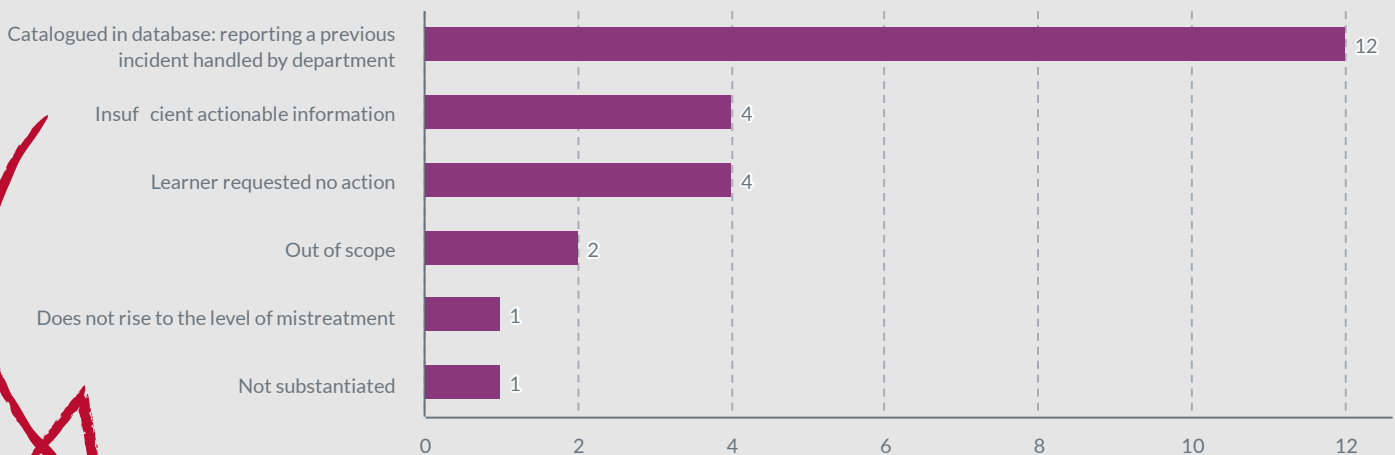


■ Action taken (75%) ■ No action taken (25%)

## LEO reports: Actions taken



## LEO reports: No action taken



### Insufficient actionable information:

To be actionable, anonymous reports must include the following, as we cannot contact the reporter to learn more:

- Details of a specific event or a pattern of behavior (not vague), and
- The name of the person they are reporting, or enough identifying information about them

Without this information, LEO cannot move forward.



# WELCOME JOYCE PANG, MD LEARNING ENVIRONMENT EDUCATION FELLOW

## Joyce Pang, MD //



Hi everyone! I'm Joyce, a PGY-3 in the General Surgery program at UNM. I grew up in the deserts of the southwest and landed here for residency after completing medical school in Nevada. A few fun facts about me – I live with a spoiled pug and a lab mix, and have a “bordering on problematic” succulent and houseplant collection. Medical education has always been an interest of mine, and I am looking forward to working with you all as a part of the Learning Environment Office.



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