



INDIANA UNIVERSITY
SCHOOL OF MEDICINE

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**Promoting a Positive Learning Environment:
Recognizing Exemplars and
Addressing Mistreatment**

2017 ANNUAL REPORT

In 2016, our school leadership was concerned about the rate of mistreatment being reported on the annual Association of American Medical Colleges Graduation Questionnaire, and decided to redouble our efforts to both prevent and respond to incidents of learner mistreatment.

Several steps were taken throughout 2016 and 2017 as part of this overall initiative, including the following:

- The [IUSM Ombuds Office](#) was launched in Nov 2016
- A newly revised [IUSM Teacher-Learner Conduct Policy](#) was approved, which includes a graduated response and intervention protocol
- A dedicated website regarding the [learning environment](#) was created on Mednet
- In December 2016 an online [mistreatment incident report form](#) was created, allowing for confidential or anonymous reporting by learners. Incidents write to a dashboard to allow for monitoring in real time
- The Teacher-Learner Advocacy Committee (TLAC) was reconstituted to focus on the prevention of mistreatment and outreach to foster professionalism
- An online module called, “Understanding and Preventing Mistreatment” was developed and numerous professional development events occurred
- The Honor Roll Program was created to [recognize exemplars of professionalism](#) in our community
- Heightened awareness and continued enforcement of a ZERO tolerance policy for retaliation for reporting potential mistreatment

What follows is a report of activity in 2017, including a review of the outreach and professional development steps taken by IUSM and a summary of information collected by our mistreatment reporting system and how the school has responded to this feedback.

Outreach and Professional Development

In 2017, a professional development campaign was launched to raise awareness across the school. This campaign included grand rounds presentations in 21 departments (most of which also included residents and fellows in the audience); two leadership development sessions on the topic specifically for department chairs, regional campus deans, vice chairs for education and course and clerkship directors; a training meeting for lead advisors; and an Academy of Teaching Scholars session on the topic open to all faculty. In addition, an online module entitled, “Understanding and Preventing Mistreatment” has had 180 participants over the course of the year. Further, Dr. Joe DiMicco also attended the majority of the grand rounds presentations to raise awareness regarding the IUSM Ombuds Office as a new resource for the community regarding mistreatment and other concerns. A second Ombuds was appointed in September 2017: Dr. Marly Bradley, the former chair of the Teacher Learner Advocacy Committee (TLAC).

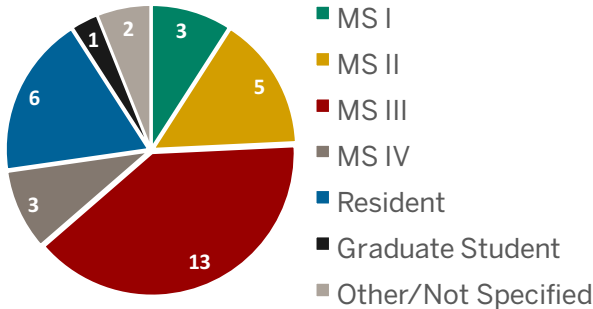


Honor Roll Program

Any member of the IUSM community can nominate another member of the community, including faculty, staff, and all types of learners, as exemplars of professionalism. Because of their commitment to upholding the [IUSM Honor Code](#) in their everyday interactions, nominees become members of the IUSM Honor Roll and receive an accolade from Dean Hess, a special lapel pin, are featured on the IUSM website, and are formally recognized at the IUSM White Coat Ceremony. During 2017, 17 people became members of the Honor Roll. Nominations were received from 4 IUSM campuses (Fort Wayne, Indianapolis, South Bend, and West Lafayette). Of the nominees: 10 were faculty, 4 were staff, 2 were residents, and 1 was a medical student.

INCIDENTS OF MISTREATMENT

Reports Received From/On Behalf of



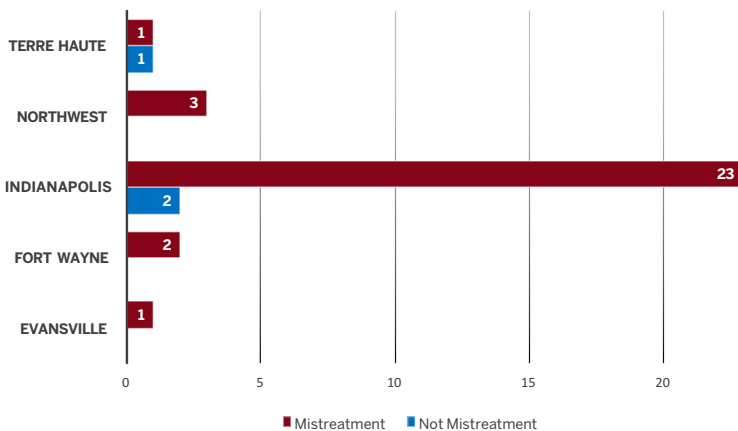
Sources of Mistreatment

The indicated source of mistreatment per incident are as follows:

- Clinical Faculty: 15
- Dean or Administrator: 1
- Medical Student: 3
- Other Healthcare Provider: 3
- Resident: 3
- Science/Preclinical Faculty: 5

Locations of Incident Reports

The majority of reports are from Indianapolis. Reports broken down by campus:



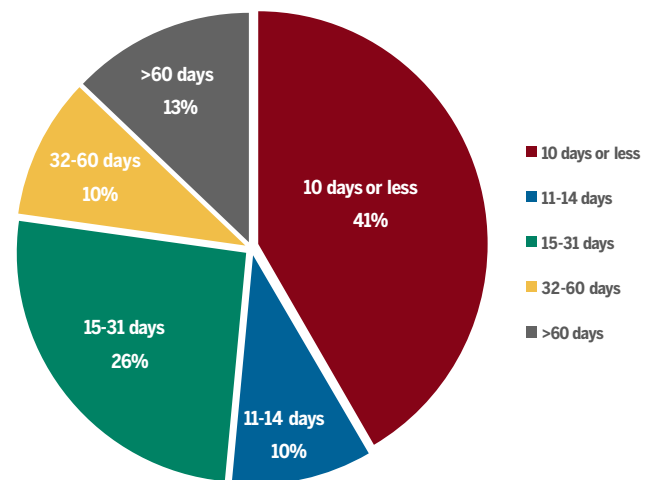
Incident Report Data

Number of Incidents	33
Currently Under Review	2
Closed	31
Median Number of Days from Report to Triage	0 (same day)
Median Days from Triage to Close	30
Submitted on Behalf of Learner	10
Submitted by Learner - Anonymous	6
Submitted by Learner - Confidential	17

Learners who report confidentially receive follow up information.

Duration of Incident Reports

Although the median days from triage to close is 30, more than half the cases were closed in less than 2 weeks. For a few cases, due to the nature of the case, it took more than 60 days to close.



Categories of Mistreatment

The indicated category of mistreatment reported are as follows: (Total number is higher than number of incidents due to ability to select more than one category.)

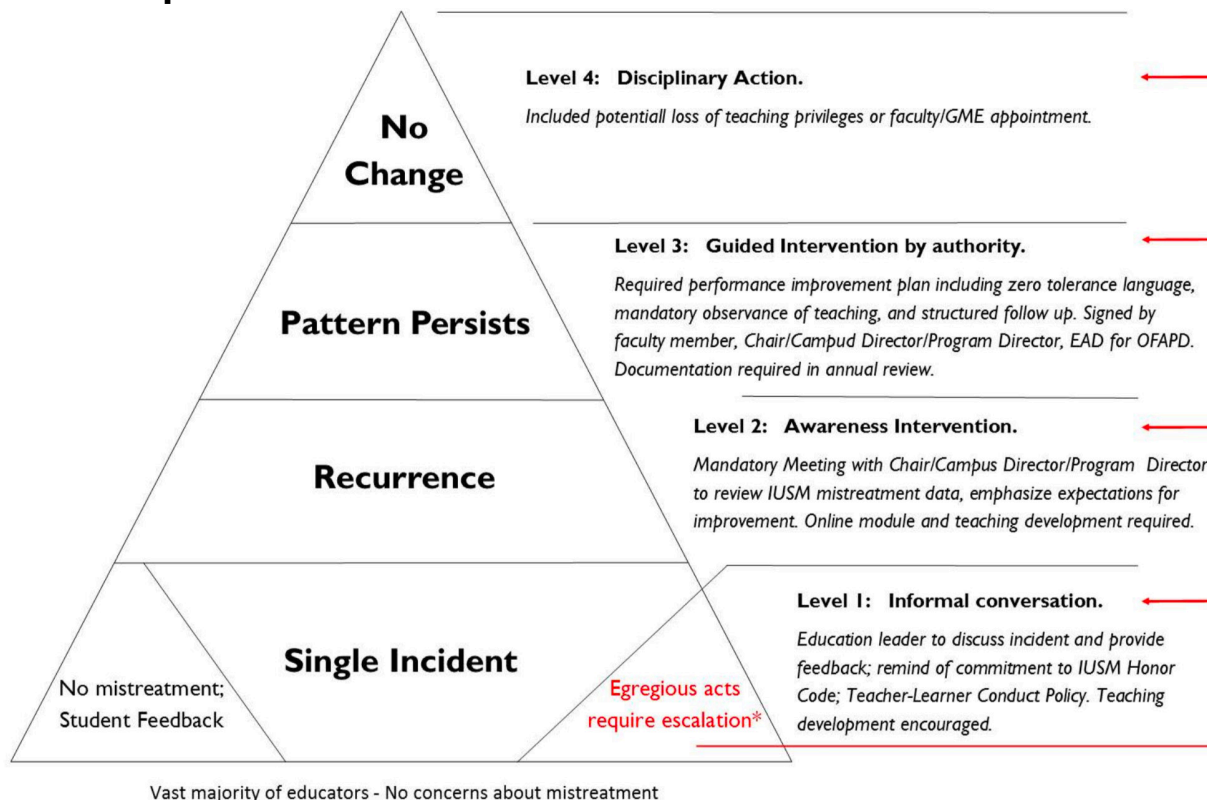
- Subjected to racially, ethnically, or religion-based offensive remarks or names: 9
- Received lower evaluations or grades solely because of race, ethnicity, or religion: 3
- Publically humiliated: 12
- Privately humiliated: 7
- Other discrimination or negative behaviors based on your personal characteristics or beliefs: 9
- Other: 9

Results of Incident Reports

Of the closed cases (Refer to the Graduated Response to Mistreatment below for explanation regarding levels*):

- 4 were determined as not mistreatment
- 24 were treated as Level 1 interventions (single incident, feedback delivered on learning environment)
- 1 was treated as Level 3 (action taken on teaching privileges, guided intervention)
- 2 were treated as Level 4 (immediate action taken on teaching privileges/faculty appointment)
- 0 reports of retaliation aimed at students who have reported mistreatment

Graduated Response to Mistreatment*



While IUSM made considerable progress on these efforts in 2017, any mistreatment is too much. We look forward to learning from exemplars among us and reporting on our future progress as we continue to aim higher in fostering professionalism in the learning environment.