



INDIANA UNIVERSITY SCHOOL OF MEDICINE

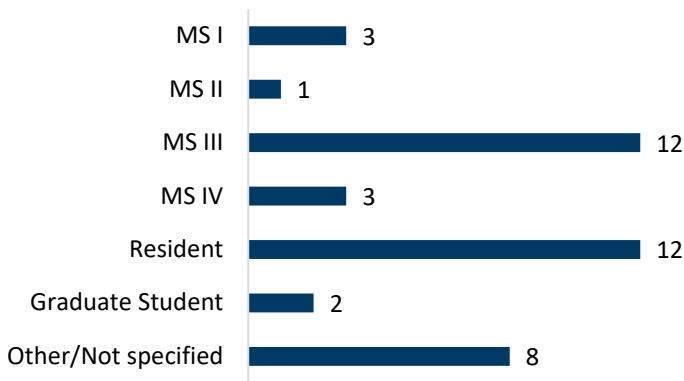
**Promoting a Positive Learning Environment:
Recognizing Exemplars and
Addressing Mistreatment**

2018 ANNUAL REPORT

INCIDENTS OF MISTREATMENT – 2018 Annual Report

The following is a data report of activity in the 2018 calendar year, including a summary of information collected by our mistreatment reporting system and how the school has responded to this feedback.

Complaints Received From/On Behalf Of



Sources of Mistreatment

The indicated source of mistreatment per incident are as follows:

- Clinical Faculty: 19
- Dean or Administrator: 3
- Fellow: 2
- Medical Student: 3
- Other Healthcare Provider: 3
- Patient: 1
- Resident: 6
- Science/Preclinical Faculty: 4

Locations of Incident Reports

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

- Bloomington: 2 (1 determined as not mistreatment)
- Evansville: 1
- Fort Wayne: 1
- Indianapolis: 34 (7 were determined as not mistreatment)
- Muncie: 1
- Northwest: 1
- Unspecified: 1 determined as not mistreatment

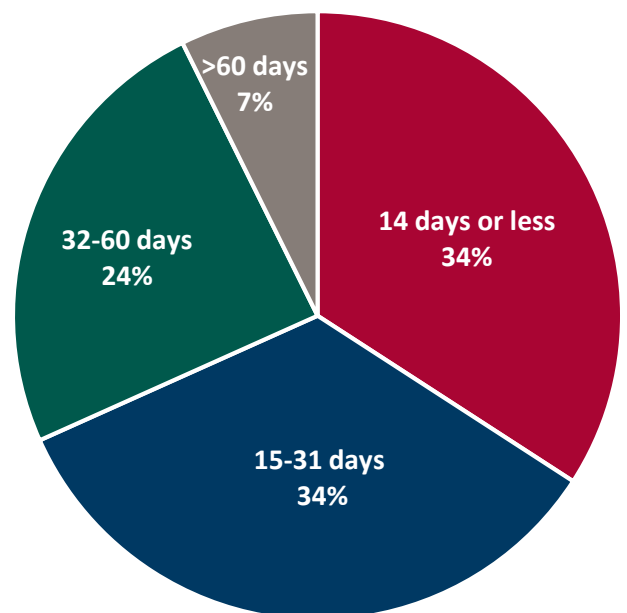
Incident Report Data

Number of Incidents	41
Currently Under Review	0
Closed	41
Median Number of Days from Report to Triage	0 (same day)
Median Days from Triage to Close	21
Submitted on Behalf of Learner	12
Submitted by Learner - Anonymous	11
Submitted by Learner - Confidential	18

Learners who report confidentially receive follow up information.

Duration of Incident Reports

With the median days from triage to close at 21, more than a third of 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. (The chart below is based on the closed cases.)



INCIDENTS OF MISTREATMENT (CONTINUED)

Results of Incident Reports

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

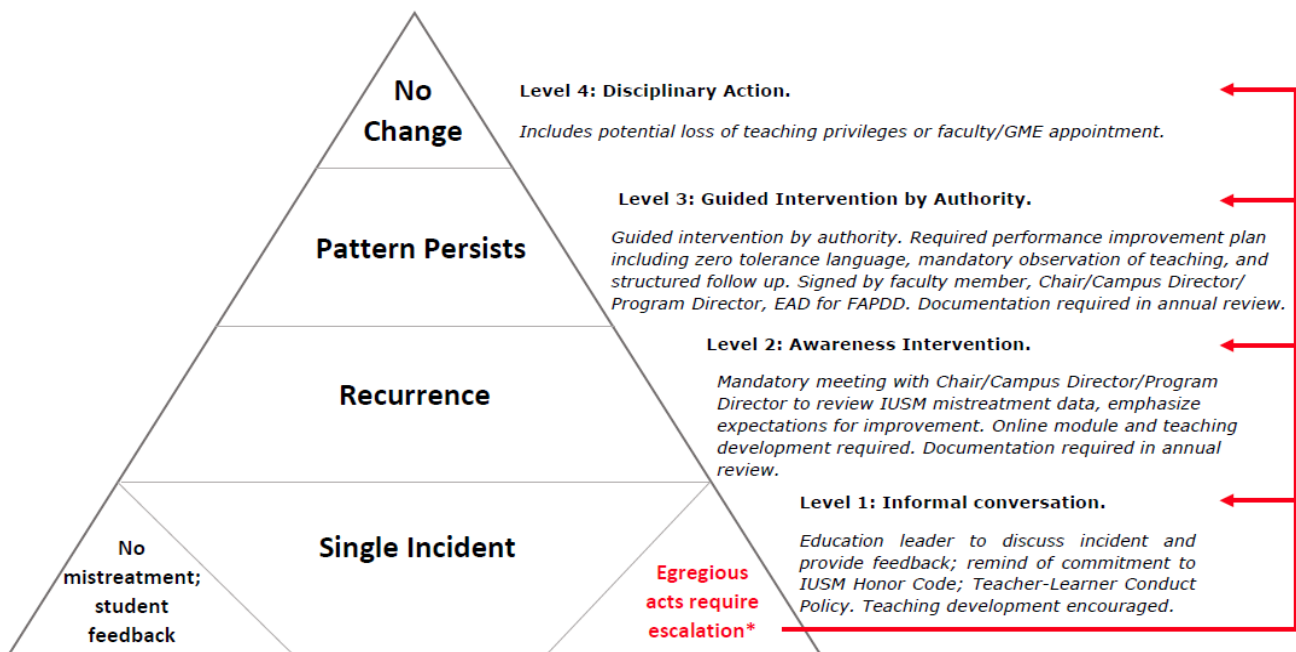
- 9 were determined as not mistreatment
- 23 were treated as Level 1 interventions (single incident, feedback delivered on learning environment)
- 3 were treated as Level 3 (action taken on teaching privileges, guided intervention)
- 4 were treated as Level 4 (immediate action taken on teaching privileges/faculty appointment)
- 1 was determined to be a patient to student interaction
- 1 report of retaliation aimed at a learner who reported mistreatment, which resulted in Dean’s Office intervention

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.)

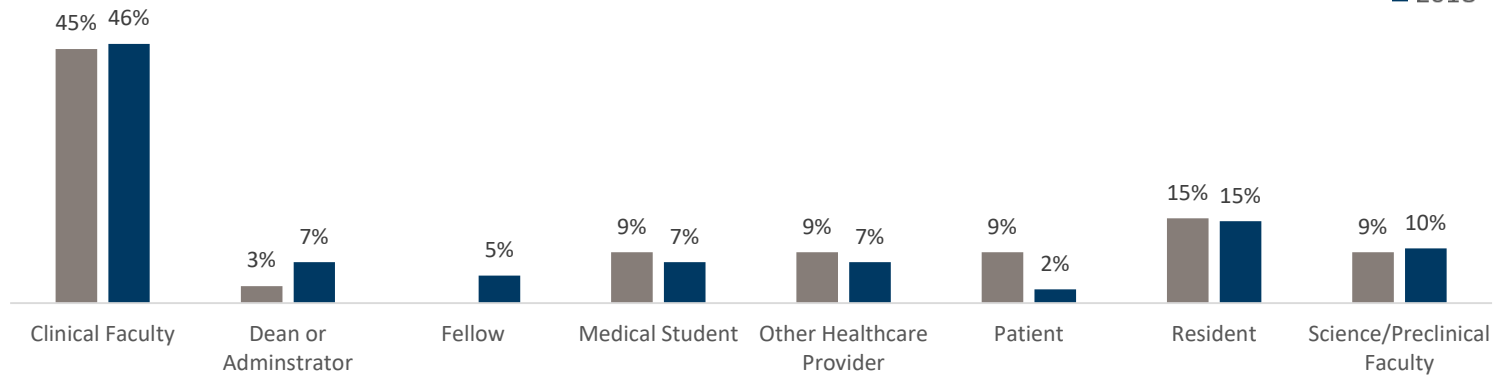
- Subjected to offensive remarks or names related to sexual orientation or gender identity: 3
- Subjected to racially, ethnically, or religion-based offensive remarks or names: 3
- Subjected to offensive sexist remarks or names: 4
- Received lower evaluations or grades solely because of race, ethnicity, or religion: 1
- Publically humiliated: 18
- Privately humiliated: 6
- Physically harmed: 2
- Subjected to unwanted sexual advances: 1
- Denied opportunities for training or rewards based on race, ethnicity, or religion: 1
- Denied opportunity for training or rewards based on gender: 1
- Other discrimination or negative behaviors based on your personal characteristics or beliefs: 2
- Other: 10

Graduated Response to Mistreatment*



COMPARISONS OF INCIDENTS OF MISTREATMENT

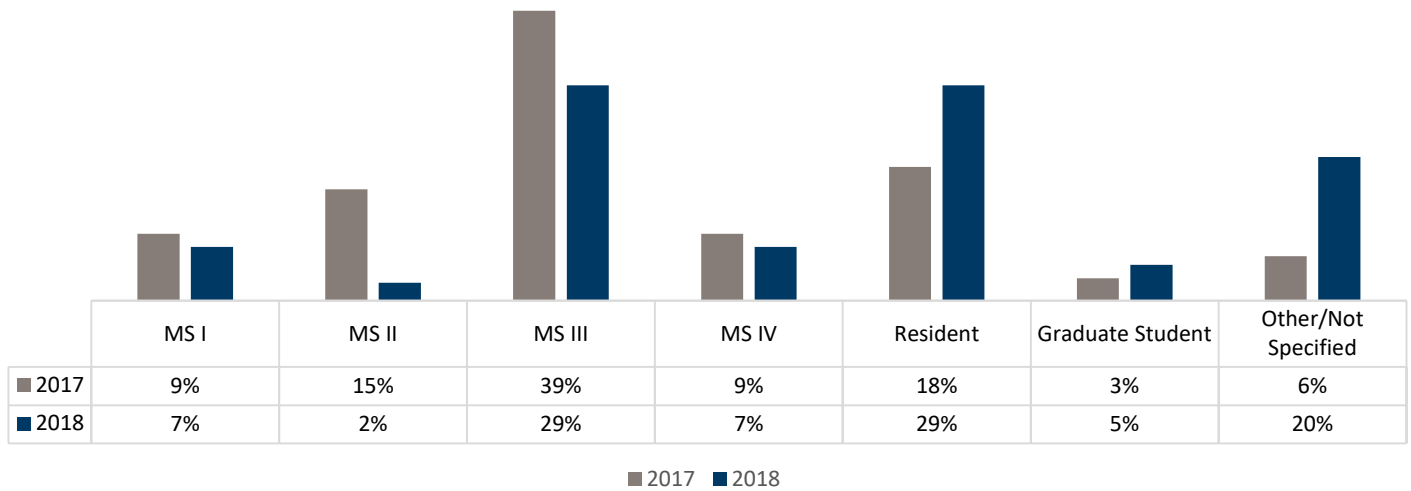
Sources of Mistreatment



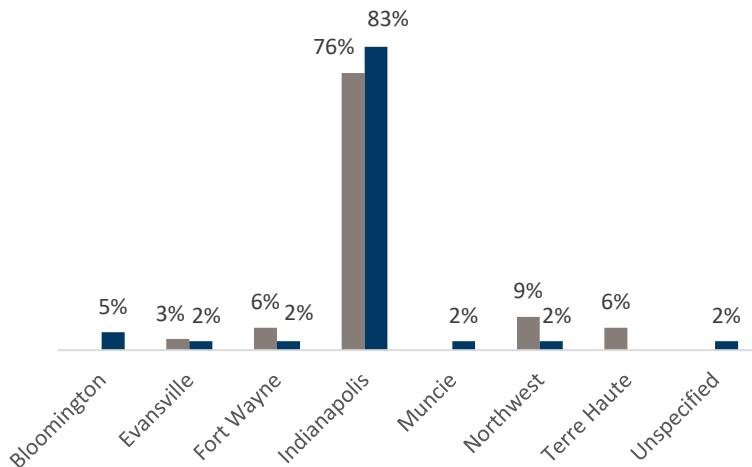
Comparisons of Mistreatment Data

■ 2017
■ 2018

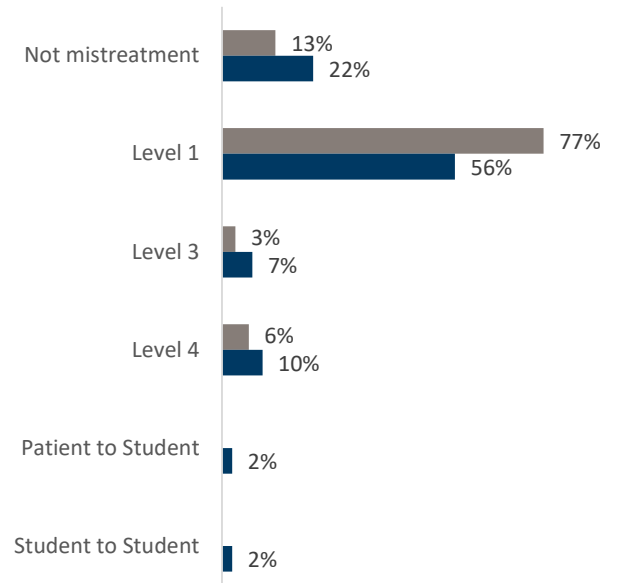
Complaints Received From/On Behalf Of



Locations of Incident Reports



Results of Incident Reports



RESPONSE TO LEARNER MISTREATMENT

Below are resources for the IUSM community that have been implemented relating to the overall initiative to increase our efforts to both prevent and respond to incidents of learner mistreatment.

- The [IUSM Teacher-Learner Conduct Policy](#), which includes a graduated response and intervention protocol
- The [learning environment](#) webpage on Mednet
- The online [mistreatment incident report form](#), allowing for confidential or anonymous reporting by learners. Incidents write to a dashboard to allow for monitoring in real time
- The [IUSM Ombuds Office](#) provides a confidential, safe space for learners and faculty to discuss concerns with an impartial third-party.
- The Honor Roll Program [recognizes exemplars of professionalism](#) in our community
- An online learning module for [Understanding and Preventing Mistreatment in the Learning Environment](#)

We strive to continue heightening awareness and enforcing a ZERO tolerance policy for retaliation for reporting potential mistreatment.



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 2018, 20 people became members of the Honor Roll. Nominations were received from 3 IUSM campuses (Indianapolis, Northwest-Gary, and South Bend). Of the nominees: 15 were faculty, 2 were staff, 1 was a resident, 1 was a fellow and 1 was a medical student.