



September LCME Bulletin, Issue 2

LCME Contacts at the School of Medicine

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For More Information

Find LCME-related information on the [Medical Education website](#) and on the LCME Wiki page, [here](#).

Find answers to [frequently asked questions](#) about LCME.

This Month's Topic: Medical Student Mistreatment

This bulletin focuses on UCSF's efforts to create a positive learning environment so that students, residents, and faculty can learn and thrive at our institution. Students, residents, or faculty who experience mistreatment should report this so that the institution can respond and work to prevent these problems in the future.

Expectations of a Positive Learning Environment

[Our policy](#) addresses "Mistreatment which arises when behavior shows disrespect for the dignity of others and unreasonably interferes with the learning process. It can take the form of physical punishment, sexual harassment, psychological cruelty, and discrimination based on race, religion, ethnicity, sex, age or sexual orientation" (Source: Association of American Medical Colleges Graduation Questionnaire).

Cases of student mistreatment are taken very seriously and are addressed by the School.

Specific examples of mistreatment include those in which students are:

- Belittled or humiliated
- Spoken to in a sarcastic or insulting manner
- Intentionally neglected or left out of team communications and activities
- Subjected to offensive remarks or names
- Required to perform personal services (i.e., babysitting, shopping)

Faculty and Resident Responsibility

As educators, faculty must abide by the highest values of professional conduct as described in UCSF's [Campus Code of Conduct](#). When these codes of conduct are violated, the LCME Standard expects that:

- A medical school has effective written policies that address violations of the professional code of conduct, has effective mechanisms in place for a prompt response to any complaints, and supports educational activities aimed at preventing inappropriate behavior.
- Mechanisms for reporting violations of the code of professional conduct are understood by medical students,

including visiting medical students, and ensure that any violations can be registered and investigated without fear of retaliation.

Our Approach to Promoting a Positive Learning Environment

UCSF and its School of Medicine are committed to fostering a culture of mutual respect among students, residents, faculty, and staff. We believe that all learners and members of our educational community have the right to function in a respectful educational environment conducive to learning and considerate of diversity in opinion, race, ethnicity, gender, gender identity, religion, sexual orientation, age, disability and socioeconomic status.

We – in partnership with the [Differences Matter](#) initiative and UCSF's Office of Diversity and Outreach – proactively take every step to ensure a positive learning atmosphere, and we care for students' wellbeing as they further their medical careers. For example, the School of Medicine:

- Works with student leadership to ensure we foster an inclusive, respectful, and professional learning environment
- Facilitates dialogue with UCSF Department Chairs around diversity and inclusion, to share our principles, culture, and best practices
- Recognizes respectful treatment of students through our faculty recognition programs that include the Maxine Papadakis Faculty Professionalism AwardsFacilitated full-day training workshops on equity, inclusion, and bias, coordinated by Differences Matter Dean's Diversity Leaders Michelle Guy, MD, Eddie Cruz, MD, and Suzanne Kawahara, MBA, which were attended by almost 200 faculty and staff over the past several months and will be available to train additional faculty this year
- Developed new [competencies](#) focused on equity, inclusion, and the elimination of healthcare disparities
- Partnered with the Academy of Medical Educators to create a committee focused on supporting educators to engage in equity pedagogy

How Can Medical Students Report Mistreatment?

1. Students can confidentially report concerns about mistreatment to the **Associate Dean for Students, [Lee Jones, MD](#)** or to any of their instructors, faculty, or Advisory College Mentors/Student Experience Faculty Advisors. Dr. Jones oversees the respectful learning environment for medical students.

2. Using the [SAFE](#) (Supporting a Fair Environment) reporting form.

3. Students evaluate faculty and residents with whom they have worked, and may report mistreatment through the **"Respect" questions in E*Value**. These evaluations are reported to the Course Director and to the Associate Dean for Students.

De-identified "Respect" responses are reviewed by

curriculum committees and used as course benchmarks. The Associate Dean for Students receives the low "Respect" responses, which are defined as scores of 1 or 2 (scale 1-5, 5=most respectful).

The Associate Dean for Students monitors who receives low scores ("1" and "2") on the two Respect questions. These low scores are brought to the attention of the departments in order to provide feedback to individual residents and faculty and to determine whether these teachers are the appropriate individuals to be interacting with medical students.

4. Mistreatment based on **sexual harassment or discrimination** must be reported through the Office of Sexual Harassment Prevention and Resolution.*

UCSF is committed to creating and maintaining a community that is free from intimidation, exploitation, violence and harassment. Sexual harassment, sexual offenses, and acts of sexual violence, including domestic violence, dating violence, sexual assault, and stalking are strictly prohibited. The Sexual Violence Prevention & Response team at UCSF supports the University's commitment.

Offensive remarks or names, or the denial of training opportunities because of membership in a protected category may constitute discrimination or harassment. These incidents must be reported to the Office of Diversity and Outreach.*

* **Please note that this report will be sent to Associate Dean for Students, Lee Jones, MD.** He is a mandated reporter and is required to inform the Office for the Prevention of Harassment and Discrimination if he becomes aware that a student (undergraduate, graduate, or professional) may have experienced conduct prohibited by the UC Sexual Violence and Sexual Harassment Policy or the UC Nondiscrimination Policy Statement, even if it is reported anonymously.

For students wishing to discuss this incident with a confidential resource, several are available:

- Medical Student Well-Being Program, 415-476-0468
- CARE Advocate, 415-502-8802, care@ucsf.edu (please note that this is a resource for persons who may have experienced conduct prohibited by the UC Sexual Violence and Sexual Harassment Policy)
- Office of the Ombuds, 415-502-9600
- UCSF Student Health and Counseling, 415-476-1281, shs@ucsf.edu

Who should faculty or residents contact if they are concerned about learner mistreatment?

- All deans are available to help faculty and residents in their teaching roles

- Concerns about mistreatment of students should be directed to [Lee Jones, MD](#)
- Concerns about mistreatment of residents or fellows should be directed to [Bobby Baron, MD](#)
- Please also feel free to contact Catherine Lucey, MD regarding related issues

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