



Charles R. Drew University of Medicine and Science
"A Private University with a Public Mission"
College of Medicine - Medical Degree Program

STUDENT MISTREATMENT & LEARNING ENVIRONMENT POLICY
CDU Policy 313.5b
Issuing Officer: Dean of College of Medicine
Responsible Office: College of Medicine
Date Reviewed by the Pre-clerkship Phase Subcommittee: 12/8/2022
Date Reviewed by the Clerkship Phase Subcommittee: 12/7/2022
Date Approved by the Educational Policies and Curriculum Committee: 6/22/21
Date of Dean's Final Approval: 6/24/21
Revised Date/Review Date (at least 3 years from Effective Date): To be reviewed 6/22/2023
Supersedes (if necessary): N/A

POLICY STATEMENT

The Charles R. Drew University of Medicine and Science (CDU) Medical Degree (MD) Program is committed to creating and maintaining a learning environment that supports and encourages a culture of respect between teacher and learner. The MD Program ensures that the learning environment is conducive to the ongoing development of explicit and appropriate professional behaviors in its medical students, faculty, and staff at all locations and is one in which all individuals are treated with respect.

PROCEDURES

Education and Dissemination of Policies and Procedures on Mistreatment

Education of the medical school community concerning mistreatment serves several purposes. First, it promotes a positive environment for learning, characterized by attitudes of mutual respect and collegiality. Second, it informs persons who believe that they have been mistreated that avenues for seeking redress are available. Third, it alerts potential perpetrators of mistreatment to the school's policy on and process of responding to allegations of mistreatment.

Faculty, residents, administration/professional staff, and students are educated on the policies and procedures for reporting mistreatment in the following ways:

- ✓ Medical students: MS1, MS2, MS3, and MS4 orientations as well as orientation for individual courses and clerkships. All course syllabi will include policy and procedures. Pocket cards with mechanisms to report mistreatment will be distributed to all students annually.
- ✓ Residents: Annually, through the Graduate Medical Education orientation for new residents and the annual mandatory online training module for all residents.
- ✓ Faculty: New faculty orientation, during annual pre-course and pre-clerkship meetings, and annually through an email to all faculty from the dean.
- ✓ Administration/professional staff: Annually and through the Human Resources onboarding process.
- ✓ Visiting students: Orientation.
- ✓ Medical school community: Academic catalog, student handbook, course syllabi, and website.

Education Training on Mistreatment Prevention

Charles R Drew University of Medicine and Science, College of Medicine (COM) will conduct annual training in the prevention and methods of reporting student mistreatment.

- ✓ **Medical Students:** Medical students receive education in both the preclinical and clinical curricula. Beginning in Gateway, medical students will engage in content to promote an inclusive and welcoming environment. This will continue throughout the curricula. The COM's Office of Medical Education deans meet quarterly where student mistreatment issues will be discussed with students both surrounding perceived definitions of mistreatment and the current student experience. Feedback from these sessions will be incorporated into course and clerkship director meetings.
- ✓ **Residents:** Residents receive curricular instruction to prevent mistreatment that include the AMA Resident as Teacher Modules and departmental specific didactic sessions. CDU residents and residents at affiliates will complete training on mistreatment as part of the annual education module. COM will offer annual noon lectures on the learning environment and student mistreatment for students, residents, faculty and staff.
- ✓ **Faculty:** CDU COM will offer annual noon lectures on the learning environment and student mistreatment for students, residents, faculty and staff. The COM Dean will present education on data regarding mistreatment and professional learning environments annually at the November faculty meeting. Examples of students citing positive examples of professionalism will also be shared.
- ✓ **Administration/Professional Staff:** College-wide initiatives established to promote an inclusive and safe environment will be led by the Office of Diversity, Equity, and Inclusion. Students and staff receive information about the Office of Diversity, Equity and Inclusion at orientation and can gain direct support and guidance to work through unique concerns by contacting the office.

Mechanisms for Students to Report Alleged Mistreatment

1. **Informal:** Whenever possible, it is preferred that students who believe they have been mistreated or those who have witnessed others being mistreated, discuss and attempt to resolve the matter with the alleged offender. It is well recognized that this may not always be a comfortable or viable approach.
2. **Formal:** Students can formally report inappropriate behavior in a number of ways and are encouraged to use the process that is most comfortable for their particular circumstance.
 - Submit a named or anonymous report via the CDU MD Program's web-based Mistreatment Reporting system (to be created before the first cohort of students begin).
 - Submit a named or anonymous report via Convercent®, the University's 24-hour independent hotline provider, by telephone at [1-800-461-9330](tel:1-800-461-9330), or by submitting information online at <https://app.convercent.com/en-us/Anonymous/IssueIntake/IdentifyOrganization>.
 - Submit concerns about mistreatment or unprofessional behavior through the end-of-course, end-of-clerkship, and end-of-year evaluations.
 - Raise concerns personally to one of the following individuals:
 - Dean, COM
 - Associate dean of student affairs and admissions
 - Assistant dean of graduate medical education
 - Assistant dean of medical education
 - Compliance, EEO officer and Title IX coordinator

- Director of recruitment, admissions, and retention
- Senior director, learning skills
- Course/clerkship director
- Department chair
- Faculty or administrator

Responses to Allegations of Student Mistreatment

Once a report has been reviewed and identified as requiring follow-up from the assistant dean of medical education, depending on the nature of the complaint, the following actions may be taken to investigate the matter further:

- The individual identified may be contacted directly.
- The course/clerkship director may be contacted and either advised of action being taken by the assistant dean of undergraduate medical education or asked to follow up with the individual identified in the report.
- The department chair of a faculty member may be contacted directly.
- The residency program director of a resident may be contacted directly.
- The supervisor of an employee may be contacted directly.
- The student may be contacted directly.

The specific follow-up action required will be determined by assistant dean of medical education, the associate dean of student affairs and admissions, and/or the COM dean. Follow-up actions are documented on course and clerkship learning environment reports in order to track trends over time.

Specific sexual harassment issues are addressed via the institutional compliance, EEO officer and Title IX coordinator. Sexual harassment is discussed at student orientations, along with resources and points of contact for the Title IX office to address any concerns.

Monitoring Procedures for Periodic Evaluation of the Learning Environment

Summative data on the frequency of medical students experiencing negative behaviors (mistreatment) will be collected and reviewed at the following intervals:

- Bi-annually at the Pre-clerkship Phase Subcommittee and Educational Policy and Curriculum Committee (EPCC) through the learning environment mistreatment reports summarizing data from New Innovations evaluations on courses.
- Bi-annually at the Clerkship Phase Subcommittee and EPCC through the learning environment mistreatment reports summarizing data from New Innovations evaluations on clerkships.
- Annually at the course and clerkship review meetings through the course and clerkship individual learning environment reports.
- Annually through aggregated end-of-year evaluation data.
- Annually through data from the AAMC's year-two and graduation questionnaires.
- Periodically through the results from the independent student analysis.

Non-Retaliation

Charles Drew University and the College of Medicine policies strictly forbid discrimination or retaliation against any student or individual who reports, in good faith, any instances of conduct that do not comply or appear not to comply with CDU policies and procedures. Those reporting inappropriate behavior have the right to remain anonymous and to use confidential mechanisms to disclose noncompliant activity without fear of retaliation. Individuals who believe they are

experiencing retaliation are strongly encouraged to contact the Associate Dean Medical Education or the Senior Associate Dean of Student Affairs and Admissions so that the situation can be addressed immediately.

DEFINITIONS

Mistreatment refers to behavior that demonstrates disrespect for a student and that creates a condition, circumstance, or environment that unreasonably interferes with the learning process. Mistreatment may be verbal, emotional, or physical in nature. Examples of mistreatment include the following:

- Public humiliation
- Threats of physical harm or actual physical punishment
- Requirements to perform personal services, such as shopping
- Being subjected to unwanted sexual advances
- Being asked for sexual favors in exchange for grades
- Being denied opportunities for training because of gender, race/ethnicity or sexual orientation
- Being subjected to offensive remarks/names directed at you based on gender, race/ethnicity or sexual orientation
- Receiving lower grades or evaluation based on gender, race/ethnicity or sexual orientation

RELATED INFORMATION

- LCME Element 3.5 Learning Environment/Professionalism
A medical school ensures that the learning environment of its medical education program is conducive to the ongoing development of explicit and appropriate professional behaviors in its medical students, faculty, and staff at all locations. The medical school and its clinical affiliates share the responsibility for periodic evaluation of the learning environment in order to identify positive and negative influences on the maintenance of professional standards, develop and conduct appropriate strategies to enhance positive and mitigate negative influences, and identify and promptly correct violations of professional standards.
- LCME Element 3.6 Student Mistreatment
A medical school develops effective written policies that define mistreatment, has effective mechanisms in place for a prompt response to any complaints, and supports educational activities aimed at preventing mistreatment. Mechanisms for reporting mistreatment are understood by medical students, including visiting medical students, and ensure that any violations can be registered and investigated without fear of retaliation.

APPENDICES

- Non-Discrimination Policy
- CDU Student Code of Conduct
- CDU Academic Catalog
- LCME Standards, Publications, & Notification [Forms](#)

Review History:	Change Description:
5/3/2023	Updated with new university policy number and upcoming review date which is two years from approved date
5/18/2023	Revised reporting phone number and website link from MySafeCampus to Convercent