



**Charles R. Drew University of Medicine and Science**  
"A Private University with a Public Mission"

**STUDENT MISTREATMENT & LEARNING ENVIRONMENT POLICY**

**POLICY: # 313.5b**

**Supersedes Policy # 313.5b version 3/26/24**

**Issuing Officer:** Dean, College of Medicine  
**Responsible Office:** Office of Medical Education  
**Effective Date:** 9/24/24  
**Next Review Date:** 9/24/27

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**I. PURPOSE:**

*The Liaison Committee on Medical Education (LCME) has established standards regarding the oversight of the medical school's learning environment:*

- 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 3.5)*
- 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 (LCME Element 3.6)*

**II. 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.

### III. POLICY:

#### 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, staff, and students are educated on the policy and procedures for reporting mistreatment in the following ways:

- ✓ *Medical students: Annually, prior to each phase 1) Foundations of Medicine (Gateway), 2) Organ Systems (Intersession), 3) Clerkships (Clinical Foundations), 4) 4<sup>th</sup> year (Introduction to 4<sup>th</sup> Year). Review of the policy and procedures at orientation for individual courses and clerkships. Individual course and clerkship syllabi will include the 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.*
- ✓ *Professional staff: Annually and through the Human Resources onboarding process.*
- ✓ *Visiting students: Orientation.*
- ✓ *Medical school community: Academic catalog, student handbook, course syllabi, and website.*

#### 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 Convercent, a 24-hour independent hotline provider, by telephone at 1.800.461.9330, or by submitting information online at [convercent.com](http://convercent.com). Incident reports received by Convercent will be sent to the chief compliance officer.*
  - *Submit a report with the CDU Ombudsman.*
  - *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 for Student Affairs and Admissions*
    - *Associate Dean for Graduate Medical Education*
    - *Senior Associate Dean for Medical Education*
    - *Assistant Dean for Undergraduate Medical Education*
    - *Chief Compliance Officer and Title IX Coordinator*
    - *Assistant Dean for Student Affairs and Admissions*
    - *Senior Director, Learning Skills*
    - *Learning Community Advisor*

- Course/Clerkship/Site Director
- Department Chair
- Faculty or Administrator

Responses to Allegations of Student Mistreatment

All items reported through the online reporting tool (Convercent) will be routed to the chief compliance officer and Title IX coordinator. This office will determine if the concern involves a Title IX violation and, if so, follow the procedures outlined in the Title IX Sexual Harassment Grievance Procedures. If the concern does not represent an above violation, it will be routed to the Learning Environment Oversight Committee (LEO) for review and response.

*Learning Environment Oversight Committee (LEO)*

LEO is charged with reviewing all instances of mistreatment concerns reported through the procedures outlined in this document for medical students and determining if the concern meets the criteria of mistreatment. LEO is responsible for ensuring each report of mistreatment is escalated to the appropriate individual(s) or office(s) needed to address the concern and take appropriate action. LEO is also responsible for ensuring timely resolution to each concern and communicating resolution of the concern as appropriate. LEO will report to the Educational Policy and Curriculum Committee (EPCC) and the COM dean on a quarterly basis.

*Membership:*

- Senior Associate Dean for Medical Education (Chair)
- Associate Dean for Graduate Medical Education
- Chief Compliance Officer and Title IX Coordinator
- Associate Dean for Student Affairs and Admissions
- Residency Program Director (1 rep)
- Clerkship Director (1 rep)
- Director of Assessment and Evaluation
- Director of Wellness
- Director of CQI and Accreditation
- Affiliate faculty (1 rep)
- Clerkship Manager

Once a report has been referred to LEO, the report will be reviewed and identified as requiring follow-up, 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 for 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 LEO. Follow-up actions are documented in the LEO learning environment longitudinal tracking system in order to monitor trends over time and will be maintained by the associate dean for student affairs and admissions.

Specific sexual harassment issues are addressed via the institutional chief compliance 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:*

- At the end of each course, data is presented at the Pre-clerkship Phase Subcommittee (PCPS) and EPCC through the learning environment mistreatment reports summarizing data from evaluations on courses.*
- At the end of each clerkship, data is presented at the Clerkship Subcommittee and EPCC through the learning environment mistreatment reports summarizing data from evaluations on clerkships.*
- Annually at the PCPS, Clerkship Phase Subcommittee, EPCC, and Continuous Quality Improvement Advisory Committee (CQIAC) meetings data is presented through aggregated end-of-year evaluation data.*
- Annually at the PCPS, Clerkship Phase Subcommittee, EPCC, and CQIAC meetings data is presented from the AAMC's year-two and graduation questionnaire.*
- Periodically at the PCPS, Clerkship Phase Subcommittee, EPCC, and CQIAC meetings, data is presented from the results from the independent student analysis.*
- Periodically for departments that have required clinical clerkships, a presentation is given to the department leadership by the Senior Associate Dean for Medical Education.*

#### Protection from Retaliation

*The CDU COM takes allegations of mistreatment very seriously and understands that students may hesitate to report mistreatment due to fear of retaliation. The school has a zero-tolerance philosophy regarding mistreatment and regarding retaliation. Given this understandable concern, several safeguards have been put in place to ensure against retaliation following a report of mistreatment. Details can be found in the Retaliation Policy.*

#### **IV. APPLICABILITY:**

*The faculty, students, and staff of the CDU COM are responsible for knowing this policy and its procedures.*

#### **V. DEFINITIONS:**

*Educational Policy and Curriculum Committee (EPCC) is the committee charged to represent the faculty to oversee the medical education program as a whole and has responsibility for the overall design, management, integration, evaluation, and enhancement of a coherent and coordinated medical curriculum.*

*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*

**VI. RELATED POLICIES:**

- *Non-Discrimination Policy*
- *Title IX Sexual Harassment Grievance Procedure*
- *CDU Student Code of Conduct*
- *CDU Course Catalog*
- *Retaliation Policy*
- *LCME Standards, Publications, & Notification Forms*

**VII. RELATED LINKS:**

*LCME Standards, Publications, & Notification [Forms](#)*

**VIII. POLICY HISTORY:**

Review Dates:	Change Description:
6/22/21	New policy approved by the Educational Policies and Curriculum Committee. Reviewed by the Pre-clerkship Phase Subcommittee (12/8/2022) and the Clerkship Phase Subcommittee (12/7/2022).
9/24/24	Updated with new university policy number and format. Removed the MySafeCampus reporting mechanism and replaced with Convercent. Added the Learning Environment Oversight Committee and the retaliation policy info. Reviewed by the Pre-clerkship Phase Subcommittee (9/23/24) and the Clerkship Phase Subcommittee (9/18/24). Approved by the EPCC on 9/24/24,
10/3/24	Policy reviewed by CDU Policy Committee – no conflict with university policies.