

YALE UNIVERSITY
SCHOOL OF MEDICINE REPORTING PROCEDURE

HARASSMENT/MISTREATMENT/BIAS & WORK HOURS

Data Collection:

1. Courses (Pre-clerkship) (1st year students & 2nd year students through December): The YSM Manager of Integrated Courses obtains and collates student responses regarding harassment, mistreatment, and bias from BlueDogs (YSM LMS) evaluations that students anonymously complete at the end of each course. Responses are collated twice a year to preserve anonymity. (See Addendum A for the evaluation questions).
2. Clerkships, Electives and Sub-internships (2nd year students starting on January 3rd and 4^{th+} year students): The YSM Manager of Clerkships, Electives and Sub-internships obtains and collates student responses regarding harassment, mistreatment, bias and workhours from MedHub evaluations that students anonymously complete at the end of each clerkship, elective or sub-internship. This is done twice a year to preserve anonymity. (See Addendum A for the MedHub evaluation questions).
3. Discrimination in the Clinical Environment Survey (2nd year students starting on January 3rd and 4^{th+} year students): All students have available to them a real-time anonymous reporting mechanism that has a link on their home page in MedHub (See Addendum A for the survey questions). Data reported to this site is monitored on a regular basis. When entering data using this mechanism students indicate if they want an immediate response and can include contact information, or if they prefer, they can remain anonymous and have the data become part of the harassment, mistreatment and bias data collated every six months.

Generation of Reports:

1. For each six-month reporting period student comments and numerical data from the BlueDogs, MedHub and Qualtrics surveys, as well as end of course and clerkship advisory groups and the real-time reporting system are combined into a single summary report for responses related to harassment, mistreatment, bias and work hours. Responses that are dually reported by an individual on the end of course/clerkship surveys and the real-time Qualtrics survey are only added once. This is determined by the respondent indicating in the Qualtrics survey if the incident has been previously reported.
2. Instances of harassment, mistreatment and bias that are reported through direct mechanisms are not routinely included in the six-month summary reports because of the confidentiality of the direct reporting mechanisms. However, students are encouraged to dual report these using the anonymous surveys so that they may be included in the data on harassment, mistreatment, and bias. These confidential sources include:

- Contacting the ombudsperson in person or by a confidential phone line (203-737-4100). The ombudsperson is also the Title IX coordinator for the medical school. Reports involving sexual misconduct may be made to them or to any other Title IX coordinator at Yale University. They are all identified with contact information on the web site: <https://smr.yale.edu/title-ix/coordinators>
- Students may report incidents to their academic advisors or the associate deans for student affairs and curriculum. Both monitor clerkship evaluations and can assure students that their grades will not be affected by reports of mistreatment.
- Reports of mistreatment specific to the operating room can be directed to the medical director of perioperative services. He/she reports to the chief of staff of the hospital, investigates these reports, and has the authority to suspend offending individuals.
- Incidents that involve sexual misconduct including harassment may be reported to the Title IX coordinators and to the deputy provost who publishes the reports and actions taken to the entire university every six months.
- Students experiencing sexual misconduct or harassment may go directly to the SHARE center, the Office of Academic and Professional Development, (OAPD) or the University Wide Committee (UWC). The SHARE center maintains complete confidentiality by virtue of its position as a rape crisis center. The UWC may be accessed through an informal or formal mechanism. The informal mechanism is confidential; the formal mechanism is reported to the dean.
- Students who would like to access a less formal mechanism may discuss issues of mistreatment with Peer Advocates, student confidants who have been trained as confidential and generous listeners who can help them access help in any of these pathways.
- Students rotating on clinical services in the Yale New Haven Health System (YNHHS) may anonymously report incidents of harassment, mistreatment, patient safety concerns or anything else using the hospital reporting system, RL Solutions. RL Solutions can be accessed through EPIC (EMR) by all students, nurses, and physicians, including the house staff. These reports go directly to health system leadership, including the Medical Director of Medical Affairs and the Medical Staff Professionalism Committee (MSPC). These reports do not go to medical school administration.

Review Process:

The *Harassment Mistreatment and Abuse Report* and the *Clerkship/Elective/Sub-internship Work Hours Report* are disseminated for review as described below.

1. Both the *Harassment Mistreatment and Bias Report* and the *Clerkship/Elective/Sub-internship Work Hours Report* are provided to the Associate Dean for Curriculum and the YSM Curriculum Directors for preliminary review to ensure assignment by department and course/clerkship/elective/subinternship are appropriate.
2. Following the Curriculum Director review, copies of the reports are provided to the Associate Dean for Student Affairs and the Deputy Dean for Education.
3. Reports that include the identification of individuals that may be repeat offenders, where a pattern of offenses within a site is apparent, or where the incident is deemed

severe enough to require additional evaluation may also include coordination with OPAD, DICE, the YNHHS Medical Professionalism Committee or other institutional individuals.

4. Comments about a specific course, clerkship, elective, or sub-internship are sent to the related Course/Clerkship/Elective/Sub-internship Director and to the responsible Department Chair or Section Chief for investigation, action, and a response.
 - a. Within two weeks of receiving the report the Course/Clerkship/Elective/Sub-internship Directors are required to report actions taken to the respective Curriculum Director and copy the Associate Director of the Office of Education for inclusion in the final report.
 - b. Course/Clerkship/Elective/Sub-internship Directors and departmental chairs may reach out to a variety of resources for help in addressing these reports including OPAD, DICE, Title IX officers, the YNHHS Medical Professionalism Committee, etc.
 - c. Once the compiled report with responses is complete it is reviewed by the Curriculum Directors to determine if any responses require additional information or follow-up. At this time, the report is also reviewed by the Deputy Dean for Education, the Associate Dean for Curriculum, and the Associate Dean for Student Affairs to determine if any follow-up may be required by the Deans, including the need for a follow-up meeting with the Department Chair to discuss serious concerns or repeated reports concerning an identified faculty member.
5. A final report including student comments and departmental responses is generated by the Associate Director of the Office of Education.

Dissemination of findings and actions taken:

1. The final, de-identified, *Harassment, Mistreatment and Bias Report* and *Clerkship/Elective/Sub-internship Work Hours Report* are distributed for review and discussion in regular meetings of the:
 - a. Educational Policy and Curriculum Committee
 - b. Course Directors
 - c. Clerkship Directors
 - d. Electives and Sub-internship Directors
2. The final redacted report is reviewed and discussed by the Educational Policy and Curriculum Committee (EPCC). The EPCC may request additional information or response to specific instances within the report or vote to accept the report.
3. Once accepted by the EPCC, copies of the final report with names of individuals redacted, but with departmental affiliations visible is distributed to YSM departmental chairs and all of the course, clerkship, elective, and sub-internship directors.
4. The approved final *Harassment Report* is provided in unredacted form to the Yale University Deputy Provost for Health Affairs by the Associate Dean for Curriculum. This report is also provided the Director of the Yale University Sexual Harassment

and Assault Response & Education Center (SHARE) by the Associate Director of the Office of Education.

5. The Associate Dean for Curriculum and EPCC chair provide all approved, final unredacted reports to the Dean of the Medical School, the Deputy Dean and Chief Diversity Officer, the Deputy Dean for Professionalism and Leadership and the Director of Professionalism and Leadership in the Office of Academic and Professional Development (OAPD), the Deputy Dean for Education, and the Associate Dean for Student Affairs.

Addendum A - BlueDogs/MedHub/Qualtrics Questions

BlueDogs and MedHub Evaluation Questions:

Pre-clerkship Evaluation Questions

- Have you experienced (or witnessed) any incidents of sexual harassment or sexual assault during this course, workshop, lab, or elective experience? *For the definition of sexual harassment: <https://educaster.med.yale.edu/mistreatment/index.html>
Response Options: No / YES, Please Comment
If YES, please describe the incident and indicate site. *It is important for us to know this information in order to ensure a safe learning environment.*
- Have you experienced (or witnessed) any other incidences of mistreatment or abuse during this course, workshop, lab, or elective experience? *For the definition of Mistreatment: <https://educaster.med.yale.edu/mistreatment/index.html>
Response Options: No / YES, Please Comment
If YES, please describe the incident and indicate the site. *It is important for us to know this information in order to ensure a safe learning environment.*
- Were you subjected to (or witnessed) racially or ethnically offensive remarks, or been denied opportunities based on race, ethnicity, gender, or sexual orientation? Response Options: No / YES, Please Comment
If YES, please describe the incident and who engaged in this behavior. *It is important for us to know this information in order to ensure a safe learning environment.*

Clerkship Evaluation Questions:

- Have you experienced (or witnessed) any incidents of sexual harassment or sexual assault during this clerkship? *For the definition of sexual harassment: <https://educaster.med.yale.edu/mistreatment/index.html>
Response Options: No / YES, Please Comment
If YES, please describe the incident and indicate site (YNHH, Bridgeport, VA, etc.). *It is important for us to know this information in order to ensure a safe learning environment.*
- Have you experienced (or witnessed) any other incidences of mistreatment or abuse during this clerkship? *For the definition of Mistreatment: <https://educaster.med.yale.edu/mistreatment/index.html>
Response Options: No / YES, Please Comment
If YES, please describe the incident and indicate the site (YNHH, Bridgeport, VA, etc.). *It is important for us to know this information in order to ensure a safe learning environment.*
- Were you subjected to (or witnessed) racially or ethnically offensive remarks, or been denied opportunities based on race, ethnicity, gender, or sexual orientation? Response Options: No / YES, Please Comment
If YES, please describe the incident and who engaged in this behavior. *It is important for us to know this information in order to ensure a safe learning environment.*
- During this clerkship did you spend more than 80 hours per week in the inpatient or outpatient setting engaged in patient care and/or formal education on activities (such as scheduled didactic sessions, simulation sessions, etc.)? These hours should not include such activities as studying or completing write-ups at home or in the library. If yes, please describe in detail your schedule during that week that resulted in more than 80 hours.

Elective Evaluation Questions:

- Have you experienced (or witnessed) any incidents of sexual harassment or sexual assault during this elective/Sub-I? *For the definition of sexual harassment:
<https://educaster.med.yale.edu/mistreatment/index.html>
Response Options: No / YES, Please Comment
If YES, please describe the incident and indicate site (YNHH, Bridgeport, VA, etc.). *It is important for us to know this information in order to ensure a safe learning environment.*
- Have you experienced (or witnessed) any other incidences of mistreatment or abuse during this elective/Sub-I? *For the definition of Mistreatment:
<https://educaster.med.yale.edu/mistreatment/index.html>
Response Options: No / YES, Please Comment
If YES, please describe the incident and indicate the site (YNHH, Bridgeport, VA, etc.). *It is important for us to know this information in order to ensure a safe learning environment.*
- Were you subjected to (or witnessed) racially or ethnically offensive remarks, or been denied opportunities based on race, ethnicity, gender, or sexual orientation?
Response Options: No / YES, Please Comment
If YES, please describe the incident and who engaged in this behavior. *It is important for us to know this information in order to ensure a safe learning environment.*
- During this elective/Sub-I did you spend more than 80 hours per week on average in the inpatient or outpatient setting engaged in patient care and/or formal education activities (such as scheduled didactic sessions, simulation sessions, etc.)? These hours should NOT include such activities as studying or completing write-ups at home or in the library. If yes, please describe in detail why your schedule resulted in more than 80 hours.

Discrimination in the Clinical Environment Survey Questions:

Survey Description:

Discrimination in the clinical environment is a long-standing problem that many medical schools, including the Yale School of Medicine, work to address each year. Past surveys such as the Graduation Questionnaire have made it clear that medical students at this institution have witnessed or experienced acts of discrimination. However, while reporting tools such as MedHub and the Graduation Questionnaire exist, they do not allow students to report discriminatory events at any time of their choosing.

The purpose of this survey is to describe any event that felt driven by bias even if you do not have concrete evidence. You may include any number of instances in each form. You may also take this survey multiple times. We urge you describe the event in as much detail as possible, including the clerkship and site, if possible. Your responses will remain anonymous unless you wish to be contacted to further discuss these issues. Additionally, you will be asked at the end of the survey if you agree to having your narrative or a case based on your experience to be used for educational purposes.

NOTE: The intention of this survey is to collect information and stories about perceived discrimination in the clinical environment. This information will be used to educate faculty and students about promoting equality in healthcare, as well as a reporting tool to the administration. This information will be anonymously batched to be reviewed by the Office of Medical Education every 6 months in the same manner as MedHub

evaluations. If you wish for the administration to address an issue as soon as possible, please check the box indicated below [Do you wish to be contacted by the Office of Student Affairs regarding the situation reported above?].*

*You will also have the opportunity to report this on your MedHub course evaluation at the end of the 12-week rotation period. In an effort to avoid reporting duplicate incidents, if you report the same incident on the MedHub evaluation, please indicate that you also reported the incident on this survey.

Survey Questions:

- I am: (select one)
 - the TARGET of an incident
 - an OBSERVER of an incident
- In which clerkship component did this incident occur? (select one)
 - Emergency Medicine
 - Internal Medicine
 - Neurology
 - Obstetrics & Gynecology
 - Pediatrics
 - Primary Care (ADULT)
 - Primary Care (PEDIATRICS)
 - Psychiatry
 - Surgery
- Please describe the witnessed or experienced incident in which you or someone else's (including other students, patients, residents, attendings, and staff members such as nurses and technicians) appearance, race, gender, ethnicity, sexual orientation, or other identities affected how you/they were treated by another member of the treatment team. If you have multiple instances you would like to share, please enter them in a separate text box. Please be as specific as possible about the details, including the specific site. However, please do not include any protected health information (PHI).
- Was this incident addressed at the time or soon after by your team, clerkship director or someone else? (select one)
 - Yes
 - No
- Do you wish to be contacted by the Office of Student Affairs regarding the situation reported above?
 - YES
 - No
- If YES, please include your name and your contact information (cell phone or email address).
- IF NEEDED, please seek immediate support from available YSM resources: <https://medicine.yale.edu/education/life/support/>
- Please include your Class year.
- Which 12-week clerkship block are you on currently? (select one)
 - 1st
 - 2nd
 - 3rd
 - 4th

- Would you be comfortable with this incident being shared in a de-identified fashion for the purposes of faculty and student education? (select one)
 - Yes
 - No

Survey Feedback: Please feel free to provide any feedback regarding the structure of this survey?

If there were any incidents of these behaviors that you did not report, why didn't you report them? Check all that apply.

- The incident did not seem important enough to report
- I resolved the issue myself
- I did not think anything would be done about it
- Fear of reprisal
- I did not know what to do
- Other
- Not applicable

Check here if you witnessed any other students subjected to this behavior.

- Yes
- No

Did you report any of the [witnessed] behaviors to a designated faculty member or a member of the medical school administration empowered to handle such complaints?

- Yes
- No
- Not applicable

To whom did you report the [witnessed] behavior(s)? Check all that apply.

- Dean of Students
- Designated counselor/advocate/ombudsman
- Other medical school administrator
- Faculty member
- Other
- Not applicable

If there were any incidents of these [witnessed] behaviors that you did not report, why didn't you report them? Check all that apply.

- The incident did not seem important enough to report
- The student involved resolved the issue
- I did not think anything would be done about it
- Fear of reprisal
- I did not know what to do
- The student involved asked that it not be reported
- Other
- Not applicable

If you would like to provide any additional feedback, please comment below:

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