

# Learner Experience Unit Office of Learner Affairs

Temerty Faculty of Medicine  
University of Toronto

Dr. Meeta Patel, Assistant Director of Learner Experience  
Dr. Reena Pattani, Director of Learner Experience



# “Voices” Survey Results (Spring 2021)

**Mistreatment is prevalent.**

- Harassment: 25% of medical students, 38% of residents, and 25% of clinical fellows
- Discrimination: 44% of medical students, 38% of residents, and 35% of clinical fellows
- Comparable to 2019

**Faculty most frequently cited source harassment (50 – 57%); patients and families second most frequently cited.**

**Disproportionate burden reported by equity-deserving groups.**



# MD and PGME Guidelines

[MD Program Student Mistreatment Protocol](#)



[PGME Guideline for Managing Disclosures  
about Learner Mistreatment](#)



# Definition & Approach

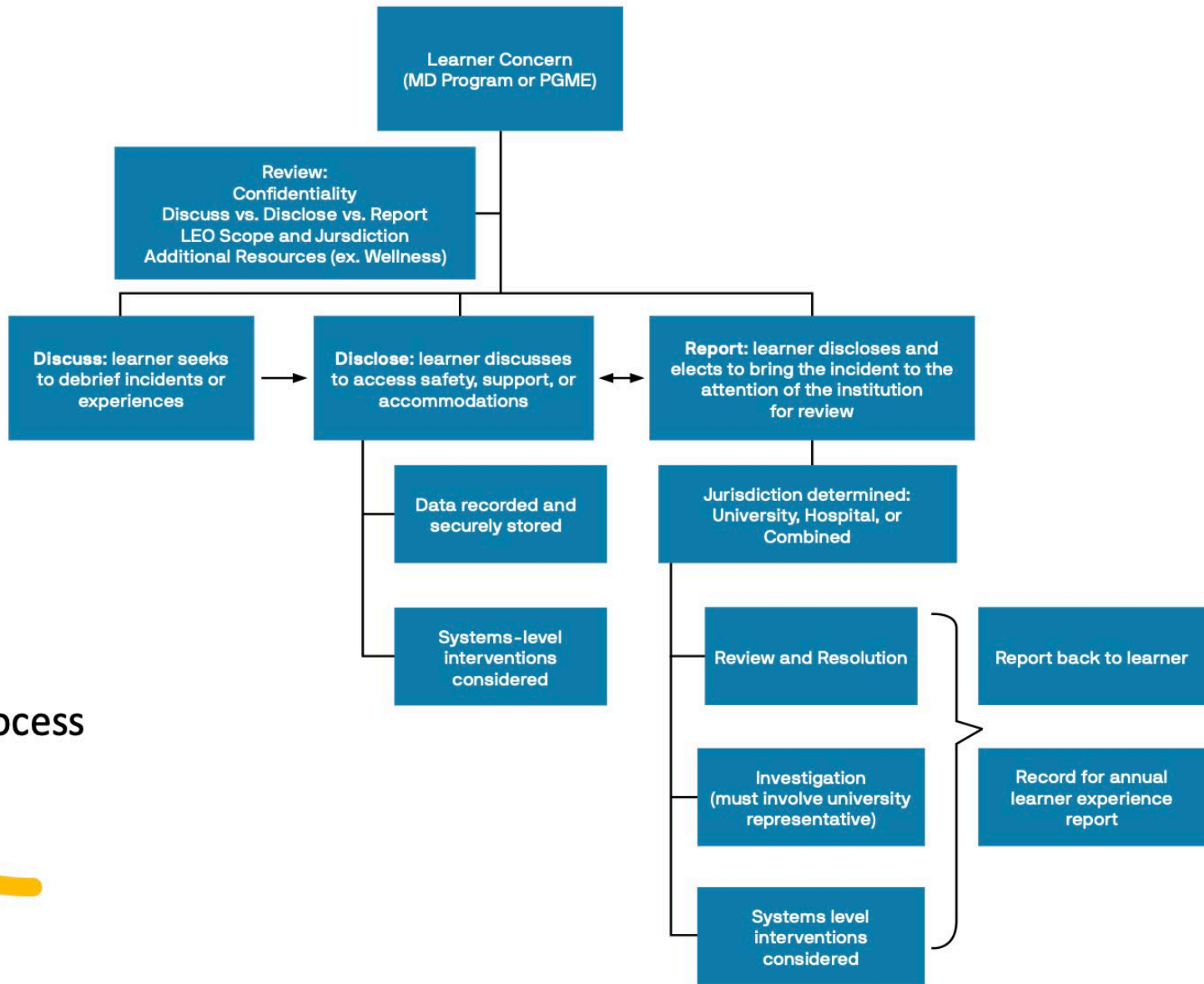
*Mistreatment: intentional or unintentional behaviours that show disrespect for the dignity of others.*

**Unprofessional  
Behaviours**

**Discrimination/  
Discriminatory  
harassment**

**Sexual violence/  
Sexual harassment**





## The Process



# Connect Online

<https://meded.temertymedicine.utoronto.ca/learner-mistreatment>



SCAN ME

What is Mistreatment?

[Distinction Between Discussing, Disclosing and Reporting](#)

How Do I Disclose or Report?

Who to Contact

Protections Against Retaliation

Confidentiality and Anonymous Disclosures/Reports

Structural Reporting

Recording Without Reporting

Submit a Disclosure [↗](#)

Next Steps Following a Disclosure or Report

MD Learner Mistreatment Protocol [↗](#)

PGME Guidelines for Managing Disclosures [↗](#)

## Learner Mistreatment

We are here for you, feel free to contact us if you want to discuss, disclose, or report something that has happened.

I would like to:

[Connect With a Designated Leader](#)

[Disclose or Report Mistreatment](#)

Call 911 or seek immediate assistance from onsite security or other authorities if you are concerned about impending harm to yourself or others. Contact a designated MD or PGME Program leader only after your safety is ensured.





**Lorraine Sheffield**  
**Administrative**  
**Coordinator, LEU**



**Reena Pattani**  
**Director of Learner**  
**Experience**



**Saunia Palmer-**  
**Nelson**  
**Learner Life Specialist**



**Marina Mammon**  
**Learner Life**  
**Specialist**



**Meeta Patel,**  
**Assistant Director of**  
**Learner Experience**



# Supports and Offices we have worked closely with:

- Office of Inclusion and Diversity
- OHPSA & PGME Wellness
- Equity Offices at U of T
- Sexual violence prevention and support centre
- PARO
- Hospitals, TAHSN







**Table 1: Learner mistreatment reports, online anonymous reports, disclosures, discussions for critical incidents submitted from May 1, 2020 to June 30, 2022.**

	May 1, 2020 to June 30, 2021				July 1, 2021 to June 30, 2022			
	New Submissions <sup>1</sup>	Closed <sup>2</sup>	Open <sup>3</sup>	Total <sup>4</sup>	New Submissions <sup>1</sup>	Closed <sup>2</sup>	Open <sup>3</sup>	Total <sup>4</sup>
<b>MD Learners</b>								
Reports	16	10	6	16	18	17	7	24
Online Anonymous Report	44	32	12	44	21	30	3	33
Disclosures/ Discussions	24	15	9	24	12	20	1	21
<b>Subtotal</b>	<b>84</b>	<b>57</b>	<b>27</b>	<b>84</b>	<b>51</b>	<b>67</b>	<b>11</b>	<b>78</b>
<b>PGME Learners</b>								
Reports	23	12	11	23	28	21	18	39
Online Anonymous Report	3	2	1	3	15	10	6	16
Disclosures/ Discussions	21	14	7	21	39	32	14	46
<b>Subtotal</b>	<b>47</b>	<b>28</b>	<b>19</b>	<b>47</b>	<b>82</b>	<b>63</b>	<b>38</b>	<b>101</b>
<b>Grand Total</b>	<b>131</b>	<b>85</b>	<b>46</b>	<b>131</b>	<b>133</b>	<b>130</b>	<b>49</b>	<b>179</b>



**Table 2: Types and sources of mistreatment reported, disclosed and discussed for the period:  
July 1, 2021 to June 30, 2022.**

<b>MD Learners</b>		<b>Type of Mistreatment</b>					
<b>51 Reports/Online Anonymous Reports/Disclosures/Discussions</b>		<b>Unprofessional Behaviour</b>	<b>Discrimination</b>	<b>Sexual Violence/Harassment</b>	<b>Unsure</b>	<b>Other</b>	<b>Total</b>
<b>Source of Mistreatment</b>	Faculty	28	19	1	0	6	<b>54</b>
	Other Health Professional	0	0	0	0	0	<b>0</b>
	Patient/Family	0	0	0	0	0	<b>0</b>
	Other PGME Learner	3	0	0	0	0	<b>3</b>
	Other MD Program Learner	8	4	0	2	0	<b>14</b>
	Organizational/Unit/Structure	1	1	0	1	0	<b>3</b>
	Other	5	1	0	0	1	<b>7</b>
	<b>Total</b>	<b>45</b>	<b>25</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>81</b>
<b>PGME Learners</b>		<b>Type of Mistreatment</b>					
<b>82 Reports/Online Anonymous Reports/Disclosures/Discussions</b>		<b>Unprofessional Behaviour</b>	<b>Discrimination</b>	<b>Sexual Violence/Harassment</b>	<b>Unsure</b>	<b>Other</b>	<b>Total</b>
<b>Source of Mistreatment</b>	Faculty	53	15	3	4	7	<b>82</b>
	Other Health Professional	4	1	0	0	2	<b>7</b>
	Patient/Family	0	1	0	0	0	<b>1</b>
	Other PGME Learner	6	0	0	0	0	<b>6</b>
	Other MD Program Learner	0	0	0	0	0	<b>0</b>
	Organizational/Unit/Structure	7	3	0	1	2	<b>13</b>
	Other	0	0	1	1	0	<b>2</b>
	<b>Total</b>	<b>70</b>	<b>20</b>	<b>4</b>	<b>6</b>	<b>11</b>	<b>111</b>



**Table 3: Review outcomes and resolutions for concerns brought forward for current reporting year (July 1, 2021 to June 30, 2022).**

July 1, 2021 to June 30, 2022 CLOSED FILES		Resolution Mechanism Initiated								Total Actions
		Expectation- setting conversation	Systems- level intervention	Written apology	Mediated discussion	Education intervention	Disciplinary Action	Outcome from regulatory body or legal authority	Other	
MD Learners	Reports	12	4	0	1	0	1	0	0	18
	Anonymous Online Reports	16	3	0	0	2	2	0	0	23
PG Learners	Reports	15	3	0	0	5	1	0	3	27
	Anonymous Online Reports	4	1	0	0	2	0	0	1	8
<b>Total</b>		<b>47</b>	<b>11</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>76</b>



# To help make integration work:

- **Refer learners to Learner Experience** for advice, direction, and support whether they are a claimant, witness, or respondent.
- ***Reach out directly!*** If reviewing locally, consult the Director of Learner Experience:
  - To ensure procedural consistency
  - To access available supports & resources for review and resolution



# Common Pitfalls

- No need to investigate

~~*“Who else was there?”*~~

~~*“Has this happened with this person before?”*~~

~~*“I’ll go speak with them”*~~

- No need to adjudicate

~~*“I’m sure they did not mean it that way”*~~

~~*“They’re not normally like that, they must have just been busy”*~~



# Benefits of an Integrated Approach

- ✓ Ensures consistent approaches (e.g. EDIIA- and trauma-informed)
- ✓ Enables ensuring transparency, procedural consistency, and due process for all involved, consistent with mistreatment guidelines
- ✓ Ensures appropriate consultations and documentation
- ✓ Creates shared accountability, “closing the loop”
- ✓ Allows for ‘*community of practice*’ supports and resources



**Please contact us at any time:**

**[md.patel@utoronto.ca](mailto:md.patel@utoronto.ca)**

**[reena.pattani@utoronto.ca](mailto:reena.pattani@utoronto.ca)**

