



TEMERTY FACULTY OF MEDICINE
UNIVERSITY OF TORONTO

Temerty
Medicine

2023–2024 Annual Learner Experience Report Executive Summary

Background

The Learner Experience Unit (LEU) supports clinical learners in the Temerty Faculty of Medicine who witness or experience mistreatment, or are named as a respondent in a mistreatment concern. The programs supported by LEU include the MD Program, Medical Radiation Sciences (MRS), Occupational Science and Occupational Therapy (OSOT), Physician Assistant (PA), Physical Therapy (PT), Postgraduate Medical Education (PGME), and Speech Language Pathology (SLP)

Since its inception, in partnership with learners, the LEU has:

- Developed and revised [Guidelines for managing disclosures of learner mistreatment](#)
- Created a [website](#) that shares information about the unit
- Created an online disclosure form in keeping with the [Canadian Federation of Medical Students](#) recommendations;
- Developed an education and communications strategy to reach learners and ensure that university and hospital leaders are aware of the pathways to **discuss, disclose, and report**

The LEU strives to support learners in trauma-informed and equity, diversity, inclusion, indigeneity, and accessibility (EDIIA)-informed ways. We support learners at the St. George Campus and the Mississauga Academy of Medicine and look forward to having a presence at the forthcoming Scarborough Academy of Medicine and Integrated Health.

Learner Experience Unit Activities

Between July 1, 2023, and June 30, 2024, the LEU:

- managed 110 cases carried over from the prior academic year, resulting from learners weighing their options or reports being under review/investigation;
- processed 457 new learner concerns, including 43 new reports, 274 new online anonymous reports, and 140 new discussions/disclosures;
- closed 321 files.

The LEU tracks the types of mistreatment, types of respondents as well as resolution mechanisms / outcomes for reports and online anonymous reports. Resolutions ranged from expectation-setting or awareness-building conversations; education interventions including coaching and remediation; disciplinary interventions such as removal of learners from supervision; removal from a teaching or leadership role; and surrender or revocation of hospital privileges and/or university appointment. As noted in prior annual reports, the LEU does not investigate or adjudicate concerns, instead the team supports learners in navigating their options and escalates reports and online anonymous reports to the institutional leader best positioned to review and address concerns.

Over the past academic year, the LEU saw an almost 3x increase in activity compared to prior years, particularly in relation to social media activity. The impact of the events of the past approximately 18 months in Israel, Gaza, and surrounding regions on Temerty Medicine community members has been significant and echoes experiences at many other universities and colleges, with descriptions of those events, particularly on social media, often contributing to further grief, distress, and pain.

The LEU also supports education leaders in departments and clinical placement sites in clarifying the mistreatment guidelines when they review and address concerns in their local context. Over the reporting period, the LEU documented 21 such consultations.

Systems Level Activities

Over the past academic year, the LEU advanced systems-level activities to increase the unit's transparency, accountability, quality and visibility including:

1. Promoting the Revised Universal Learner Mistreatment Guideline
2. Leveraging the Electronic Case Management System
3. Continuing Faculty Development Efforts
4. Addressing Learner to Learner Mistreatment
5. Building a Support Person Program
6. Education and Communication Activities

Program Evaluation

Over the reporting period, 22 individuals completed the LEU's [anonymous program evaluation survey](#). Not all respondents answered every question. Overall, learners reported positive experiences. Fourteen out of 18 learners would recommend the LEU to a peer; eight indicated that they had submitted a report; six were satisfied with the process for reporting. Survey participation was low, so the data should be interpreted with caution.

Respondents most frequently cited confidentiality, fear of retaliation and privacy concerns as reasons that might prevent learners from accessing the LEU.

Collaborations with Other Portfolios

Other leaders and units within Temerty Medicine undertook education, communications, and systems-level activities learner experience-related over the past academic year including Temerty Medicine's [Clinical and Faculty Affairs](#), [Office of Inclusion and Diversity](#), [Office of Indigenous Health](#), [Centre for Faculty Development](#) and the University of Toronto's [Sexual Violence Prevention and Support Centre](#) and [Community Safety Office](#).

Next Steps for the Learner Experience Unit

Priority areas include building on existing faculty development efforts, advancing work on learner-to-learner mistreatment as a priority area, and continuing to improve our operating procedures.

We also commit to maintaining a quality improvement mindset and will reflect on feedback to build upon existing supports and resources, with the aim of continued positive culture change and safer patient care.