Lauren Frey, MD (Lauren.Frey@UCDenver.edu) of the Peer-to-Peer Network Steering Committee discussed this effort of the Resilience Council at the UCSOM

Physician surveys at academic hospitals have identified perceived appreciation and peer support as two critical factors for high job satisfaction/fulfillment.

The emotional impact of errors on providers can be severe and is not well-addressed by existing programs on this campus.

The PTP Network is:

- Volunteer-based peer support program
- Modelled on successful programs at other academic institutions
- Will match campus providers who have experienced a negative clinical event with a peer supporter
- Confidential, non-punitive space to discuss the experience
- Providers will learn about the “second victim” syndrome and resources that are available

The PTP Network is NOT:

- Behavioral health counseling
- Risk management
- Systematic problem-solving
- Punitive

PTP provides support to providers:

- Can be self-referred.
- Near-misses or adverse events can also be reported to the network by peers, QI programs or risk management. These reports will only state that an adverse event has occurred and will not contain additional clinical or personal details.
- Will be stratified by type of provider to ensure that an appropriate PTP Network representative is available and trained.
Currently, the PTP Network looks like this:

<table>
<thead>
<tr>
<th>Number of peer supporters trained so far:</th>
<th>32</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of faculty peer supporters:</td>
<td>20 (18 MDs and 2 PhDs)</td>
</tr>
<tr>
<td>Number of fellow or resident peer supporters:</td>
<td>12</td>
</tr>
<tr>
<td>Number of departments involved:</td>
<td>15</td>
</tr>
</tbody>
</table>

Next, Dr. Steve Lowenstein (steven.lowenstein@UCDenver.edu) presented an update on Student Mistreatment with Data from the AAMC Graduation Questionnaire (GQ)
• Provides school-specific data
• Provides comparative aggregate data from 134 accredited U.S. medical schools
• Not only source of data (clerkship evaluations also utilized)
• GQ domains: curriculum, basic sciences and clinical experiences, support services, debt, career plans, diversity

Characteristics of the GQ
• In 2015
  – Distributed to 18,696 graduates in 2015
  • Response rate: 80 percent (14,939)
  – CU SOM: 138 students participated
    • ~85% response rate

Table and graphic format of Students reporting that they “experience mistreatment.”

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>Improvement Since 2014</th>
<th>Improvement Since 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>CU SOM</td>
<td>62.9%</td>
<td>57.3%</td>
<td>46.9%</td>
<td>18%</td>
<td>25%</td>
</tr>
<tr>
<td>All Schools</td>
<td>42.1</td>
<td>39.9</td>
<td>38.7%</td>
<td>3%</td>
<td>8%</td>
</tr>
</tbody>
</table>
Two year goals:
• Re-direct reporting to the Office of Professionalism
  – Outreach, marketing, building trust
  – Student-centered FAQ
• Decrease “nothing would be done about it”
  – 43% → 25%
• Decrease “fear of reprisal”
  – 29.5% → 0%
• Increase “satisfaction with the results”
  – 33% → 66%
• Outreach to Colorado Springs Branch
  – Videos developed by medical student leaders
• Stronger messaging to faculty and residents
• 5-minute Clinical Block Orientation
  – Improve communication and build trust
  – Affirm shared commitment to patient care and a respectful learning environment
  – Reinforce authentic roles for students
  • Clear expectations for students
  – Help teachers understand “humiliation” (and the appropriate place for hard questioning)

Next, Dr. Steve Lowenstein (steven.lowenstein@UCDenver.edu) updated the Faculty Senate on the UCSOM Malpractice Coverage for Community Volunteer Activities.

A commonly asked question is: Do I have malpractice coverage when I volunteer clinically in the community?
• Response: The Colorado Government Immunity Act (CGIA) provides malpractice coverage for employees of the University of Colorado, including faculty members. However, the CGI only protects clinicians and other faculty members against claims or lawsuits arising out of acts or omissions that occur during the performance of that employee’s duties and within the course and scope of the employee’s employment. Similar protections for students and other trainees
This is further interpreted,
• Employees of the University of Colorado who participate in community-based clinical volunteer activities will be covered by the University of Colorado Self-Insurance and Risk Management Trust (“Trust”), if two conditions are met:
  – Approval by chair: Written MOU or email or other document signed by faculty member’s chair, setting forth that the volunteer work is within course and scope of job responsibilities
  – Volunteer clinical work performed at a site approved by UPI Sites of Practice Committee
  – NOTE: If activities performed during work week, vacation should not be taken
Formal wording is available upon which to model the Chair’s letter to support this activity.
• Also extremely helpful if there is a formal “affiliation agreement” or contract between the volunteer entity and the University - Examples:
  – Stout Street (Colorado Coalition for the Homeless)
  – DAWN clinic
  – Great Western Stock Show
Volunteer Activities that are unlikely to be covered:
• Participating at a community health fair that is not a CU activity;
• Acting as the physician for a charity bicycle event;
• Providing medical supervision for a high school sports team
Further information can be found at
• Given the multiple fact situations and nuances, especially around “volunteering,” all faculty members, administrators, students and residents should contact the Professional Risk Management Office (303-724-RISK [7475]) or the Office of University Counsel (303 315-6617), before assuming that CGIA and Trust insurance coverage apply.
• Employees of VAMC, NJH, DHH or other affiliated institutions should contact their respective legal offices.
• FAQ: Faculty Affairs Website (Do I have malpractice coverage when I volunteer in the community?)

Attendee: Does the survey of graduates exhibit any time lag?
Dr. Lowenstein: There probably is a time lag, as the efforts have accelerated recently. The Office of Professionalism is itself only two years old, and we may have further improvements in the next iteration of the survey.

Attendee: Have you considered surveying locally, possibly earlier, such as annually?

Dr. Lowenstein: One such survey is the ISA. It has a tremendous response rate and does give us a glimpse of some of these aspects of student life.

Meeting adjourned at 5:30pm

Respectfully submitted,

Michael Overbeck, MD