



Tulane
MEDICINE
PROFESSIONALISM

2023-24
ANNUAL
REPORT



About

Tulane University School of Medicine (SOM) established the Professionalism/Environment of Learning Program (PELP) to facilitate the creation and maintenance of a respectful, inclusive, and intellectually stimulating work/learning environment. The program's core values are outlined in the SOM's **Guiding Principles**, which are acknowledged annually by community members.

RESPECT ETHICAL INTEGRITY COMMUNICATION
ACCOUNTABILITY DRIVE FOR EXCELLENCE

Program Administration



Mary Killackey, MD
Faculty Lead



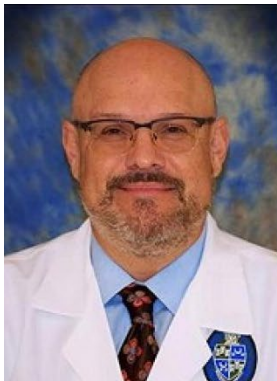
Jenny Gibson, PhD
Program Administrator



Bethany Branson, BS
Program Coordinator

TRIO

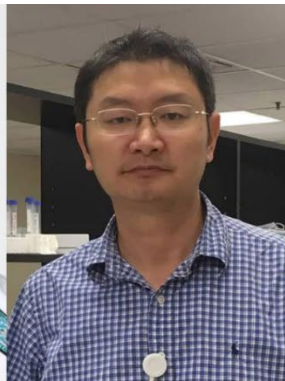
The TRIO comprises five faculty members nominated and approved by the Professionalism Advisory Board and Executive Faculty. They review all submitted concerns and determine whether they should be processed according to established algorithms or require escalation.



Fernando Sanchez, MD
Professor, Orthopedic
Surgery
Dept Vice-Chairman
Chief, Adult
Reconstruction



Keith Ferdinand, MD
Professor of
Medicine
Gerald S. Berenson
Chair in Preventative
Cardiology



Hong Liu, PhD
Associate Professor
Biochemistry &
Molecular Biology



Lisa Morici, PhD
Professor
Microbiology &
Immunology



Laurianne Wild, MD
Professor of Medicine
Chief, Section of
Clinical Immunology,
Allergy, &
Rheumatology

Advisory Board

The Advisory Board was established in February 2022 with the primary role of program oversight. Its bylaws were formalized in May 2022.

Scope/Function:

1. Provides oversight and monitors the functioning of the Professionalism Program to ensure accountability. This includes changes to bylaws, policies, updates, and approvals for new initiatives.
2. Will NOT have access to individual reports or details of interventions.
3. Meets quarterly to review aggregated data, reports, and quality assurance metrics (i.e., timeliness of responding, user satisfaction, etc.); may meet ad hoc if needed to resolve a time-sensitive operational issue.
4. Appoint the members of the TRIO based on nominations/approvals by Executive Faculty.
5. Approves/recommends invited educational speakers and the annual utilization of the Jerry Hickson Endowed fund, which is intended to support the Program's mission in concordance with the fund resolution.

Membership:

Ex-officio/Voting

1. Faculty Lead/Director
2. Program Administrator
3. Designated Institutional Official
4. Chair of the GMEC Professionalism Subcommittee
5. President of Tulane Resident and Fellow Congress
6. Associate Dean for Student Affairs
7. President of Medical Student Honor Board
8. Assistant Dean or Director Biomedical Sciences Graduate Program
9. BMS Student Representative
10. Postdoc Representative
11. Chief Clinical Diversity Officer
12. Assistant Dean of EDI
13. Curriculum Advocate
14. Assistant Dean for Administration

Elected/Voting Faculty

1. Sonia Malhotra, MD, MS, FAAP (Internal Medicine, Hospice & Palliative Care)
2. Edwin Dennard, MD, JD (Family & Community Medicine)
3. Robert Hoover MD, FASN, FAHA (Nephrology & Hypertension)
4. David Busija, PhD (Pharmacology)

Ex-officio/Non-voting

1. Dean of the School of Medicine
2. HR Representative
3. Dean of Faculty Affairs

Changes/Initiatives Implemented based on Recommendations by the Advisory Board and/or Others

Program Structure and Composition

- On July 1, 2023, Dr. David Doukas rotated off the Professionalism TRIO, and Dr. Fernando Sanchez, Professor of Orthopedics, Department Vice-Chairman, and Chief of the Adult Reconstruction section, was added to the team.
- Reduced the qualification regarding years of service at Tulane to be eligible for TRIO membership from 5 years to 3 years.
- Added new members to the Advisory Board, including a postdoctoral representative, the Tulane School of Medicine Chief Clinical Diversity Officer, and a Curriculum Advocate.

Changes to the Electronic SOM Concern Form

- In order to further protect reporter anonymity, a new text box was added to the concern form giving the reporter the ability to indicate whether their concern should be shared verbatim or whether they prefer a summary be shared instead. After several months of using this prompt, program administrators relayed the challenges associated in determining what should/should not be included in the summary. The Advisory Board voted to approve adding an additional prompt requiring those who would like a summary to be shared to actually write the summary. [In order to ensure anonymity (if indicated) yet also capture enough detail to appropriately triage and address the concern, please provide the 'summary' you would like shared]
- With the transition to LCMC, the concern form now includes a text box that asks for the hospital site where the incident occurred. This allows us to route concerns to the appropriate hospital or external point of contact, as hospital employees fall outside the program's purview.

Algorithm Changes

- After discussion and approval by the Advisory Board (March 2024), the number of non-egregious concerns required before escalation was adjusted. Previously, three peer messenger "cups of coffee" were given before escalation to the faculty member's chair or chief. Now, escalation occurs after two "cups of coffee."
 - i. Given that the Department of Medicine has multiple sections, which are overseen by different section chiefs, a separate escalation process for Medicine departments was established.
 - a. For Department of Medicine faculty, three non-egregious concerns are escalated to the Section Chief. If four concerns are reported, both the Section Chief and Department Chair are notified. If more than 4 concerns are recorded, the Section Chief, Department Chair, and the Dean are notified.
 - ii. For non-Medicine faculty, three non-egregious concerns will be escalated to the Department Chair. If four or more concerns are reported, they will be sent to the Department Chair and Dean to address.
- When Tulane medical students on clinical rotations report concerns about non-Tulane physicians, these concerns will be sent to the Clerkship Director to address. If non-Tulane physicians receive three or more concerns, it is recommended that they be removed from teaching. If removal is not feasible and concerns persist, concerns will be escalated to Dr. Cecilia Gambala, the Assistant Dean for Clinical Education.
- Given the sunset of the GMEC Professionalism Subcommittee, resident concerns will now be shared with the Chair of the Professional Identity and Learning Environment Subcommittee (PILES) per our established algorithms.

- An algorithm for pre-clinical/course director concerns has been established. If a student reports a Course or Module Director for a course-specific concern, the concern will be sent to the Deans of Student Affairs and Academic Affairs, as well as the Assistant Dean for Basic Science Education.

Other

- When assigning a peer messenger, we ask the peer messenger to relay to the faculty member reported that they should not discuss the concern with peers or colleagues after the meeting as this might be construed as retaliation.
- Based on recommendations of the Tulane Professionalism Task Force, a SOM professionalism statement was developed and approved by the Advisory Board and Executive Faculty (October of 2023). A link to the Guiding Principles and the professionalism statement is included on all Tulane School of Medicine web pages. It reads as follows:

Tulane University School of Medicine is committed to creating and maintaining a positive, inclusive, and professional learning environment that is firmly rooted in our Guiding Principles. As a community, we pledge to embrace and uphold these core values in all aspects of our work and actively contribute to the ongoing success of our institution.

Education & Resources

Professional Development

The Professionalism Program's goals include providing professional development and educational opportunities to the Tulane community and providing resources to units with recurrent concerns.

Below is a list of professional development opportunities sponsored by the Professionalism Program during the 2023-2024 academic year.

Target Audience	Title	Presenter	Date
Otolaryngology	2023 Update on Tulane's Professionalism Program	Mary Killackey, MD	August 1, 2023
T1s	2023 Update on Tulane's Professionalism Program	Mary Killackey, MD	August 4, 2023
BMS Students	2023 Update on Tulane's Professionalism Program	Mary Killackey, MD	August 18, 2023
Honor Surgery Students	2023 Update on Tulane's Professionalism Program	Mary Killackey, MD	August 18, 2023
New Peer Messengers	Internal Peer Messenger Training	Mary Killackey, MD	August 29, 2023
New Faculty	New Faculty Orientation: Professionalism Program	Mary Killackey, MD	October 12, 2023
Internal Medicine	2023 Update on Tulane's Professionalism Program	Mary Killackey, MD	November 1, 2023
Ophthalmology	2023 Update on Tulane's Professionalism Program	Mary Killackey, MD	November 1, 2023
New Peer Messengers	Internal Peer Messenger Training	Mary Killackey, MD	December 5, 2023

Radiology	2023 Update on Tulane's Professionalism Program	Mary Killackey, MD	December 13, 2023
Biochemistry & Molecular Biology	2024 Update on Tulane's Professionalism Program	Mary Killackey, MD	January 8, 2024
Neurology	2024 Update on Tulane's Professionalism Program	Mary Killackey, MD	January 8, 2024
Infectious Disease	2024 Update on Tulane's Professionalism Program	Mary Killackey, MD	January 10, 2024
Hem/Onc	2024 Update on Tulane's Professionalism Program	Mary Killackey, MD	January 26, 2024
OB/GYN	2024 Update on Tulane's Professionalism Program	Mary Killackey, MD	January 26, 2024
Pathology	2024 Update on Tulane's Professionalism Program	Mary Killackey, MD	February 2, 2024
GME Faculty	GME Faculty Development: How to Deal with Difficult Patients/People and Look Forward to It!	Steve Sharma, MD	February 20, 2024
Structural & Cellular Biology	2024 Update on Tulane's Professionalism Program	Mary Killackey, MD	March 5, 2024
TNPRC	2024 Update on Tulane's Professionalism Program	Mary Killackey, MD	March 8, 2024
Executive Faculty	Dialogue with Department Chairs: How Generational Reference Points Have Shaped Expectations for Professionalism, Teaching, Training & Learning	Kara Sawarynski, PhD Stefanie Attardi, PhD	April 16, 2024
GME Program Directors/Associate Program Directors Chief Residents/Rising Chief Residents Clerkship Directors/Course & Module Directors	Applying Generational Research to Medical Education: Strategies for Program Directors to Develop Shared Expectations for Professionalism, Teaching, Training & Learning in Graduate Medical Education	Kara Sawarynski, PhD Stefanie Attardi, PhD	April 16, 2024
SOM-ALL	Gen Z in Medical Education: How Generational Reference Points Have Shaped Expectations for Professionalism, Teaching, Training & Learning	Kara Sawarynski, PhD Stefanie Attardi, PhD	April 16, 2024
Pediatrics	2024 Update on Tulane's Professionalism Program	Mary Killackey, MD	May 14, 2024

New Residents	2024 Update on Tulane's Professionalism Program	Laurianne Wild, MD	June 14, 2024
New Residents	2024 Update on Tulane's Professionalism Program	Mary Killackey, MD	June 27, 2024

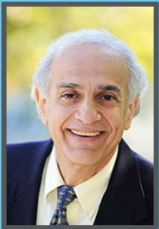
Guest Speakers

Dr. Steve Shama



The GME Faculty Development and the Professionalism Programs present an interactive GRAND ROUNDS:
"How to Deal with Difficult Patients / People and Look Forward to It!"

Steve Shama, MD



Difficult people elicit emotions we may prefer not to have. It takes two people to make situations "difficult"... What part do you play? What can you learn about yourself and them? Find creative ways of dealing with difficult people, making peace, not war!

Steve Shama, MD, is a member of the AMA, the AAJD, the National Speakers Association, and a lifetime member of the Creative Education Foundation. Since retiring from medicine in 2010, Steve has devoted his time to helping medical professionals and general audiences learn how to communicate and connect in these challenging times - making it possible for them to rediscover their passion and joys in life.

February 20, 2023 | 12:00 pm | Hutchinson 6065
<https://tulanehipaa.zoom.us/j/97949561754>

This activity has been approved for a maximum of 1 AMA PRA Category 1 Credit. Physicians should claim only the credit commensurate with the extent of their participation in the activity. This activity may address physician competencies identified by the American Board of Medical Specialties (ABMS), the Institute of Medicine (IOM), and Interprofessional Education Collaborative (IPEC).

On February 20, 2024, Dr. Steve Shama delivered an insightful presentation to the Tulane University School of Medicine Graduate Medical Education Faculty. With over three decades in private practice and affiliations with prestigious institutions like the New England Deaconess Hospital and Beth Israel Deaconess Medical Center in Boston, Dr. Shama is a well-respected member of the American Medical Association and the American Academy of Dermatology. Since retiring in 2010, he has dedicated himself to engaging and inspiring audiences with his unique blend of personal anecdotes and practical humor. His talk at Tulane, titled "How to Deal with Difficult Patients/People... And Look Forward to It!", provided attendees practical strategies for handling challenging interactions in healthcare settings. Through dynamic and humorous real-world examples, Dr. Shama empowered participants to remain calm and in control, offering practical tools to defuse difficult situations and maintain their professional composure and joy.

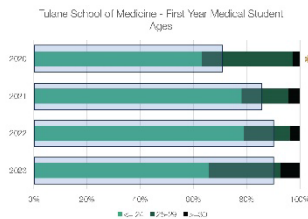
Dr. Kara Sawarynski and Dr. Stefanie Attardi

On April 16, 2024, Drs. Kara Sawarynski and Stefanie Attardi delivered multiple impactful presentations to the Tulane University School of Medicine community. Their first presentation, "Dialogue with Department Chairs: How Generational Reference Points Have Shaped Expectations for Professionalism, Teaching, Training & Learning," was directed at the Executive Faculty. This was followed by "Applying Generational Research to Medical Education: Strategies for Program Directors to Develop Shared Expectations for Professionalism, Teaching, Training & Learning in Graduate Medical Education," aimed at Graduate Medical Education Program Directors, Associate Program Directors, Chief Residents, Rising Chief Residents, and Clerkship Directors. The final presentation, "Gen Z in Medical Education: How Generational Reference Points Have Shaped Expectations for Professionalism, Teaching, Training & Learning," was open to the entire School of Medicine community.



The presentations focused on shifting the narrative from “I don’t understand kids these days” to a reflective understanding of the unique life experiences of Gen Z students. Drs. Sawarynski and Attardi energized session participants by encouraging them to rethink assumptions and consider innovative strategies to address challenges, posing thought-provoking questions to further the dialogue.

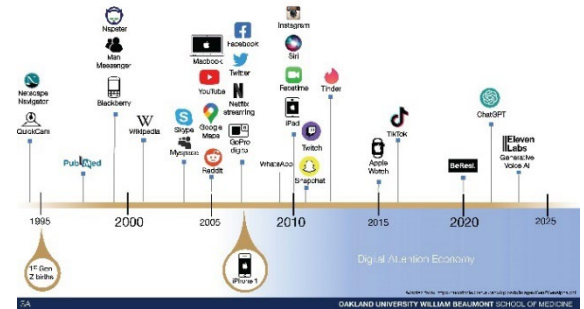
Gen Z at Tulane SOM



Gen Z - born 1995-2012, 12-29 years old in 2024
 AAMC Average age = 23, 94.4% are < 28 yrs
 ACGME Avg. age of Year 1 Residents = 29.9
 Tulane Residents - Average age = 32 yrs
 20 - 22 yrs = 0
 23 - 25 yrs = 28
 26 - 28 yrs = 28
 above 28 = 47%

Dr. Kara Sawarynski is the Assistant Dean for Accreditation and Continuous Quality Improvement at Oakland University William Beaumont School of Medicine (OUWB) and is deeply involved in evolving medical education to meet contemporary needs. Her research focuses on medical student wellness and educational scaffolding for Gen Z students. She passionately advocates for an inclusive environment where students and faculty can thrive.

Dr. Stefanie Attardi, an assistant professor in the Department of Foundational Medical Studies at OUWB, teaches histology and gross anatomy while conducting research on online education and curriculum integration. She holds a Ph.D. in Clinical Anatomy and has extensive experience in designing and evaluating innovative educational programs. Dr. Attardi actively contributes to the OUWB curriculum through various committee roles and is strongly interested in higher education professional development.



Peer Messengers

The Tulane Professionalism Program utilizes a peer messenger system as a non-punitive approach to addressing standard professionalism concerns reported about faculty. This system promotes self-regulation and self-correction by having peers address concerns rather than supervisors.

This year, the Professionalism Program held internal training for new peer messengers utilizing an adapted version of the Vanderbilt presentation with real, redacted/de-identified examples of concerns that have been submitted to our program. Trainings were held on 8/29/23 and 12/5/2023.

During the 2023-2024 academic year, the Professionalism Program trained **21 new peer messengers**.

New Peer Messengers include:

1. Inna Goldvarg-Abud (Instructor, Surgery, Procedural/Surgical [NP])
2. Bo Ning (Assistant Professor, Biochemistry/Molecular Biology, Basic Science)
3. Derek Pociask (Assistant Professor, Pulmonary Diseases, Clinical-Research)
4. Katherine Cox (Assistant Professor, Anesthesiology, Hospital-Based)
5. Vinod Singaram (Assistant Professor, Anesthesiology, Hospital-Based)
6. Diala Khirfan (Assistant Professor, Nephrology & Hypertension, Non-Procedural)

7. Margot Anderson (Assistant Professor, Pediatrics, Non-Procedural)
8. Jeffrey Han (Associate Professor, Biochemistry/Molecular Biology, Basic Science)
9. James McLachlan (Associate Professor, Microbiology/Immunology, Basic Science)
10. Cooper Woods (Associate Professor, Physiology, Basic Science)
11. Angela Keyes (Associate Professor, Psychiatry, Non-Clinical/PhD)
12. Ross Klingsberg (Associate Professor, Pulmonary Diseases, Non-Procedural)
13. Stephen Hanson (Associate Professor, Family Medicine, Non-Clinical/Ethics)
14. Samuel Landry (Professor, Biochemistry/Molecular Biology, Basic Science)
15. Ricardo Mostany (Professor, Pharmacology, Basic Science)
16. Samir Anadkat (Professor, Structural and Cellular Biology, Basic Science)
17. Yan Dong (Professor, Structural and Cellular Biology, Basic Science)
18. Lannis “Lee” Tynes (Professor, Psychiatry, Non-Procedural)
19. Chad Steele (Chair, Microbiology/Immunology, Basic Science)
20. Cynthia Hanemann (Chair, Radiology, Hospital-Based)
21. Edwin Dennard (Chair, Family Medicine, Non-Procedural)

Overall, Tulane School of Medicine has a team of **65 peer messengers** who have completed training. These individuals represent a diverse range of expertise and experience within our institution and are well-prepared to serve as ambassadors of professionalism at the SOM. During the 2023-2024 academic year, **40 peer messenger cups of coffee** were delivered to faculty members.

The tables below detail the composition of the peer messenger group by rank, department, gender, and ethnicity.

Ethnicity	Count	Gender	Count	Rank	Count
Asian	10	Female	27	Assistant Professor	22
Black or African-American	4	Male	35	Associate Professor	18
Hispanic, Latino, or Spanish origin	2			Chair	5
Other	2	Department	Count	Instructor	1
Self-Describe	4	Basic Science	17	Professor	15
White	40	Clinical Science	45	Professor of Practice	1

Reporting

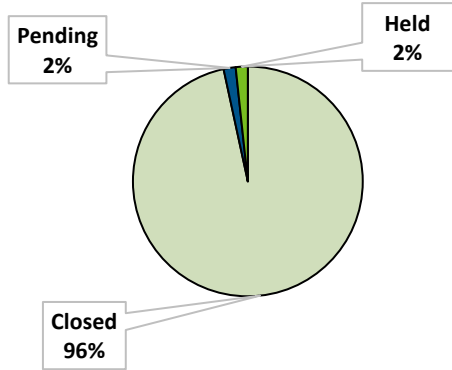
The Professionalism program supports an online system for submitting concerns which are recorded in a confidential database. Concerns are reviewed and managed by the TRIO following established algorithms, with a focus on early intervention to prevent recurrent unprofessional behavior. The program also recognizes those who exemplify the ideals of professionalism via a ‘kudos’ submission form.

Program Statistics

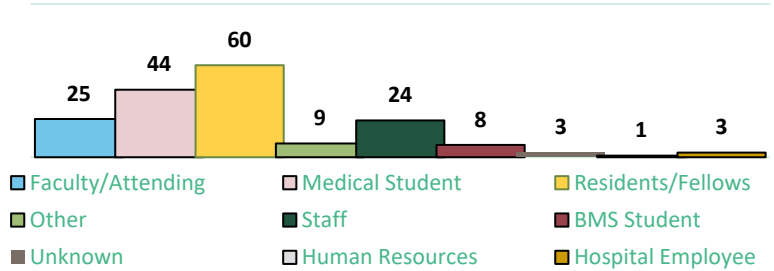
Concerns

The following charts summarize the number and status of professionalism concerns submitted during the 23-24 academic year. In total, **177 concerns** were submitted. At the end of the year, 96% of concerns were triaged

Status of Submitted Concerns



Who Used the Platform?

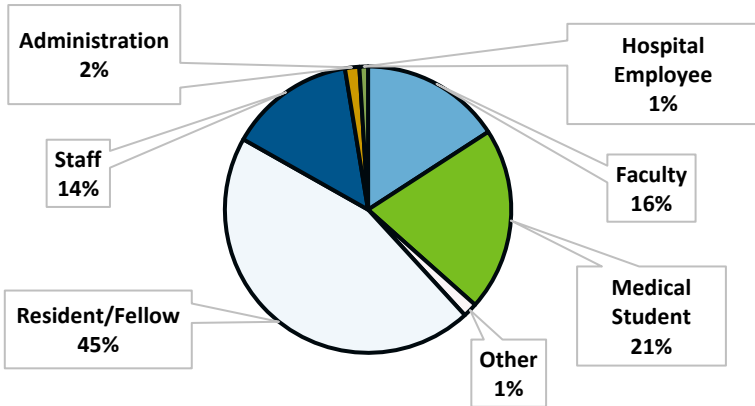


and closed, 2% remained pending, and 2% were 'held' at the reporter's request. Additional reports, including quarterly and 36-month cumulative statistics, can be found on the [Professionalism website](#).

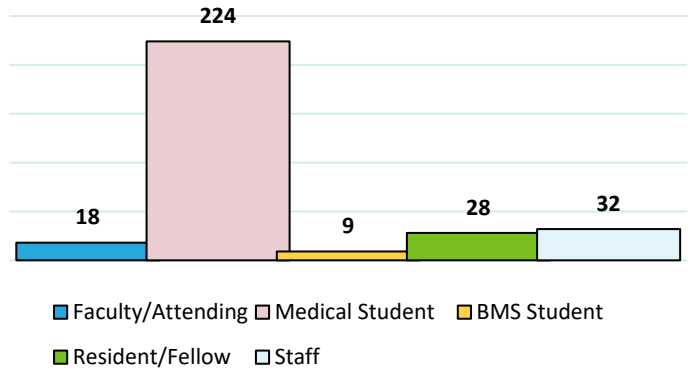
Kudos

The following charts summarize kudos submitted to the Professionalism/Environment of Learning Program during the 2023-2024 academic year. These kudos served to recognize individuals who demonstrated the SOM's guiding principles and were role models for professionalism. There were **311 kudos** submitted during the 23-24 academic year. A complete list of kudo recipients and their departments can be found on the [Professionalism website](#).

Who received a kudo?



Who Submitted a Kudo



10 Owls Society

Tulane University School of Medicine is dedicated to fostering a positive, inclusive, and professional learning environment deeply rooted in our Guiding Principles. Our community is committed to embracing these principles and emphasizes recognition of individuals who exemplify professionalism. Specifically, the Dean acknowledges those who have received ten or more exceptional reports by inducting them into the 10 Owls Society. Congratulations to the following trainees who achieved this honor.

Resident – Justin Yeh of OB/GYN



According to reporters, resident Dr. Justin Yeh has consistently demonstrated exceptional teaching, mentorship, and patient care throughout his Tulane University School of Medicine residency. His approachable, patient, and supportive demeanor has significantly impacted medical students and colleagues, making him an invaluable member of the OBGYN team.

T4 Medical Student – Louise Myatt, Class of 2024



According to reporters, medical student Louise Myatt has consistently demonstrated exceptional professionalism, knowledge, and dedication throughout her Tulane University School of Medicine clerkships. Her contributions, particularly during the OBGYN rotations, greatly benefited her peers and the learning environment. Louise's commitment to teaching, mentoring, and supporting her fellow students has earned her widespread recognition and admiration.

Faculty Recognition Award for Professionalism

Each year, Tulane School of Medicine recognizes faculty achievement in various areas, including Professionalism, to demonstrate sincere appreciation for faculty contributions to advancing the school's mission. The Professionalism Award recognizes a faculty member who fosters a positive and congenial workplace environment; demonstrates exceptional cultural competency, respect, and inclusivity; and consistently promotes professional behavior among colleagues, trainees, and staff.



2024 Professionalism Award Recipient

David Yu, MD

Associate Professor, Pediatric Surgery

Program Director, General Surgery Residency

Looking Ahead

Reflecting on this past year's accomplishments, we recognize that there is still room for growth. See below for topics and initiatives that we expect to address in the next academic year:

1. **Education and Professional Development:** Continue to provide educational opportunities that focus on developing and enhancing professional behaviors, especially in areas identified as needing improvement through the GQ and internal surveys, as well as concern categories reported via the Professionalism Program.
2. **"Train the Trainer" / "Super Users" for the Peer Messenger Program:** Develop a "Train the Trainer" or "Super Users" program for our Peer Messenger initiative. These "super users" would receive advanced training and be expected to meet with faculty who have shown a pattern of concerns.
3. **Transition of TRIO Leadership:** Dr. Robert Hoover will begin his term as a member of the TRIO on July 1, 2024, taking over the role vacated by Dr. Keith Ferdinand.
4. **Professionalism Curriculum:** Over the coming year, the Professionalism Program plans to collaborate with the Program in Bioethics and Medical Humanities to enhance the undergraduate MD program by expanding offerings and creating a more cohesive and coordinated professionalism curriculum.
5. **Protocol for sharing concerns with LCMC hospital partners:** While LCMC has its own program and system for reporting concerns, we are working with our hospital partners to discern best practices for sharing and addressing concerns that involve interactions between LCMC employees and Tulane faculty, staff, and trainees.