UPSOM Mistreatment Response Pyramid

Response depends on:
- the severity of the mistreatment
- whether the source of mistreatment is named
- whether the mistreatment is recurrent

Adapted from Hickson GB, et al. Academic Medicine, 2007 and the Stanford Medical Student Mistreatment Program, 2014
Approved by the UPSOM Faculty ELEAP (Enhancing the Learning Environment At PittMed) Committee, April 2019

*Egregious: willful or reckless disregard of policies, procedures, or law; malicious intent; causing major harm (or potential harm) to individuals, groups or organization (from Mayo Clinic, 2020)