PROMOTING CIVILITY: WORKING TOWARDS A HEALTHY ENVIRONMENT
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• Employer
  – Harris Health System

• Conflict of Interest, Sponsorship/Commercial Support
  – Not Applicable
ANA’s Code of Ethics

- Nurses are required to “create an ethical environment and culture of civility and kindness, treating colleagues, coworkers, employees, students, and others with dignity and respect.”

(ANA, 2015a, p. 4)
Incivility & Bullying

• Activities that negatively affect interactions within the workplace

  \textbf{Incivility}

• Repeated, unwanted harmful actions intended to intimidate, threaten, humiliate, offend and cause distress \textit{or} fear in the employee

  \textbf{Bullying}
Effects of incivility and bullying

• Productivity
• Human capital
• Patient outcomes
National governing bodies have strongly encouraged healthcare organizations to address the presence of incivility in the workplace

– American Nurses Association (2015)
Methods

• Research design: quasi-experimental, interrupted time-series
• Research setting: large, academic hospital system
• Sample: convenience sample of volunteer RN participants
• Intervention: in-person education
• Variables
  – independent variable - educational intervention
  – dependent variable - prevalence of incivility in the nursing workplace as measured by the Nursing Incivility Scale (NIS)
• Statistical methods: descriptive statistics, Wilcoxon signed-rank test and Friedman’s ANOVA test
# Descriptive Data

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>n</strong>=75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td>Female</td>
<td>92.5%</td>
</tr>
<tr>
<td></td>
<td>Male</td>
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<tr>
<td>Education (highest degree earned)</td>
<td>Diploma</td>
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<tr>
<td></td>
<td>ADN</td>
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<tr>
<td></td>
<td>BSN</td>
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<tr>
<td></td>
<td>Masters</td>
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<tr>
<td></td>
<td>DNP/PhD</td>
<td>2.6%</td>
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<tr>
<td>Years worked as a nurse (average)</td>
<td>12.65</td>
<td></td>
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<tr>
<td>Years worked at Harris Health (average)</td>
<td>6.78</td>
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</tbody>
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Descriptive Data

**Area of Nursing Specialty**
- Med-Surg: 28%
- Trauma/ICU: 19%
- Ambulatory: 18%
- Women & Infants: 19%
- Emergency Medicine: 15%
- Peri-Op: 12%

**Race/Ethnicity**
- Black: 38%
- Caucasian: 22%
- Asian: 22%
- Pacific Islander: 17%
- Hispanic: 1%
Discussion

• Highest Prevalence
  – General Incivility
  – Co-Worker Incivility
  – Patient/Family Incivility

• Increases in prevalence from T – 1 to T – 2
  – May indicate an increase in awareness after education

• Supervisor Sub-Scale
  – Lowest score
Civility Photo Campaign (2018)
Questions

References: Available upon request