HARRISHEALTH SYSTEM

PROMOTING CIVILITY: WORKING TOWARDS A HEALTHY ENVIRONMENT

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  - 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

Incivility

- Repeated, unwanted harmful actions intended to intimidate, threaten, humiliate, offend and cause distress *or* fear in the employee

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

- Joint Commission (2008)
- American Nurses Association (2015)

Methods

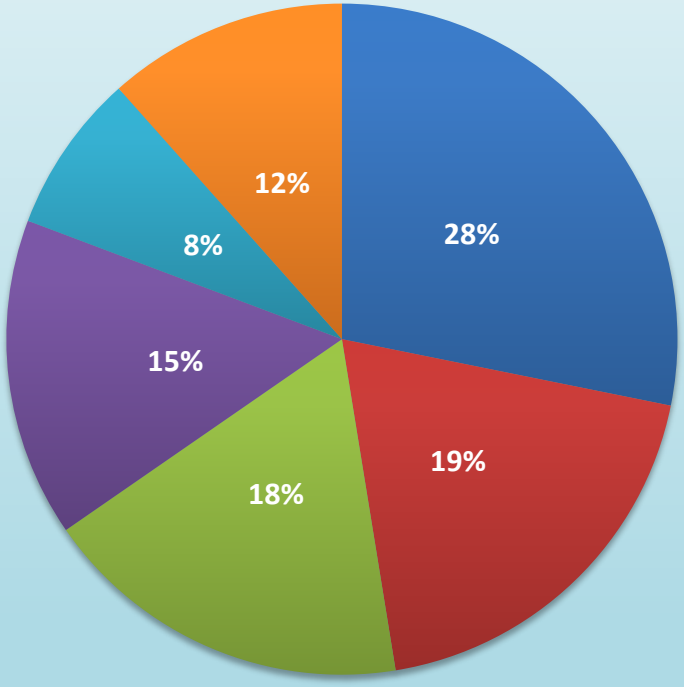
- Research design: quasi-experimental, interrupted time-series
- Research setting: large, academic hospital system
- Sample: convenience sample of volunteer RN participants
- Intervention: in-person education
- Variables
  - independent variable - educational intervention
  - dependent variable - prevalence 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

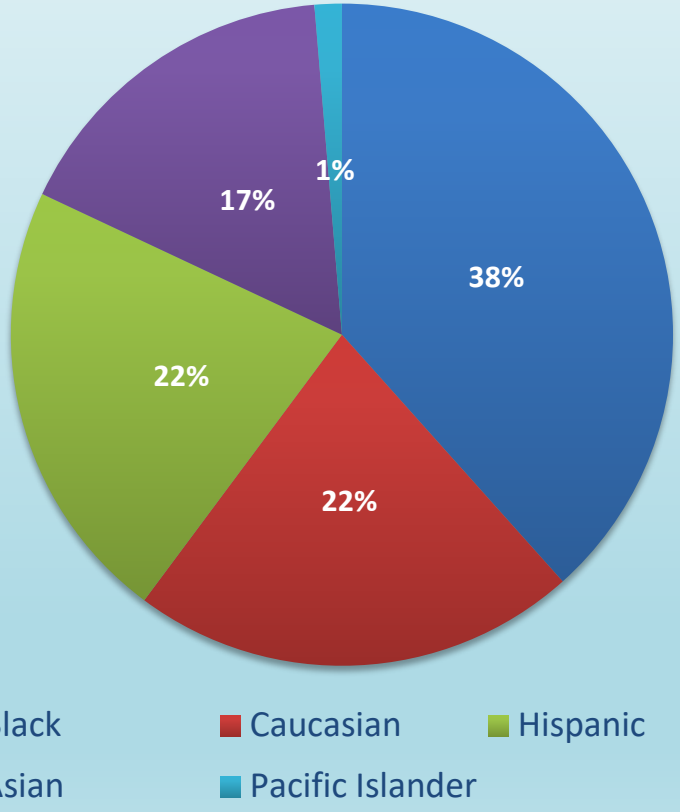
		n=75
Gender	Female	92.5%
	Male	7.5%
Education (highest degree earned)	Diploma	1.3%
	ADN	1.3%
	BSN	62.5%
	Masters	32.5%
	DNP/PhD	2.6%
Years worked as a nurse (average)	12.65	
Years worked at Harris Health (average)	6.78	

Descriptive Data

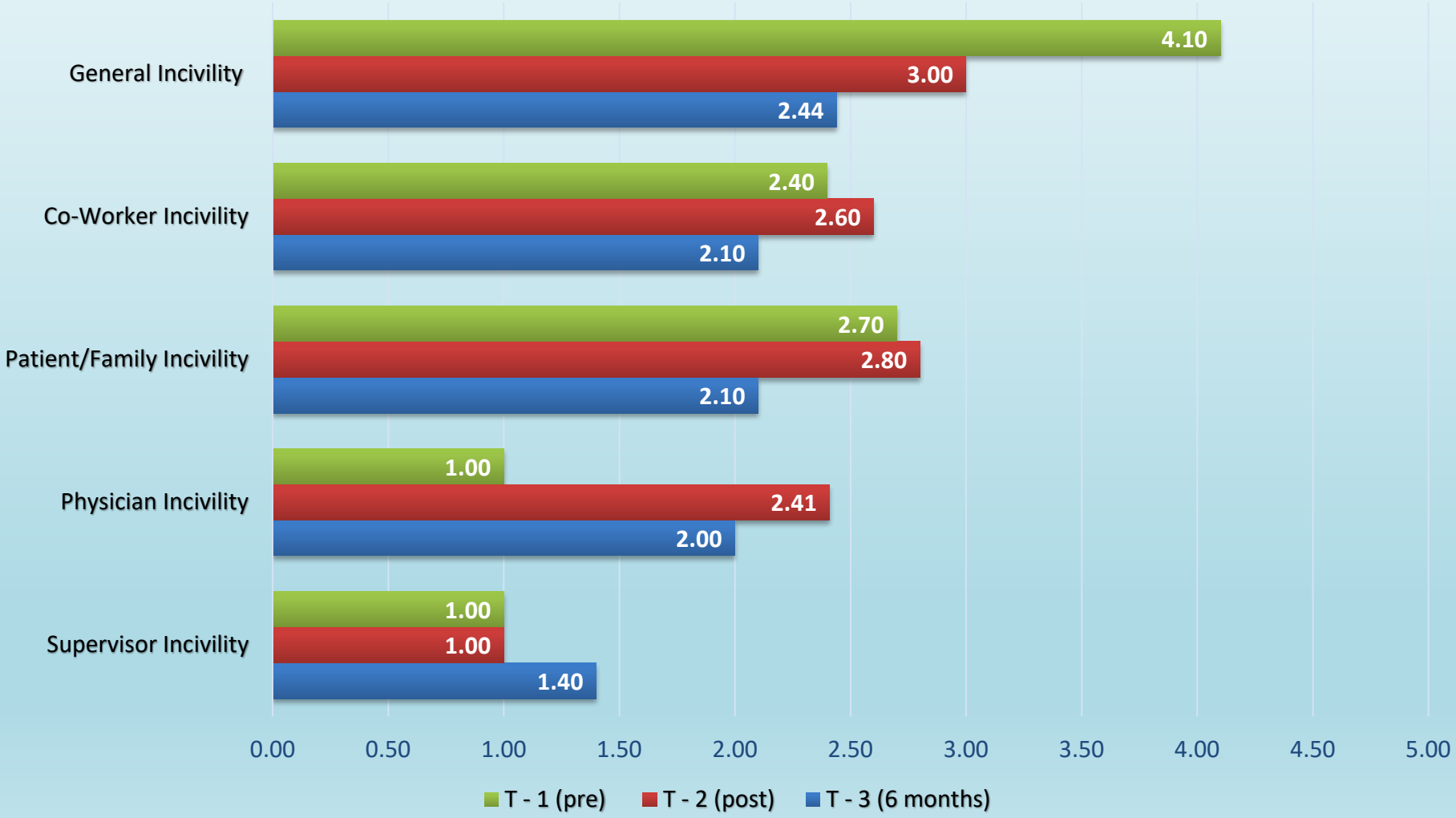
Area of Nursing Specialty



Race/Ethnicity



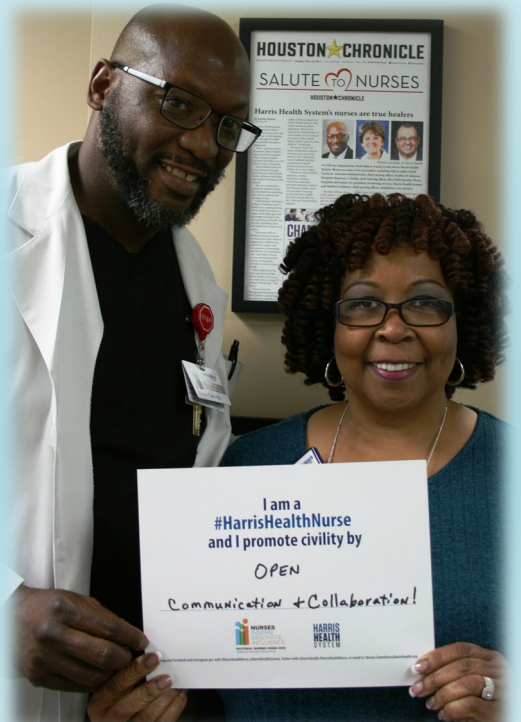
NIS Results

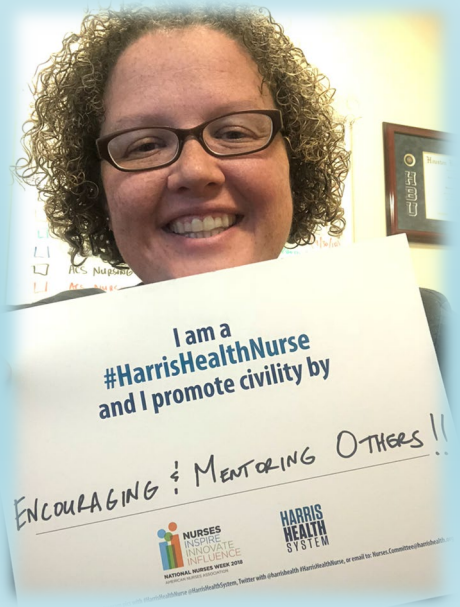

General Incivility
4.10
3.00
2.44
Co-Worker Incivility
2.40
2.60
2.10
Patient/Family Incivility
2.70
2.80
2.10
Physician Incivility
1.00
2.41
2.00
Supervisor Incivility
1.00
1.00
1.40
0.00
0.50
1.00
1.50
2.00
2.50
3.00
3.50
4.00
4.50
5.00
T - 1 (pre)
T - 2 (post)
T - 3 (6 months)

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