Where do you think you are?
A grounded theory study on incivility in nursing

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Acknowledgments

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Family, friends, and the Barry University community
Sigma Lambda Chi Chapter
Where do you think you are?
Objectives

• Outline the research process
• Disseminate findings
• Encourage a critique of the research process and findings
• Stimulate self-reflection
• Take action
Incivility

Incivility is defined as a “low-intensity deviant behavior with ambiguous intent to harm the target... Uncivil behaviors are characteristically rude and discourteous, displaying lack of regard for others”.

(Andersson & Pearson, 1999, p. 457)
Background of the study

- 1976: Non-respect in health care
- 1986: Nurses eat their young
- Last 20 years: incivility in nursing
- Global incivility in nursing
Statement of the problem

- Increasing incidence of incivility
- Soaring health care costs
- Erosion of the nursing profession
- Negative patient outcomes
- Responsibility to society
Purpose of the study

Acquire an in-depth understanding of the critical factors that trigger the existence and fuel the persistence of incivility in nursing and to develop a substantive theory to address the concept of incivility.
Research Questions

• What are the critical factors that influence the nurses’ perceptions, attitudes, and behaviors about incivility?

• How did nurses make sense of their experiences with incivility in nursing?
Philosophical Underpinnings

- Incivility in Nursing
- Constructionism
  - Symbolic interactionism
  - Pragmatism
Symbolic Interactionism’s Evolution of Meaning (Samson-Mojares, 2016)

Symbolic Interactionism’s Cycle of Sense-Making (Samson-Mojares, 2016)
Cycle of Idea and Action in Pragmatism (Samson-Mojares, 2016)
Literature Review

• Historical context of incivility
• Incivility in the workplace
• Nursing: an incivility-prone culture
• Global status of incivility in nursing
• Incivility in North America
  • Nursing Practice
  • Nursing Education
Research Design

adapted from Charmaz (2006)
Data Collection

Ethical considerations
Access and recruitment
Phase I: 25 individual face-to-face interviews
Transcription by researcher
Member checking
Phase II: face-to-face focus group interview with 4 topic experts
Transcription by researcher

Data Analysis

Initial coding
Focused coding
Axial coding
Theoretical coding
Memo-writing
Reflexive journaling
# Phase I: Demographic characteristics

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Note: Data in percentages may not sum to 100% due to rounding.
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Emergent categories

• Neglecting
• Alienating
• Relinquishing
• Finding Oneself
Neglecting

• Treatment from workplace

• “to fail to care for or attend to sufficiently”

• Lilly: “They (institution) were trying to cut costs…trying not to use a lot of nurses’ aide…it was very busy…I asked the other unit if they would come and help…nobody came…I called…(they) hung up on me…then (nurses) came up with their noses up in the air…ever since…(the) nurse has been very cold to me.”
Neglecting

• **Cookie:** “I would say on my floor, we don’t have enough support from management…when we’re having a busy (shift) and we ask for help…she cuts you off…she does not even come to see what’s going on.”
Neglecting

- **Rose I**: “Everybody was floating...I had six patients...one post-dialysis...that was the first time I had (taken cared of) a post-dialysis patient (since nursing school).”
Neglecting

- **Pomegranate**: “I wouldn’t dare say no to those people because they are five times my size…they can flick me with one finger I will fly to my house.”
Neglecting

• **Ocean:** “The hospital is very desperate for money right now…human resources…make administration happy…it’s not a feeling that they are there for you.”
Neglecting

- **Francesca**: “I had a surgeon who was treating the staff poorly and I tried everything…I got to the point…send paperwork to administration…I am going to lose good staff members…next thing I know I have a $500 (restaurant) charge on my budget…I called administration…‘well, we took Dr. ______ for disciplinary action’.”
Alienating

• Attitudes and behaviors of nurses
• “to make unfriendly; to cause to be withdrawn or detached as from one’s society
• Code of ethics for nurses: preserve dignity
• Michelle: “You know, they (nurses) will actually order food and not ask if I want anything…I did not know. I think they went to the other side (of the unit) to have their food and didn’t have it around me.”
Alienating

- **Maria:** “I was getting report from one nurse and she was upset about something…that was not my fault. She lashed out at me, she was actually yelling at me and I was so new…I had to go to the bathroom and…cry.”
Alienating

• **Mary:** “My director…she said (to me) ‘you know I am a single parent…and just because you’re young and cute does not mean you can do this’.”
Alienating

• Teresita: “When I started on the floor…I asked them questions…to clarify…this person would talk to me… ‘oh how long have you been here?...you don’t know anything?’”
Relinquishing

• Contributions of society
• Surroundings, culture, upbringing, time
• “to give up; to let go”
• It implies “a voluntary refusal to insist one’s rights as for reasons of convenience”
• Social policy statement
• Society has been waning on its primary responsibility
Relinquishing

- **Brick**: “It could be the environment...parents are busy...trying to provide...the gadgets or technology...they work hard. They don’t pay attention. They leave their kids...exposed to television shows...they pick up things.”
Relinquishing

• **Mo:** “I was brought up with ‘treat people in the manner you want to be treated’...now with dual working families, who knows who is taking care of the kids.”
Relinquishing

• **Purple:** “treat others like you want to be treated and that comes from my personal belief…my spiritual beliefs. You’ve got to treat people (respectfully) if you want to be treated that way.”
Relinquishing

- **Flaca:** “Well the thing is every patient has different needs…not all nurses are…good with technology…it’s a struggle for them…it’s more legible because it’s all done in the computer but it takes your work away from the true essence of nursing which is bedside nursing.”
Relinquishing

• **Ruby:** “Because I was born in another country?...the earth is round, so who is making this determination...what if I was born here? Like what is the difference. What? What? I look at the human being...that person is son, brother, husband, father of somebody...they are my brothers also. It is the same thing. They are my parents.”
Relinquishing

- **Sandy Shore**: “I say, when you worship idols, too many things are idols…power, status, money…we are not working or ourselves…I used to work for myself. (The incivility comes from) the evilness that controls everyday life. There is a lot of hostility in the world, that is just because of the evilness that control these people (who do not know God).”
Finding Oneself

• Ability to construct an understanding of the self
• Reflecting, integrating, acknowledging
• **Surgincer**: “I think it is within the person.”
• **Lola**: “Yes, people are rude and you can’t change that. You can change who you are. The only person you can change is yourself, you can’t change anybody else. You are not responsible for their behavior. You are not responsible for how they interact with others.”
Finding Oneself

• **Teresita:** “All those incivility that I experienced, I took it, I took them as a challenge…from the beginning…I lost my heart…I could have quit…but you know what I will never give up…you’re insulting me like to make, to destroy me (but I take it) to make me stronger.”
Finding Oneself

• **Purple**: “It has to start (with me)…We can start with ourselves…”
Finding Oneself

• Zoey: “I’ve grown up happy and so I want, I feel like I want to share that.” “Once people start coming to you…that can get to people’s heads…that’s something that scares me.”
Finding Oneself

- **Pam:** “Each individual...is different...know yourself...I will not work overtime...I will not come to be uncivil to anyone...I will come with my best.”
Finding Oneself

• **Francesca**: “I think you have to examine both (self and environment)...I don’t think you can exclude yourself...I don’t think any person can exclude themselves.”
Finding Oneself

• Mary Ellen: “It was a conscious choice for me (not to be uncivil)…it was a challenge at times, more often to practice being a good human being than not because once you rise up in the ranks…it’s very easy to forget that the people who are under you are working hard…and they need guidance and help”

• Mary Ellen: “I’ve made lots of mistakes…personally and professionally but I’ve always known that I wanted to be different, I wanted to be better…on that note I don’t ever want someone to mistake my kindness for weakness.”
Understanding incivility in nursing
Conceptual model of the Theory of Self-positioning (Samson-Mojares, 2016)
Theory of Self-positioning

**Self-doubt**
- Lack of self-confidence
- Confused, unsure, passive
- Internalizes pain
- Threatened
- Become targets
- Mimic incivility

**Self-indulgence**
- Yielding to a weak will
- Sclerosed from incivility
- No longer a prey but a predator
- Impulsive, inability to wait
- Low self-esteem, envious
- Self-preservation

**Self-awareness**
- Alert, balanced, empowered
- Strengths and limitations
- Has a concept of “other”
- Cognitive & emotional intelligence
- Constructive self-expression
- Interactional justice
Where do you think you are?
I am beginning to understand.
What is the difference?
The theory of self-positioning

Self-doubt
Self-indulgence
Self-awareness
Where do you think you are?
Are you...
• A nurse?
• An employer or manager?
• A physician?
• A surveyor?
• A colleague?
• A parent?
• Interacting with others?
• Finding yourself?
The theory of self-positioning

Self-doubt
- Triggers the existence

Self-indulgence
- Fuels the persistence

Self-awareness
- Diminishes the occurrence
Significance of the study to society

• Understanding incivility as a social process

• Theory of self-positioning

Significance of the study to Nursing

• Education
• Practice
• Research
• Health and public policy
Strengths of the study

- 29 nurses’ voices
- Triangulation
- Member checking
- Bracketing
- Transcription, memo-writing, journaling
- Transferability of findings
- Purposive sampling
- Researcher as an instrument
- Profuse support

Limitations of the study

- Participants’ ability to recall and truthfulness
- Participants’ tendency to please researcher
- Some participants are known to researcher
- Novice researcher
- Participants: 100% female
Recommendations

- Replicate the study
- Quantitative study
- Application beyond nursing profession
- Explore factors affecting nurses’ willingness to participate in research studies
- Does incivility have benefits?
Conclusion

• To understand incivility in nursing (or anywhere it occurs), one must, immersed within the institution, profession, and society find and position the self.
It is only after we become self-aware can we begin to design and execute pragmatic strategies to indisputably alleviate the wounding effects of incivility; ease health care costs; address the health and well-being of Registered Nurses; behold better patient outcomes, institutional protection, an embracing nursing profession, and a cradling society.
Let’s talk and take action.

rsamson-mojares@barry.edu
Thank you.
References


• Advance For Nurses 20121205 Nurses remain most trusted professionals in America, Gallup survey says Advance for Nurses (2016, January 14). Nurses rank as the most ethical profession for 14th straight year. Retrieved from http://nursing.advanceweb.com/News/National-News/Nurses-Rank-as-Most-Ethical-Profession-for-14th-Straight-Year.aspx


References

References

The entirety can be made available by emailing rsamson-mojares@barry.edu.