Where Do You Think You Are? A Grounded Theory Study on Incivility in Nursing

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Title: Where do you think you are? A Grounded Theory Study of Incivility in Nursing

Background: Incivility in health care settings had been identified in 1976. In 2000 the Institute of Medicine sent a challenge for a safer health care environment and in 2008 the Joint Commission emphasized that disruptive behavior continued to compromise patient safety. Incivility in nursing has quickly become a topic of interest yet it had not been studied from a qualitative approach by looking at it as a social process.

Purpose: To adopt an abductive process to 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.

Methodology: A constructionist grounded theory approach by Charmaz was utilized. A total of 29 Registered Nurses voluntarily participated. Phase I included twenty-five 60-minute individual face-to-face interviews and phase II was a 90-minute face-to-face focus group interview with four nurses. Data analysis involved initial, focused, axial, and theoretical coding alongside memo-writing and reflexive journaling.

Results: The four main categories that emerged from the voices of twenty-nine Registered Nurses were neglecting (institution), alienating (profession), relinquishing (society), and finding oneself. The theory of self-positioning developed from these four categories. There are three possible positions that every nurse consciously or subconsciously takes on: self-doubt triggers the existence of incivility, self-indulgence fuels the persistence of incivility, and self-awareness diminishes the occurrence of incivility.

Conclusion: To understand incivility as a social process, one must, immersed within the institution, profession, and society find and position the self.

Implications: The four categories and the theory of self-positioning may serve as a guideline to nursing education, nursing practice, nursing research, and health/public policy in setting realistic and attainable goals and implementing specific action plans to diminish the incidence of incivility, address the health and well-being of Registered Nurses, contain healthcare costs, and ensure patient/public safety.

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Keywords:
Charmaz’s grounded theory, Incivility in nursing and Theory of self-positioning
References:


Abstract Summary:

A constructionist grounded theory approach to incivility in nursing, which aimed to understand incivility as a social process. After interviewing 29 RNs, four categories emerged: alienating, neglecting, relinquishing, and finding oneself led to the development of the theory of self-positioning, positing that at the core of incivility is the self.

Content Outline:

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1. Introduction/Background of the study

   -1976: “Non-respect” in health care (incivility 10x more prevalent than workplace violence)
-1986: “Nurses eat their young”
-2000 Institute of Medicine report
-2008 Joint Commission initiative
-Last 20 years: Incivility in nursing
-Increasing incidence
-Global Status of Incivility
-2014: Pacific NW (US), 35% weekly, 28% daily

Incivility Defined

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).

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

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Purpose of the Study

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2. Methods
Charmaz’s constructionist grounded theory approach

Ethical considerations and IRB approval from Barry University

Simultaneous data collection and analysis

- Sample and setting

- 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 participants

- Transcription by researcher

(Steps of Analysis)

- Initial coding

- Focused coding

- Axial coding

- Theoretical coding

- Memo-writing

- Reflexive journaling

3. Findings

Four categories

- Neglecting: Treatment from workplace

- Alienating: Attitudes and behaviors of nurses

- Relinquishing: Contributions of society

Surroundings, culture, upbringing, time

- Finding Oneself: Ability to construct an understanding of the self

Reflecting, integrating, acknowledging
Theory of Self-positioning

-Self-doubt

-Self-indulgence

-Self-awareness

4. Conclusion

-Significance of the study: Incivility as a basic social process

Theory of self-positioning

-Significance to Nursing: education, practice, research, health/public policy

-Strengths and limitations of the study

-Recommendations: Replicate the study

Quantitative study

Application beyond the nursing profession

Explore factors affecting nurses’ willingness to participate in research studies

Does incivility have benefits?

-Conclusion: To understand incivility in nursing, one must, immersed within the institution, profession, and society find and position the self.

5. References


First Primary Presenting Author

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Author Summary: It was 2008, in an RN-BSN class, when for the very first time I heard there was a name for the rudeness I had been experiencing at work. I was both ashamed and shocked. At that time I have not only been a nurse for 16 years, I had already been not just a prey and but also a predator. Incivility was the only topic I knew I’d pursue when I started the PhD program.