Negative Behaviors Among Healthcare Professionals: Relationships with Patient Safety Culture

Diana Layne, PhD, RN, CPHQ, Lynne S. Nemeth, PhD, RN, FAAN, Martina Mueller, PhD, RN, Mary Martin, PhD, RN
Medical University of South Carolina

ABSTRACT

Existing evidence suggests negative behaviors adversely influence patient safety outcomes. The study aimed to examine the presence of negative behaviors within a healthcare system and the influence of negative behaviors among healthcare workers on perceptions of patient safety culture.

METHOD

- Cross-sectional survey design including two validated instruments administered across a North Carolina healthcare system from August-September 2018.
- Negative Behaviors in Healthcare Survey (NBHC)
- Selected composites of the Agency for Healthcare Research and Quality (AHRQ) Hospital Survey on Patient Safety Culture (HSOPS)

RESULTS

- Teamwork within units is positively correlated with exposure to contributing factors and negatively correlated with frequency of aggression, fear of retaliation, and use of aggression.
- Management response to error is positively correlated with exposure to contributing factors, and fear of retaliation, and negatively correlated with use of aggression.
- Overall patient safety grade is positively correlated with use of aggression and negatively correlated with exposure to contributing factors of negative behavior such as rudeness or personality clashes.

CONCLUSIONS

- Reducing healthcare worker exposure to contributing factors of negative behavior may result in increased perceptions of teamwork within a hospital unit.
- Interventions to address staff member use of aggression and fear of retaliation may positively influence staff perceptions of response to error.

SUMMARY

- Teamwork within units is positively correlated with exposure to contributing factors and negatively correlated with frequency of aggression, fear of retaliation, and use of aggression.
- Management response to error is positively correlated with exposure to contributing factors, and fear of retaliation, and negatively correlated with use of aggression.
- Overall patient safety grade is positively correlated with use of aggression and negatively correlated with exposure to contributing factors of negative behavior such as rudeness or personality clashes.

REFERENCES