



Educating Nurses about Workplace Incivility and Bullying by Creating an Online Module

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Background

Workplace violence, incivility and bullying in nursing is widespread and a serious issue. It affects not only those targeted, but also patients and healthcare organizations.

Bullying leads to:

- decreased nurse satisfaction
- increased nursing turnover
- decreased productivity
- legal expenses
- negative health effects
- and many other harmful outcomes (Oregon Nurses Association, n.d.).

Nurses do not always recognize the bullying behavior patterns or know what to do about them, and novice nurses are particularly vulnerable to such abuse. Organizations play a large role in creating a cultural climate in which workplace violence is the either the norm or not tolerated.

Strategies

Nurses have an opportunity to increase their knowledge of workplace incivility, violence, and bullying and to develop individual and organizational strategies to create healthy work environments.

Strategies such as those used to promote healing and build individual and community resilience include:

- developing workplace bullying policies
- self-awareness and reflection
- adopting civility practices
- coaching and mentoring
- developing healthy interprofessional relationships (McDermid, Peters, Daly, & Jackson, 2016, Lim & Bernstein, 2014).

To educate nurses in Oregon about workplace incivility and bullying, the Oregon Action Coalition (OAC) Education Work Group, a collaborative group of nurse leaders from a variety of academic and practice organizations, *developed a free online learning module for nurses*. This continuing education (CE) activity is one component of a larger initiative by the Robert Wood Johnson Foundation to build a *Culture of Health* (Plough & Chandra, 2015).

The module is available to nurses and Oregon Nurses Association (ONA) members through OCEAN (Oregon Continuing Education Activities for Nurses), an online continuing education platform that is conveniently accessible 24 hours a day (Oregon Nurses Association, n.d.). The voiceover PowerPoint recording was done at the Oregon Nurses Association office and the module was promoted for ONA members via e-newsletter.



Outcomes

- Module was released in January 2019.
- Goal: to educate at least 200 Oregon nurses about concepts of workplace violence, incivility, and bullying.
- Number of nurses completing this CE module will be collected over a period of two years.

The screenshot shows the OCEAN website interface. At the top, there is a navigation bar with 'My Dashboard', 'Course Catalog', and 'My Learning'. Below this, the course title 'CE - Incivility and Bullying in Nursing' is displayed. The page includes a 'Launch' button, 'Info' and 'Resources' tabs, and a 'Description' section. The description text reads: 'Workplace violence, incivility and bullying in nursing is both widespread and a serious issue. It affects not only those targeted, but also patients and healthcare organizations. Bullying can lead to decreased nurse satisfaction, increased nursing turnover, decreased productivity, legal expenses, negative health effects and many other harmful outcomes. Nurses do not always recognize the bullying behavior patterns or know what to do about them, and novice nurses are particularly vulnerable to such abuse. Strategies such as developing workplace bullying policies, self-awareness and reflection, adopting civility practices, coaching and mentoring, and developing healthy interprofessional relationships can be used to promote healing and build individual and community resilience.' The page also includes a 'Description' section and a 'Presented by' section listing Anastasia Y. Rose, MEd, MSN/MHA, RN, CPAN and Sherrill L. Hooke, MEd, RN, CGRN.

References

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