Creating Healthy Work Environments 2019

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

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Background of the Problem: 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 can lead to decreased nursing 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. To prevent and mitigate workplace violence, incivility and bullying, nurses need to implement best practice strategies based on evidence (American Nurses Association, 2015). Adopting such practices promotes the safety, health, and wellness of registered nurses and ensures optimal outcomes across the health care continuum. 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 (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 to participate in lifelong learning while earning continuing education (CE) credit. The CE activity is one component of a larger initiative by the Robert Wood Johnson Foundation to build a Culture of Health (Plough & Chandra, 2015). This module will be available to nurses through OCEAN (Oregon Continuing Education Activities for Nurses) online continuing education platform which provides CE opportunities to Oregon Nurses Association (ONA) members and nurses across the region (Oregon Nurses Association, n.d).

Outcomes: The goal of this project is to educate at least 200 Oregon nurses about concepts of workplace violence, incivility, and bullying. The outcomes of the CE activity will be shared in the presentation.

Title: Educating Nurses About Workplace Incivility and Bullying by Creating an Online Module

Keywords: Bullying, Nursing education and Workplace violence

References:


Abstract Summary:
Workplace incivility and bullying is a significant issue affecting the health of nurses and their performance, as well as organizational outcomes. This project describes how the Oregon Action Coalition Education Workgroup created a free online continuing education module to educate nurses about combating bullying and developing healthy work environments.

Content Outline:

1. Work of Oregon Action Coalition Education Workgroup and learning objectives
2. The Robert Wood Johnson Foundation and a Culture of Health
3. Introduction:
   - Defining bullying, incivility and workplace violence
   - Statistics
   - Types of bullying
   - Examples of verbal and non-verbal bullying behaviors
   - Targets
   - Contributing factors
4. Cost and consequences of bullying and workplace violence
   - Decreased nurse satisfaction and increased nurse turnover
   - Emotional and psychological consequences for the bullied nurse
   - Medical errors and deleterious patient outcomes
   - Increase in the overall system cost of delivering patient care
5. Personal and organizational triggers
   - Identifying bullying situation
   - Am I a target of bullying?
   - What steps to take
   - Building resilience and self-esteem
6. Strategies to confront the bully and reporting an incident
   - Talk to a friend
• Establish a witness to events
• Confront bully immediately (difficult conversation strategies)
• Reporting
• Keep records

6. Developing a workplace bullying policy

• Preventing bullying
• Components of zero tolerance policy
• Code word

7. Other strategies

• Do not be silent witness/bystander or encourage bully
• Develop mentoring programs
• Watch your face and tone of voice
• Ask for feedback about your behavior
• Include bullying experiences in peer evaluations
• Encourage reporting
• Educate new nurses about bullying
• Selfcare

8. OCEAN and online continued education module promotion strategies

9. References

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Author Summary: Anastasia Rose is a clinical instructor at Oregon Health & Science University (OHSU). She is a nurse who holds a Master’s Degree in Education as well as a Master of Science Degree in Nursing and Health Care Administration. She is an author of almost 50 abstracts and publications. She has worked at Portland Veteran Affairs Health Care System in Portland, Oregon for ten years and currently is supervising students and doing quality improvement projects.

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