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Author

Matthew S. Howard, DNP, RN, CEN, CPEN, CPN
Staff Nurse II – Eskenazi Health
Director of Scholarship – Sigma

Jennifer L. Embree, DNP, RN, NE-BC, CCNS
Magnet Coordinator – Eskenazi Health
Clinical Associate Professor – IU SON

Presentation Title

It's Time for a Solution! Overcoming Incivility in our Workplace

Presentation Description

As the issue of incivility, lateral and horizontal violence, and bullying continue in nursing, strategies are needed to address and eliminate hostile work environments. Educational activities not only raise awareness of these issues, but often provide skills, training, and knowledge of how to reduce the frequency and impact of incivility. This purpose of this quasi-experimental mixed methods design study was to examine if an educational intervention designed to encourage productive communication and sustained dialogue between emergency nurses could decrease perceptions of incivility and increase nurses' comfort in holding critical conversations.

Workplace Civility Index scores significantly improved ($p < 0.00001$) for the experimental group post-intervention. All participants within the experimental group noted the successful use of a positive conflict management strategy after the educational intervention. Although further research is recommended, the study provided evidence to support that an interactive online educational activity is an effective way to decrease incivility and increase perceived comfort with holding critical conversations between nurses.

Learning Outcomes

Upon completion, participants will be able to:

1. describe at least three disruptive behaviors associated with incivility and bullying.
2. identify all of the steps involved with having a critical conversation.
3. identify the implementation process of an educational activity designed to increase communication between staff.

Presentation Outline:

I. Introduction Outline

- A) Introduction to issues of bullying and incivility in nursing
- B) Discuss causes of incivility
 - 1) General causes of incivility
 - 2) Describe current literature and evidence around incivility in nursing including gaps in the evidence
 - 3) Specific causes in a fast-paced, high-stressed environment, such as:
 - a) Emergency department
 - b) Critical care (i.e. intensive care units)
 - c) Operative suites (OR, PACU, etc)

II. Content Outline

- C) Describe the completed research study
 - 1) Discuss the PICOT statement: In a high-acuity, high-stressed environment, such as the emergency department, what is the effect of an interactive online educational activity designed to encourage open discussion on new (in orientation) nurses compared with no educational activity, on the Workplace Incivility Index (WCI) within the first year of hire?
 - 2) Discuss the conceptual framework
 - 3) Describe the practice model
- D) Describe the quasi-experimental mixed methods design study
 - 1) Discuss the inclusion criteria
 - 2) Describe data collection tools utilized
 - 3) Describe the educational intervention used for the study
- E) Describe the interactive educational activity
 - 1) Note the learning objectives for the activity
 - 2) Review the content outline for the educational activity
 - a) Defining the problem
 - b) Reacting under stress
 - c) Conflict management
 - d) Creating a safe environment

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- e) Putting it all together
 - (i) Use the T.E.L.L. acronym
 - 3) Take approximately 20-minutes for small groups to practice and role-play various scenarios
 - a) Participants will get into small groups of 3-4
 - b) Each group will have two participants role-play a scenario discussion provided by the speaker
 - c) The other members will watch and assess the interaction based on the TELL acronym
 - d) Once completed, the participants will rotate roles and complete additional scenarios
 - F) Present data findings and analysis
 - 1) Briefly review the study outcome measures and results
 - 2) Compare and contrast results from the experimental group and the control group
 - a) Describe the outcomes from the participants in the study including the following results:
 - (i) The mean WCI for the intervention group increased from 91.6 to 95.4 while the mean for the control group decreased from 88.2 to 80.2. These changes were statistically significant ($t = -6.16$, $p = < 00001$; $t = 3.99$ and $p = .000227$, respectively)

III. Conclusion Outline

- G) Discuss next steps for the study results
- H) Note the study recommendations and outcomes
 - 1) Implementation of the educational activity provided early evidence to support that it can effectively decrease incivility and increase perceived comfort with holding critical conversations between nurses

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