Workplace Incivility and Turnover Intention in Registered Nurses in Acute Care Settings

Jean McHugh, PhD, RN, APRN-BC
Downstate Medical Center-University Hospital of Brooklyn, NY, USA

BACKGROUND

Stable RN workforce, job satisfaction of RNs and the quality of nursing practice environments play an important role in securing high quality patient outcomes. Empirical evidence suggests that workplace incivility [WPI] (overt and covert disrespect and rudeness) from colleagues and coworkers contribute to job dissatisfaction for RNs. However, there is paucity of research in the U.S. examining RNs' experiences with WPI and turnover intention.

AIMS

The purpose of this integrative review was to critically appraise RNs' experiences with WPI and turnover intention. Research Question: What is the state of the science on relationships between WPI and turnover intention in RNs in acute care settings?

METHODS

Combinations of search terms related to WPI, nursing work environment and turnover intention were used to search six electronic data bases: CINAHL, MEDLINE, EMBASE, Web of Science, PsychINFO and ProQuest

Inclusion Criteria: Primary quantitative and qualitative peer-reviewed research studies published in English from 2000 to current; U.S. and international studies that correlated RNs' experiences with WPI and turnover intention in acute care settings

Exclusion Criteria: Unpublished manuscripts, literature reviews or summaries studies pertaining to WPI in non-nursing populations and in non-acute care settings

Search Yield: Of the 238 articles reviewed, 12 primary studies were retained based on the inclusion and exclusion criteria (10- quantitative, 2- qualitative)

CONCLUSIONS

The findings suggest that WPI is a significant determinant of turnover intention in RNs in acute care settings both in the U.S. and internationally, but our confidence is limited by the studies' methodological limitations

Methodological Limitations:
- Inconsistent conceptual definition and measurement of WPI
- Exclusive reliance on self-reported data
- Cross-sectional designs
- Limited studies conducted in U.S.
- Some studies lacked methodological and statistical rigor

Future Research Implications:
- Robust definitions and measurements of WPI
- Longitudinal studies with methodological/statistical rigor
- Identify predictors, mediators and moderators of WPI

SIGNIFICANCE

Finding novel ways to improve RN job satisfaction and reduce RN turnover and intent to leave their jobs is critical to ensure high quality care for patients in the U.S.

RESULTS

Data Evaluation of Sample of Primary Studies (N=12)

<table>
<thead>
<tr>
<th>First Author, Year</th>
<th>Study Method</th>
<th>Sample Size</th>
<th>Major Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ammer 2015</td>
<td>Quantitative</td>
<td>N=300</td>
<td>RNs of all ages and years of employment experienced rudeness, verbal humiliation</td>
</tr>
<tr>
<td>Blackstock 2014</td>
<td>Quantitative</td>
<td>N=103</td>
<td>Workplace bullying (r =0.33, p&lt;0.05) predicted increased turnover intention</td>
</tr>
<tr>
<td>Brewer 2013</td>
<td>Quantitative</td>
<td>N=1326</td>
<td>National sample of RNs; RNs' perception of verbal abuse by physicians was</td>
</tr>
<tr>
<td>Johnson 2009</td>
<td>Quantitative</td>
<td>N=249</td>
<td>27.3% (n=68) RNs experienced workplace bullying; bullying was significantly</td>
</tr>
<tr>
<td>Laschinger 2009</td>
<td>Quantitative</td>
<td>N=612</td>
<td>77.5% RNs reported coworker incivility</td>
</tr>
<tr>
<td>McKenna 2003</td>
<td>Quantitative</td>
<td>N=551</td>
<td>31% reported Horizontal Violence (HV) rudeness, verbal humiliation</td>
</tr>
<tr>
<td>Sofield 2003</td>
<td>Quantitative</td>
<td>N=461</td>
<td>91% (n=420) RNs experienced verbal abuse</td>
</tr>
<tr>
<td>Simons 2008</td>
<td>Quantitative</td>
<td>N=511</td>
<td>31% RNs (n=161) bullied at work</td>
</tr>
<tr>
<td>Simons 2010</td>
<td>Qualitative</td>
<td>N=184</td>
<td>Workplace bullying was experienced first and secondhand by RNs</td>
</tr>
<tr>
<td>Smith 2010</td>
<td>Quantitative</td>
<td>N=117</td>
<td>90% RNs reported co-worker incivility</td>
</tr>
<tr>
<td>Wallace 2010</td>
<td>Qualitative</td>
<td>N=96</td>
<td>RNs reported experiences with WPI</td>
</tr>
<tr>
<td>Vessey 2009</td>
<td>Quantitative</td>
<td>N=212</td>
<td>70% (n=148) reported that they were bullied</td>
</tr>
</tbody>
</table>

Additional Findings of RNs' Experiences With Workplace Incivility:

Psychological Symptoms
- Misjudged
- Fear, Anxiety
- Depression
- Poor Morale
- Nervousness

Physical Symptoms
- Weight loss
- Fatigue
- Angina

Work Performance
- Decreased Productivity
- Increased Error

In grateful appreciation for the support and guidance of J.C. Sovereign, PhD