Sigma’s 30th International Nursing Research Congress
Workplace Incivility and Turnover Intention in Registered Nurses in Acute Care Settings
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Purpose:
A stable registered nurse (RN) workforce, job satisfaction of RNs and the quality of nursing work 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 a paucity of research examining RNs’ experiences with WPI and turnover intention.

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. The purpose of this integrative review was to summarize the current literature examining relationships between WPI and turnover intention in RNs in acute care settings.

Methods:
Several combination search terms related to WPI, nursing work environment, and turnover intention were used to search six electronic databases. The sample included eight quantitative and two qualitative studies. Inclusion criteria were primary research studies, in English, published between 2000 and 2018, on studies that correlated RNs experiences with WPI and turnover intention in acute care settings. Exclusion criteria included unpublished manuscripts, studies about WPI in non-nursing populations and, studies conducted in non-acute care settings. Studies were critically appraised, and data were extracted based on study design, purpose, setting, sample, instruments, method of data collection, statistical analysis and major findings.

Results:
Empirical evidence suggests that WPI exist among RNs in acute care settings. Quantitative studies revealed statistically significant relationships between WPI and turnover intention in RNs in acute care settings at either the p=.01 or p=.05 level. One study revealed associations with WPI and specific physical symptoms in RNs who work in acute care settings including angina, weight loss, and fatigue; and psychological symptoms including fear, nervousness, depression, sadness, anxiety, and mistrust. Additional consequences of RNs experiences with WPI included poor morale, decreased productivity and increased errors.

Conclusion:
The findings from this study 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 exclusive reliance on self-reported data, cross-sectional designs and inconsistent definition and measurements of WPI. Further research is needed in this area of inquiry to inform evidence-based interventions to improve nursing work environments and decrease turnover intention in RNs in acute care settings.
Title:
Workplace Incivility and Turnover Intention in Registered Nurses in Acute Care Settings

Keywords:
Nursing work environment, Turnover intentions and Workplace incivility

References:
Abstract Summary:
A stable nurse workforce, job satisfaction, and the quality of nursing work environments play an important role in securing high-quality patient outcomes. Workplace incivility contributes to job dissatisfaction for RNs. Finding novel ways to improve work environments to reduce turnover intent is critical for ensuring excellent patient outcomes.

Content Outline:
Conference Topic Related to Abstract
Cultural context and care
1) Healthcare work environment
2) Registered nurses well-being
   a) Job satisfaction and decreases turnover intention
II. Project Title:
Workplace Incivility and Turnover Intention in Registered Nurses in Acute Care Settings
III. Background & Significance
- A stable registered nurse (RN) workforce, job satisfaction of RNs and the quality of nursing work environments play an important role in securing high-quality patient outcomes.
- Workplace incivility [WPI] (overt and covert disrespect and rudeness) from colleagues and coworkers contribute to job dissatisfaction for RNs.
- There is a paucity of research examining RNs’ experiences with WPI and turnover intention.
- 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.
IV. Purpose
Summarize the current literature examining relationships between WPI and turnover intention in RNs in acute care settings.
V. Methods
- Used combinations of key terms to search relevant electronic databases for articles from 2000-2018 that meet the inclusion criteria for the project.
- Critically appraised, and extracted data based on study design, purpose, setting, sample, instruments, the method of data collection, statistical analysis, and significant.

VI. Results
- Empirical evidence suggests that WPI exist among RNs in acute care settings.
- Quantitative studies revealed statistically significant relationships between WPI and turnover intention in RNs in acute care settings at either the p=.01 or p=.05 level.
- One study revealed associations with WPI and specific physical symptoms in RNs who work in acute care settings including angina, weight loss, and fatigue; and psychological symptoms including fear, nervousness, depression, sadness, anxiety, and mistrust.

VII. Conclusions/ Implications
- The findings from this study 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 exclusive reliance on self-reported data, cross-sectional designs and inconsistent definition and measurement of WPI.
- Further research is needed in this area of inquiry to inform evidence-based interventions to improve nursing work environments and decrease turnover intention in RNs in acute care settings.

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Author Summary: Dr. Jean McHugh is an Assistant Director of Nursing at Downstate Medical Center, University Hospital of Brooklyn, and Clinical Assistant Professor of Nursing at SUNY Downstate College of Nursing. Dr. McHugh has extensive experience in nursing leadership, education, academic affiliations, accreditation, nursing workforce issues, and research. Dr. McHugh’s program of research investigates the multi-factorial influences of the effects of workplace incivility on work environment, patient safety, organizational commitment, engagement, and nursing retention.