

COLLEGE OF NURSING

# Disrupting Incivility in Healthcare Through Interprofessional Education

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# Disclosures

- The presenters have no conflicts to report

# Objectives

- Outline the didactic content presented in the interprofessional student session
- Describe the team-based learning activities in which the students engaged
- Discuss the results of the students' self-reflections

# Background

- Incivility can lead to unsafe working conditions, poor patient care, increased medical costs, and increased employee turnover (Clark, 2018; DeVillers & Cohn, 2017)
- In nursing, specifically, there has been a call to foster civility in nursing education and practice (Clark, Olender, Cardoni, & Kenski, 2011)
- Although much of the incivility research is based on nursing, incivility is also a problem with physicians and other members of the healthcare team (Pattani et al., 2018)

# Purpose

- To implement and evaluate a session on incivility during a leadership seminar with interprofessional undergraduate and graduate health sciences students

# Setting

- Thomas Jefferson University, Center City Campus
- Leadership LIVE



# Didactic Content



- Clip from The Office
- Definitions of civility and incivility
- Discussion of Continuum of Incivility (Clark, Barbosa-Leiker, Gill, & Nguyen, 2015)
- Statistics about incivility
- Strategies to deal with incivility

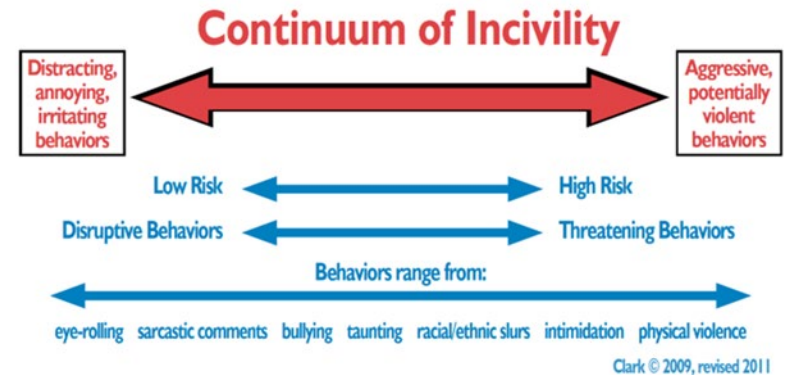
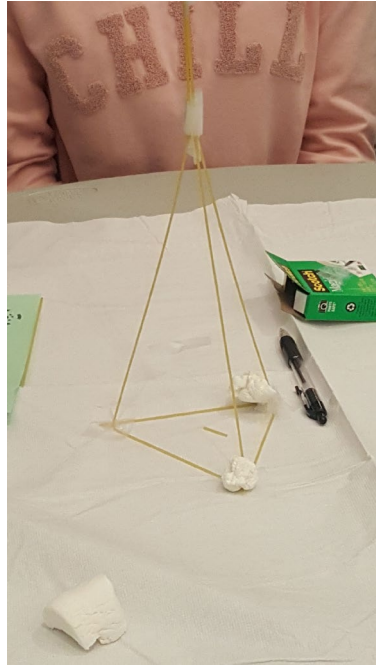


Figure 1. Continuum of incivility. Published with permission from Cynthia Clark.

# Team-based Learning Activity





# Students' Self-Reflection

- Clark Workplace Civility Index (2013)
  - 20 items, 1 to 5 Likert scale
    - 90-100—very civil
    - 80-89—moderately civil
    - 70-79—mildly civil
    - 60-69—barely civil
    - 50-59—uncivil
    - Less than 50—very uncivil
  - Open-ended session evaluation questions
    - What did you learn by attending this session?
    - Additional comments

# Results

- Sample: N=18
- Civility Index
  - $M = 87.72$ , Range = 74-97
- Program evaluations
  - Overall positive feedback
  - Enjoyed the marshmallow challenge
  - Identified behaviors that constituted bullying

# Conclusion

- Interprofessional students experienced and participated in incivility
- The content and format were well-received
- Recommend future application with interprofessional students

# References

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