Improving Newly Licensed Nurses’ Knowledge and Skills Related to Bullying and Incivility: A Mixed-Methods Study

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Purpose

• Examine if an educational activity can:
  • Increase civility
  • Increase comfort level in holding conversations
Background

- Negative outcomes as a result of bullying behaviors have been identified to increase:
  - Intent to leave the profession
  - Department turnover
  - Health issues
  - Mental health issues (depression)

(Al-Hamdan et al., 2017; Arnold & Walsh, 2015)
Among workers who have been on the receiving end of incivility:

- 38% intentionally down the quality of their work.
- 48% intentionally down their work effort.
- 63% lost work time avoiding the offender.
- 66% said that their performance declined.
- 78% said that their commitment to the organization declined.
- 80% lost work time worrying about the incident.
- 12% said that they left their job because of the uncivil treatment.

(Porath & Pearson, 2015, p.64-65)
Evidence

Among workers who have been on the receiving end of incivility:

94% of targets, get even with bullies

88% of targets, get even with their organization

(Porath & Pearson, 2010, p.64-65)
Conceptual Framework

- Bullying Experience
- Psychological Empowerment
- Conflict Management Styles
- Psychological Well-being
- Depression
- Self-esteem
- Clinical Satisfaction

(Ren & Kim, 2017, p. 702)
Model

- The Johns Hopkins Nursing Evidence-Based Practice Model (Dearholt & Allan, 2018, p. 36)
Logic Model

- Visual tool to represent the relationships between resources and ultimate impact of the project
Study Type

• Quasi-experimental Mixed Methods

  • Experimental Group
    • Pre-test
    • Intervention
    • Post-test

  • Control Group
    • Pre-test
    • Post-test
Project Design

- A quasi-experimental mixed methods design study

Pre-intervention

- EG 1
- CG 1

Post-intervention

- EG 2
- CG 2

EG 1, CG 1 = Pre-intervention data collection point
EG 2, CG 2 = Post-intervention data collection point

Non-random assignment to groups
Project Design

- The intervention

Pre-intervention

Experimental Group

EG 1 \(\rightarrow\) Intervention \(\rightarrow\) EG 2

Post-intervention

Developed by Sigma Theta Tau International Honor Society of Nursing (Sigma)

Bullying in the Workplace:
Solutions for Nursing Practice

Time: \(~2\) hours 40 minutes
Evidence based solutions

Authors from around the world
Innovative branching scenarios
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Project Design

Experimental Group

![Diagram showing the project design with experimental groups EG 1 and EG 2, intervention phase, and measures of success.]

Non-random assignment to groups

SMART goals to measure success

- More than 80% of participants will have increased their WCI score.
- More than 80% of participants will have implemented at least one positive conflict management strategy effectively.
Increasing communication can decrease incivility and bullying

-One participant noted, “I felt comfortable having a conversation that needed to happen a long time ago”.

-Another participant stated, “I took the opportunity to have a conversation with a tech that has been very dismissive. The conversation went well, but time will tell”.

-Another participant noted, “the course did give me the tools to speak with a physician in a positive way”.

Conclusions
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• The implementation of Sigma’s “Bullying in the Workplace: Solutions for Nursing Practice” provided early evidence to support that an asynchronous provider-directed, learner-paced e-Learning educational activity can effectively decrease incivility and increase perceived comfort with holding critical conversations between nurses.
References


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