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)

Evidence

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

48% intentionally ⬇ their work effort.

38% Intentionally ⬇ the quality of their work.

63% lost work time avoiding the offender.

80% lost work time worrying about the incident.

66% said that their performance declined.

78% said that their commitment to the organization declined.

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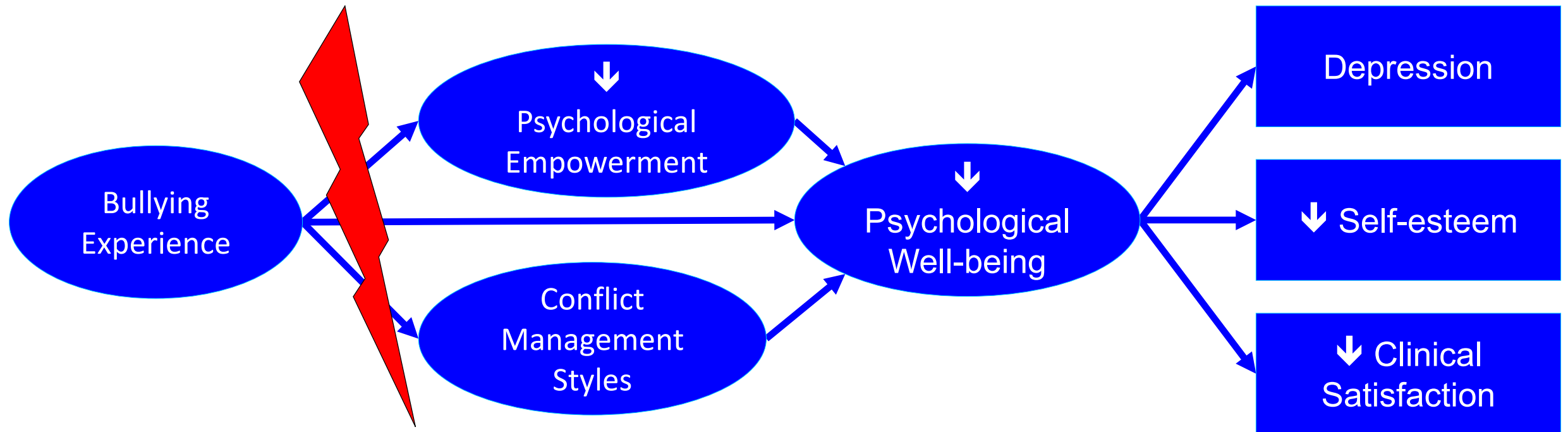
- (Ren & Kim, 2017, p. 702)

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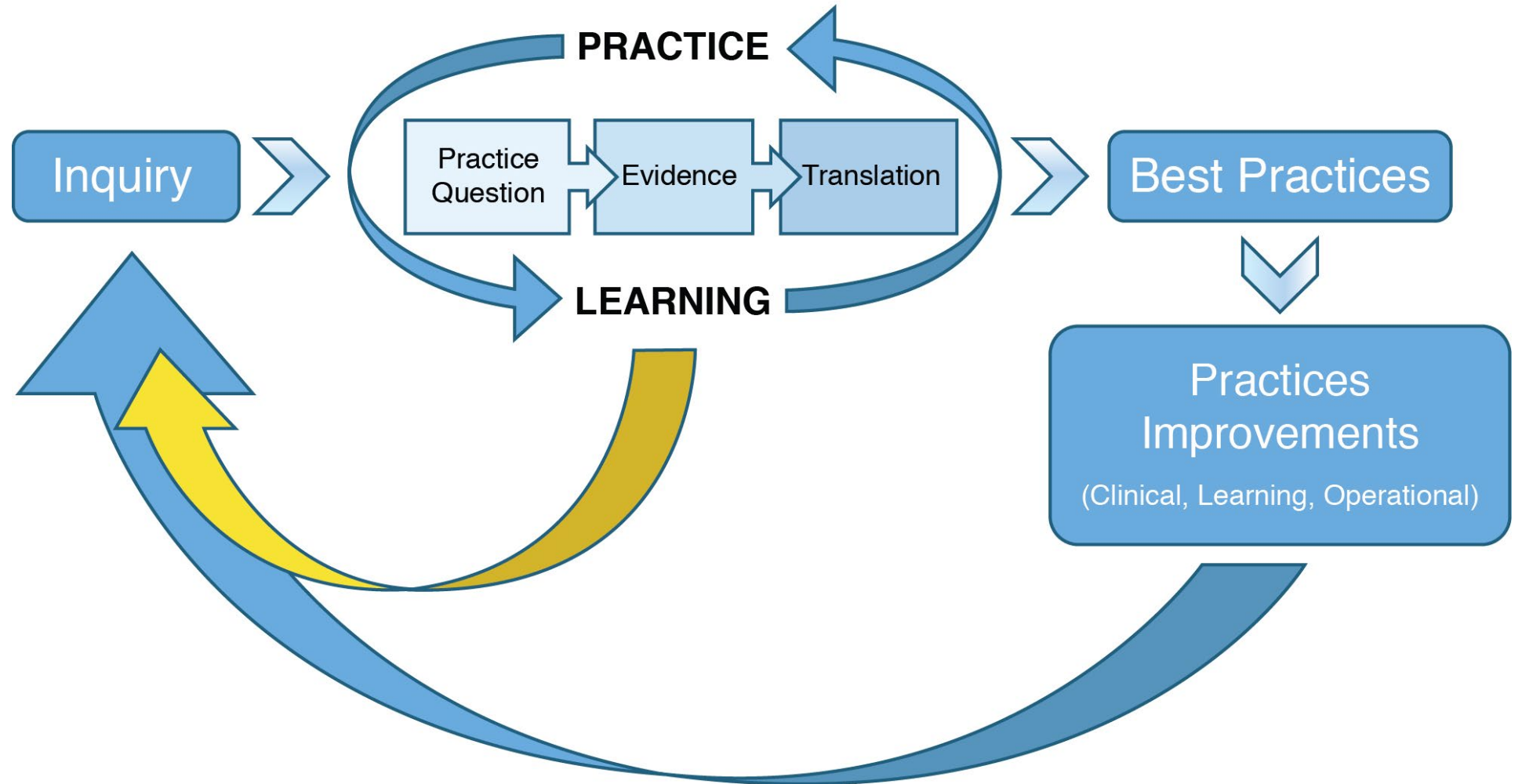
- The Johns Hopkins Nursing Evidence-Based Practice Model (Dearholt & Allan, 2018, p. 36)

Logic Model
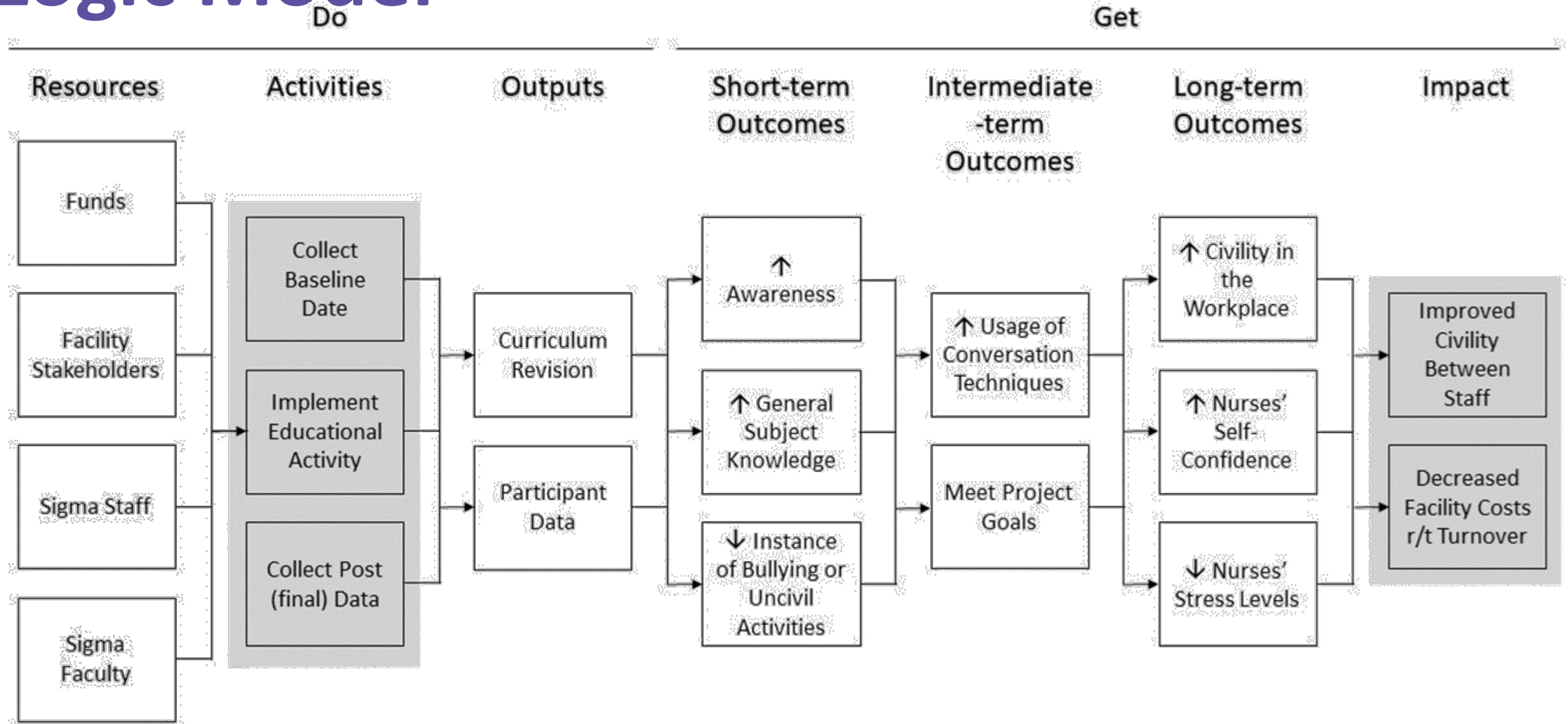
- Visual tool to represent the relationships between resources and ultimate impact of the project

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

Post-intervention

Experimental Group

Non-random assignment to groups

EG 1 → *Intervention* → EG 2

Control Group

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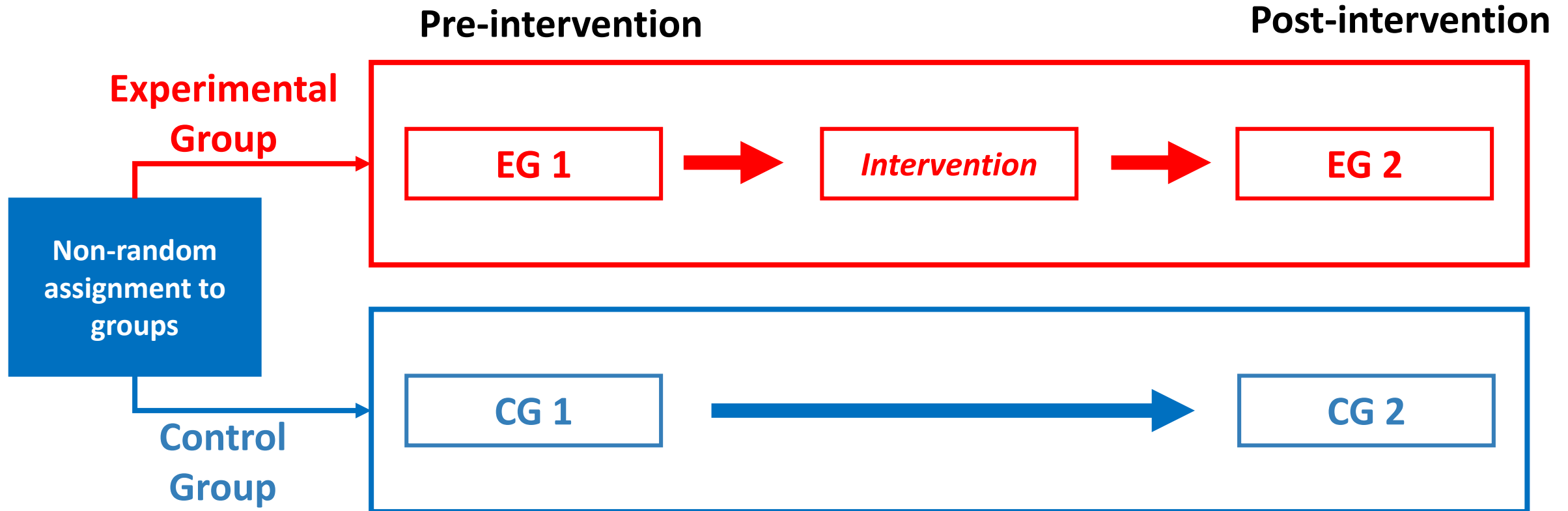
EG 1, CG 1 = Pre-intervention data collection point

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

Project Design

- The intervention

Pre-intervention   **Post-intervention**

Experimental Group

Non-random assignment to groups

| EG 1 | → | *Intervention* | → | EG 2 |
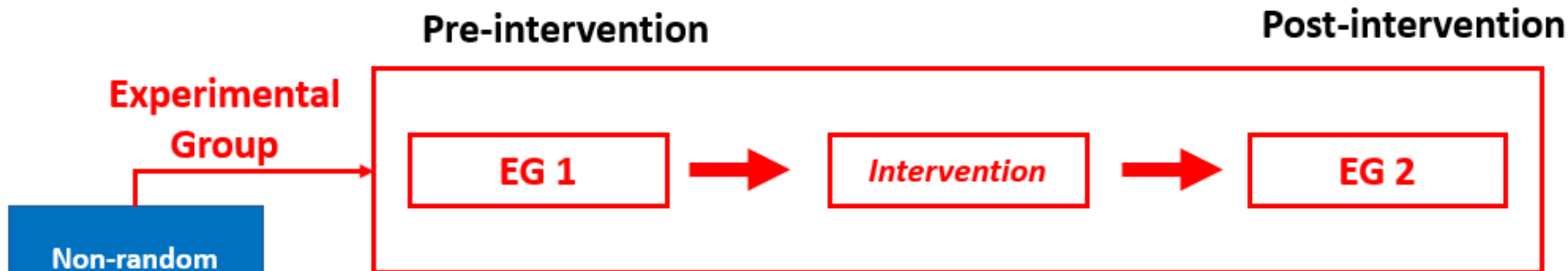
Developed by Sigma Theta Tau International Honor Society of Nursing (Sigma)

Bullying in the Workplace: Solutions for Nursing Practice

Time: ~2 hours 40 minutes   Authors from around the world

Evidence based solutions   Innovative branching scenarios

BULLYING IN THE WORKPLACE:
Solutions for Nursing Practice

CNE

**BULLYING
IN NURSING:
Solutions for
Nursing
Practice**

CNE
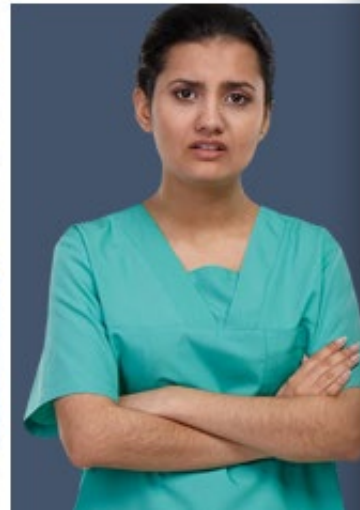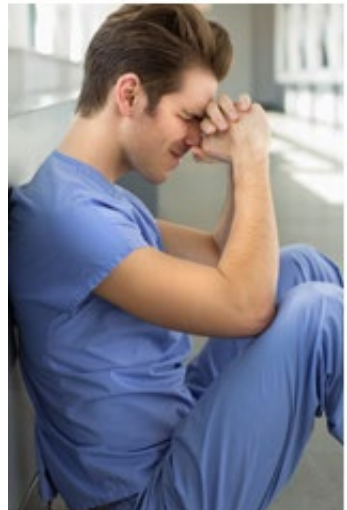
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Project Design

Measure of success

Pre-intervention

Post-intervention

Experimental Group

EG 1 → **Intervention** → **EG 2**

Non-random assignment to groups

SMART goals to measure success
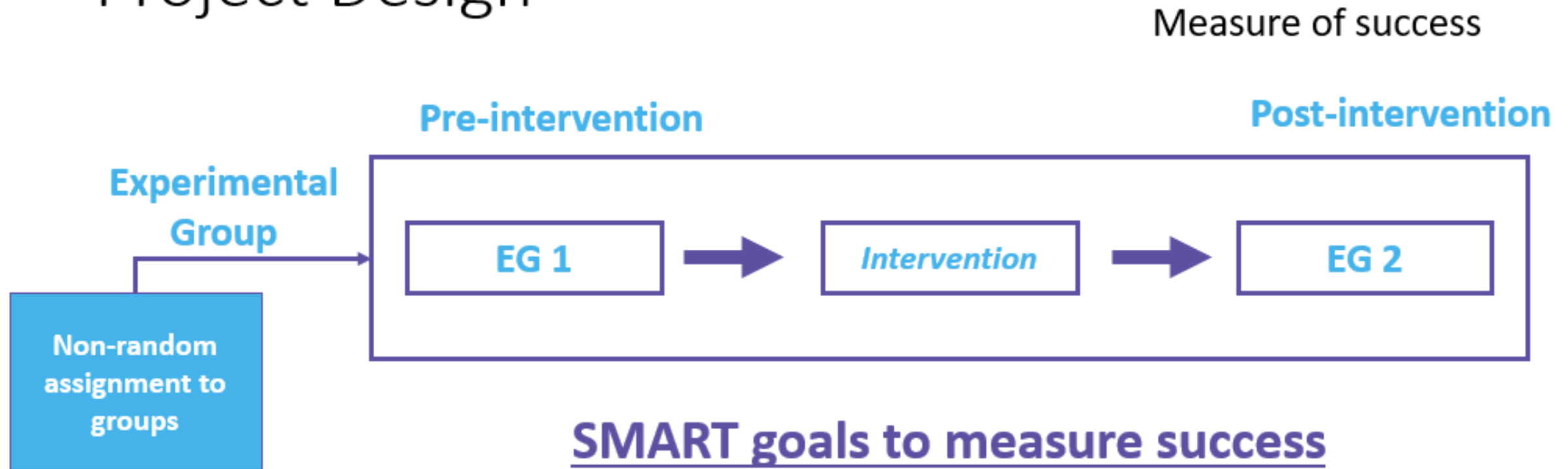
✓ More than 80% of participants will have increased their WCI score.
✓ More than 80% of participants will have implemented at least one positive conflict management strategy effectively.

Conclusions

- 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

- 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.

BULLYING IN NURSING: Solutions for Nursing Practice

CNE
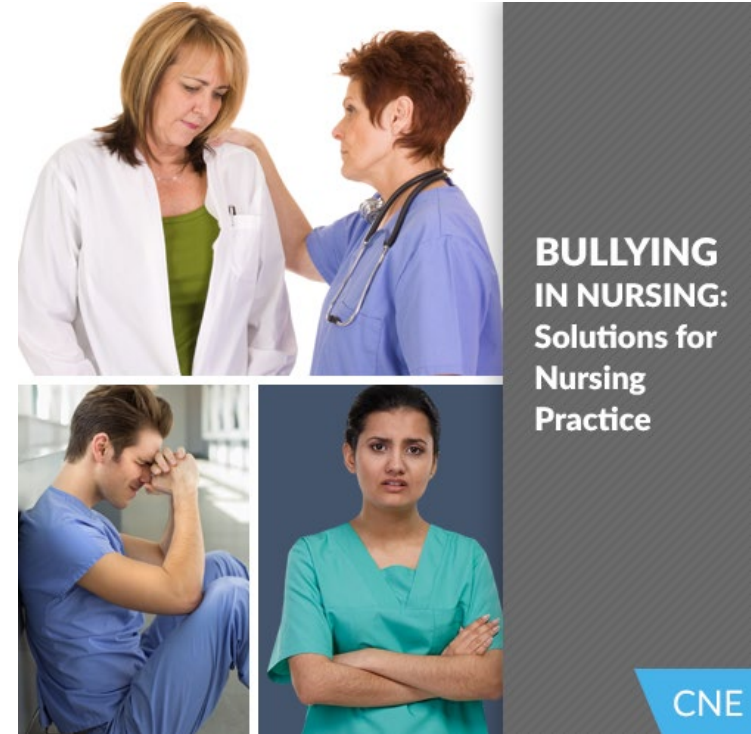
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