

Creating Healthy Work Environments VIRTUAL 2021

Teaching Nurses Cognitive Rehearsal Training to Confront Bullying and Lateral Violence

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Purpose:

To be empowered, resilient, and confident, there is a fundamental need to provide educational tools to identify and intervene with the incivility rife within the profession. Healthcare facilities should explore workplace incivility and address prevention and intervention strategies to alleviate its impacts (Kile et al., 2018; Meng & Koh, 2016). The purpose of this pre-post quasi-experimental study is to determine if cognitive rehearsal training (CRT) on confronting bullying and lateral violence boosts confidence and job satisfaction in newly hired nurses at a hospital located in the South.

Methods:

A convenience sample of newly hired nurses of varying experience levels, from new graduates to experienced, will be recruited to participate in didactic training with role play and online educational activities reviewing CRT. The Negative Acts Questionnaire-Revised (NAQ-R) and the Clark Workplace Incivility Index (WCI) will be administered pre and post CRT intervention.

Results:

The primary outcome will assess for an improvement in NAQ-R and WCI scores after cognitive rehearsal training. A secondary outcome will explore the association between CRT and a nurse's belief of empowerment and confidence to confront bullies. Empowered nurses who are confident and resilient lead to improved nurse turnover rates, increased patient safety, and higher job satisfaction.

Conclusion:

With a well-documented nursing shortage, nurse retention issues, and higher patient acuities, empowered, confident, and resilient nurses are paramount for the future perseverance of the nursing profession. This ongoing issue necessitates concern by nursing leaders and healthcare organizations worldwide (Meng & Koh, 2016). Though bullying and lateral violence are not new to nursing, it is widely overlooked as a significant phenomenon (Al-Sagarat et al., 2018; O'Connell et al., 2019). The reports of pervasiveness in nursing vary, with 21 to 70% of nurses reporting being bullied in some form (Difazio et al., 2019; Keller et al., 2019). Nurses from all age groups, educational backgrounds, and qualifications are affected (Al-Sagarat et al., 2018; O'Connell et al., 2019).

Cognitive rehearsal training has been shown to decrease some of the most prevalent forms of bullying by teaching strategies to confront the perpetrator (Kile et al., 2018; Razzi & Bianchi, 2019). This type of training asserts that behavior can be altered by using techniques that emphasize learned responses (Kang & Jeong, 2019; Meng & Koh, 2016). Cognitive rehearsal training teaches skills to learn and retain scripted responses to situations where they are bullied or face other threatening behaviors from co-workers (Keller et al., 2019; Rutherford et al., 2018).

Title:

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Keywords:

Bullying, Empowerment and Resilience

Abstract Summary:

In today's challenging healthcare environment, nurses need to be empowered, resilient, and confident to confront lateral violence they experience or witness. Cognitive rehearsal training is a tool that teach nurses responses to bullying behaviors that are pervasive throughout the profession.

Late Breaking Reason:

The United States faces unique practice challenges that were unimaginable in the recent past. Supporting each other, being empowered, and feeling valued should be central to training and education to maintain and improve a nurse's moral stability and feelings of empowerment.

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