Workplace Bullying Experienced by African-American Nurses and its Impact on Intent to Leave

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SIGMA THETA TAU CONVENTION
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This research study does not represent research involving UCB Pharmaceuticals.
Objectives

1. To determine the prevalence of bullying experienced by African-American registered nurses (RNs)

2. To determine the impact of bullying on African-American nurses’ intent to leave work positions
Bullying is repeated health-harming mistreatment that takes on one or more of the following forms:

- Verbal Abuse
- Offensive conduct that is Humiliating, Intimidating, or Threatening (HIT)
- Sabotage which prevents work from getting done

Bullying creates a hostile environment!

Workplace Bullying Institute (2011)
Design & Sample

- Descriptive Design

- Sampling Frame
  - 2000 nurses active in practice with membership in Chi Eta Phi in 2012

- Sample
  - 501 responded (25%); 318 of 501 eligible
  - 100% African-American registered nurses (RNs)
Baseline Characteristics - Age

<table>
<thead>
<tr>
<th>Age groups (years)</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>21-30</td>
<td>5</td>
</tr>
<tr>
<td>31-40</td>
<td>10</td>
</tr>
<tr>
<td>41-50</td>
<td>20</td>
</tr>
<tr>
<td>51-60</td>
<td>30</td>
</tr>
<tr>
<td>61-70</td>
<td>25</td>
</tr>
<tr>
<td>&gt; 70</td>
<td>5</td>
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</tbody>
</table>

N=318
## Baseline Characteristics

<table>
<thead>
<tr>
<th>Parameter, %</th>
<th>n=318</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>97.5%</td>
</tr>
<tr>
<td><strong>Education</strong></td>
<td></td>
</tr>
<tr>
<td>MSN</td>
<td>45.1%</td>
</tr>
<tr>
<td>BSN</td>
<td>37.9%</td>
</tr>
<tr>
<td>ADN</td>
<td>11.4%</td>
</tr>
<tr>
<td>Bachelors (Other) + Diploma</td>
<td>5.6%</td>
</tr>
<tr>
<td><strong>Years as RN</strong></td>
<td></td>
</tr>
<tr>
<td>&lt;3</td>
<td>6.9%</td>
</tr>
<tr>
<td>4-15</td>
<td>18.2%</td>
</tr>
<tr>
<td><strong>16-36</strong></td>
<td>50.6%</td>
</tr>
<tr>
<td>36-50</td>
<td>23.3%</td>
</tr>
<tr>
<td>&gt; 50</td>
<td>0.9%</td>
</tr>
</tbody>
</table>
### Baseline Characteristics

**Parameter, %**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>n = 318</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Practice Setting</strong>*</td>
<td></td>
</tr>
<tr>
<td>Hospital</td>
<td>47.9%</td>
</tr>
<tr>
<td>Community Health/Home Care</td>
<td>19.0%</td>
</tr>
<tr>
<td>Nursing Education</td>
<td>14.6%</td>
</tr>
<tr>
<td>Ambulatory Care</td>
<td>13.0%</td>
</tr>
<tr>
<td>Nursing Home or Extended Care</td>
<td>5.3%</td>
</tr>
<tr>
<td><strong>Role or Position</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Staff Nurse</strong></td>
<td>30.8%</td>
</tr>
<tr>
<td>Manager/Supervisor</td>
<td>25.3%</td>
</tr>
<tr>
<td>Instructor/Faculty</td>
<td>17.3%</td>
</tr>
<tr>
<td>Charge Nurse/Office Nurse</td>
<td>7.7% / 6.4%</td>
</tr>
<tr>
<td>Nurse Prac/Specialist</td>
<td>6.7% / 4.8%</td>
</tr>
</tbody>
</table>

*+ Missing data 0.2%; .1%
Instruments

- **Negative Acts Questionnaire-Revised (NAQ-R)**
  - 22 items – measure bullying + 4 additional bullying questions
- **Intention to leave scale**
  - 3 item index scale + 2 questions on job satisfaction and salary
- **Additional Questions**
  - 13 items
  - Total: 44 items

Einarsen & Hoel (2001)
Cammann, Fichman, Jenkins, & Klesh (1983)
Research Question 1

Prevalence of Bullying

19.8% Bullied Nurses
n=63

Non-Bullied Nurse

n=63
Witnessed Bullying

- 23.8% No
- 7.9% Yes, but rarely
- 36.5% Yes, now & then
- 25.4% Yes, several times per week
- 6.3% Yes, almost daily

Percent
Position of Bully

- **Charge Nurse**: 12.7%
- **Physician**: 17.5%
- **Nurse Colleague**: 41.3%
- **Manager/Supervisor**: 46%
Race/Ethnicity of Bully

- **White, non-Hispanic**: 44.4%
- **African-American**: 31.7%
- **Asian**: 19%
- **Hispanic**: 3.2%
- **No Response**: 1.6%
What impact does bullying have on AA nurses’ intent to leave the organization?

The correlation coefficient ($r$) = .354

Moderate Positive Relationship
Intent to Leave

- Thought about quitting: 58.8%
- Probably look for new job: 52.4%
- Actively look for new job: 65.1%

Intent to leave questions 1-3
Conclusions

- Bullying is a serious issue among African-American nurses (19.8%)

- Bullying increases nurses’ intent to leave work positions

- Managers/Supervisors and African-American nurses identified as the primary bully
Limitations

- Convenience sample
- Older, more experienced nurses
- Nurses active in practice
**Implications**

**Education**
- Increased awareness
- Training (managers & staff)
- Higher education

**Research**
- Evaluate efficacy of zero tolerance policies/interventions
- Inactive nurses & bullying
- Correlate NAQ-R scores with nursing quality indicators?
Acknowledgements

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Questions