Testing A Model of Civility

Presented by:
AnnMarie Papa, DNP,RN,CEN,NE-BC,FAEN
Clinical Director, Medical & Emergency Nursing
Hospital of the University of Pennsylvania & Penn Presbyterian Medical Center
Objectives

• Identify dimensions of civility
• List some interventions to stop bullying and enhance civility
Background

• Civility in the most concise definition has been proposed to be an act or expression toward others in a community

(Clark & Carnosso, 2008)
Background

• 14 dimensions of the construct of Civility
  – Autonomy
  – Immediate supervisor support
  – Peer support
  – Voicing concern
  – Profession is valued
  – Physician share credit for patient care
  – Conflict management
Background

• 14 dimensions of the construct of Civility
  – Preceptor efficiency
  – Ideas from new staff welcome (no assumptions)
  – Clinical learning environment
  – Relationships with physicians
  – Relationships with nurses
  – Relationship with co-workers, and
  – Managerial support
Background

• All 14 concepts must begin within the setting of formal education:
  – educator(s) teaching the importance of respect of manager to staff
  – mentoring new staff
  – educators who led by example
Background

• Outcomes of civility:
  – decreased burnout on the job and
  – greater satisfaction with workload
Background

- Educator exemplified civility
- Educator taught importance of respect by managers to staff
- Educator taught how to nurture new staff

Civility

- Burnout
- Satisfaction with Workload
Methods

• The model was tested in three service lines (n = 388) at the Hospital of the University of Pennsylvania – Women’s Services – PeriOp – Emergency Services
Methods

• Civility was assessed using the 87-item Civility Assessment
• The Civility Assessment examines the dimensions of Civility
Methods

- Principle Component Analysis (PCA) to examine dimensions of Civility
- Kaiser-Meyer-Olkin (KMO) used for model fit
- Scree plot used and eigenvalues 1.0 or greater used to assessed factor loadings
Methods

• Pearson’s correlation used to assess relationships between variables
• ANOVA procedures were used to compare demographics
Procedures

• IRB approval
• Email sent to employees
• Submission considered consent
• Survey closed August 2, 2012
Results

• 154 of 188 responded which represents a 40% response rate
Results

• The Kaiser-Meyer-Olkin (KMO) was .86, indicating good fit of model of Civility
• Scree Plot revealed 9 dimensions with Eigen values greater than 1.0
Results

• Scree Plot revealed 9 dimensions with eigenvalues greater than 1.0.
• Combined, the 14 subscales explained 74% of the variance of Civility.
Results

• Cronbach’s alpha > .70 for all scales:
  – Civility
  – 3 predictors of Civility
  – 2 outcomes of Civility
    • Satisfaction with workload
    • Burnout
Results

![Diagram showing relationships between educator's actions and outcomes]

- Educator led by example: $r = .30, p = .001$
- Educator taught importance of respect by managers to staff: $r = .29, p = .001$
- Educator taught how to nurture new staff: $r = .32, p = .000$
- Civility
  - Burnout: $r = .215, p = .013$
  - Satisfaction with Workload: $r = .169, p = .022$
  - $r = .52, p = .000$
Conclusion

• The new Civility Assessment used for this study is a valid tool
• The new Civility Assessment explains 74% of the construct of Civility
• Civility has a negative relationship with burnout
Conclusion

- Civility has a positive relationship with satisfaction with workload
- Formal education does positively relate to civility
Questions?
THANK YOU!

Special Thanks to:
Kathleen Bartholomew & John Nelson