



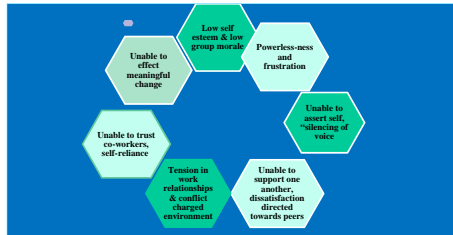
# Using Cognitive Rehearsal to Address Incivility in Nursing Education

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## Background/Significance

- Nurse-to-Nurse Incivility is a global issue, (Vessey et al. 2010) defined as rude, disruptive, intimidating and undesirable behavior directed at another person. ( Stokowski, Clark, 2011)
- It creates barriers to learning, destroys relationships and negatively impacts patient outcomes.
- 88% of nurses admitted observing incivility. (Eggerstone, 2011)
- 88- 90% of nursing students are exposed to incivility in their academic programs/clinical settings by faculty, staff nurses and other students. (Lasiter et al., 2012)
- Students need to know how to engage in civil manners that promote collegiality and improve successful transition to new graduates entering the work force. (Berry, et al. 2012)
- Cognitive rehearsal is an evidenced-based strategy used to successfully address incivility in nursing. ( Griffin, 2004, Stag et al., 2010, Dahlby et al., 2014)
- Theoretical Model guiding research:
- Stanley Martin Model of Oppressed Group Behavior (2008)



## Statement of the Problem

Despite the expectation that nurses exhibit caring and professional behavior towards patients and coworkers, incivility persists. Consequently nurses are leaving their practices, educators are leaving the classroom and nursing students are leaving their programs. This contributes to the nursing shortage and consequently impacts patient care outcomes. The National League of Nursing has determined that incivility in nursing is a sentinel event. (NLN, 2008)

## Methodology

**Research Question:** In senior nursing students, how does the use of a workshop using cognitive rehearsal (CR) affect student's perception of incivility and how to address it?

### Study Design:

- Descriptive Qualitative design following a model developed by Griffin (2004)
- Sample size- 9 BSN senior nursing students
  - Recruited from a Mental health- Psychiatric Nursing class
  - Study protocol was explained and students consented
  - Demographics were separated from survey responses to assure anonymity
  - Students observed role play using cognitive rehearsal to address incivility
  - Students rehearsed using cognitive rehearsal cue card developed by Griffin (2004)

### Measures and Data Collection

- Six question pre/ post intervention survey administered
  - Nursing research team assembled and trained
  - Constant comparative analysis conducted
  - Survey responses transcribed
  - Responses organized into Word Files
  - Line by line coding
  - Four themes identified:
    - What is incivility?
    - Observing incivility
    - Experiencing incivility
    - Using Cognitive rehearsal
- Approved by Regis University and Morgan States University IRBs

## Results

**Table 1. Sociodemographic Characteristics**

	(%)
Caucasian	11
African American	44
African	22
Other	22
Male	11
Female	89
Experienced Incivility	89

**Table 3. Survey Questions**

- 1) What is your understanding of the definition of nurse to nurse incivility?
- 2) What were your feelings of observing a nurse being treated uncivilly in the role play?
- 3) What were your feelings of being treated uncivilly?
- 4) Describe your experience using Cognitive Rehearsal.
- 5) Describe your confidence level related to using Cognitive Rehearsal.
- 6) What more do you want to know about Cognitive Rehearsal?

**Table 2. Cognitive Rehearsal Cue Card**

Uncivil Behavior	Responses
Nonverbal innuendo(raising eyebrows/face making)	I sense or see from your expression that there may be something you wanted to say to me. It's okay to speak to me directly.
Scapegoating(attributing all that goes wrong to one person)	Rarely is one individual, one incident or one situation the cause for all that goes wrong. Scapegoating rarely solves anything.
Griffin (2004)- Abbreviated.	See handouts.

## Conclusions

- Following the role play, students accurately described incivility as negative verbal and nonverbal behavior.
- Participants identified new nurses as the focus of incivility.
- Incidents in the role play were described as realistic.
- Students admitted to being perpetrators and victims of incivility.
- Cognitive Rehearsal was viewed as an effective, professional way to address incivility.
- Students expressed confidence in using Cognitive rehearsal in the future.
- Students requested additional information about CR.

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## Literature Cited (See handout for a complete list)