INTRODUCTION

Hostility in nursing is becoming increasingly common in nursing practice for several reasons. Some nurses have stated they feel overwhelmed with their patient load and are unable to help the novice nurse at the same time. Others feel acting in a hostile manner is a rite of passage. Some nurses feel there is hierarchy system abuse. Whatever the reason the effect is decreased morale on the unit causing decreased patient satisfaction and compromised patient safety.

BACKGROUND

- 31% of nurses report being bullied by a peer.
- Increasing nursing shortage related to hostility puts patients at risk.
- Increasing numbers of nurses suffering from depression related to hostile acts.
- Increasing number of nurses leaving the profession related to increased hostility on units.
- Decrease in nurse morale and job satisfaction.

PURPOSE

- Create a positive social change for nurses.
- Educate on what constitutes positive communication skills.