

Title:

Improving Workplace Incivility Utilizing the AACN Healthy Work Environment Standards

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Session Title:

Poster Presentations

Slot (superslotted):

PST: Saturday, 18 March 2017: 7:30 AM-8:00 AM

Slot (superslotted):

PST: Saturday, 18 March 2017: 9:45 AM-10:15 AM

Slot (superslotted):

PST: Saturday, 18 March 2017: 1:30 PM-2:00 PM

Slot (superslotted):

PST: Saturday, 18 March 2017: 3:45 PM-4:15 PM

Keywords:

Emergency Department, Nursing Incivility and Shared Governance

References:

Ulrich, B. T., Lavandero, R., Woods, D., & Early, S. (2014, August). Critical care nurse work environments 2013: A status report. *Critical Care Nurse*, 34(4), 64-79.

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Blake, N., Mills, M., & Guerrero, V. (2012). Radiology nursing staff use the HWE assessment tool to improve the work environment. *AACN Advanced Critical Care*, 23(2), 128-132. <http://dx.doi.org/10.1097/NCI.0b013e3182501cb8>

Hodgins, M., MacCurtain, S., & Mannix-McNamara, P. (2014). Workplace bullying and incivility: a systematic review of interventions. *International Journal of Workplace Health Management*, 7(1), 54-72. <http://dx.doi.org/10.1108/IJWHM-08-2013-0030>

Hanrahan, M., & Leiter, M. P. (2014). Workplace mistreatment: Recent developments in theory, research, and interventions. In P. Y. Chen, & C. L. Cooper (Eds.), *Work and wellbeing: Wellbeing: A complete reference Guide* (1st ed., pp. 263-294). Chichester, West Sussex, UK: John Wiley & Sons, Ltd.

Abstract Summary:

The purpose of this study was to evaluate the impact of healthy work environment interventions implemented by a shared governance council on improving incivility in a pediatric emergency department.

Learning Activity:

LEARNING OBJECTIVES	EXPANDED CONTENT OUTLINE
The learner will be able to state the impact of incivility on nurses, patients and organizations.	The cost is financially devastating, mentally and physically damaging to staff,

	organizational culture and impact patient outcomes. The environment in which nurses' practice can have a significant impact in the quality of care they provide, the level of teamwork in the unit and the satisfaction and outcomes that patients experience
The learner will be able to recognize the challenges involved with instituting a workplace change through a shared governance council.	The pros/cons of shared governance councils implementing department initiatives. The challenges that research projects can have working with shared governance councils. The challenges of change management in the nursing environment.
The learner will be able to describe six standards of the AACN's Standards for Establishing and Sustaining Healthy Work Environments.	The AACN Standards for Establishing and Sustaining Healthy Work Environments identify six standards that should be in place in order to create and sustain a healthy work environment (HWE). Skilled communication, true collaboration, effective decision making, appropriate staffing, meaningful recognition, and authentic leadership to provide safe, effective and exemplary care to patients and their families.
The learner will be able to define workplace incivility.	Workplace incivility is low-intensity deviant behavior with ambiguous intent to harm the target, in violation of workplace norms for mutual respect.

Abstract Text:

Workplace incivility is "low-intensity deviant behavior with ambiguous intent to harm the target, in violation of workplace norms for mutual respect (Andersson & Pearson, 1999, p. 457). Incivility in the workplace is more prevalent in today's healthcare environment. The cost can be not only financially devastating but also mentally and physically damaging to staff, organizational culture and impact patient outcomes (Einarsen, Hoel, & Notelaers, 2009, Bria, Baban, & Dumitrascu, 2012, Hutchinson & Jackson, 2013).

The environment in which nurses' practice, can have a significant impact on the quality of care they provide, the level of teamwork in the unit and the satisfaction and outcomes that patients experience. The AACN Standards for Establishing and Sustaining Healthy Work Environments identify six standards that should be in place in order to create and sustain a healthy work environment (HWE).

Emergency Departments are high stress, see high volumes of patients and experience life and death situations often. It is imperative to have, skilled communication, true collaboration, effective decision making, appropriate staffing, meaningful recognition, and authentic leadership to provide safe, effective and exemplary care to patients and their families.

The incivility spiral framework demonstrates how uncivil behavior in an environment will eventually lead to more aggressive behavior. Providing education and implementing interventions to align with the healthy

work environment standards can help decrease incivility, improve the environment for all staff, patients and families.

The purpose of this study was to evaluate the impact of healthy work environment interventions implemented by a shared governance council on improving incivility in a pediatric emergency department. A pre and post survey design was used. The only relationship found of statistical significance was between years of experience and the total Cortina score. Years of experience was noted to be negatively correlated ($r = -.312$, $p = 0.26$), at a 0.05 level of significance with increased experiences of incivility.