

## Children's Mercy Kansas City

### Background

#### Study site statistics:

- Low morale
- Low scores on NDNQI surveys
- New staff issues
- 142 RN's, ED Technicians and APRN's
- Separation of disciplines
- Unit council involvement



### Purpose

- Evaluate level of incivility in ED
- Implement Unit Council developed strategies
- Evaluate impact on incivility

### Meaningful Recognition

- Nurses must be recognized and must recognize others for the value each brings to the work of the organization



### Methods

- Unit council education/intervention
  - Placement of recognition cards/boxes for families to recognize staff
- Pre-survey
- Martin & Hine Uncivil Workplace Behavior Questionnaire (UWBQ)
- Cortina's Workplace Incivility Scale (WIS)
- Post-survey

### Challenges

- Little feedback in recognition boxes
- Challenge having unit council develop/implement without leadership involvement
- Lack of APRN input
- Time constraints
- Finding recognition interventions that are sustainable

### Results

Table 2: Relationship between demographics and Incivility score

Variable	Gender	Age	Years of experience	Highest level of education	Certified	FTE
Cortina Score	.66	-.213	-.312*	-.145	-.062	-.087
Sig. (2 tailed)	.697	.154	.026	.335	.681	.569
UWBQ Score	.019	-.118	-.198	-.112	.066	-.067
Sig (2 tailed)	.910	.408	.164	.435	.663	.664

\*Correlation is significant at the 0.05 level (2-tailed)

Table 4: Relationship between variables of incivility

Variables	Gossiped behind your back (UWBQ)	Doubted your judgment on a matter over which you had responsibility (WIS)	Made insulting or disrespectful Remarks about you (WIS)	Accused you of incompetence (WIS)
Gossiped behind your back	X	.620**	.655*	.579**
Sig. (2-tailed)	X	.000	.000	.000
Doubted your judgment on a matter over which you had responsibility	.620**	X	.423**	.349*
Sig. (2-tailed)	.000	X	.002	.012
Made insulting or disrespectful Remarks about you	.655**	.423**	X	.647**
Sig. (2-tailed)	.000	.002	X	.000
Accused you of incompetence	.579**	.349*	.647**	X
Sig. (2-tailed)	.000	.012	.000	X

\*\*Correlation is significant at the 0.01 level (2-tailed)

\*Correlation is significant at the 0.05 level (2-tailed)