

Title:

A Toolbox to Diminish Lateral Violence in the Workplace

Sara C. Germann, MS

Shannon Moore, MSN

School of Nursing, University of Indianapolis, Indianapolis, IN, USA

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:

Lateral Violence, communication and safety

References:

American Nurses Association. (2015). *Incivility, bullying and workplace violence*. Retrieved from file:///C:/Users/user/Downloads/PosStat-Endorsed- ANA-Incivility-Bullying-Violence%20(1).pdf

Dehue, F., Bolman, C., Vollink, T., & Austin, P. (2012). Coping with bullying at work and health related problems. *International Journal of Stress Management*, 19(3), 175-197. doi: 10.037/a0028969

Christie, W. & Jones, S. (2014). Lateral violence in nursing and the theory of the nurse as wounded healer. *Online Journal of Issues in Nursing*, 18(4), 1-11. <http://dx.doi.org/10.3912.OJIN.Vol19No01PPT01>

Smith, L.M., Andrusyszyn, M.A., & Laschinger, H. (2010). Effects of workplace incivility and empowerment on newly graduated nurses' organizational commitment. *Journal of Nursing Management*, 18, 1004-1015.

Stanton, C. (2015). Action needed to stop lateral violence in the perioperative setting. *Journal of the Association of Perioperative Nurses*, 101(5), P7-9. [http://dx.doi.org/10.1016/S0001-2092\(15\)00320-8](http://dx.doi.org/10.1016/S0001-2092(15)00320-8)

Abstract Summary:

A brief overview of lateral violence in the healthcare setting will be provided. In addition to common characteristics of this concept, tools to address the behaviors will be presented. Attendees will be given information with the intent of fostering communication between colleagues and limiting the prevalence of this behavior.

Learning Activity:

LEARNING OBJECTIVES	EXPANDED CONTENT OUTLINE
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1. The learner will be able to identify the American Nurses Association definition of lateral violence.	The ANA position statement will be presented as a link in the presentation
2. The learner will be able to identify common characteristics of lateral violence in nursing.	Characteristics that define lateral violence will be stated clearly so the learner can self identify
3. The learner will be able to translate interventions to decrease lateral violence to their own workplace environment.	Communication techniques as well as other interventions will be presented and linked in the toolbox to allow the learner to apply the information to the clinical area

Abstract Text:

Lateral violence, also known as horizontal violence and workplace bullying, is extremely prevalent in nursing as it has been noted to impact up to 90% of nurses at some point in their career (Smith et al., 2010). Both novice and experienced nurses have reported being impacted by these behaviors which can be both overt and covert in nature. These behaviors can lead to “a decreased sense of well-being, physical health complaints, and depressive symptoms” (Dehue et al., 2012). The psychological and physical complaints range from sleep disturbance, anxiety symptoms, post-traumatic stress disorder symptoms and suicidal ideation to new onset cardiovascular disease symptoms (Christie & Jones, 2014). The outcomes of this type of abuse include loss of confidence and a lack of trust in coworkers as well as resignation and even the victims becoming the perpetrators of the behaviors (Stanton, 2015). Because of the multiple impacts this violence can have, the American Nurses Association (ANA) issued a “zero tolerance” policy for lateral violence and recommends that employers have resources available for nurses to learn to combat this type of violence (ANA, 2015).

The lateral violence toolkit is a compilation of resources including a presentation utilizing the most current research on the subject. These resources include a description of lateral violence with identified behaviors delineated in order to enable nurses to identify instances of violence in their own workplaces. Additionally, links to existing resources will be provided to allow for ease of access to identified communication techniques and training. Communication techniques to address lateral violence in the workplace will be briefly presented and further explicated in a linked presentation with videos demonstrating those techniques for modeling behavior. Finally, a presentation discussing effective techniques to decrease lateral violence is attached to inform nurse managers of how to incorporate the lateral violence toolkit into their unit.