

A Toolbox to Diminish Lateral Violence

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Objective

- The learner will be able to identify examples of Lateral Violence.
- The learner will be able to identify various techniques available to diminish lateral violence in the healthcare setting.
- The learner will be able to apply the toolbox techniques to current practice.

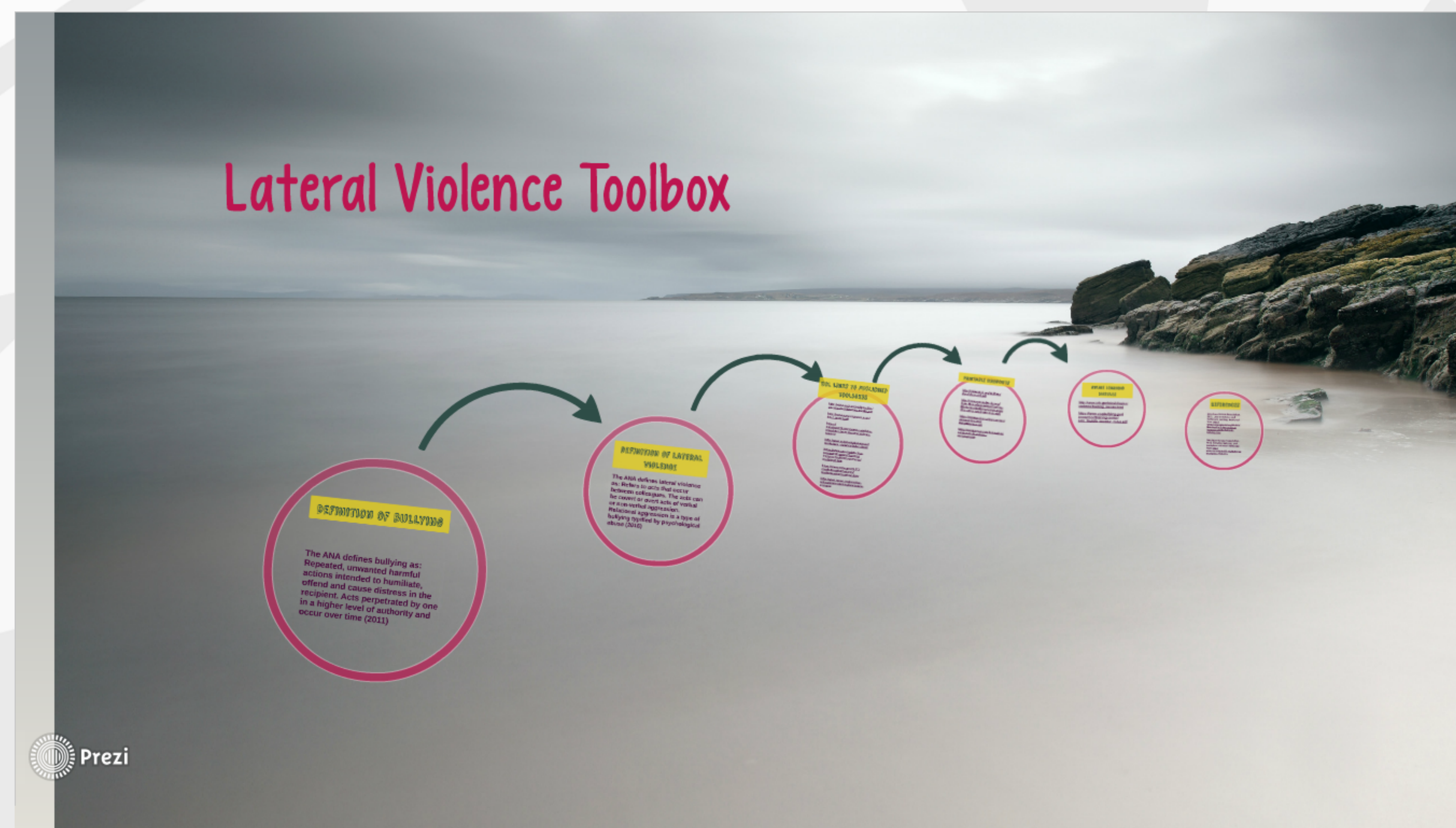
Significance

Studies report that 44-85% of nurses have experienced lateral violence and 93% of nurses have witnessed the behaviors (Jacobs & Kyzar, 2010; Quine, 2001). These behaviors contribute to physical and emotional complaints, including anxiety, PTSD, depression, suicidal ideation and cardiac disease (Christie & Jones, 2014). This has led to burnout, loss of productivity, impaired patient safety and attrition (Christie and Jones, 2014). With an estimate of turnover costs of \$88,000 per position for registered nurses and a national RN turnover rate of 17.2% (Krsek, 2011; Colosi, 2016), addressing and decreasing this violence presents a financial imperative for institutions.

What is Lateral Violence?

The American Nurses Association (ANA) defines lateral violence as: Refers to acts that occur between colleagues. The acts can be covert or overt acts of verbal or non-verbal aggression. Relational aggression is a type of bullying typified by psychological abuse (2016).

The ANA defines bullying as: Repeated, unwanted harmful actions intended to humiliate, offend and cause distress in the recipient. Acts perpetrated by one in a higher level of authority and occur over time (2011).



The Toolbox

- Provides information for managers and staff to help identify lateral violence in the workplace.
- Presents communication techniques to prevent lateral violence.
- Identifies available resources online to educate managers and staff on lateral violence policies and protocols.
- Links the reader to online learning modules on lateral violence and communication.
- Offers handouts for managers to utilize for staff education on individual nursing units.

Forms of Lateral Violence

- Nonverbal innuendo
- Verbal affront
- Undermining activities
- Withholding information
- Sabotage
- Infighting
- Scapegoating
- Backstabbing
- Failure to respect privacy
- Broken confidences

(Griffin, 2011)

Lateral Violence Toolbox Website

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