Using Cognitive Rehearsal to Address Nurse-Nurse Incivility: Six Months Later: How are they Doing?

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Background/Significance

- Incivility is defined as "rude, disruptive, intimidating and undesirable behavior directed at another person." (Stokowski, Clark, 2011).
- Nurse-to-Nurse Incivility is a global issue (Vessey et al. 2010).
- 88% of nurses admitted observing incivility. (Eggerstone, 2011)
- 88-90% of nursing students are exposed to incivility in their academic programs/clinical settings by faculty, staff nurses and other students. (Lasiter et al., 2012)

Conceptual Framework


Despite the expectation that nurses behave in civil and caring manners, incivility persists. Research supports that there are evidenced-based strategies which have been utilized successfully to address incivility. Nurse administrators, educators, clinicians and students must have the necessary skills to reduce/eliminate incivility.

Statement of the Problem

Does a work shop demonstrating the use of cognitive rehearsal to address incivility, prepare new graduate nursing students to address incivility on their first nursing job?

Research Question

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Methodology

Type: Descriptive qualitative design

Sample: 9 BSN senior nursing students from a mental health-nursing class

Study protocol: Educational workshop with a role play using cognitive rehearsal based on Griffin (2004)

1. Description and definitions of nurse-to-nurse incivility
   - Definition, prevalence, behaviors and impact
   - Role play with actors to demonstrate nurse-to-nurse incivility

2. Description and explanation of cognitive rehearsal
   - how to use it to address uncivil behavior,
   - distribution of cue cards,
   - Watch the actors address uncivil behaviors using cognitive rehearsal

3. Student role play using cognitive rehearsal
   - Role play with actors to demonstrate use of cue cards
   - Play the role of the victim and switch roles play the role of the bully

4. Written survey addressing seven questions for perception of the workshop

5. Follow up 6 months later to survey progress

Survey Results

1. Eighty percent of the new graduate nurses experienced incivility in their new roles.
2. Fifty percent of the new nurses used CR to address incivility.
3. Types of incivility included: Dismissive behavior, ignoring suggestions, withholding information, exclusion
4. Reasons for NOT using CR included:
   - "I have not experienced incivility on my new job/residency program."
   - "I was new on the job."
   - "I felt uncomfortable."
   - "I decided to let it go because I had only been on the job for 2 weeks."

Six Month Follow-up Questions

1. Are you currently employed in the nursing Profession?
2. Have you experienced incivility while in the nursing setting? If so describe?
3. Were you able to use Cognitive Rehearsal to address the uncivil behavior?

Data Analysis

80% of the sample experienced incivility which is slightly less than data reported by Lasiter. (2012).

50% of the sample did not address the problem. This is slightly higher than the 34% suggested by Clark.

Incivility is still prevalent in the nursing culture as evidenced by 80% of the new graduates in this sample. Cognitive Rehearsal is an evidenced based strategy which new nursing graduates can effectively use to address incivility

Clark (2014) stated that new nurses find that CR is effective but difficult to use. This research supports Clark’s finding.

Recommendations

- Incivility training should be threaded throughout curriculum to afford new nurses several opportunities to develop confidence in using evidenced based strategies such as Cognitive Rehearsal. Nikitasitis, and Simko(2014) conducted training over 12 weeks and 100% of the nurses were able to use strategies to address incivility.  Warner (2016) also conducted training over 12 weeks and nurses were able to use CR.
- Nursing programs should develop a “zero tolerance for incivility policy” to help mold and shape expected professional behavior at the nursing point of entry, which is nursing school.
- Nursing Programs and Health Care facilities should collaborate to form residency programs for new nurses to help reduce incidences of incivility.

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