The Nurses Perception of Incivility in the Operating Room

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Problem

- Incivility in the nursing workplace has become a critical problem and includes complaining about others, sarcastic and humiliating comments about others, ignoring or intentionally disregarding other’s opinions or input, and insulting or belittling others in public. 5, 6
- These behaviors have been shown to have a negative impact on nursing satisfaction and lead to:
  - Post-traumatic stress disorder
  - Low self-esteem, anxiety, sleep disturbances
  - Recurrent nightmares
  - Depression.1
  - Decreased job satisfaction
- Increased job turnover occurs most often when nurses have experienced incivility from a supervisor with co-worker incivility being the next most common cause of dissatisfaction. 2, 3, 4

Purpose

The purpose of this study was to examine the perception of incivility among nurses who work in OR.

Results

The following items ask about your interactions with other nurses. Nurses on my unit:

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Somewhat Agree</th>
<th>Neutral</th>
<th>Somewhat Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>...argue with each other frequently.</td>
<td>2.86%</td>
<td>54.29%</td>
<td>26.71%</td>
<td>8.57%</td>
<td>8.57%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>...have violent outbursts or heated arguments in the workplace.</td>
<td>17.14%</td>
<td>45.71%</td>
<td>22.86%</td>
<td>8.57%</td>
<td>5.71%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>...scream at each other.</td>
<td>22.86%</td>
<td>51.43%</td>
<td>8.57%</td>
<td>8.57%</td>
<td>5.71%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>...gossip about one another.</td>
<td>0.00%</td>
<td>5.71%</td>
<td>11.43%</td>
<td>60.00%</td>
<td>22.86%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>...gossip about their supervisor at work.</td>
<td>0.00%</td>
<td>11.43%</td>
<td>14.29%</td>
<td>54.29%</td>
<td>20.00%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>...bad-mouth others in the workplace.</td>
<td>0.00%</td>
<td>20.00%</td>
<td>17.14%</td>
<td>40.00%</td>
<td>22.86%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>...spread bad rumors about others.</td>
<td>2.86%</td>
<td>31.43%</td>
<td>17.14%</td>
<td>31.43%</td>
<td>17.14%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>...make little contribution to a project but expect to receive credit for working on it.</td>
<td>8.57%</td>
<td>37.14%</td>
<td>31.43%</td>
<td>14.29%</td>
<td>8.57%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>...claim credit for others’ work.</td>
<td>11.43%</td>
<td>42.86%</td>
<td>34.29%</td>
<td>5.71%</td>
<td>5.71%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>...take credit for work they did not do.</td>
<td>11.43%</td>
<td>42.86%</td>
<td>28.57%</td>
<td>5.71%</td>
<td>11.43%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Methods

Inclusion criteria:
- 18 years of age or older, Operating Room (OR) Nurse, & English speaking
- Descriptive study surveying operating room nurses using the Nursing Incivility Scale 7

Sample

n= 41 Operating Room Nurses
Predominantly Caucasian females
Majority (67%) < 50 yrs of age
Experience in the OR years
<1 1-5 6-10 11-15 16-20 >20
10% 15% 18% 10% 18% 30%

Implications

- Nurses should:
  - report uncivil behavior
  - be aware of behaviors considered uncivil
  - be aware of their own behaviors and demonstrate or model appropriate behavior
- Hospital administrators & OR nurse managers should:
  - foster open communication about uncivil behaviors
  - take reports seriously and follow-up with the policies
  - Implement clear policies that support “zero tolerance” for incivility