Title:
Exploring Workplace Mistreatment and Nurses' Ability to Provide Quality Patient Care

Christine Moffa, MS
Christine E. Lynn College of Nursing, Florida Atlantic University, jupiter, FL, USA

Session Title:
Rising Stars of Research and Scholarship Invited Student Posters

---

Keywords:
caring, social justice and workplace mistreatment

References:

American Association of Colleges of Nursing. (2008). *The essentials of baccalaureate education for professional nursing practice*. Washington DC: AACN.

American Nurses Association. (2015). *Nursing scope and standards of practice* (3rd edition. ed.). Silver Spring, Md: American Nurses Association.

American Nurses Association. (2015). *Nursing: Scope and standards of practice* (3rd ed.). Silver Springs, MD: American Nurses Association.

Andersson, L. M., & Pearson, C. M. (1999). Tit for tat? the spiraling effect of incivility in the workplace. *The Academy of Management Review, 24*(3), 452-471.

Bailey, D. N. (2009). Caring defined: A comparison and analysis. *International Journal for Human Caring, 13*(1), 16-31.

Baron, R. M., & Kenny, D. A. (1986). The moderator-mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of Personality and Social Psychology, 51*(6), 1173-1182. doi:10.1037/0022-3514.51.6.1173

Bartlett, J. E., & Bartlett, M. E. (2011). Workplace bullying: An integrative literature review. *Advances in Developing Human Resources, 13*(1), 69-84. doi:10.1177/1523422311410651

Berry, P., A., Gillespie, G., L., Gates, D., & Schafer, J. (2012). Novice nurse productivity following workplace bullying. *Journal of Nursing Scholarship, 44*(1), 80-87. doi:10.1111/j.1547-5069.2011.01436.x

Birkeland Nielsen, M., Høstmark Nielsen, G., Notelaers, G., & Einarsen, S. (2015). Workplace bullying and suicidal ideation: A 3-wave longitudinal norwegian study. *American Journal of Public Health, 105*(11), e23-e27. doi:10.2105/AJPH.2015.302855

Buettner-Schmidt, K., & Lobo, M. L. (2012). Social justice: A concept analysis. *Journal of Advanced Nursing, 68*(4), 948-958. doi:10.1111/j.1365-2648.2011.05856.x

Casey, B., Proudfoot, D., & Corbally, M. (2016). Narrative in nursing research: An overview of three approaches. *Journal of Advanced Nursing, 72*(5), 1203-1215. doi:10.1111/jan.12887

Chinn, P. L. (2008). Violence, injury, and human safety. *ANS.Advances in Nursing Science, 31*(2), 93.

Clark, C. M., Barbosa-Leiker, C., Gill, L. M., & Nguyen, D. (2015). Revision and psychometric testing of the incivility in nursing education (INE) survey: Introducing the INE-R. *Journal of Nursing Education, 54*(6), 306-315. doi:10.3928/01484834-20150515-01

Clark, C. M., Olender, L., Kenski, D., & Cardoni, C. (2013). Exploring and addressing faculty-to-faculty incivility: A national perspective and literature review: 1. *Journal of Nursing Education, 52*(4), 211. doi:10.3928/01484834-20130319-01

Clark, C., M., Landrum, R., E., & Nguyen, D., T. (2013). Development and description of the organizational civility scale (OCS). *Journal of Theory Construction & Testing, 17*(1), 11-17.

Cortina, L. M., Magley, V. J., Williams, J. H., & Langhout, R. D. (2001). Incivility in the workplace: Incidence and impact.*Journal of Occupational Health Psychology, 6*(1), 64-80. doi:10.1037/1076-8998.6.1.64

Dellasega, C. A. (2009). Bullying among nurses. *American Journal of Nursing, 109*(1), 52-58. doi:10.1097/01.NAJ.0000344039.11651.08

Einarsen, S., Hoel, H., & Notelaers, G. (2009). Measuring exposure to bullying and harassment at work: Validity, factor structure and psychometric properties of the negative acts questionnaire-revised. *Work & Stress, 23*(1), 24-44.

Farrell, G. A., & Rn. (2001). From tall poppies to squashed weeds * : Why don't nurses pull together more?[miscellaneous].*Journal of Advanced Nursing, 35*(1), 26-33.

Faul, F., Erdfelder, E., Buchner, A., & Lang, & A.-G. (2013). *G*Power version 3.1.7 [computer software].* (http://www.psycho.uni-duesseldorf.de/abteilungen/aap/gpower3/download-and-register ed.). Uiversität Kiel, Germany.:

Felblinger, D. M. (2008). Incivility and bullying in the workplace and nurses' shame responses. *JOGNN: Journal of Obstetric, Gynecologic & Neonatal Nursing, 37*(2), 234-242. doi:10.1111/j.1552-6909.2008.00227.x

Fowler, M. D. M. (2015). *Guide to nursing's social policy statement: Understanding the profession from the social contract to social covenant.* Silver Springs, MD: American Nurses Association.

Fowler, M. D. M. (2015). Guide to the code of ethics with interpretive statements: Development, interpretation, and application.

Freire, P. (1970). *Pedagogy of the oppressed*. New York: Seabury Press.

Gaffney, D. A., Demarco, R. F., Hofmeyer, A., Vessey, J. A., & Budin, W. C. (2012). Making things right: Nurses' experiences with workplace bullying-a grounded theory. *Nursing Research and Practice, 2012*, 243210. doi:10.1155/2012/243210

Gates, D. M., Gillespie, G. L., & Succop, P. (2011). Violence against nurses and its impact on stress and productivity. *Nursing Economic$, 29*(2), 59-67.

Gillespie, G. L., Gates, D. M., & Succop, P. (2010). Psychometrics of the healthcare productivity survey. *Advanced Emergency Nursing Journal, 32*(3), 258-271.

Glambek, M., Matthiesen, S. B., Hetland, J., & Einarsen, S. (2014). Workplace bullying as an antecedent to job insecurity and intention to leave: A 6-month prospective study. *Human Resource Management Journal, 24*(3), 255-268. doi:10.1111/1748-8583.12035

Grace, P., J., & Willis, D., G. (2012). Nursing responsibilities and social justice: An analysis in support of disciplinary goals.*Nursing Outlook, 60*(4), 198-207. doi:10.1016/j.outlook.2011.11.004

Guidroz, A. M., Burnfield-Geimer, J. L., Clark, O., Schwetschenau, H. M., & Jex, S. M. (2010). The nursing incivility scale: Development and validation of an occupation-specific measure. *Journal of Nursing Measurement, 18*(3), 176-200. doi:10.1891/1061-3749.18.3.176

Hamblin, L. E., Essenmacher, L., Upfal, M. J., Russell, J., Luborsky, M., Ager, J., & Arnetz, J. E. (2015). Catalysts of worker-to-worker violence and incivility in hospitals. *Journal of Clinical Nursing, 24*(17), 2458-2467 10p. doi:10.1111/jocn.12825

Horn, L. (2013). Powers and faden's theory of social justice applied to the problem of foetal alcohol syndrome in south africa.*Public Health Ethics, 6*(1), 3-10.

Hsieh, H., & Shannon, S. E. (2005). Three approaches to qualitative content analysis. *Qualitative Health Research, 15*(9), 1277-1288 12p.

Hutchinson, M., Vickers, M. H., Wilkes, L., & Jackson, D. (2010). A typology of bullying behaviours: The experiences of australian nurses. *Journal of Clinical Nursing, 19*(15-16), 2319-2328. doi:10.1111/j.1365-2702.2009.03160.x

Hutchinson, M. (2013). Bullying as workgroup manipulation: A model for understanding patterns of victimization and contagion within the workgroup. *Journal of Nursing Management, 21*(3), 563-571. doi:10.1111/j.1365-2834.2012.01390.x

Hutchinson, M., University of Western Sydney, Wilkes, L., Vickers, M., & Jackson, D., 1959. (2008). The development and validation of a bullying inventory for the nursing workplace.

Hutton, S., & Gates, D. (2008). Workplace incivility and productivity losses among direct care staff. *AAOHN Journal, 56*(4), 168-175.

Johnson, S. L., & Rea, R. E. (2009). Workplace bullying: Concerns for nurse leaders. *Journal of Nursing Administration, 39*(2), 84-90. doi:10.1097/NNA.0b013e318195a5fc

Kagan, P. N., Smith, M. C., & and Chinn, P. L. (Eds.). (2014). *Philosophies and practices of emancipatory nursing : Social justice as praxis* (1st edition. ed.). New York: Routledge.

Kagan, P. N., Smith, M. C., Cowling,WR,,III, & Chinn, P. L. (2010). A nursing manifesto: An emancipatory call for knowledge development, conscience, and praxis. *Nursing Philosophy, 11*(1), 67-84. doi:10.1111/j.1466-769X.2009.00422.x

Laschinger, H. K. S., Wong, C. A., Cummings, G. G., & Grau, A. L. (2014, January; 2015/10). Resonant leadership and workplace empowerment: The value of positive organizational cultures in reducing workplace incivility.*32*, 5+.

Laschinger, H., K., Wong, C., Regan, S., Young-Ritchie, C., & Bushell, P. (2013). Workplace incivility and new graduate nurses' mental health. *Journal of Nursing Administration, 43*(7), 415-421. doi:10.1097/NNA.0b013e31829d61c6

Lee, Y. J., Bernstein, K., Lee, M., & Nokes, K. M. (2014). Bullying in the nursing workplace: Applying evidence using A conceptual framework. *Nursing Economics, 32*(5), 255-267.

Leiter, M. (2013). *Analyzing and theorizing the dynamics of the workplace incivility crisis*. Dordrecht: Springer Netherlands: Springer Netherlands. doi:10.1007/978-94-007-5571-0

Lerner, D., Amick, B. C., Rogers, W. H., Malspeis, S., Bungay, K., & Cynn, D. (2001). The work limitations questionnaire.*Medical Care, 39*(1), 72-85. doi:10.1097/00005650-200101000-00009

Lewis, P. S., & Malecha, A. (2011). The impact of workplace incivility on the work environment, manager skill, and productivity. *Journal of Nursing Administration, 41*(1), 41-47 7p. doi:10.1097/NNA.0b013e3182002a4c

Lewis, P. S., & Malecha, A. (2011). The impact of workplace incivility on the work environment, manager skill, and productivity. *JONA: The Journal of Nursing Administration, 41*(1), 41-47. doi:10.1097/NNA.0b013e3182002a4c

Longo, J. (2010). Combating disruptive behaviors: Strategies to promote a healthy work environment. *Online Journal of Issues in Nursing, 15*(1), 3-3.

Longo, J., & Sherman, R. O. (2007). Leveling horizontal violence. *Nursing Management, 38*(3), 34.

Longo, J. (2007). *Factors affecting registered nurses' job satisfaction and intent to leave* Retrieved from http://fau.summon.serialssolutions.com/2.0.0/link/0/eLvHCXMwnV07T8MwED7RIiTEwBtKQfLGlDZ-xE0mBiA85u7V-dEBVUmhKb8fX5pUURELayJLkR3fff7u_H0AUoziaCcmpOG_ENogauW14hOUCc6FlY4rp7mVrZNCLbjQ2p6Om2vbozZI1pHblZZI87EkMXTyK3lYfkbkIkXV1sZSowf7XPKEWrzil_fd0_uvsFvnkvwY2hp-20Myx3Wnr7oj0Pjf7zqBo6dOmf0U9nxxBgcNMXAOb_nGZIdh3cwRnjHyZyDJBO_Ypq3jnn2Uhq06dx8YFo6RukRRsapkC4_f_gKm-fP08TVqLBWiZUJEqEQ5R28I5VmTKFKvS8mfSgXcZoVCganNPNYwLo2dEyG_pd4owikiRINL6Bdl4a-BEXXolMosJTiOsZlYGhxbg9pJlQ3gqp2emVssZgFXBKSmRcYHMNy-aTbMaradtZs_xw3hcEOsEv9xC_3qa-3voBcW6QdJWbha

Longo, J., & Newman, D. (2014). The development and psychometric testing of the horizontal violence scale. *Issues in Mental Health Nursing, 35*(12), 924-933. doi:10.3109/01612840.2014.932871

Longo, J., & Newman, D. (2014). The development and psychometric testing of the horizontal violence scale. *Issues in Mental Health Nursing, 35*(12), 924-933. doi:10.3109/01612840.2014.932871

Luthans, F., Vogelgesang, G. R., & Lester, P. B. (2006). Developing the psychological capital of resiliency. *Human Resource Development Review, 5*(1), 25-44. doi:10.1177/1534484305285335

MacIntosh, J., Wuest, J., Gray, M. M., & Cronkhite, M. (2010). Workplace bullying in health care affects the meaning of work.*Qualitative Health Research, 20*(8), 1128-1141 14p. doi:10.1177/1049732310369804

Myers, M. E. (2013). *Two roads diverged in a wood: The story of caring theorist sister M. simone roach*

NHS England. (2016). A new strategy and vision for nursing, midwifery and care staff. Retrieved from https://www.england.nhs.uk/nursingvision/

Nielsen, M. B., & Einarsen, S. (2012). Outcomes of exposure to workplace bullying: A meta-analytic review. *Work & Stress, 26*(4), 309-332.

Nielsen, M. B., Nielsen, G. H., Notelaers, G., & Einarsen, S. (2015). Workplace bullying and suicidal ideation: A 3-wave longitudinal norwegian study. *American Journal of Public Health, 105*(11), E23-E28.

The nursing incivility scale: Development and validation of an occupation-specific measure. (2010). *Journal of Nursing Measurement, 18*(3), 176-200. doi:10.1891/1061-3749.18.3.176

Ovayolu, Ö., Ovayolu, N., & Karadag, G. (2014). Workplace bullying in nursing. *Workplace Health & Safety, 62*(9), 370-374. doi:http://dx.doi.org/10.3928/21650799-20140804-04

Parzefall, M., & Salin, D. M. (2010). Perceptions of and reactions to workplace bullying: A social exchange perspective.*Human Relations, 63*(6), 761-780 20p. doi:10.1177/0018726709345043

Potter, P. A. (2013). *Fundamentals of nursing* (8th ed.; 8th ed. / Patricia A. Potter ... [et al.]. ed.). St. Louis, Mo. ; London: Mosby.

Powers, M., & Faden, R. R. (2006). *Social justice : The moral foundations of public health and health policy*. New York: Oxford University Press.

Purpora, C., Blegen, M. A., & Stotts, N. A. (2015). Hospital staff registered nurses' perception of horizontal violence, peer relationships, and the quality and safety of patient care. *Work, 51*(1), 29-37. doi:10.3233/WOR-141892

Purpora, C., & Blegen, M., A. (2015). Job satisfaction and horizontal violence in hospital staff registered nurses: The mediating role of peer relationships. *Journal of Clinical Nursing, 24*(15), 2286-2294. doi:10.1111/jocn.12818

Purpora, C., Cooper, A., & Sharifi, C. (2015). The prevalence of nurses' perceived exposure to workplace bullying and its effect on nurse, patient, organization and nursing-related outcomes in clinical settings: A quantitative systematic review protocol. *JBI Database of Systematic Reviews & Implementation Reports, 13*(9), 51-62. doi:10.11124/jbisrir-2015-2225

Read, E., & Laschinger, H. K. (2013). Correlates of new graduate nurses' experiences of workplace mistreatment. *Journal of Nursing Administration, 43*(4), 221-228 8p. doi:10.1097/NNA.0b013e3182895a90

Reynolds, G., Kelly, S., & Singh-Carlson, S. (2014). Horizontal hostility and verbal violence between nurses in the perinatal arena of health care. *Nursing Management - UK, 20*(9), 24-30.

Roach, M. S., & Roach, M. S. (2002). *Caring, the human mode of being : A blueprint for the health professions* (2nd rev. ed. ed.). Ottawa, Ont: CHA Press.

Roach, M. S. (2002). *Caring, the human mode of being: A blueprint for the health professions* (2nd rev. ed.). Ottawa, Ont: CHA Press.

Roberts, S. J. (1983). Oppressed group behavior: Implications for nursing. *Advances in Nursing Science, 5*(4), 21-30.

Roberts, S. J., DeMarco, R., & Griffin, M. (2009). The effect of oppressed group behaviours on the culture of the nursing workplace: A review of the evidence and interventions for change. *Journal of Nursing Management, 17*(3), 288-293. doi:10.1111/j.1365-2834.2008.00959.x

Roberts, S., Jo. (2015). Lateral violence in nursing: A review of the past three decades. *Nursing Science Quarterly, 28*(1), 36-41. doi:10.1177/0894318414558614

Rodwell, J., Demir, D., & Steane, P. (2013). Psychological and organizational impact of bullying over and above negative affectivity: A survey of two nursing contexts. *International Journal of Nursing Practice, 19*(3), 241-248 8p. doi:10.1111/ijn.12065

Rosenstein, A. H., & O'Daniel, M. (2005). Disruptive behavior & clinical outcomes: Perceptions of nurses & physicians.*Nursing Management, 36*(1), 18-29.

Saltzberg, C. W. (2011). Balancing in moments of vulnerability while dancing the dialectic. *ANS.Advances in Nursing Science, 34*(3), 229.

Sansone, R. A., & Sansone, L. A. (2015). Workplace bullying: A tale of adverse consequences. *Innovations in Clinical Neuroscience, 12*(1-2), 32.

Sedgwick, M. G., & Rougeau, J. (2010). Points of tension: A qualitative descriptive study of significant events that influence undergraduate nursing students' sense of belonging. *Rural & Remote Health, 10*(4), 1-12.

Sen, A. (2009). *The idea of justice*. Cambridge, Mass: Belknap Press of Harvard University Press.

Simons, S. (2008). Workplace bullying experienced by massachusetts registered nurses and the relationship to intention to leave the organization. *ANS.Advances in Nursing Science, 31*(2), E48.

Smith, J. (2011). *Bullying in the nursing workplace: A study of perioperative nurses*

Spence Laschinger, H. K. (2014). Impact of workplace mistreatment on patient safety risk and nurse-assessed patient outcomes. *Journal of Nursing Administration, 44*(5), 284-290. doi:10.1097/NNA.0000000000000068

SPENCE LASCHINGER, H. K., LEITER, M., DAY, A., & GILIN, D. (2009). Workplace empowerment, incivility, and burnout: Impact on staff nurse recruitment and retention outcomes. *Journal of Nursing Management, 17*(3), 302-311. doi:10.1111/j.1365-2834.2009.00999.x

Spence Laschinger, H. K., & Nosko, A. (2015). Exposure to workplace bullying and post-traumatic stress disorder symptomology: The role of protective psychological resources. *Journal of Nursing Management, 23*(2), 252-262. doi:10.1111/jonm.12122

Stanley, K. M., Martin, M. M., Michel, Y., Welton, J. M., & Nemeth, L. S. (2007). Examining lateral violence in the nursing workforce [corrected] [published erratum appears in ISSUES MENT HEALTH NURS 2008 jan;29(1):97]. *Issues in Mental Health Nursing, 28*(11), 1247-1265.

Statistics Solutions. (2013a). Data analysis plan: Bivariate (pearson) correlation [WWW document]. Retrieved from http://www.statisticssolutions.com/academic-solutions/member-resources/member-profile/data-analysis-plan-templates/data-analysis-plan-bivariate-pearson-correlation/

Statistics Solutions. (2013b). Data analysis plan: Moderation analysis [WWW document]. Retrieved from http://www.statisticssolutions.com/academic-solutions/member-resources/member-profile/data-analysis-plan-templates/data-analysis-plan-moderation-analysis/

Statistics Solutions. (2013c). Sample size write-up [WWW document]. . Retrieved from http://www.statisticssolutions.com/resources/sample-size-calculator/multiple-regression-predictors/multiple-regression-2-predictors/

St-Pierre, I., & Holmes, D. (2010). The relationship between organizational justice and workplace aggression. *Journal of Advanced Nursing, 66*(5), 1169-1182 14p. doi:10.1111/j.1365-2648.2010.05281.x

Tappen, R. (2011). *Advanced nursing research*. Sudbury, MA: Jones & Bartlett Learning.

The Joint Commission. (2008). *Behaviors that undermine a culture of safety.*

Thorne, S. (2014). Nursing as social justice. In P. L. e. Chinn, P. N. e. Kagan & M. C. e. Smith (Eds.), *Philosophies and practices of emancipatory nursing : Social justice as praxis* (1st edition. ed., pp. 79-88). New York: Routledge.

Trossman, S. (2014). Toward civility. *American Nurse, 46*(1), 1-6.

Veit, C. T., & Ware, J. E. (1983). The structure of psychological distress and well-being in general populations. *Journal of Consulting and Clinical Psychology, 51*(5), 730-742. doi:10.1037/0022-006X.51.5.730

Verhoef, J. A. C., Miedema, H. S., Bramsen, I., & Roebroeck, M. E. (2012). Using the work limitations questionnaire in patients with a chronic condition in the Netherlands. *Journal of Occupational and Environmental Medicine, 54*(10), 1293-1299. doi:10.1097/JOM.0b013e31825cb68d

Vessey, J. A., Demarco, R. F., Gaffney, D. A., & Budin, W. C. (2009). Bullying of staff registered nurses in the workplace: A preliminary study for developing personal and organizational strategies for the transformation of hostile to healthy workplace environments. *Journal of Professional Nursing, 25*(5), 299-306. doi:10.1016/j.profnurs.2009.01.022

Vessey, J., A., Demarco, R., & DiFazio, R. (2010). Bullying, harassment, and horizontal violence in the nursing workforce: The state of the science. *Annual Review of Nursing Research, 28*, 133-157. doi:10.1891/0739-6686.28.133

Vogelpohl, D. A., Rice, S. K., Edwards, M. E., & Bork, C. E. (2013). New graduate nurses' perception of the workplace: Have they experienced bullying? *Journal of Professional Nursing, 29*(6), 414-422. doi:http://dx.doi.org/10.1016/j.profnurs.2012.10.008

Walrafen, N., Brewer, M., K., & Mulvenon, C. (2012). CNE SERIES. sadly caught up in the moment: An exploration of horizontal violence. *Nursing Economic$, 30*(1), 6-49.

Walrath, J. M., Dang, D., & Nyberg, D. (2010). Hospital RNs' experiences with disruptive behavior: A qualitative study. *Journal of Nursing Care Quality, 25*(2), 105-116. doi:10.1097/NCQ.0b013e3181c7b58e

Workplace Bullying Institute (WBI). (2015). 2014 WBI U.S. workplace bullying SurveyFebruary 2014. Retrieved from http://www.workplacebullying.org/wbiresearch/wbi-2014-us-survey/

World Health Organization (WHO). WHO healthy workplaces: A WHO global model for action. Retrieved from http://www.who.int/occupational_health/healthy_workplaces/en/

Yang, L., Caughlin, D. E., Gazica, M. W., Truxillo, D. M., & Spector, P. E. (2014). Workplace mistreatment climate and potential employee and organizational outcomes: A meta-analytic review from the target's perspective. *Journal of Occupational Health Psychology, 19*(3), 315-335 21p. doi:10.1037/a0036905

Abstract Summary:
We examined the relationship between workplace mistreatment (bullying etc.) and nurses' ability to provide quality care to patients. A social justice model was used as a lens to examine if detriments to

nurse well-being filter down to patient care. We also tested caring workplace as a moderator of this relationship.

Learning Activity:

	LEARNING OBJECTIVES	EXPANDED CONTENT OUTLINE
	discuss the relationship between workplace mistreatment and dimensions of nurse well-being.	Poster presentation and handout
	Describe the impact of a caring work environment on nurses experiencing workplace mistreatment.	Poster presentation and handout

Abstract Text:

Background

Workplace mistreatment (interpersonal abuse demonstrated among co-workers) is a common problem that can have serious consequences for individuals and organizations. Consequences for the individual include: mental and physical health problems, impaired sleep, depression, and post-traumatic stress disorder (PTSD). Consequences for organizations include: staff turnover and decreased productivity. Experiencing negative behavior from a colleague can disrupt the nurse's ability to concentrate and impact their ability to deliver high quality, compassionate care. This disruption may lead to errors and poor patient outcomes and therefore becomes a safety issue.

Methods

In this exploratory study, a descriptive correlational design was used to examine the relationship between workplace mistreatment, nurses' ability to provide quality patient care, and a caring work environment.

Research question

The overall research question focused on the relationship between workplace mistreatment, quantified as threats to dimensions of nurses' well-being (health, personal security, reasoning, respect, attachment, and self-determination), and nurses' ability to provide quality patient care. In addition, this study considers the moderating effect of caring work environment compassion among co-workers on nurses' ability to provide quality patient care in the face of workplace mistreatment.

Measures

Demographic Data.

Participant characteristics of age, educational level, nursing specialty, race, number of years working as a nurse, number of years working in their current role, and sex were captured in survey format.

Workplace Mistreatment.

Workplace mistreatment data was collected through part one of the Healthcare Productivity Survey (HPS).

Ability to Provide Quality Patient Care.

Part two of the HPS was used to measure the participant's ability to provide quality nursing care after an incident of workplace mistreatment. Part-two of the HPS is a 29-item survey, which measures change in productivity before and after an incident of workplace mistreatment. The respondent is instructed to rate if their work productivity increased, decreased, or stayed the same after experiencing workplace violence (or mistreatment in the case of this proposed study) in comparison to before the incident.

Caring Work Environment.

A caring work environment was measured through the culture of companionate love scale which addresses workplace affection, compassion, caring, and tenderness for others.

Sampling

The population of interest is hospital employed nurses who were providing direct patient care during the time of the workplace mistreatment. The study used a convenience sample of registered nurses. Inclusion criteria required that participants be: registered nurses aged 18 or older; employed in the hospital setting in acute or sub-acute areas; providing direct patient care; able to read, write and understand English; subject of a workplace mistreatment event within 30 days prior to responding to the study. Exclusion criteria was working as an advanced practice nurse.

Recruitment

Participants were recruited in phases to ensure an adequate number of responses was reached, all phases included snowball sampling technique. The study was announced on the www.allnurses.com website with a hyperlink to the survey included in the announcement. In the second phase announcements of the study including a hyperlink to the survey were made available through the researcher's social media accounts including Twitter, LinkedIn, and Facebook. The third phase consisted of a blast email sent to the nursing students at the Christine E. Lynn College of Nursing at Florida Atlantic University.

Data collection

Data was collected by electronic survey hosted by SurveyMonkey.

The participants were asked to write about an episode of workplace mistreatment from a colleague that occurred in the last 30 days. The second part of the instrument includes 29 items related to patient care which the participant answers based on the story just written.

Data analysis

Descriptive statistics was calculated to capture participant demographics. Narratives were analyzed using directed content analysis. Stories of workplace mistreatment were evaluated to determine which of the six categories provided by the social justice as well-being model and noted: health, personal security, reasoning, respect, attachment, and self-determination. The total of threatened dimensions of well-being were calculated for each story. To enhance trustworthiness of the results peer debriefing was used and an experienced researcher also read 20% of the narratives to determine inter-rater agreement.

A Pearson product-moment r correlation was conducted to assess the relationship between the number of threatened dimensions of well-being and nurses' ability to provide quality patient care. A moderation analysis was conducted to assess a caring work environment (compassion) as a moderator of the relationship between threatened dimensions of well-being and nurses' ability to provide quality patient care.

Results

Data is currently being analyzed and results will be included during poster presentation.

Limitations

A limitation to this research is potential for participant bias as participants who are more sensitive to workplace mistreatment are likely to complete the study disproportionately compared with potential participants who are not as sensitive to workplace mistreatment. Additionally, participants may over- or underreport the effect that workplace mistreatment had on their work productivity. The majority of participants were white females and therefore the results may not be generalizable.

Summary

This study investigated the relationship between workplace mistreatment and nurses' ability to provide quality patient care in the hospital setting. The six dimensions of well-being (health, personal security, respect, reasoning, attachment, and self-determination), as described by Powers and Faden's (2006) theory of social justice, were used to quantify impact of workplace mistreatment on the study participants. The study also examined the role of a caring work environment as expressed through compassion as a moderator on this relationship.