

INTRODUCTION

- Workplace mistreatment (WM), is an umbrella term used to identify various forms of interpersonal abuse demonstrated among co-workers.
- WM of nurses is associated with physical and mental health problems, decreased work satisfaction, increased turnover, and decreased productivity.
- There are limited studies that examine the relationship between WM and patient outcomes.
- The purpose of this study was to explore the relationship between WM, threats to nurses' well-being, and nurses' ability to give quality patient care in the acute care setting. It also examined the moderating effects of a caring work environment on this relationship.

THEORETICAL FRAMEWORK

Powers and Faden's Six Dimensions of Well-being

Health - a moral concern for human flourishing observed through physical, psychological, and biological functioning
Personal security - freedom from actual or feared threats of physical or psychological abuse in one's surroundings, leading to feeling unsafe.
Reasoning - theoretical and practical. Theoretical reasoning includes basic intellectual skills and habits needed to understand the natural world using evidence and reflection. Practical reasoning involves conceptualizing how to live, based on values and desires and being able to deliberate with others to achieve goals.
Respect - involves regarding an individual as equal, having worth and value, and can be demonstrated through respect from others, respect towards others, and respect for self.
Attachment - the ability to connect with other people to create a sense of fellow feeling and communal solidarity that enhances respect and promotes support from others.
Self-determination - the ability to live life according to one's own choices and efforts, without being forced to comply with the plans of another.

Definitions of Powers and Faden's six dimensions of well-being (2006)

METHODS

Design: A descriptive correlational design was used.

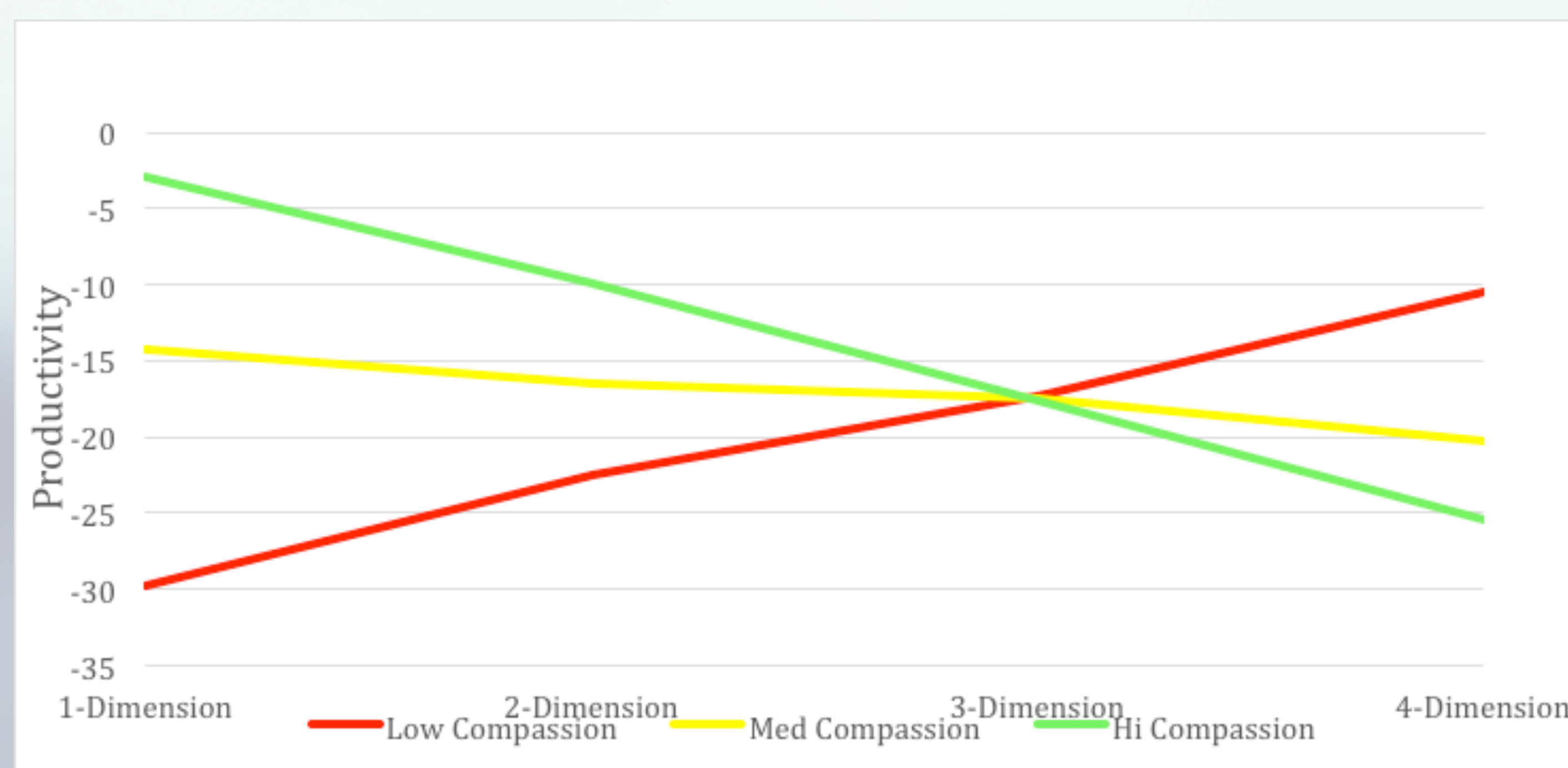
Setting: An electronic survey was made available on various forms of social media to collect qualitative and quantitative data.

Instruments: Stories of WM and perceived ability to provide patient care after the incident were collected via the Healthcare Productivity Survey [HPS]. Caring work environment was measured by the Culture of Companionate Love Scale.

Research questions:

- How do nurses' stories of WM align with Powers and Faden's (2006) six dimensions of well-being (health, personal security, reasoning, respect, attachment, and self-determination)?
- How does the number of threatened dimensions of well-being relate to nurses' ability to deliver quality patient care?
- How does a caring work environment moderate the relationship between threatened dimensions of well-being and nurses' ability to provide quality patient care?

Data Analysis: Qualitative data was analyzed using directed content analysis and quantitative data was analyzed using SPSS version 24.0.



Moderation of Compassion on Overall Productivity Predicted by Reported Number of Dimensions

FINDINGS

- N = 79 (69 females, 10 males)
- 87% of the nurses reported a decrease in ability to provide care following the incident of WM.
- Participants who reported a high caring work environment reported the least decline in the ability to provide patient care (HPS score = -3 to -18) when experiencing one to three threatened dimensions of well-being.
- The low caring group reported the greatest decline in ability to provide care (HPS scores = -30 to -18) for one to three threatened dimensions.
- However, high and moderate caring work environment groups (HPS score = -25 and 20.4) declined more severely than in the low (HPS score = -10.5) when greater than three dimensions of well-being were threatened.

CONCLUSION

- Workplace mistreatment (WM) affects nurses' ability to provide quality patient care and may become a threat to the well-being of patients.
- Administrators in healthcare organizations must take WM as a serious threat to nurse well-being and a social justice issue that could threaten patient safety.
- A work environment rated as "highly caring" may moderate the relationship between WM and nurses' ability to provide patient care.
- Fostering compassion in the workplace may prevent and mitigate the effects of mistreatment.
- Caring in the workplace may open nurses to being vulnerable to the effects of workplace mistreatment.