Incivility is a well-documented occurrence in the culture of nursing. It has been defined as discourteous, rude, and intimidating behavior which causes psychological and physiological problems for all involved. (Clark et al., 2014). Researchers such as Clark (2014), Luparell (2011) Robertson (2013) Schaffer (2013) and Milesky (2015) proposed that incivility may actually have its root in nursing school. Researcher (Luparell, 2011) in a seminal article, makes a clear connection between academia and incivility in practice. The researcher proposed that today’s students are tomorrow’s colleagues and conversations regarding how to address incivility and bullying should include specific aspects of nursing academia. Schaffer, (2013) suggested that the effects of incivility, whether classified as minor or major may affect the student nurse and impede his or her progress and ability to become an empathic nurse. Academic incivility may contribute to bullying in the workplace, which has been identified as a cause of attrition and contributes to the national nursing shortage. Robertson (2010) also suggested that an uncivil nursing students invites behavior as an uncivil nurse. Finally, Milesky et al. (2015) also concluded that problems from academia spread over to the clinical setting.

With this in mind, the writer surveyed nurses via a professional nursing google network to ask the following question:

"How many of you are required to include an incivility discussion as part of your nursing curriculum or as part of your professional development or orientation training?"

Several nurses, from different geographical regions across the nation responded. Ten responded directly to the question and the results are as follows: Two or (20%) of the respondents formally include incivility training in the curriculum. One of the two (10%) has incorporated a civility contract as part of incivility training. Four (40%) of the respondents informally address incivility in the class room but felt more should be done. Four (40%) requested additional information and assistance from others who have already prepared presentations about incivility. They requested help in beginning the discussion/conversation at their perspective institutions. One respondent is preparing a module about incivility that can be incorporated in any class. Another respondent incorporates incivility training using live scenarios and cognitive rehearsal during orientation.

Based on the survey results and the availability of evidenced based knowledge regarding the global impact of incivility on nursing students and new nurses, the author would recommend the development of detailed modules, toolkits, contracts and other strategies to help educators, administrators and clinical nurses address incivility. Additionally, earlier research by this writer (2016) illustrated that incivility training is not as effective if implemented as a one-time event. New students require repeated exposure and training. Thus, incivility training should be threaded throughout the nursing education curriculum. Utilizing civility contracts in conjunction with evidence based training is one way to hold everyone accountable for professional, civil behavior. The contracts and educational interventions can be revisited throughout the semester as needed or required to articulate or reinforce civil, professional behavior. By threading civility strategies throughout curriculum, students, educators, administrators and clinicians will all benefit as well as the nursing profession as a whole.
Threading Incivility Training Through Nursing Curriculum

Keywords:
Incivility, New nurse graduates and Nursing curriculum

References:


Abstract Summary:
Researchers propose that incivility may have its root in nursing school. Effects of incivility may impede the professional development of student nurses. Unaddressed acts of incivility may carry over into the workplace. It is imperative therefore, that nurse educators have the skills necessary to thread incivility training throughout curriculum.

Content Outline:
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I. Introduction
A. Incivility is still prevalent in nursing causing psychological and physiological problems for all involved.
B. There are evidenced based strategies to address the phenomena, i.e. Cognitive Rehearsal, DESC, CUS, Code Pink
C. Nurses are in key roles and environments to impact this phenomena
II. Body
A. Research supports that incivility is still prevalent in nursing and may actually begin in Nursing School
1. Schaeffer(2013) - May impede progress and ability to become an empathic nurse
2. Luparelli(2011* seminal work) - todays student- tomorrow's colleague
3. Logan (2016) 85-90% students report uncivil behavior in nursing
B. Educators need help starting the discussion about incivility
1. Survey results - 40% of sample address incivility informally
2. Survey results - 40% requested assistance with starting the conversation
C. Strategies for threading incivility training through curriculum
1. Pre-academy/orientation-
2. Live Scenario/Role Play using EBP i.e. CUS, DESC, Cognitive Rehearsal
3. Civility Contracts

III. Conclusion
A. Nursing School is an excellent opportunity and environment for addressing incivility
B. Civility will continue to impact new nurse attrition unless nurses take action, NOW!

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Professional Experience: Jennette Logan completed a DNP degree in 2016. Her capstone project was entitled "Using Cognitive Rehearsal to address nurse-to-nurse incivility: Student Perceptions. She has presented incivility research at the Sigma Theta Tau 27th International Conference in Cape Town, South Africa, as well as Dublin, Ireland. She has presented at the Nursing World Conference in Dubai, UAE and Las Vegas. Finally, she has presented at the DNP national conference and Maryland Nursing Association in Baltimore, Maryland.

Author Summary: Jennette Logan has conducted research related to incivility in nursing for the past 3 years She has presented in South Arica, electronically in Dubai, UAE at the World Nursing Conference, Indiana and in Baltimore, Maryland at the National DNP conference. She is passionate about addressing this global phenomenon and making a difference in academia, clinical practice and the nursing culture as a whole.

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Professional Experience: Maija Anderson has served as the Director of the nursing program at Morgan State University, Baltimore, Maryland since 2015. She also served as a research advisor and mentor for all incivility research.

Author Summary: Maija Anderson is the director of the nursing program at Morgan State University, a research intensive urban university. Dr. Anderson served as the research mentor/advisor for the capstone
project and is supportive of all subsequent research. Being knowledgeable about the consequences and ramifications of incivility in the clinical setting and academia, she welcomed the research at the university.