Nursing Academia and Practice Incivility Resources
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Purpose:

The purpose of this doctoral student project was to discover the current evidence-based literature on healthcare professionals’ incivility and speak with local and national experts on the effect of incivility on patient outcomes. The information on incivility was organized for the Quality and Safety Education for Nurses (QSEN) website to contribute to the knowledge base of the national QSEN community. The Nursing Academia and Practice Incivility Resources table can be found at http://qsen.org/facultyresources/incivility/

Background:

To achieve high quality patient care, professional teamwork among nursing staff is imperative. Negative nursing workplace relationships disrupt team performance, creating a work environment that leads to nursing burnout, increased staff turnover, and poor patient outcomes. One of the contributors to a negative workplace relationship is workplace incivility. Some estimates of incivility estimate that as many as nine out of ten nurses report experiencing verbal abuse at work. Workplace incivility is demonstrated by coworkers, through horizontal or lateral violence, by patients and visitors through physical threats and assaults.

Methods:

The following databases were searched: CINAHL Plus, Health Source: Nursing/Academia Edition, Psychology and Behavioral Sciences Collection and MEDLINE. Both academia and practice articles were considered if they contained useful information on incivility and address the source of incivility and address the source of incivility. Twenty-seven websites are included in the Nursing Academia and Practice Incivility Resources table. The websites include information to promote a healthy work environment, CE activities, and links to helpful videos and other tools to build civility, respect, and engagement in work environments.

Conclusion:

Whether it is called incivility, lateral violence, bullying, rankism or disruptive behavior it is all counterproductive to the work of nurses who are trying to provide safe and competent care to patients. Incivility occurs in the world of academia with faculty to faculty incivility, student to faculty, and faculty to student incivility. Incivility also occurs in the practice environment. Incivility originates from supervisors, nursing peers, physicians, patients, and family members.

There is extensive evidence that incivility exists and factors that lead to incivility have been identified. Factors include demanding patient loads, sub-optimal staffing ratios, the economy of healthcare, lack of interpersonal skills, lack of management skills, and the hierarchical nature of nursing work.

The Nursing Academia and Practice Incivility Resources table resides on the Resource page of the QSEN website. The articles from both practice and academia which are included in the table contain tools to assist both settings to assess the state of incivility at a school of nursing or on a current nursing unit. The tools range from a sample code of conduct to complete surveys which can be used to measure incivility. The table highlights tools to assist with behavioral changes as well as CE activities. One example includes a board game which gives participants a chance to respond to different situations of lateral violence. Six books are included to help with ending incivility with strategies to end toxic nursing environments.

Examples of websites

- "Academia and Practice Incivility Resources table: A listing of 22 topics for future research."
- "Purpose: Development of an incivility needs assessment with faculty to faculty incivility, student to faculty, and faculty to student incivility. Incivility also occurs in the practice environment. Incivility originates from supervisors, nursing peers, physicians, patients, and family members."
- "Research needed:
  - Determine strategies that foster healthy work environments and respond to negative behaviors in the workplace
  - Support the source of incivility which is as important as the frequency of incivility being perpetrated
  - Assess effectiveness of interventions to decrease the frequency of incivility and address the source

Examples of future research


Resources:

- "Bullying, rankism or disruptive behavior: bullying, rankism, or disruptive behavior is all counterproductive to the work of nurses who are trying to provide safe and competent care to patients. Incivility occurs in the world of academia with faculty to faculty incivility, student to faculty, and faculty to student incivility. Incivility also occurs in the practice environment. Incivility originates from supervisors, nursing peers, physicians, patients, and family members."