

Background & Purpose

- Incivility is rampant in healthcare (Clark, 2012)
- Leads to breakdowns in academic and practice systems
- Contributes to poor learning, faculty attrition, and negative patient outcomes (Clark, 2012)
- System breakdowns are the 3rd leading cause of death in United States (James, 2013)
- The QSEN Institute RN-BSN Task Force is charged with advancing the science of systems thinking
- Systematic review sought to identify what evidence exists fostering faculty to faculty civility in both academic and clinical systems

Objectives

- Share innovations or research in teaching strategies or curricular design that enhance QSEN competency integration in academic and/or practice settings
- Share innovations or research that demonstrates evidence of behavior change or system change supported by underlying quality and safety competencies
- Describe the current state of the implementation and dissemination of quality and safety competencies in academia and practice

Definition of Systems Thinking

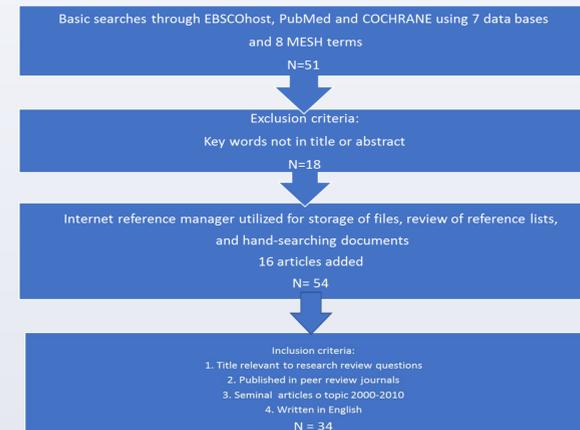
Occurs when the individual's social, cultural, physical, emotional, and political attributes change the system but at the same time is changed by the collective nature of the system (Stalter et al., 2016, p.4).

Method

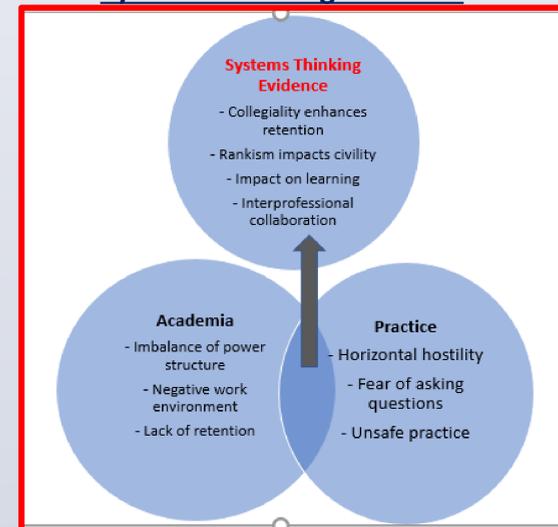
* Uman's (2011) Eight Step Method

Step	Establish the question	What evidence fosters the effect of faculty-to-faculty civility on academic and practice systems?
Step 2	Define inclusion and exclusion criteria	Inclusion criteria: published in professional, blinded peer reviewed journals, between 2000-2017, written in English; seminal articles from 2000-2010. Exclusion criteria: Keywords not in title or abstract
Step 3	Develop the Search Strategy	Basic search: EBSCOhost combined with PubMed and COCHRANE. Databases: Cumulative Index of Nursing and Allied Health with full text, Academic Search Complete, PsychINFO, Educational Resources Information Center, and ScienceDirect. Key words: "faculty-to-faculty," "incivility," "academia," "bullying," "nursing," "practice," "healthcare," and "organizations."
Step 4	Select the Studies	Articles placed on an internet file warehouse (Mendeley) for the research team to access Article reference lists and hand-search journals
Step 5	Extract the Data	Articles added to a table warehouse on an online word processor (google.docs). Five sub-groups assigned to review articles from varying perspectives
Step 6	Assess study quality	Selected studies were leveled according to evidence (I-VII) using Melnyk's and Fineout-Overholt (2011) evidence pyramid
Step 7	Analyze and interpret finding	Groups 1-5 analyzed and interpreted articles in a systematic way. Levels of evidence, sample, measures, results, conclusions, results, gaps in the literature, intersection of systems thinking with concept analysis.
Step 8	Disseminate Findings	National forums and professional journals

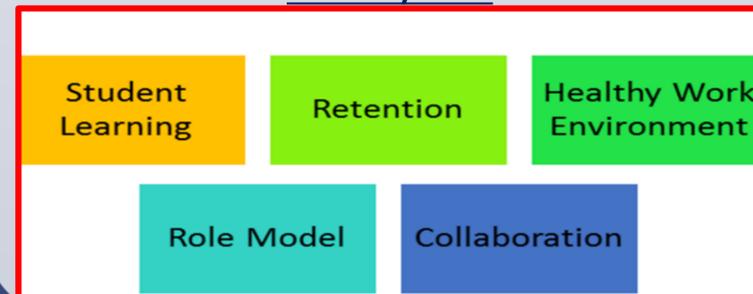
Study Selection Flow Chart



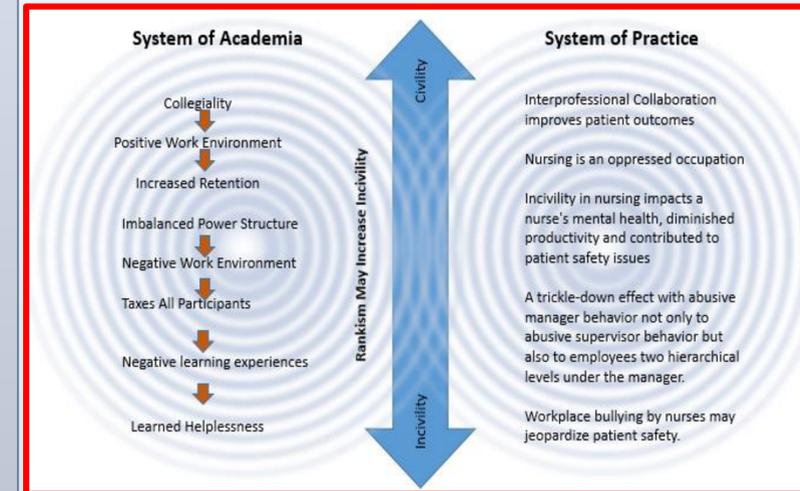
Systems Thinking Evidence



Macro Systems



Civility Intersects Academic Practice Systems

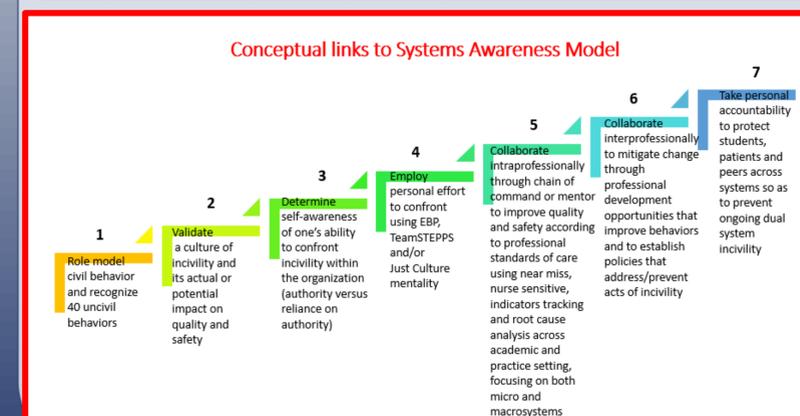


Trickle down and rippling effects within dual-system structures

Outcomes

- The impact of faculty-to-faculty incivility in the macro-system of healthcare while identifiable, needs further exploration
- What is understood is that incivility in patient care settings negatively impact patient safety. However, no evidence suggests that such outcomes are associated (directly or indirectly) with faculty-to-faculty incivility
- A relationship is proposed by Phillips et al. (2016) whereby faculty can guide systems thinking, proposing that empirical referents yield practice system competence with interprofessional collaboration (ripple across)

7-Steps Fostering Civility with System-level Awareness Model

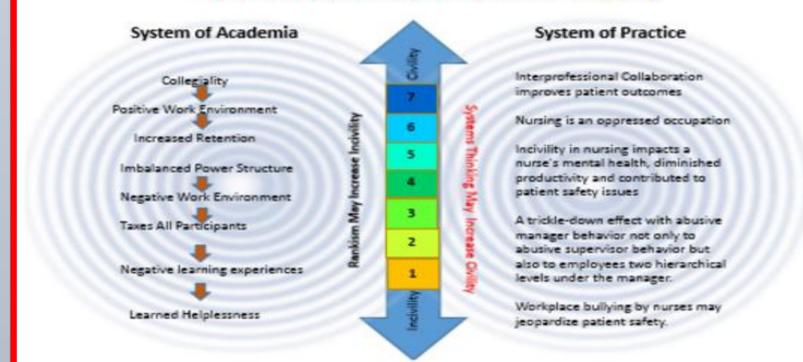


Implications for Nursing Practice

- Three primary factors regarding the impact of incivility on micro and macrosystems in both academia and health care, and systems thinking were revealed: (a) rankism is a barrier to civility in nursing education (Fuller, 2004), (b) student behavior is influenced by faculty incivility (DelPrato, 2013), and (c) there is a need for empowerment and teamwork to transform systems (Houck & Colbert, 2017)
- Regardless of the nursing education system or the health care system, whether it is local, national, or global, the impact of incivility can, and likely may influence patient outcomes (Itzkovich & Dolev, 2016)

Recommendations

Use SAM Steps to foster civility



References

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