



The Effectiveness of Education and Cognitive Rehearsal in Managing Nurse-to-Nurse Incivility in a Post-Anesthesia Care Unit

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PROBLEM

- Increased staff reports and manager observation of uncivil behavior among RNs in the Post-Anesthesia Care Unit at a large regional medical center.
- This unit has recently experienced an 18% turnover rate and a 6.3% decrease in the Members of the Team Survey scores.

AIM

- To critically assess the effects of education of registered nurses on nurse-to-nurse incivility and the use of cognitive rehearsal techniques in the following areas: nurses’ recognition of nurse-to-nurse- incivility and nurse job satisfaction.

BACKGROUND

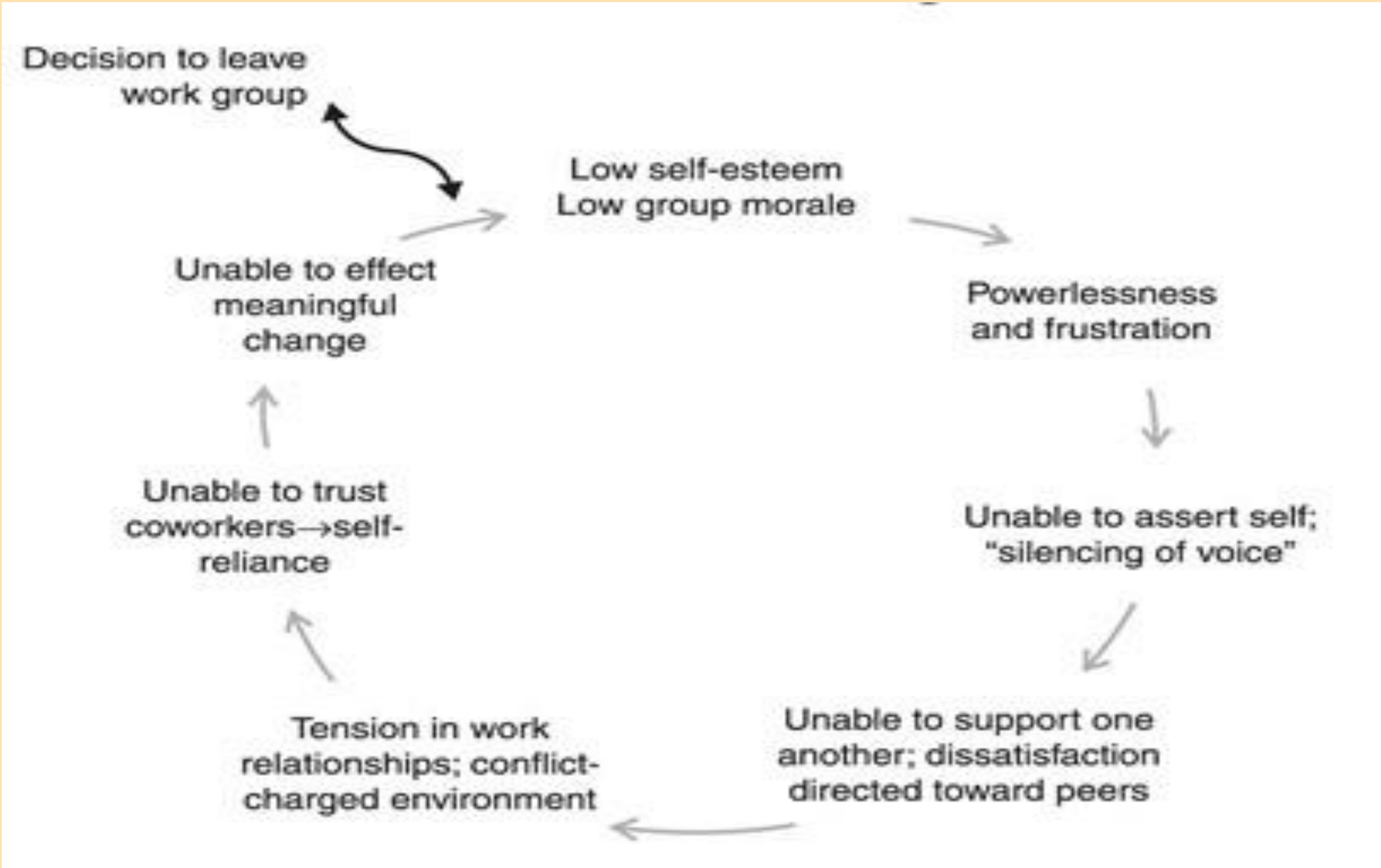
- Nurse-to- nurse incivility is a serious problem in the nursing profession with as much as 64% of nurses experiencing this behavior from their peers (Gilbert, Hudson, & Strider, 2016).
- Often referred to as bullying, lateral violence or horizontal violence.
- Can be defined as repeated offensive, abusive, intimidating, or insulting behavior, abuse of power, or unfair sanctions that make recipients upset and feel humiliated, vulnerable, or threatened, creating stress, and undermining their self-confidence (Warner, Sommer, Zappa and Thornlaw, 2016).
- Negatively affects nurses, organizations and patients. The effects on patient safety are of particular concern as this behavior can lead to increased medical errors, decreased quality of care and negative patient outcomes (Nikstatitis & Simko, 2014).

METHODS

- Mixed-method, quantitative and qualitative, pre-and posttest design.
- Study population: Approximately 30 Registered Nurses employed in the PACU
- Participation is voluntary.
- The Nursing Incivility Scale (NIS) and the Nurse Interaction subscale of the NDNQI Adapted Index of Work Satisfaction used for quantitative measurement.
- Qualitative data obtained by asking participants to complete two open-ended questions aimed at assessing their perceptions of the frequency of uncivil behaviors in the work environment and the degree to which these behaviors affect their job satisfaction.
- Participants were educated about incivility and taught cognitive rehearsal techniques for appropriate responses to frequent forms of incivility.

THEORETICAL MODEL

- **Bandura’s Social Learning Theory** (1977) emphasizes the importance of modeling or learning by observing and performing a behavior.
- **Stanley/Martin Applied Model of Oppressed Group Behavior to Explain Lateral Violence in Nursing** (2008) illustrates how lateral violence manifest in the workplace.



RESULTS

- Implementation in progress. Preliminary results unavailable.

IMPLICATIONS

- Nurse-to-nurse incivility leads to nurse burnout resulting in nurses leaving organizations and sometimes leaving the nursing profession entirely.
- High turnover rates, absenteeism and lost productivity are costly to organizations.
- This behavior has harmful effects on patients safety.
- Literature suggests that an effective strategy for increasing awareness and managing uncivil behavior is through implementation of a program that provides education and the use of cognitive rehearsal responses to common to uncivil behaviors.
- A gap exists in understanding the effects of education and cognitive behavior techniques has on improving job satisfaction..
- This project will add to the body of knowledge by studying the effects didactic lecture has on incivility and education on cognitive behavior techniques has on job satisfaction, awareness of incivility, frequency of incivility and nurses’ perceptions of their ability to confront incivility.

REFERENCES

Available upon request