Combating Incivility and Bullying In Health Care: Effects of a Targeted Evidenced Based Program in a Perioperative Department

PURPOSE
Incivility and bullying in health care have become a well-documented phenomenon that has adverse effects on workplace environments, patient outcomes, and employees' health and wellness. The purpose of the project was to improve overall employee knowledge, confidence in handling, and the use of learning tools for responding to incivility and bullying to ultimately eradicate these behaviors.

BACKGROUND
This project was implemented in a women's perioperative services department within an acute care teaching pediatric and women's hospital located in the southwestern U.S.

METHODOLOGY
The intervention included an incivility environmental assessment, with nurse incivility scale questions, an interactive didactic session, and a simulation exercise based on pre-assessment data on the most common incivility scenarios. Pre- and post-assessments were compared.

RESULTS
Ninety-two percent of team members included in the project completed the program, and pre- and post-assessment response rates were both 98.3%. Mean competence scores increased 17% from pre- to post-assessment. The change from pre to post-assessment scores of confidence in recognizing incivility and bullying demonstrated a 2% increase in mean scores and a 16% increase in confidence intervening in these situations. The mean ± standard deviation in confidence in recognizing incivility was 2.3 ± 0.5 before training compared to 2.5 ± 0.5 after training (p=0.263). The mean ± standard deviation in confidence in the ability to intervene or respond was 2.0 ± 0.6 before training compared to 2.3 ± 0.5 after training, representing a statistically significant increase in confidence (p=0.015).

IMPLICATIONS
This training will be used as a model and foundation to expand to other areas throughout the organization. This multifactorial intervention resulted in significant staff competence and confidence to respond to and intervene during incivility and bullying situations in the perioperative environment. Literature supports that incivility and bullying training fosters a safer environment for employees and patients. This project helps further contribute to the evidence that a comprehensive intervention on incivility and bullying can lead to significant positive findings. Based on these outcomes, incivility & bullying training should be considered in all healthcare and professional settings.