Combating Incivility in Health Care: Effects of a Targeted Evidence-Based Program in a NICU

PURPOSE
The purpose of the DNP project was to implement an evidence-based, interdisciplinary program on incivility within a neonatal intensive care unit. The specific aim of this project was to increase employees' level of confidence, ability to identify, skill in handling, and knowledge of ways to identify, counter, and prevent incivility as evidenced by a 5% increase in post test scores after a 60 day period.

BACKGROUND
Health care organizations are becoming more aware of workplace violence, incivility, and bullying within their organizations. This unfortunate phenomena in healthcare impacts nurses’ health and often leads to many professional and personal negative outcomes.

METHODOLOGY
The Kellogg Foundation Logic Model was used and a multi-faceted intervention was created for this project. The intervention was developed after conducting a literature review with the desire to improve employee confidence and skills in handling incivility. This intervention included an environmental risk assessment, an interactive educational session, and simulation exercise. Pre and post assessments were evaluated for comparison in addition to an employee evaluation.

RESULTS
Of 144 team members who were invited to participate, 65 team members (45%) completed the pre-assessment, the education session, and the simulation; 15 of the 65 completed the post-assessment. Mean confidence scores improved regarding knowing the definition of incivility, increasing from 50% pre-intervention to 69% post intervention. Additionally, mean scores improved regarding employee competence in knowledge of incivility and bullying from 68% pre-intervention compared to 81% post intervention. Mean scores specific to employee confidence in recognizing incivility improved from 92% pre-intervention compared to 100% post-intervention. Furthermore, mean scores specific to employee confidence in intervening when incivility occurs increased from 67% to 85% post-intervention.

IMPLICATIONS
Incivility and bullying in healthcare are emerging issues, with organizations becoming more aware of the prevalence within patient care environments. By conducting a thorough literature review on this evolving topic, a customized multifaceted intervention resulted in improvement in staff competence and confidence in identifying, mitigating, and preventing incivility in patient care units. Literature supports incivility and bullying impacts nursing health in a multiple of ways and leads to negative outcomes to the individual and sometimes the patient. This project supports current literature relevant to this topic and can support future interventions to reduce prevalence.