

ABSTRACT

Incivility is destructive to work environments and is prominent in the nursing profession. Nurses that work in uncivil environments experience unfairness, burnout, turnover, and decreased job satisfaction (1,7). In addition, incivility is linked to medical errors and increased healthcare costs (3,7). This project addresses workplace incivility by providing educational training to nursing staff and leadership. The main objective is to build knowledge and awareness among staff members and leadership that support civility. By changing work environments, nurses' communication skills will improve, increase employee retention for leadership, and ensure patient safety. Recommendations and interventions to increase workplace civility for nursing staff are presented that will contribute to the stability of the nursing profession.

PICO QUESTION

In the Same-Day Surgery (P), how does civility educational training (I) for nursing staff, compared to no incivility training (C) affect job satisfaction and unity (O) at three months, six months, and 12-months time frame (T)?

LITERATURE REVIEW

In a literature review different themes emerged from the evidence. Therefore, a thorough search was conducted to gather information on the effective interventions towards incivility in the workplace. The different themes of incivility interventions are:

- Nursing Leadership and Incivility
- Effective Education Intervention
- Emotional Intelligence

Developing emotional intelligence is critical in preventing lateral violence. Researchers found that individuals with lower emotional intelligence are more likely to engage in counterproductive work behaviors such as abuse and withdrawal (2,8). Leadership styles impact the levels of incivility. Transitional and authentic leadership styles had the lowest levels of incivility (4). Nurses also decreased levels of incivility after cognitive and rehearsal and utilizing communication skills (9).



Improving Civility Among Nursing Staff

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PROJECT METHODOLOGY

Incivility is a multifaced problem that requires an innovative educational approach to improve work environments. An incivility workshop was designed to confront this challenge and empower nursing and leadership. This section will include the workshop deliverables, planning, and implementation process. In addition, the workshop will educate on incivility causes, consequences, and proposed preventive solutions.

Plan and Development

Methods and Plan

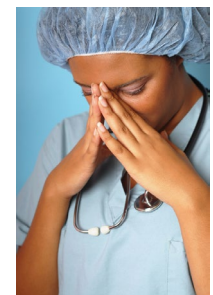
- Brainstorm educational solutions with manger, educator, and staff
- Analysis of incivility literature
- Construct and implement civility-training workshop
- Administer pre-workshop, incivility knowledge test and evaluation
- Role-play cognitive rehearsal techniques, using simulated scenarios
- Re-administer post-workshop, incivility knowledge test and evaluation
- Follow-up and reevaluate departmental incivility

Evaluation

- Evaluations will be conducted before the workshop and at periods of three, six, and twelve months post-workshop.

Deliverables

- Incivility Knowledge pre- and post-tests
- Nursing Incivility Scale evaluations and follow-up
- PowerPoint lecture
- Civility-training workshop
- Incivility pamphlet
- Conflict resolution role-playing



THEORETICAL FRAMEWORK

The Iowa model includes six steps. The steps are to identify the purpose and problem, find the best evidence-based practices, analyze the evidence, design, implement, incorporate, and maintain (6). Using these steps will create a successful implementation of civility education interventions. The model is outlined with decision points and feedback loops (6,10). The project was developed with the feedback loop from instructors, content experts, key players (nursing manager and nursing staff), and evidence-based practices. The Iowa model creates a smooth transition for change and creates applicability.

CONCLUSIONS

Incivility within the nursing profession will be a frontline problem unless resolved. The primary prevention measures are developing emotional intelligence, educational interventions, effective leadership styles, and management. Through successful communication skills, cognitive rehearsal and conflict resolution skills, incivility levels will be lowered (1,3,9). Unless lateral violence, bullying, and incivility are resolved, professionalism is broken in the nursing profession (4,5). The MSN project will pave the way for a safer work environment and effective interprofessional teamwork.

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Figures

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