

BACKGROUND

- Incivility in the workplace is increasingly being reported in nursing and healthcare. A study indicated 37% of nurses reported being bullied, while 51.4% reported they witnessed a colleague being bullied.¹
- Staff members have reported experiencing fatigue, adverse mental and physical effects decreased productivity, and job satisfaction.^{1, 2, 3}
- When staff members encounter negative workplace behaviors, patient outcomes and the quality of care delivered have detrimental impacts.³
- Psychological safety is essential to the well-being of staff members within a hospital unit. Education and resources provided to staff members help them proactively recognize and respond to uncivil acts.⁴

METHODS

- The framework used for this project was the Iowa Model Revised: Evidence-Based Practice to Promote Excellence.⁵

The project deliverables include:

- Pre-survey: Measures current knowledge and experiences with incivility.
- Infographic: Indicates ways to recognize, respond, and resolve incivility.
- PowerPoint Presentation: Teaches staff members how to promote psychological safety within their unit.
- Post-Survey: Measures implementation of the learning process from the psychological safety training presentation.

REFERENCES

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- ⁵Hanrahan, K., Fowler, C., & McCarthy, A. M. (2019). Iowa model revised: Research and evidence-based practice application. *Journal of Pediatric Nursing*, 48, 121-122. <https://doi.org/10.1016/j.pedn.2019.04.023>

INTERVENTIONS

An evidence-based training program will be developed with input from staff and management within the designated hospital unit to deliver adequate education on promoting psychological safety.

- Step 1: A pre-survey will be created and delivered via email to assess staff members' current knowledge and experiences with psychological safety within the unit.
- Step 2: A training program will be developed based on pre-survey responses and evidence-based research for staff members to participate in and learn how to better approach incivility in the workplace.
- Step 3: The developed training program will be presented in person and on Zoom to all staff members. The infographic will be placed around the unit and designed to quickly reference the training received.
- Step 4: Post-survey will be emailed to staff members to assess new knowledge and the implementation process in their practice.

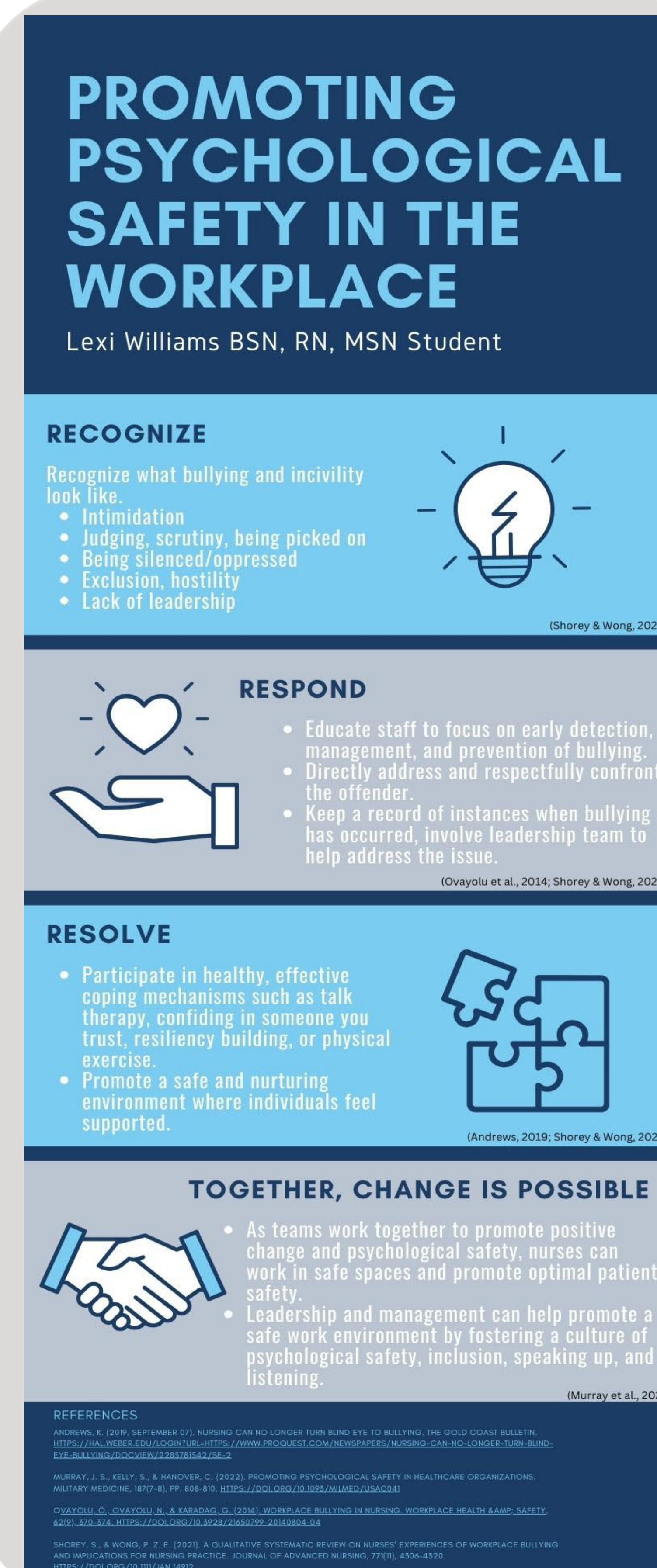
IMPACTS

The desired project outcomes and impacts include:

- Increased feelings of safety within a unit to make and learn from mistakes without fear of negative implications.
- Long-term staff retention as work conditions and issues of incivility are properly managed.
- Staff will be better prepared to recognize and address incivility as it occurs.
- Trust and collaboration will be enhanced for optimal patient outcomes.

CONCLUSIONS

- The proposed evidence-based training can provide a framework that organizations can use to improve staff members' morale and patient outcomes.
- Staff members will be able to recognize and respond to incivility in the workplace appropriately and confidently.
- Under psychologically safe work conditions, patients can receive optimal care, mitigating errors.
- Job satisfaction and staff retention can occur as their psychological safety and well-being are prioritized.



PROMOTING PSYCHOLOGICAL SAFETY IN THE WORKPLACE
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RECOGNIZE
Recognize what bullying and incivility look like.

- Intimidation
- Judging, scrutiny, being picked on
- Being silenced/oppressed
- Exclusion, hostility
- Lack of leadership

RESPOND

- Educate staff to focus on early detection, management, and prevention of bullying.
- Directly address and respectfully confront the offender.
- Keep a record of instances when bullying has occurred, involve leadership team to help address the issue.

RESOLVE

- Participate in healthy, effective coping mechanisms such as talk therapy, confiding in someone you trust, resiliency building, or physical exercise.
- Promote a safe and nurturing environment where individuals feel supported.

TOGETHER, CHANGE IS POSSIBLE

- As teams work together to promote positive change and psychological safety, nurses can work in safe spaces and promote optimal patient safety.
- Leadership and management can help promote a safe work environment by fostering a culture of psychological safety, inclusion, speaking up, and listening.

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