C5-2: Staff Nurse Perspective of Workplace Incivility

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Abstract:
Introduction: Workplace Incivility is defined as “low-intensity deviant behavior with ambiguous intent to harm the target, in violation of workplace norms for mutual respect.” (Andersson & Pearson, 1999, p. 452). Healthy work environments are linked to patient safety and positive patient outcomes. The aim of the study was to determine relationships and predictors of individual and organizational factors influencing workplace incivility as well as its impact on productivity and costs.

Method(s): This non-experimental study of over 600 staff nurses in Texas was conducted in mid-2009. This study is based on the Conceptual Model of Workplace Incivility (Pearson & Porath, 2005). IRB approval was obtained. The instruments were: Nursing Incivility Scale (Guidroz, 2007) and Work Limitation Questionnaire (1998) and a demographic component.

Results: Description of the sample: mean age 46.38; gender female 92%; Race/ethnicity: Caucasian 71%; Filipino 10.6%; African American 8%; Hispanic 4.7%; Asian Indian 3.7%;
BS/BSN 48%; Years of Experience: < 2 years 6.4%; 2-5 years 7.8%; & > 6 years 86%; Type of Unit: OR 30%, Med/Surg 16%; ICU 15%, ED 7%; Experience with workplace incivility in the last year 85% (n = 553). Absences due to physical and emotional reasons 1 day or more 29% and 14%, respectively. Previous experience with workplace incivility was associated with higher incivility scores (p < 0.001). Managers who handle workplace incivility predicted less incivility on the unit (p < 0.001). There was a negative relationship between the staff nurses' perception of their Manager's ability to handle workplace incivility in all subscales (general environment, nurse, supervisor, & physician) except patient/visitor. The OR setting had greater workplace incivility than the ICU and Med/Surg (p<0.001). There was a relationship between workplace incivility and productivity (except physical subscale). The more incivility, the less productive the staff nurse. The loss of productivity was calculated at $11,581/nurse/year.

**Discussion & Conclusions:** Hospitals can not afford the people and financial impact of workplace incivility. The influence on nurses and patient safety can not be discounted. Further research is needed. Civility matters!

**Abstract History:**
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