Incivility, Bullying, and Workplace Violence Prevention: It’s Everyone’s Responsibility

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What is Workplace Violence?
Physically and psychologically damaging actions that occur in the workplace or while on duty (NIOSH, 2002).

What is Bullying?
Repeated, unwanted and harmful actions that humiliate, offend, and distress the target of the offender.

What is Incivility?
Rude and offensive behavior or actions, but may not be intentional.

What are the negative impacts of workplace violence, including bullying and incivility, in healthcare?
• Nurses leaving the profession
• Low job satisfaction
• Health effects: physical, psychological
• Decreased self-worth and confidence
• Impaired nursing judgement
• Decreased appeal to potential new nurses
• Lower nursing faculty numbers

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What is Incivility?
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What are the negative impacts of workplace violence, including bullying and incivility, in healthcare?
• Unhealthy, disrespectful work environments
• Decreased productivity
• Employee turnover
• Treatment for victims of violence
• Legal expenses
• Recruiting, hiring and training new employees

ANA Professional issues panel:
• To engage members regarding a specific topic
• To utilize member expertise to forward ANA’s mission and position
• Position Statement on Incivility, Bullying and Workplace Violence approved in August 2015
  Includes:
  • Statement of ANA Position
  • Background
  • Definitions of key terms
  • Recommendations for RN AND Employers
  • Extensive references
• Conclusion of the position statement: The nursing profession will no longer tolerate violence of any kind from any source.

Key Primary Prevention Recommendations for Nurses: Incivility and Bullying
• Build and promote healthy, respectful relationships using excellent, open communication and inclusiveness
• Evaluate your own words and actions
• Know your employer’s prevention policies and procedures and codes of conduct
• Establish a code word to signal support needed when threatened
• Rehearse predetermined responses to deflect unwanted behaviors
• Be civil and kind
• Advocate for others
• Uphold the professional Code of Ethics

Key Primary Prevention Recommendations for Employers: Incivility and Bullying
• Establish a vision, mission, philosophy, and shared values that reflect a culture of safety and respect
• Orient all employees to relevant organizational policies and procedures
• Establish a zero-tolerance bullying and violence policy which includes reporting mechanisms, victim protection from retaliation, and investigation protocol
• Provide a mechanism for support for employees when they are threatened
• Provide strategies for conflict resolution and improved communication

Key Primary Prevention Recommendations for Nurses: Violence
• Participate in developing prevention programs
• Know and understand all prevention policies and procedures
• Participate in all relevant training and education
• Employ situational awareness strategies to identify potential violence
• Learn how to anticipate, prevent, and respond to crises
• Know where and how to use the appropriate environmental controls
• Practice diligent self-care
• Provide and gracefully receive respectful feedback from all stakeholders

Key Primary Prevention Recommendations for Employers: Violence
• Create and support a culture of safety and zero tolerance for all workplace violence
• Foster a supportive work environment with respectful communication, appropriate policies, and enforced professional codes
• Maintain a nonpunitive work environment, employing Just Culture principles
• Develop a violence prevention program using OSHA’s Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers
• Human Resources (HR) must thoroughly prescreen and conduct background checks of prospective employees
• HR must minimize chance of provoking former employees
• Ensure optimal staffing levels for safe care and work environment

For the complete position statement, including all of the primary, secondary, and tertiary recommendations, as well as references, please visit: http://www.nursingworld.org/DocumentVault/Position-Statements/Practice/Position-Statement-on-Incivility-Bullying-and-Workplace-Violence.pdf.