The Nurses Perception of Incivility in the Operating Room

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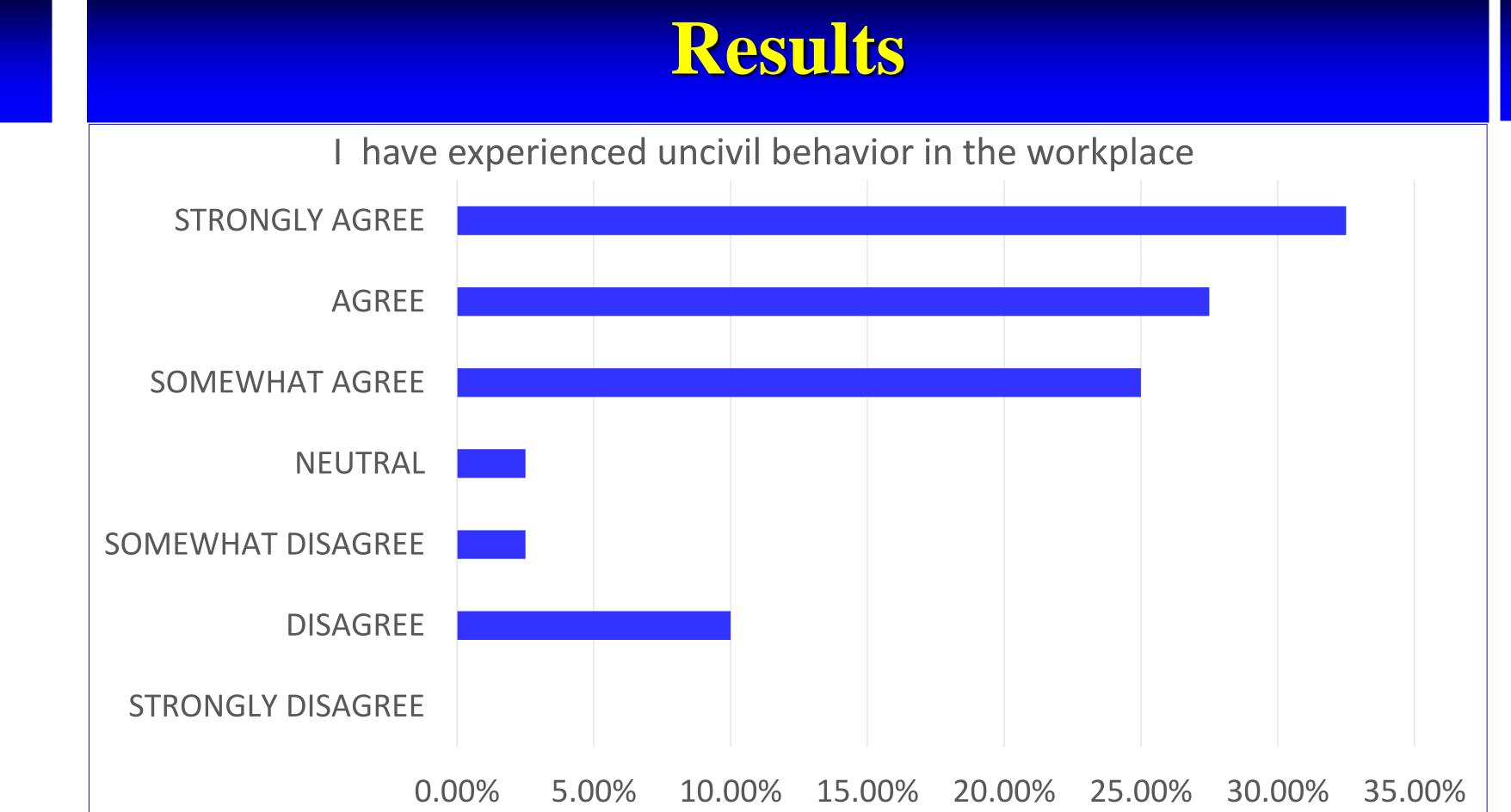
Problem

- Incivility in the nursing workplace has become a critical problem and includes complaining about others, sarcastic and humiliating comments about others, ignoring or intentionally disregarding other's opinions or input, and insulting or belittling others in public. [5, 6]
- These behaviors have been shown to have a negative impact on nursing satisfaction and lead to:
  – Post-traumatic stress disorder
  – Low self-esteem, anxiety,
  – Sleep disturbances
  – Recurrent nightmares
  – Depression.[1]
  – Decreased job satisfaction
- Increased job turnover occurs most often when nurses have experienced incivility from a supervisor with co-worker incivility being the next most common cause of dissatisfaction. [2, 3, 4]

Purpose

The purpose of this study was to examine the perception of incivility among nurses who work in OR.

References

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Results

I have experienced uncivil behavior in the workplace

The following items ask about your interactions with other nurses. Nurses on my unit:

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE
...argue with each other frequently.	2.86%	54.29%	25.71%	8.57%	8.57%
	1	19	9	3	3
…have violent outbursts or heated arguments in the workplace.	17.14%	45.71%	22.86%	8.57%	5.71%
	6	16	8	3	2
…scream at each other.	22.86%	51.43%	8.57%	8.57%	8.57%
	8	18	3	3	3
…gossip about one another.	0.00%	5.71%	11.43%	60.00%	22.86%
	0	2	4	21	8
…gossip about their supervisor at work.	0.00%	11.43%	14.29%	54.29%	20.00%
	0	4	5	19	7
…bad-mouth others in the workplace.	0.00%	20.00%	17.14%	40.00%	22.86%
	0	7	6	14	8
…spread bad rumors about others.	2.86%	31.43%	17.14%	31.43%	17.14%
	1	11	6	11	6
…make little contribution to a project but expect to receive credit for working on it.	8.57%	37.14%	31.43%	14.29%	8.57%
	3	13	11	5	3
…claim credit for others' work.	11.43%	42.86%	34.29%	5.71%	5.71%
	4	15	12	2	2
…take credit for work they did not do.	11.43%	42.86%	28.57%	5.71%	11.43%
	4	15	10	2	4

Methods

Inclusion criteria:
- 18 years of age or older, Operating Room (OR) Nurse, & English speaking
- Descriptive study surveying operating room nurses using the Nursing Incivility Scale [7]

Sample

n= 41 Operating Room Nurses
Predominantly Caucasian females
Majority (67)% < 50 yrs of age

Experience in the OR in years

<1	1-5	6-10	11-15	16-20	>20
10%	15%	18%	10%	18%	30%

Implications

- Nurses should:
  - report uncivil behavior
  - be aware of behaviors considered uncivil
  - be aware of their own behaviors and demonstrate or model appropriate behavior
- Hospital administrators & OR nurse managers should:
  - foster open communication about uncivil behaviors
  - take reports seriously and follow-up with the policies
  - Implement clear policies that support "zero tolerance" for incivility