

## Establishing Awareness: Incivility in the Operating Room

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# Establishing Awareness: Incivility in the Operating Room

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## PURPOSE

The purpose of this study was to examine LVH-CC perioperative RNs current awareness and understanding of lateral violence or incivility.

### PICO Question:

When perioperative RNs partake in workplace incivility education is there an increase in awareness of lateral violence and the acknowledgement of its occurrence?

## EVIDENCE

- Lateral violence also known as nurse-to-nurse incivility or bullying, is disruptive behavior that interferes with effective health care communication and thus threatens a culture of patient safety. It is counterproductive to quality

reason lateral violence is widespread is that nurses do not recognize the issue as behavior that must be corrected; rather, they accept these behaviors as the “way things are”. Expressions such as “nurses eat their young” have long been a hallmark. Yet the profession prides itself in being a community of caring and nurturing practitioners (Bigony, et al., 2009).

- On the international level, one in every three nurses plans to leave the profession due to lateral violence. The key to dealing with the issue is education and increased awareness (Brunt, 2011).
- One study noted nurses were unfamiliar with the concept of incivility, and thus occurrences went underreported. After education, perception of incivility occurrences increased (Nikstaitis, et al., 2014).

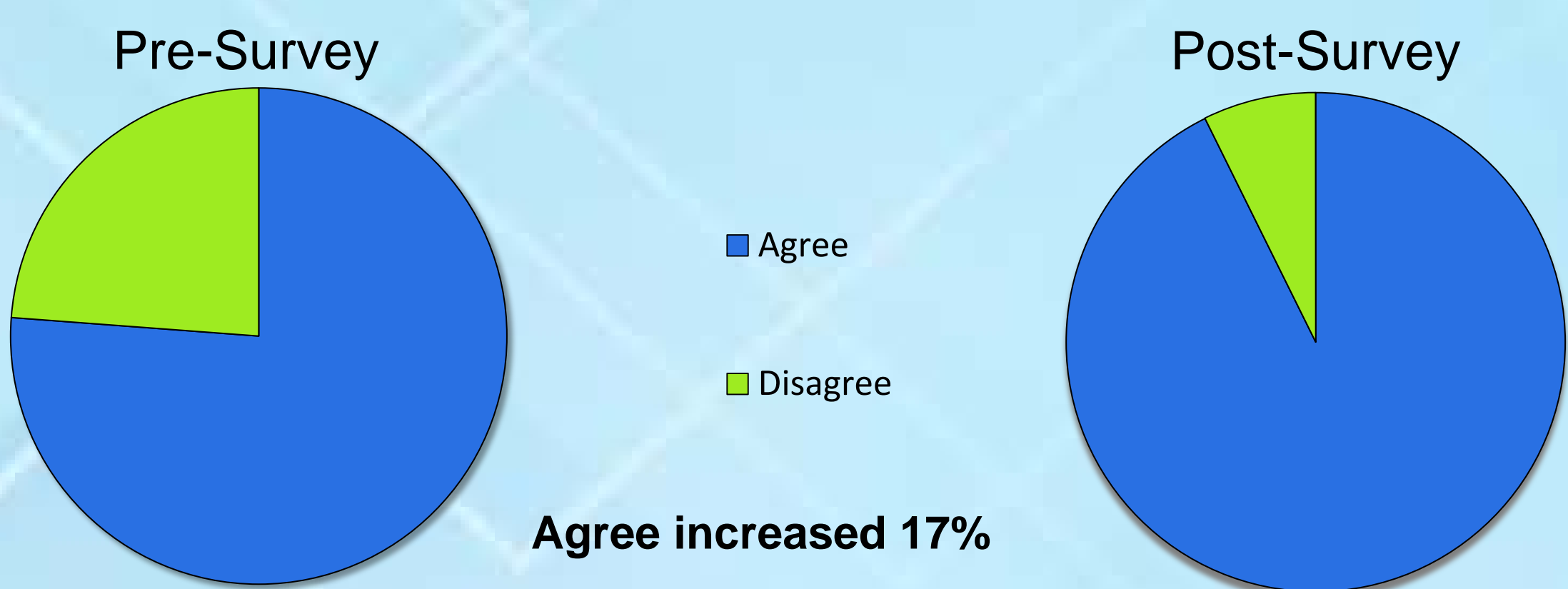
## METHODS

A pre-education survey was sent out to all LVH-CC perioperative RNs to examine the existence, current understanding and daily occurrences of lateral violence.

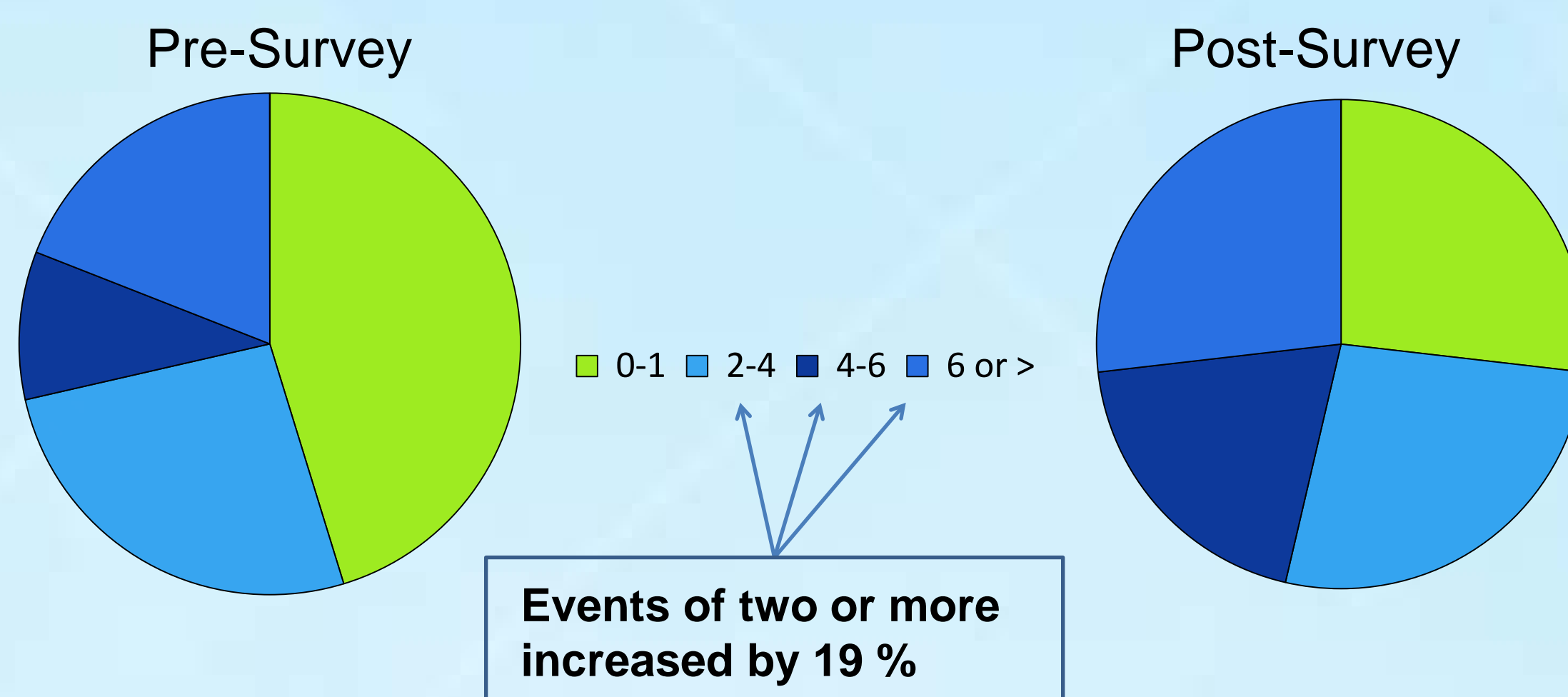
- Education on lateral violence was then provided through the network’s online in-service education system (TLC).
- A post-education survey was sent out to all LVH-CC perioperative RNs to examine the existence, current understanding, daily occurrences and perception of lateral violence education.

## SURVEY RESULTS

In your opinion, do you feel that lateral violence exists in Cedar Crest operating rooms?



In your opinion, how many lateral violence events occur daily in Cedar Crest operating rooms?



## CONCLUSIONS

- Results of post-education surveys showed that the majority of LVH-CC perioperative RNs felt lateral violence existed in the clinical environment. The post-education surveys revealed the identification of lateral violence episodes increased by 17%. The results also showed a 19% increase of two or more daily lateral violence events. This suggests it was more identifiable due to an increased awareness.
- The results agreed with the study conducted by Nikstaitis, et al. After RNs received education on lateral violence their awareness increased thus allowing them to identify lateral violence events they would have normalized before education. Understanding what lateral violence is and its impact on patient care and the work environment allows a person to identify the behavior and appropriate behavior

violence is awareness. 89% of staff responded “yes” when asked, “Do you feel that lateral violence education can help a workplace reduce incidents of peer-to-peer violence?”

- Further actions such as an established code of conduct and zero tolerance policy, that are enforced, needs to be in place, to reduce the occurrence of this disconcerting issue.

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