Civility in Nursing Education Dr. Robin Elaine Murray, DNP, RN, CNE Associate Dean & Assistant Professor of Nursing Missouri Baptist University

The attendee will be able to:

1.Reflect on experience with incivility in the clinical practice setting and/or the nursing education setting.

2.Discuss the impact of incivility at the individual and systems-level in healthcare.

3.Describe methods of addressing incivility in the clinical practice and/or nursing education setting.

4.Formulate methods for addressing incivility from the ground up in the learner's practice setting.

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Nurses Eat
Their
Young
(Meissner,
1986)

- Nursing is a caring profession

- Nurses are caring with patients; unkind to colleagues

- Incivility is pervasive in the nursing workplace (U.S. Department of Labor, 2017)

- Incivility is incongruent with a caring profession

- Incivility can result in poor outcomes for patients (Clark, 2017)

- Incivility is correlative with turnover in nursing (Evans, 2017)

•Incivility is disruptive, interferes with the teaching and learning process and causes physiological and psychological distress (Clark & Springer, 2010).
• "Incivility can result in life-threatening mistakes, preventable complications, and harm or even death of a patient" (Clark, 2017, p.121).

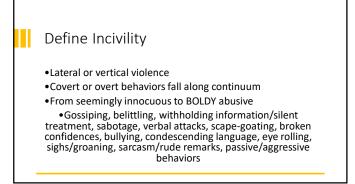
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Think-Pair-Share •Think of a situation in your own practice when a nurse has been laterally or vertically uncivil •Pair up with someone in a breakout room. •Share the experience •How did you respond? •How would you have liked to have responded?

"eat their young"
Horizontal violence
Incivility
Experiority
Superiority
Super

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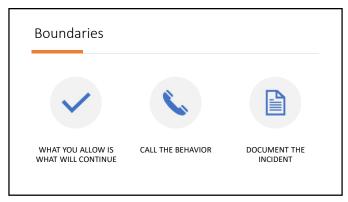
What can
WE DO
About it?

Presumption: Uncivil behaviors are learned and considered a cultural norm in nursing
What tools do we have?

What can WE DO About it?
Self-Reflection
Boundaries
Communication

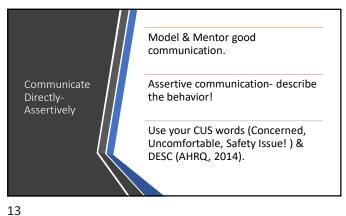
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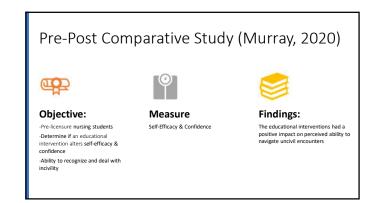




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Let's Practice! TIP: Use the chat box feature in your breakout room to view the

 Nursing educators & nursing leaders must model civility • Give nursing students & practicing nurses the tools to navigate incivility Be the What are the 3 most important concepts you learned in these last 30 minutes? Change! What can you take back to your practice? • What do YOU need to learn more about? How will you BE THE CHANGE?

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