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## Background

- ❖ Incivility in the nursing profession is a pervasive problem that affects retention, commitment and ultimately, quality of patient care
- ❖ Hostile behavior is detrimental to the psychological and physiological well-being of its recipients, leading to feelings of anxiety, stress and depression
- ❖ Although a number of recent studies have examined the incidence of incivility in the nursing profession at the workplace, very few have focused on bullying behaviors experienced by nursing students in academia



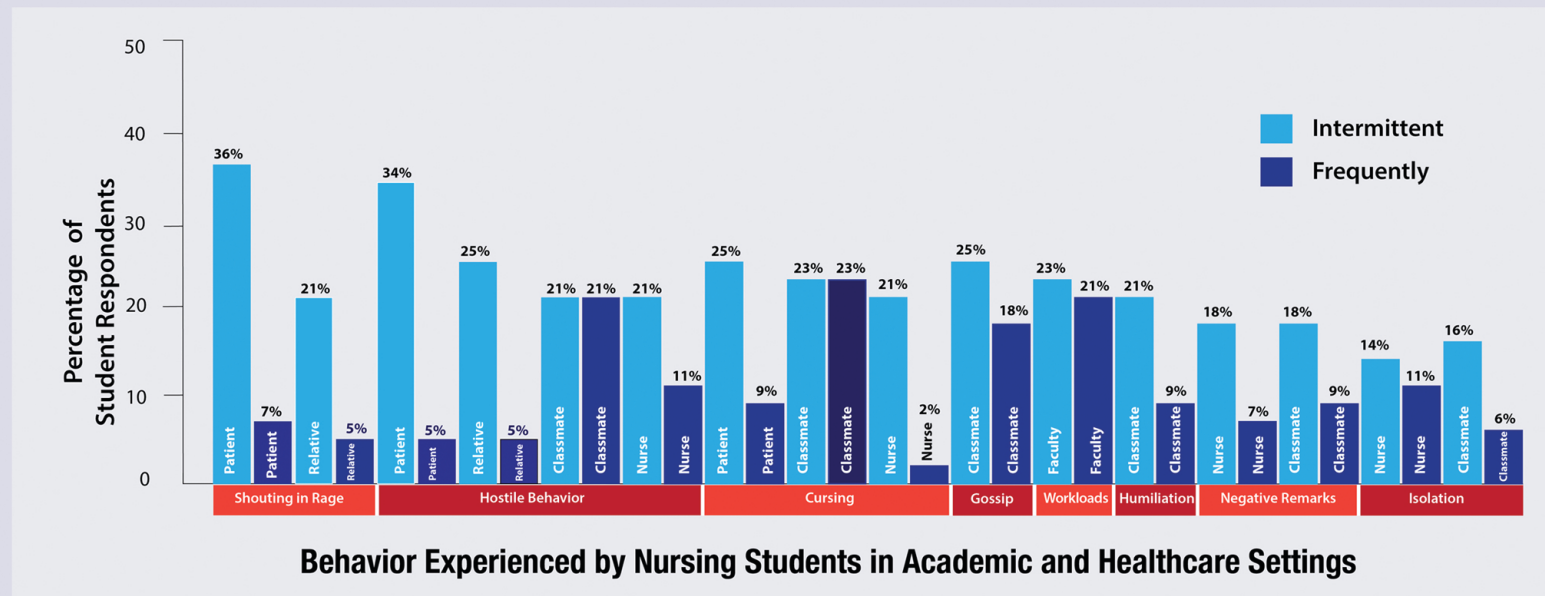
## Purpose

- ❖ To examine the incidence and characteristics of incivility experienced by undergraduate baccalaureate nursing students in clinical and non-clinical settings
- ❖ Describe students' responses to uncivil behavior
- ❖ Increase awareness about the incidence of uncivil behavior in nursing education

## Method

- ❖ Non-experimental, pilot research
- ❖ Descriptive study design
- ❖ Convenience sample of senior baccalaureate nursing students enrolled in a northeastern public university school of nursing during the fall of 2013
- ❖ Cooper's et al. (2009) Bullying in Nursing Education Questionnaire
  - 12 item Likert scale measured frequency and source of behavior
  - 1 optional question regarding respondent's reaction to bullying

## Results



## To cope with bullying behavior I...

Response	n	(%)
Did nothing	24	(57)
Put up barriers	14	(33)
Pretended not to see the behavior	12	(29)
Reported the behavior to a superior	10	(24)
Spoke to the bully	10	(24)
Increased my unhealthy coping behaviors	10	(24)

## Demographic Data

Sample (n = 45)

Age:	n	(%)	Ethnicity:	n	(%)
18 – 24	18	(43)	Caucasian/White	28	(70)
25 – 34	16	(39)	Asian	6	(15)
35 – 44	5	(12)	Hispanic/Latino	5	(14)
45 – 54	2	(5)	Black/African American	1	(2.5)
Gender:			Nursing Courses Grade Average:		
Female	34	(81)	A	26	(60)
Male	8	(19)	B	17	(40)

## Major Findings

- ❖ Patients and their relatives shouted in rage most frequently
- ❖ Hostile behavior and cursing were more common in patients, relatives, classmates and hospital/clinic nurses
- ❖ Malicious gossip and belittling behaviors were more frequent in classmates
- ❖ Faculty were cited for assigning unmanageable workloads
- ❖ Hospital/clinic nurses and classmates made negative comments about becoming a nurse
- ❖ Subjects were sometimes ignored or isolated by hospital/clinic nurses and classmates

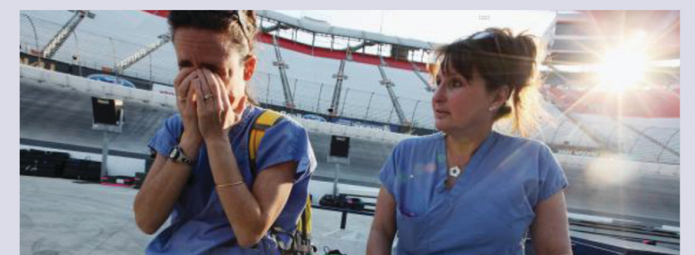
## Response to Incivility

- ❖ Most commonly, subjects reported that they did nothing to cope with the bullying behavior
- ❖ Occasionally subjects reported the behavior or spoke to the bully
- ❖ An increase in unhealthy habits - overeating, smoking, and alcohol consumption was associated with uncivil behavior



## Conclusions

- ❖ Nursing students are frequent recipients of uncivil behaviors instigated by others within the health care system
- ❖ These experiences create poor learning environments and can lead to unhealthy coping behaviors
- ❖ Nursing faculty and hospital administrators must promote civil behavior throughout the academic experience in order to ensure professionalism, learning and optimal patient care



**References**  
Cooper, J.R., Walker, J.T., Winters, K., Williams, R., Askew, R. & Robinson, J.C. (2009). Nursing students' perceptions of bullying behaviors by classmates. *Issues in Educational Research* 19(3), 212-226.

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