NR 500 Week 7 Discussion: Incivility and Healthful Environments

Reflect on an experience in which you were directly involved or witnessed incivility in the workplace. Provide a brief synopsis of the situation. How did this make you feel? How did you respond? What were the consequences of this situation? Provide an example of how this negatively affected the work environment and outcomes. How could the situation have been prevented? Discuss strategies that would support a healthy work environment.

Dr. Thomas and class,

Unfortunately, incivility occurs daily in the nursing and is something we have all had to deal with. "Incivility is 'one or more rude, discourteous, or disrespectful actions that may or may not have a negative intent behind them'. ANA defines bullying as 'repeated, unwanted, harmful actions intended to humiliate, offend, and cause distress in the recipient.'" (ANA, 2017). While working in the emergency room I witnessed incivility and bullying from senior staff with the new hires.

Previously it was a rarity for a new grad nurse to get a job in the emergency room however with the nursing shortage and changes in policy, new grad nurse is getting hired into the emergency room. I have seen the experienced nurses bring the saying I heard throughout nursing school, "nurses eat their young", to life. On more than one occasion I witnessed other newer nurse and I was subjected to incivility and bullying in the emergency room setting. We were given more patients than we could handle while other nurses had minimal or no patients, when we asked for help with anything we were greeted with an attitude and made to feel like we were not competent to do our jobs, and we were deliberately left out of gatherings outside of work. The constant bullying and incivility are why I left the night shift at this facility.

Incivility leads to lack of confidence in the victims and decreased quality of patient care. In my opinion the best patient care can be achieve with teamwork and support between coworkers. The workplace and patient care can be affected by incivility leading to distractions, emotional distress on staff, adverse patient outcomes and increased nurse turnover (Armstrong,2018). Creating a healthy work environment means creating a culture of civility. Our lesson discussed how to create a healthy work environment, we are responsible for treating those around us with respect and dignity while allowing open communication, collaboration, and compassion for our direct coworkers, members of the interprofessional team and our patients. (Chamberlain College of Nursing, 2022). Management as well as ourselves are responsible for holding ourselves and other accountable for how we treat each other. In healthcare we all have