The submissions for this assignment are posts in the assignment's discussion. Below are the discussion posts for Ritu Adhikari, or you can [**view the full discussion**](https://waldenu.instructure.com/courses/64763/discussion_topics/465109?headless=1&student_id=64913).

from [**Module 4: Discussion**](https://waldenu.instructure.com/courses/64763/discussion_topics/465109?headless=1&student_id=64913)

Jul 12, 2023 7:39PM

[Ritu Adhikari](https://waldenu.instructure.com/courses/64763/users/64913)

Behaviors that help preserve the norms for mutual respect in any workplace can be called Civility. One should speak in ways that are respectful, responsible, and restrained, and behavior that is rude, demeaning, and threatening should be avoided in a Civil workplace. It can also be demonstrated via politeness, concerns, and a general awareness of rights.

**My workplace:**

My current workplace has a culture of mutual respect, teamwork, fairness, and kindness. We work and treat each other as a family. We stand together and refuse to engage in any kind of gossip and rumors. Nursing is hard especially at this time with Nursing shortages and high expectations but despite all this, we never forget to say thank you and please to change someone's mood and I believe that it's not hard as it only takes a second to be polite. Almost everyone on the unit is adaptable, there is a change in health care every day, so instead of being a complainer who grumble about how we use to do it, we remain open and flexible to new learning. I work mostly night shifts and I see the manager rounding every morning talking to everyone on the unit, motivating us, if we do any wrong, she gives us constructive feedback, and she talks about learning from our mistakes instead of blaming us for the situations. She is always calm, and she even relieves us for the break and encourages us to take breaks. we are always committed to promoting healthy relationships among each other, There is zero tolerance regarding incivility and bullying. We have strong support from our coworkers and managers if we feel threatened. We have an ethical environment and culture of civility and kindness in my workplace.

**Incivility in my workplace:**

Nurses work is four times more dangerous than most other professions and nurses are the ones who must go through work-related crime at least two times more often than any other healthcare profession. (Clark et al., 2011) Causes of workplace violence include work-related stress in an increasingly complex patient population and workload and deteriorating interpersonal relationships at the bedside. If this is left unaddressed, these uncivil and disruptive behaviors may emerge into an incivility spiral. Around 2-3 months ago we had an organ donor patient waiting for surgery with multiple family members at bedside. They used to ask Nurses a lot of questions all the time and I totally get it because it's their right and they can ask as many questions as they want. There was one time a nurse who was assigned to take care of the patient was taking care of her other patient next door and the sister of the organ donor patient pressed the call bell, our unit secretary respond to the call bell and let the assigned nurse know that the sister has some questions for her, the assigned nurse went to his room and talk to the sister very politely, she answers all her questions with a smile on her face all the time and there was one question from the sister that the nurse was not sure about, she said that she will talk to the provider and get back to her. The sister suddenly started verbally abusing the nurse, questioning her nursing ability, and many more. The next day the patient was taken to the surgery and the sister threatened all the staff before she left the unit, she even followed some nurses up to the parking lot.

 Disruptive and bullying behaviors have been identified as a root cause of more than 3,500 sentinel events over a 10-year time frame and contribute to an annual estimate of 98,000 to 100,000 patients dying secondary to medical errors in hospitals. (Clark et al., 2011)

**How incivility was handled**

My workplace is always no to incivility, the first time the assigned nurse was verbally abused, this was escalated to the charge and then to the manager, the charge immediately changed her assignment and get the supervisor involved. Our Charge Nurse and Supervisor talked to the family and answer all their question and told them that it was verbal abuse to the nurse and it is not acceptable in our organization, and if it happens next time hospital police will be involved. The family especially the sister realized their mistake and apologize to the nurse. The next day when our manager found out that nurses were followed by the family up to the parking lot, hospital security was involved then. Since then, every staff on the unit are mandated to take Crisis prevention training to create a safer workplace with de-escalation training.

Workplace incivility also creates a heavy financial burden for healthcare organizations. Some estimates suggest that the annual cost of lost employee productivity due to workplace incivility may be as high as $12,000 per nurse. Along with financial burden, incivility as rude or disruptive behaviors often result in psychological or physiological distress for the people involved and if left unaddressed, these behaviors may progress into threatening situations or even result in temporary or permanent illness or injury. (Griffin & Clark 2014)

Those who experience abusive behaviors are less motivated and are always worried about future incidents. Those who felt respected said they are healthier, more focused, engaged in their work, and more likely to stay with the organization. When we have more civil environments, we’re more productive, creative, helpful, happy, and healthy. (Bock, 2019)

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Response1:

Hello Shaundelle,

I am so sorry that you have to deal with your coworker's incivility when you were trying to help him, and I agree with you that it was dismissive and disrespectful. Your coworker was having a bad day, I totally get it, but it does not mean that he has to be rude to you especially when you were trying to help him. Incivility at the workplace can have destructive effects on self-confidence, clinical judgment, and patient safety. (Griffin & Clark, 2014) For instance if your coworker uses an antagonistic communication style when giving a report to the oncoming nurse then the oncoming nurse might not ask any questions if there is any, this will negatively affect patient care.

Civility can be the base for patient safety, and a healthy work environment and will increase productivity. Civility means societal guidelines and standards that should be followed for better communication and a good work environment that improves patient‐focused care. “Civility and respect with which hospital units deal create an atmosphere of high mood and job satisfaction.” (Hossny & Sabra, 2021)

**References:**

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**Response2:**

Hello Jessica.

It is so sad to hear that you had to go through lateral violence in emergency department. After reading your story I did a little research on lateral violence and found that 25% of workplace violence occurs in healthcare settings and Emergency department show higher levels of violence (Vidal-Alves et al., 2021) leading to nurses leaving their job, burnout, change institution or leave the nursing profession.

The incivility that happened in your workplace with you can be managed by involving human resources because according to Filion, members of the Human Resources department are professionally trained to mediate hostility in the workplace, therefore victims of lateral violence may feel more comfortable discussing incidents with human resources instead of someone withing their own department. (Filion)

Another way could be establishing policies that address lateral violence and hold workshops that teaches on how to handle disputes can help with the future lateral violence. Designated charge nurse can help manage this issue as they can talk to both of you and resolve the issue, they can provide mentorship, guidance, and support, helping nurses enhance their clinical skills, critical thinking abilities, and professional growth. provide leadership, guidance, and expertise during their shift.

**References**:

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**Response1 Reply:**

Hello Shaundelle,

I would like to add the management strategy to your situation and that is  along with engaging you and your coworker and finding a resolution, the incivility that happened in your workplace with you can be managed by your leader by determining the root cause of violence because this kind of behavior can be seen in a different nurse with his/her coworker again, Your coworker might have other issue going on the unit other that hard assignment, therefore doing the root cause analysis can help helps leaders create a more comprehensive framework for addressing lateral violence on a deeper level.