

Perceptions of a Healthy Work Environment through the Eyes of Student Nurse Externs

Shunda L. Wilburn, DNP, RN, Sharon Hamm-Wilson, MSN, RN, Cassandra Henderson, Ed.D., RN

Montgomery, Alabama

Background

- ❖ In 1909, *The New York Times* displayed hospital-based head nurses abusive to nurses they supervised (Meires, 2018).
- ❖ Bullying has been reported and documented in healthcare literature for over 35 years (Lamberth, 2015).
- ❖ In the American workplace, bullying is attributed to \$200 billion lost yearly (Balevre, Baevere, & Chesire, 2018).
- ❖ In the United States, 40% of nurses (mainly novice) have experienced some form of bullying (Balevre, Baevere, & Chesire, 2018).
- ❖ Bullying compromises patient safety as well as organizational outcomes (Balevre, Baevere, & Chesire, 2018).
- ❖ The Joint Commission states bullying “undermines a culture of safety” (Balevre, Baevere, & Chesire, 2018).

Purpose

- ❖ The purpose of the project will be to evaluate the perceptions of Healthy Work Environments among student nurse externs as they complete an eight-week nurse externship program.

Sample

- ❖ Nurse Externs enrolled in a nursing program who have successfully completed Medical-surgical/Adult Health Nursing I
- ❖ Grade point average of 2.5 or higher

Setting

- ❖ Two urban hospitals and one community hospital in southeast Alabama
- ❖ Not-for-profit organization
- ❖ Employs 55 nurse externs yearly

Theoretical Framework

Relationship-Based Care Model

The Relationship-Based Care model is used to cultivate positive and healing environments. It centers around three relationships: relationship with self, relationships with team members, and relationships with patients and families (Koloroutis, 2004).



Literature Review

Key words:

- ❖ Nurse extern programs, healthy work environment, nurse externs, workplace violence, graduate nurse externship, workplace incivility, and bullying in healthcare
- ❖ Danza (2018) discussed strategies to combat bullying in the work environment such as addressing the behavior, utilizing scripting and phrases, documentation, record keeping, and following chain of command.
- ❖ Birks et al.(2018) surveyed 884 baccalaureate nursing students regarding harassment and bullying during clinical rotations. Students reported panic attacks, loss of self-esteem and confidence due to verbal, sexual, physical, and racial abuse from medical professionals, nurses, administrative and support staff.

Literature Review

- ❖ Thompson and George (2016) conducted a study on 40 baccalaureate pre-licensure senior nursing students after utilizing an online educational module discussing bullying. Students recommended modules to peers and stated modules decreased stress.
- ❖ Schneider (2016) reported that caring relationships established between nurse educators and nursing students contribute to healthier work environments, thus decreasing occurrences of bullying and lateral violence as they transition into professional nursing.
- ❖ Vogelpohl, Rice, Edwards and Bork (2013) investigated 135 newly licensed registered nurses' bullying experience in the workplace utilizing the “New Graduate Nurses Relational Questionnaire (NAQ-R). Nurses were bullied by physicians, peers, patient’s families.

Methodology

- ❖ Recruitment of 40 Nurse Externs
- ❖ Consent will be obtained
- ❖ Biweekly 30-45 minute brown bag lunch sessions
- ❖ Data will be collected over eight weeks
- ❖ Post survey will be conducted via SurveyMonkey®
- ❖ Post survey results will be analyzed through IBM Statistical Package for the Social Sciences (SPSS) version 24

*"Be The Change
You Wish To See
In The World"*



Incivility Tools

- ❖ Nursing Incivility Scale; 42 items grouped into five subscales (general, nursing, supervisor, physician, and patient/visitor); alpha reliability subscales ranged from 0.81 to 0.94 (Warner, Sommers, Zappa, & Thornlow, 2016).
- ❖ General Self-Efficacy Scale (adapted); 10-question instrument (4-point Likert scale); addressed participants confidence when faced with conflict, bullying, and overcoming challenges; Cronbach's alpha was 0.70 (Thompson & George, 2016).
- ❖ New Graduate Nurse Relational Questionnaire (NAQ-R); 22 item survey questionnaire arranged in 3 categories (“person-related bullying,” “work-related bullying,” and “physically intimidating bullying”); Cronbach's alpha is .90 (Vogelpohl et al., 2013).

Significance to Nursing

- ❖ The high stress environment of healthcare and care of high acuity patients can cause increased stress and anxiety among the healthcare team. The early introduction to workplace bullying, incivility, lateral and horizontal violence along with strategies to address these behaviors can facilitate nursing students in their ability to identify and address these behaviors. Knowing how to identify and manage these situations will assist newly licensed nurses in a successful transition into their new roles (Thompson & George, 2016).

Contact Information

Dr. Shunda Wilburn, DNP, RN
slwilburn@baptistfirst.org

Mrs. Sharon Hamm-Wilson, MSN, RN
shammwilson@baptistfirst.org

Dr. Cassandra Henderson, Ed. D., RN
chenderson@baptistfirst.org