



# Navigating Incivility: Evidence-Based Approaches for Perioperative Professionals

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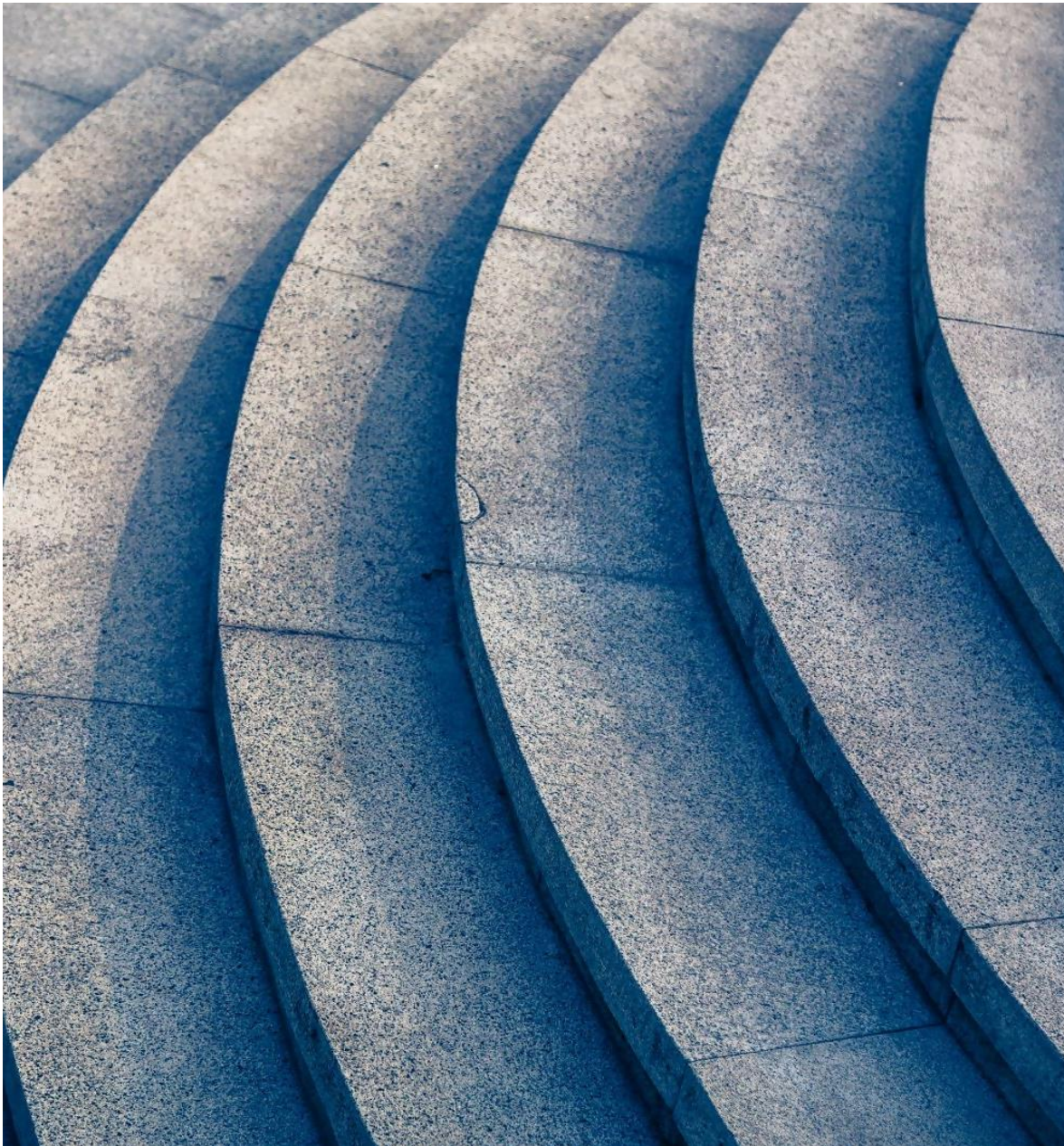


# Mentimeter link

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# Objectives

- Describe the difference between Civility and Incivility
- Understand the cost of incivility to our patients and healthcare
- Recognize strategies that foster civility in the perioperative environment.
- Empowerment to implement interventions and strategies to build civility in the OR.



# A Common Story

4



**Some people say you  
need to develop thicker  
skin to deal with mean  
people.**

5



# Define Civility and Incivility





## Civility

Gracious, courteous, polite, supportive and encouraging

## Incivility

Rudeness, aggressive posturing, insulting, gossiping, yelling, non-verbal negative facial expressions, purposeful neglect or omission of information, and lack of action

**Civility is the art  
and act of caring  
for others.**

Deborah King



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**Nursing**





# Civility

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HIGHER QUALITY  
CARE

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EFFECTIVE  
COMMUNICATION



# Cost of Incivility

# Distinct “Perioperative” Environment





# Prevalence in this room?

12

# Prevalence of Uncivil Behaviors in the Operating Room

97% OF  
PERIOPERATIVE  
PROVIDERS



61  
INCIDENTS/YEAR



85% OF OR  
NURSES



# Experience

85% of nurses  
laterala violence  
experience in  
their careers

97 % of  
perioperative  
practitioners  
experience  
incivility

73 % witnessed  
uncivil behavior

94.3 % witnessed  
lateral violence,  
incivility, or  
bullying

93% of  
perioperative  
practitioners  
experienced or  
observed incivility

Six negative acts  
were experienced  
daily or weekly



"All this talk about civility is interfering with my constitutional right to yell at my co-workers."

## A Call to Action

- Policies
- Interventions
- Accountability
- Prevention

# Interventions

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# Literature Review

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## Systematic Review 2018

Combined Approach



## Systematic Review 2019

Multiple Effective Strategies  
Adapt Behaviors  
Role Models/Advocates



## Position Statement 2021



## Overall

Culture  
Code of Conduct  
Consequences  
Reporting (confidentiality)  
Advocate (ombuds)  
Support (victims and bystanders)  
SIM

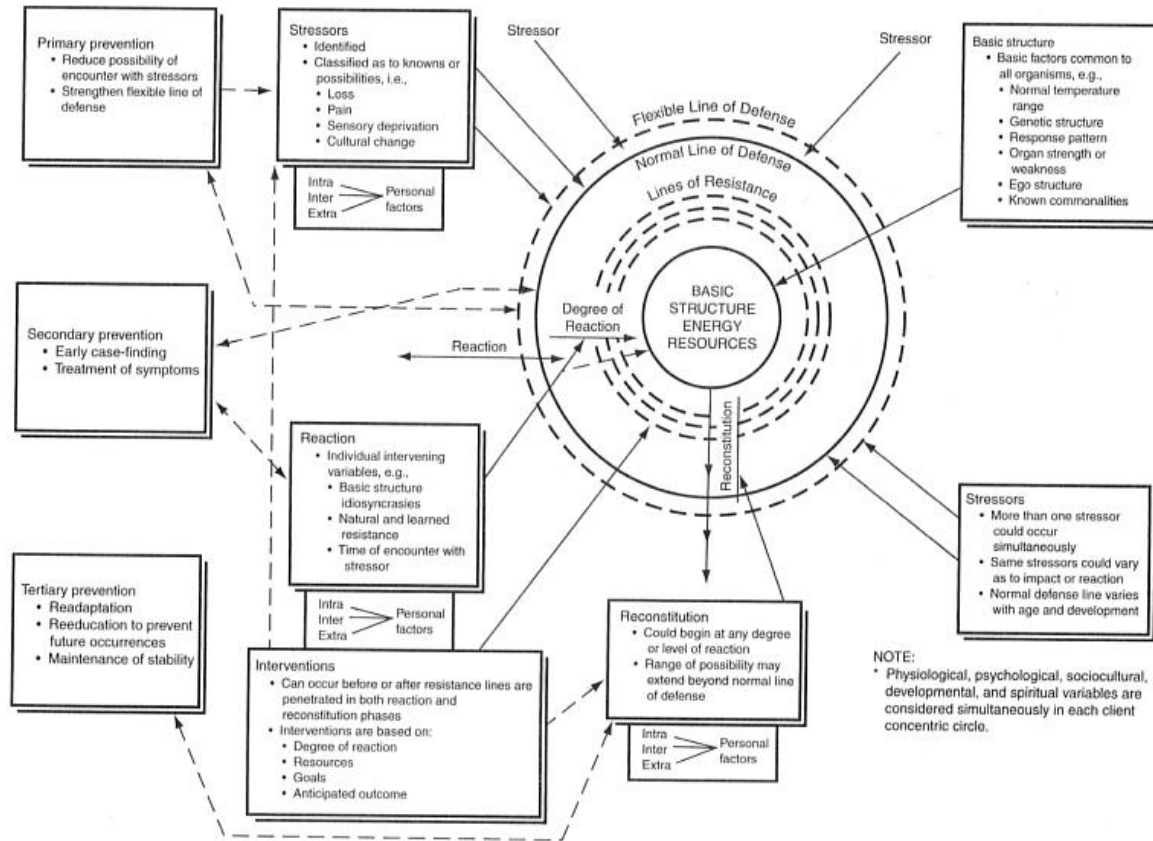
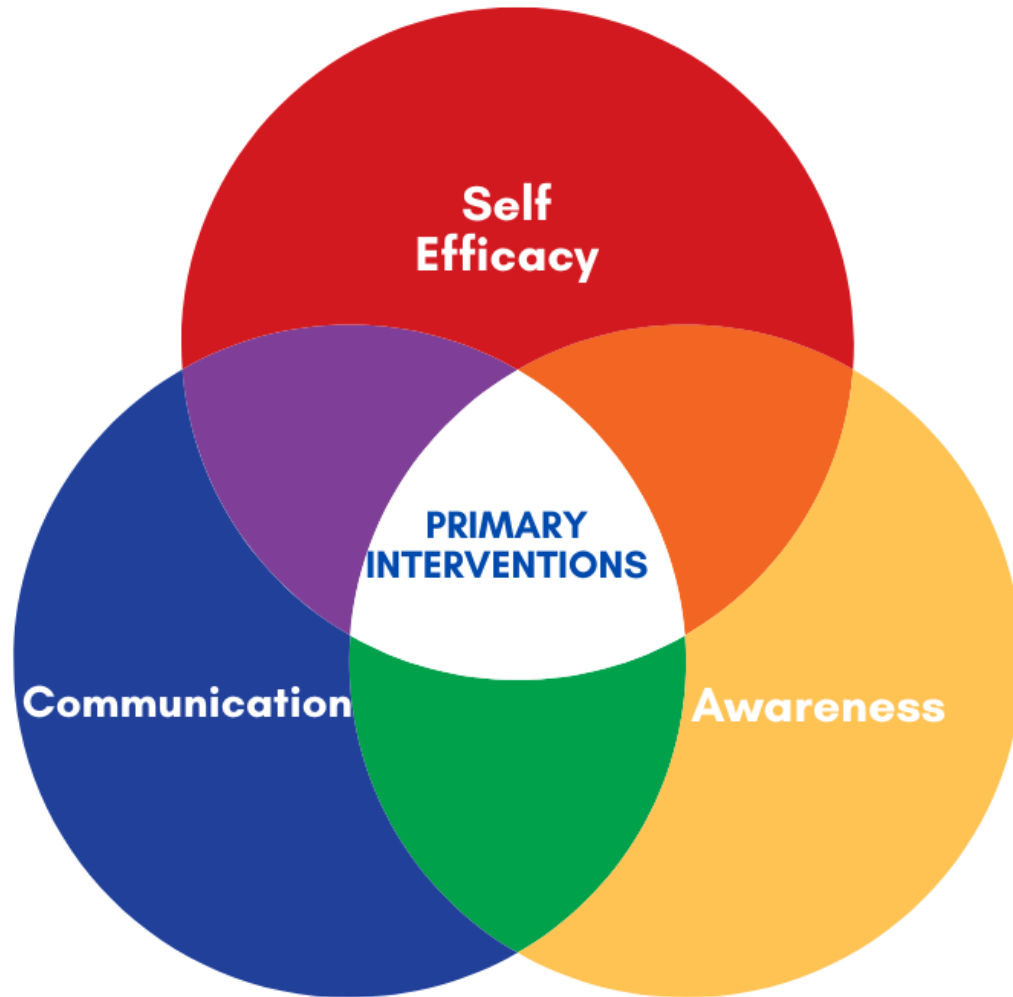


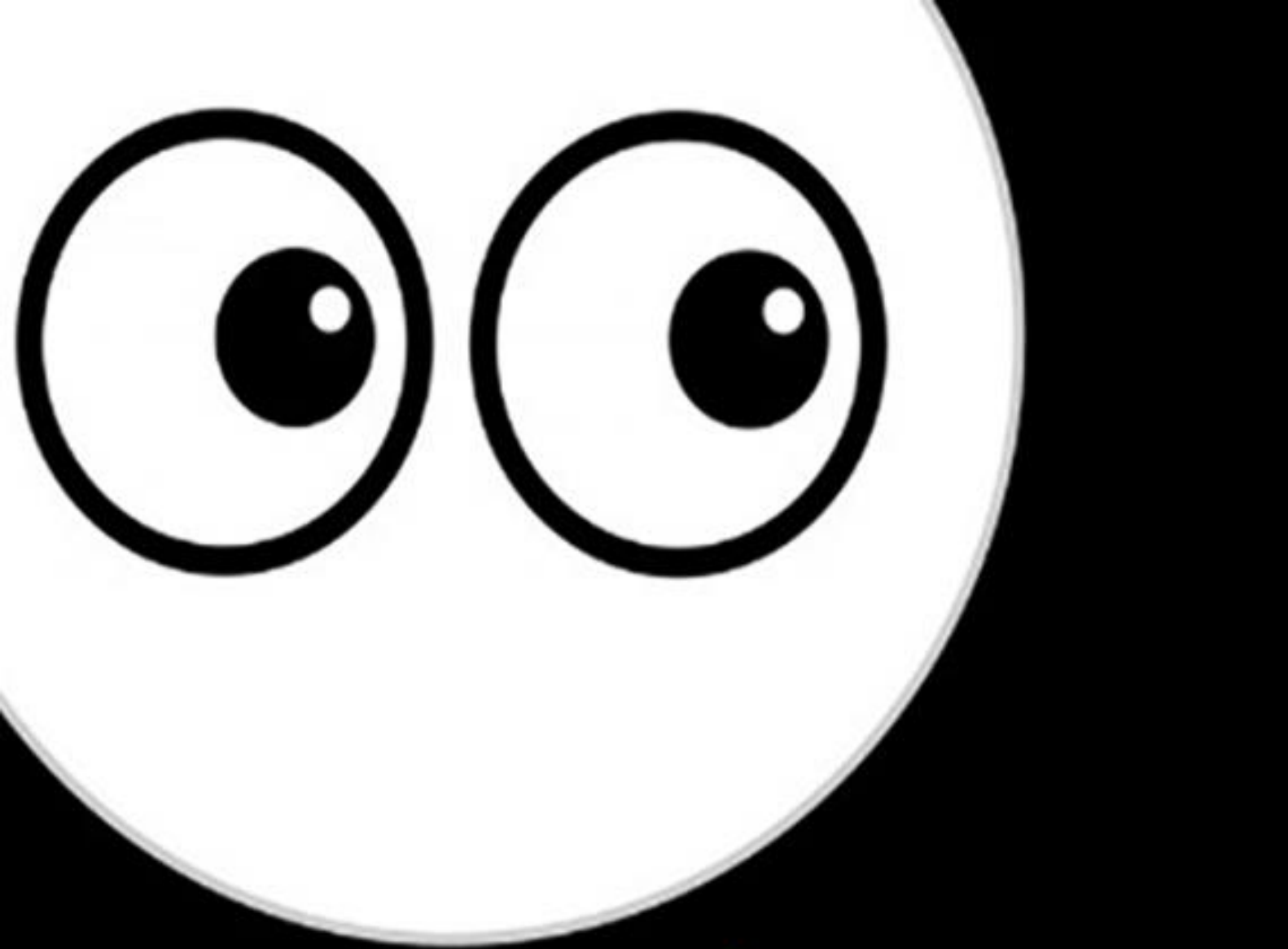
FIGURE 1-3. The Neuman Systems Model. (Original diagram copyright © 1970 by Betty Neuman.)

# Neumans System Model

## Perioperative Interventions



## Intervention Focus



Eyes on Patient Safety

## Awareness

- Education on Prevalence and Outcome
- “Civility Saves Lives” workshop
- Sign

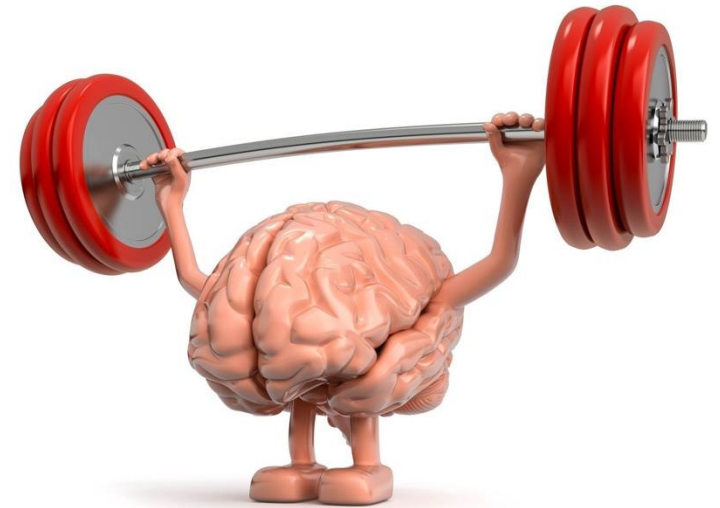


# Self-Efficacy

- Cognitive Rehearsal Training
- Role Play
- Coping skills

# Cognitive Rehearsal Training

- Mentally rehearsing responses to scenarios
- Practice in a civil environment





# Communication Skills

- Communication Skill Development
  - Assertiveness Training
- SIM/Role Play



# Results

- Safety Culture
- Reporting
- Intervening



# Civility Strategy

Time for  
Change



**Thank You**

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