

# Shedding Light on Bullying in Nursing

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#### Agenda

- Pre-evaluation
- Bullying Study
- Facilitation of group engagement break-out session: Case scenarios
- Post-evaluation
- Q&A

#### Objectives

- Definition of bullying
- Recognize bullying behaviors
- Identify strategies to defuse bullying



#### Pre-evaluation





#### Bullying among RNs is a global problem





#### First things first!

Overview of Bullying Study

#### Study Purpose

 Examine the complex interrelationships of psychological factors, such as bullying acts as predictors of work engagement in U.S. hospitalbased RNs.

#### Theoretical Model

• Explanatory Model of Workplace Bullying (Hutchinson et al., 2008b).

 Bullying is the persistent pattern of negative behavior in which one or more nurses engage in with the intent to cause harm to other(s).

 Thus, creating or contributing to a hostile workplace.

# Bullying is • A set of reposition of the set

- A set of repeated negative behaviors:
   Subtle & overt behaviors
  - -Attack upon professional reputation
  - -Personal attack
  - -Attack through work tasks (key bullying behaviors validated in prior studies).

# Consequences of bullying Studies indicate bullying has a negative affect on worker outcomes:

- Fear of being transferred or fired
- Anxiety about new tasks
- Increased stress & diminished well-being
- Low job satisfaction
- Mental health & psychological distress
- Reduced novice nurse productivity
- Increased turnover intention
- Vitality and somatic stress
- Lowered self-esteem
- Burnout and health outcomes

#### Study Method

> Design: Quantitative research

>Setting: U.S. hospitals

>RN Engagement Survey: repeated mailed

> Random Sample: 500 RNs from a national database

#### Study Limitations

- Methodology: Cross-sectional design
- Sample Recruitment: RN subscribers from one national publisher
- Mailed Survey: Self-reported, risk of selfselection bias; expensive method

#### Nursing Implications

- Translation of research into nurse practice settings.
- Nursing leaders must model professional norms, ethical standards of practice, and include antibullying education across all nursing specialty areas.
- More research is needed to determine factors that strengthen nursing civility and prevent bullying.

#### Future Research

> Replication studies across multiple RN practice areas to improve the study generalizability.

Intervention studies to reduce bullying and strengthen psychological factors and increase engagement in RNs across healthcare settings.

> Disseminate significant study findings.

#### Lessons learned

- Zero-tolerance & anti-bullying policies and procedures are not enough to combat nurse bullying.
- Hospital-wide education and policy & procedure enforcement for all health care workers is needed.

#### Who is the bully? Who is the target?



#### Profile of a target

- Any nurse at some point
- New nurse
- New to the organization
- New on nursing unit
- Older nurse
- Any nurse perceived to have something desired by other nurses



Case scenarios



### You Don't Have to Take it! How to Respond to Bullying in Nursing

Presented by: KeithRN (August 28,2016)

https://www.youtube.com/watch?v=TMNSxCMv
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# How to RESPECTFULLY Confront a Bully Nurse

Presented by KeithRN (September 11, 2016)

https://www.youtube.com/watch?v=r9aUx2yMy

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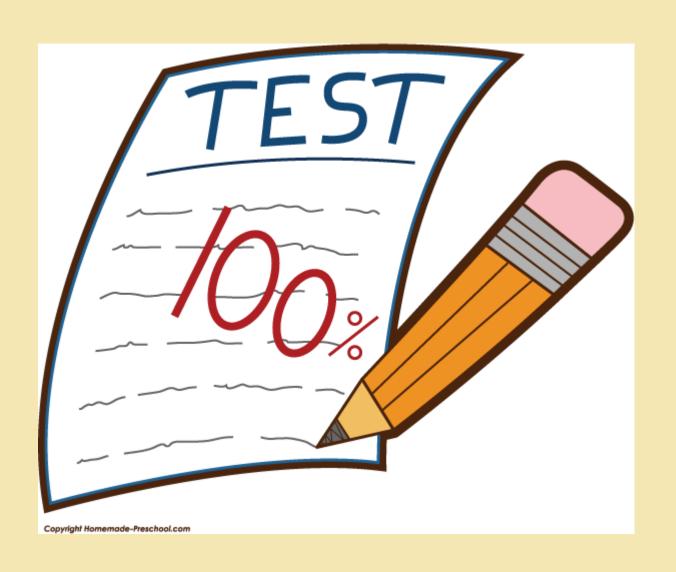
#### Break out session

- What are you observations of these potential scenarios?
- What would you do?
- What are your expected outcomes?
- Can you describe how RNs typically handle bullies, was it effective, why?
- What happens if we don't solve Nurse Bullying?
- What can be done to eliminate these negative behaviors and attacks?

# Nurse union advocates & Nursing Leaders

- Hold key positions to help be a voice for RNs who fear retaliation and or loss of employment as a result of speaking up being bullied at work.
- Well-placed in health care organizations to response and diffuse bullying if targets or as bystanders.
- Model civility, team collaboration, and self-care techniques to combat negative consequences of bullying.

#### Post-evaluation





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#### Questions





