



# Shedding Light on Bullying in Nursing

December 2, 2016

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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



**TEST  
YOURSELF!**

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. hospital-based 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 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 self-selection bias; expensive method

# Nursing Implications

- Translation of research into nurse practice settings.
- Nursing leaders must model professional norms, ethical standards of practice, and include anti-bullying 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=TMNSxCMv9cg>

# How to RESPECTFULLY Confront a Bully Nurse

Presented by KeithRN (September 11, 2016)

<https://www.youtube.com/watch?v=r9aUx2yMy10>



# Break out session

- What are your 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



# Select References

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# Questions



