

UTILIZATION OF BYSTANDER INTERVENTION TRAINING FOR THE PREVENTION OF LATERAL VIOLENCE

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Background: The Joint Commission Sentinel Event Alert states that intimidating and disruptive behaviors can foster medical errors, preventable adverse outcomes, poor patient satisfaction scores, and increase the cost of care. The 2015 ANA *Incivility, Bullying, and Workplace Violence Position Statement* states that “the nursing profession would not tolerate violence of any kind” from their patients, visitors or co-workers. RNs and employers would collaborate to create a culture of respect.

Objectives: Instruct nursing staff on the elements of lateral violence. Develop champions to promote the change in culture of the unit to “no tolerance”. Develop programs in which all staff can learn how to address lateral violence as a bystander not just as a victim.

Process of Implementation: Six hour champion classes were offered throughout the medical center. Classes about bystander intervention were taught to nursing personnel and leadership during residency programs and at staff meetings and unit boards. The *Nurse Wellness* website was updated with information about bystander intervention.

Results: Nursing staff have become empowered to act when witnessing lateral violence. Often unreported incidents of the past are now taken forward and are able to be addressed when necessary possibly preventing adverse effects. New graduates are seeking employment at the facility because of the reputation of the program.

Statement of Successful Practice: Current information and data gathered from staff imply that bystander training is effective and will continue to be successful in decreasing toleration and occurrence of lateral violence.

Implications for Advancing the Practice of Perianesthesia Nurses: Lateral violence bystander intervention training enables staff to positively impact their environment and patient outcomes. This type of training should be utilized to promote the welfare of the staff and those they care for.