

HANDLING BAD BEHAVIORS, A NURSING EPIDEMIC

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Background Information: Nursing is the largest health care profession in the United States and has been considered the primary occupation at risk for lateral violence. Lateral violence such as bullying, incivility, gossiping, and mobbing create disharmony and are a large patient safety risk. Jacobs and Kyzer (2010) estimate that 44% to 85% of nurses are victims of workplace hostility. With the more than 3.1 million registered nurses nationwide, the projected nursing shortage, and popularity of the term “nurses eat their young” it is no surprise to see attention focusing on the “darker” side of the profession. Many nurses are the victims of some form of a hostile work environment daily. Learning to identify, defuse, and address incidences of bad behavior by others in the workplace is vital for both staff and leadership.

Objectives of Project:

1. Define different types of professional harassment in nursing
 - a. Lateral Violence.
 - b. Bullying,
 - c. Other types
 - d. Incivility
 - e. Gossiping
2. Discuss the role of the leader in creating a professional harassment free facility and how you can stop bullying.
3. Identify professional harassment reduction strategies.

Process of Implementation:

- Identify present
- Develop a strategic plan
- Educate to the plan
- Evaluate effectiveness
- Follow-up and Maintain

Statement of Successful Practice: Developed, educated and implemented a zero tolerance practice for any form of lateral violence in a specific unit. Both the victim and leadership addressed bad behaviors immediately at the time of the incident. Lateral

Implications for Advancing the Practice of Perianesthesia Nursing: Eliminating the bad behaviors in the department leads to employee engagement and patient safety.