

The Purpose

Are nurses aware that disruptive behavior may cause harm to patients

- P:** OR holding nursing staff
- I:** Education on disruptive behaviors
- C:** Comparing nurses knowledge pre education and post education using an adapted Rosenstein survey
- O:** Staff awareness of potential harm to patients

Objectives

- To make OR holding nursing staff aware of disruptive behavior
- To understand how disruptive behavior can influence patient care

Introduction/Background

Disruptive behavior among nurses can have a negative effect and potential harm to patients as it disrupts collaboration and communication (Protector 2010).

Disruptive behavior is defined as “any inappropriate behavior, confrontation, or conflict ranging from verbal abuse to physical or sexual harassment” (AACN 2012). It can be presented as: bullying; non compliance; incivility; intimidating behavior; and passive aggressive behavior.

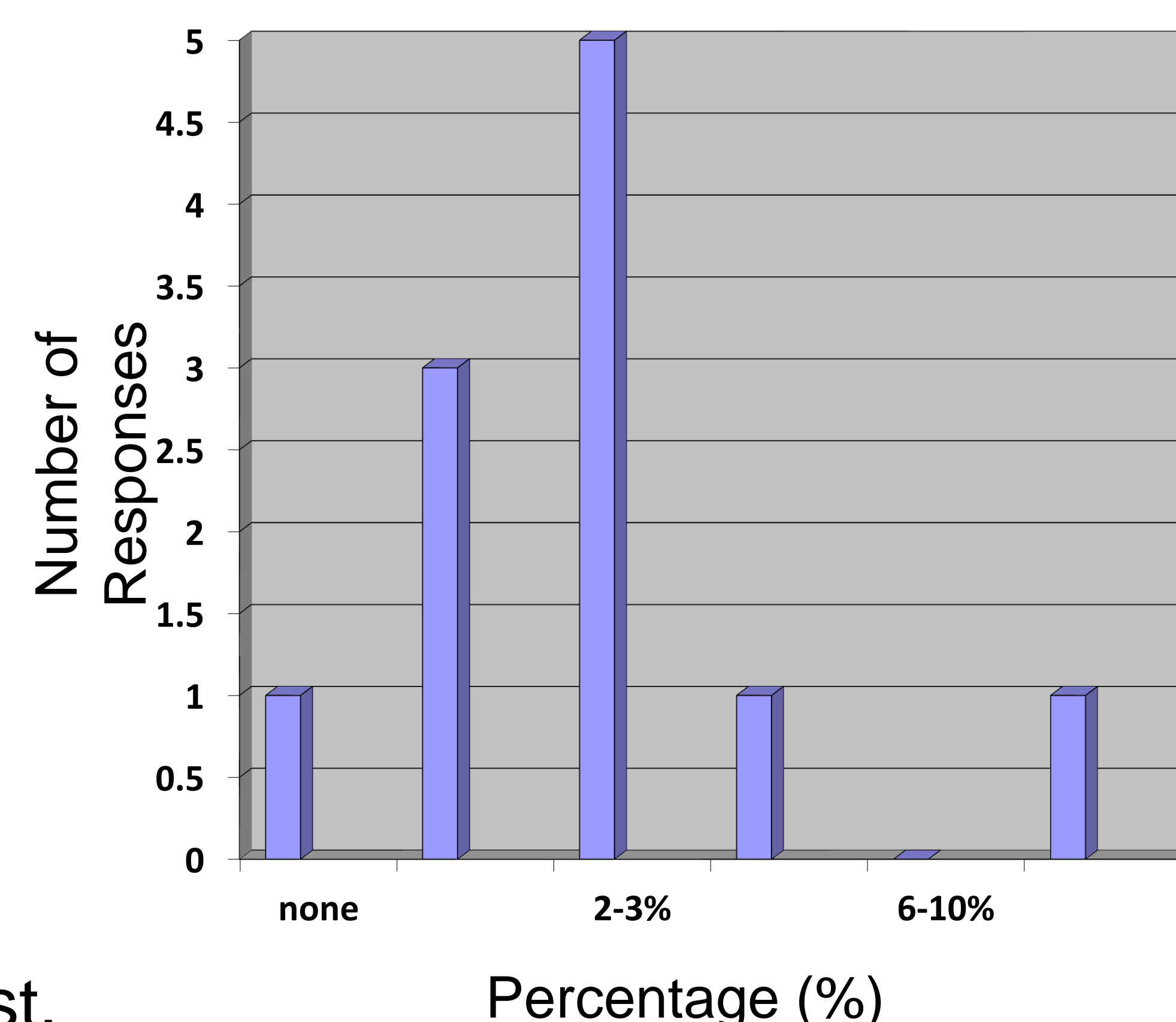
- Intimidating behavior- leads to mistrust, chronic stress and dissatisfaction
- Unresponsive bureaucracy- leads to burnout, turnover, nursing shortage and increase cost
- Leaders have little preparation, education, coaching-mentoring
- Increase in medication errors, low morale, and ineffective delivery of patient care

Disruptive Behavior Could this be you?

Methods

A survey used by Rosenstein (TJCJIQ 2008) was adapted to assess staffs' views of disruptive behavior. Surveys were administered prior to education sessions and staff was able to complete them anonymously. Educational sessions were offered to all staff nurses, managers and director and included information on verbal and non-verbal disruptive interactions. Staff was then re-surveyed. The research included articles review and personal interviews.

What percentage of nurses would you say exhibit disruptive behavior in OR Holding?



Discussion

The pre-education survey revealed:

- Nurse awareness of disruptive behavior
- Defined disruptive behavior
- Acknowledge disruptive behavior in a hospital unit
- The need for staff education and skills to manage this behavior(s).

The post-education survey revealed:

- There was an increase in knowledge about hospital code of conduct policies
- Staff still felt peer retaliation would happen and that management would be non responsive to the problem
- Staff did believe this behavior could lead to potential harm to patients
- Staff stated having the conversation is an important aspect of decreasing the problem

Results

Eleven of the pre-surveys were completed and thirteen of the post-survey were completed. The survey assesses the knowledge of nurse reaction to disruptive behavior. The survey also assesses the nurses' awareness of Georgetown University policies and procedures are located and what they have to say about disruptive behavior. The survey was composed of yes/no questions, multi-answer questions, and written answers. In the pre-survey, 17% of the respondents affirmed an understanding of the hospital policy as compared to 76% in the post

Next Steps

- To do further research to find the origin of this behavior in nursing.
- Nurse's need to know how to change and be given tools to help with change. Therefore our next project will be to give tools on assertive behavior.
- Address leaderships training on this topic to make it a success.
- A nurse to nurse survey (versus the nurse to physician survey) was difficult to find so an increase in nurse to nurse documentation is essential.

Conclusion

During discussion at the educational session, staff stated that they had developed a new understanding of disruptive behavior. They also stated that they are more comfortable in discussing these behaviors among each other but unwilling to address this issue one on one. Furthermore, they are more aware how these behaviors affect how patients perceive their care. Future educational sessions will focus on how to handle disruptive behaviors in the workplace. From this session staff also revealed that they had fears of retaliation from staff and that management will not support them in handling disruptive behavior. . We will continue to partner with staff and management to improve communication and provide necessary skills for staff.

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