

DOES DISRUPTIVE BEHAVIOR CAUSE PROBLEMS WITH PATIENT CARE?

Primary Investigators: Deborah L. Threats MDIV BSN RN CAPA, Anne Burke BA BSN RN CAPA
MedStar Georgetown University Hospital, Washington, DC

Identification of the problem – Overview: The purpose of this project is to assess if nurses are 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

EP Question/Purpose: Nurses' usage of language and standardization of messaging are essential in delivering optimal care to patients. However, it is noted that disruptive behavior among nurses can have a negative effect and potential harm to patients (Protector 2010). The aim of this project was to assess nurse awareness of disruptive behavior, to define disruptive behavior and to acknowledge disruptive behavior in a hospital unit. Identification and acknowledgement lead to education of staff and provision of skills to manage this behavior(s).

Methods/Evidence: A survey used by Rosenberg (TJCJQ 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.

Significance of Findings/Outcomes: Of the pre-surveys, eleven of seventeen were returned. Thirteen of seventeen post-surveys were completed. The survey was composed of yes/no questions, multi-answer questions, and written answers. In the pre-survey, 17% of the respondents affirmed and understanding of the hospital policy as compared to 76% in the post survey with similar increases in understanding that disruptive behavior does affect patient care.

Implications for perianesthesia nurses and future research:

1. To do further research to find out where did this behavior begin in nursing.
2. Nurse's need to know how to change and be given tools to help with change.
3. Therefore our next project will be to give tools on assertive behavior.
4. Address leaderships training on this topic to make it a success.
5. 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.