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Registered Nurses' Lived Experiences of Peer-To-Peer Incivility in the Workplace

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Incivility negatively interferes with patient care delivery, nursing retention, as well as medical costs. Disregard for another's knowledge and skills through rude and discourteous actions that prevent others from thriving is an actual depiction of an uncivil workplace. The purpose of this qualitative study was to explore registered nurses' lived experiences of peer-to-peer incivility in the workplace. An aim of this study was to understand the participants' experiences of peer-to-peer incivility in the workplace, its effect on patient safety and nursing job satisfaction and retention. Descriptive phenomenology was used for this study on the lived experience of being a registered nurse who has encountered peer-to-peer incivility in the workplace. Participants were enrolled using a combination of purposive and snowball sampling. Semi-structured interviews were audiotaped and conducted with participants who had experience with peer-to-peer incivility in the workplace. Data were collected until saturation was achieved. The audiotapes were transcribed and analyzed for common themes that represented the participants' experiences with peer-to-peer incivility. Based on the findings of this study, suggestions are offered for further research and required actions to elevate the work atmosphere of the nurse from uncivil to a healthy and professional workplace.

Biography

Dr. Susan Rux is an award winning nurse educator and administrator with greater than 20 years of diverse nursing experience. Dr. Rux's work on promoting civility in the nursing workplace has brought international attention to the divisive concerns of peer-to-peer incivility in academic and work environments. Her thoughtful assessments offer best practice strategies, to craft healthy workplaces by preventing and addressing uncivil behavior.

Currently, Dr. Rux is the Chief Academic Officer and Dean of Academic Affairs with Chamberlain University – North Brunswick, New Jersey campus. Additionally, she serves as the Founder and CEO of SR Strategic Solutions. Previous professional roles have included: Chief Nursing Officer – Consultant/Strategic Advisor, Program Director of Nursing, Associate Professor and Nursing Education Consultant.

Dr. Rux was elected as the Vice President of Communications for the New Jersey State Nurses Association (NJSNA), Region 4 and Secretary of the Forum of Nurses in Advanced Practice. She has served as a member of the task force for the American Nurses Association Professional Panel for Incivility, Bullying and Workplace Violence. She holds numerous professional memberships and certifications spanning the administrative, education and practice fields of nursing.

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