

5th International

NURSING CONFERENCE

October 23-25, 2019 | Rome, Italy

Academia's Opportunity and Obligation to Address Nurse-To-Nurse Incivility at the Baccalaureate Level

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The purpose of this study was to determine if student's perceptions about their confidence and self-efficacy related to addressing incivility in nursing would change if provided with education modules and specific coping techniques. The sample was a convenience sample of senior-level undergraduate nursing students enrolled in the researcher's leadership course. A survey, adapted by Thompson and George (2016) from the General Self-Efficacy Scale (GSES) (Schwarzer & Jerusalem, 1995) was administered to obtain baseline information pertaining to their confidence regarding identifying, managing and crafting appropriate professional responses to incivility. Students were then given instruction about incivility in nursing including defining and recognizing incivility, consequences of incivility in nursing, effective communication, professionalism, cognitive rehearsal, responding to incivility, organizational and professional expectations related to incivility and locating organizational resources for assistance. After completing the education modules, students repeated the survey to determine if there were changes in their perception of confidence and self-efficacy related to addressing incivility. Results of the survey suggest that the targeted educational modules can be associated with a statistically significant increase in the respondent's confidence and self-efficacy related to managing and responding to incivility using coping techniques and effective communication.

Biography

Dr. Jennifer Brunworth, EdD, MSN, RN is an Assistant Professor of Nursing at Maryville University. She received her Doctorate in Higher Education Leadership from Maryville University in May 2019, her Masters of Science in Nursing from Regis University (2014) and her Bachelors of Science in Nursing from University of Colorado-Denver (2004). She currently teaches in the graduate and undergraduate nursing programs at Maryville University. Additionally, Dr. Brunworth is an officer in the Sigma Theta Tau International Omicron Iota chapter. Her passion is promoting and restoring professionalism and civility in the academic and clinical nursing environment.

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