

Abstract

Background: Workplace incivility violates expectations of mutual respect. Some studies estimate 80% of nurses have experienced incivility at work (Elmblad et al., 2014; Frederick, 2014; Granstra, 2015). The American Nurses Association's (ANA) position statement on incivility emphasizes the need for a zero-tolerance policy and nursing leadership's obligation to promote adherence to policy guidelines.

Methods: The project included a Workplace Incivility Scale (WIS) survey; exposure to video education on zero-tolerance; and a sample policy for participants. The project question was: does introduction of a zero-tolerance policy provide the framework to create an environment conducive to professional growth and increased nurse satisfaction?

Discussion: Demographics from the WIS survey identified participants as primarily Caucasian females, 45-59 years of age, current members of the state nursing association, with 30 years' experience (> 50%), with at least a BSN (100%). A majority of participants (62%) reported an existing workplace policy on incivility, but continue to experience incidences of incivility.

Keywords: incivility, nursing incivility, workplace incivility, nursing management, nursing leadership, bullying, lateral violence, bullying interventions, zero tolerance