

Nursing Incivility and the Culture of Safety in an Acute Care Setting Abstract

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### Abstract

**Background:** Nursing incivility is a problem for the profession of nursing and interferes with the establishment of a culture of safety, placing patient safety at risk. Elements associated with incivility, Jean Watson's nursing Theory of Caring, and transformational leadership contributed to the project's theoretical framework. The aim of this DNP project was to increase the knowledge of nurses regarding incivility, improve respectful communication, and provide support to enforce the expectation of a culture of safety

**Methods:** A survey of the modified culture of safety (MCSS) with intent to stay and the nursing incivility scale (NIS) was administered prior to a one-hour educational intervention and within 30 days. An incivility policy was created to address uncivil behavior outlining procedure if necessary.

**Results:** Paired samples t-tests were conducted on data gathered from 52 participant surveys. Five of 12 subscales showed a statistically significant difference suggesting an increased awareness of incivility from the educational intervention.

**Conclusion:** As organizations strive for a culture of safety for the work environment, the matter of incivility must be addressed. This project increased awareness of the existence of incivility in the project setting.