

Nursing Perceptions of Horizontal Violence in an Acute Care Setting

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Disclosures to Participants

I would like to note that I have no financial or other conflicts to disclose.

Objectives

- Define the difference between overt and covert forms of horizontal violence
- Identify strategies used to decrease horizontal violence at one hospital

Review of Literature

- Little research on nurses' perception
- Studies conducted have little generalizability outside their areas
- Why bullying happens

- Prevalence
 - Reported incidents range from 18-31%
- Ethics involved
 - American Nurses Association Code of Ethics
- Damaged dignity
- Loss of self-worth

The Research Question

- How does bullying effect nurse engagement
- PICO

Method

- Two phase design
- Horizontal Violence Workplace Inventory (HVWI)
- NDNQI

Examples of survey questions

- Being verbally threatened by a co-worker (O)
- Criticizing someone without having heard both sides of the story (C)
- I have felt discouraged because of a lack of positive feedback (P)
- I have not spoken up for fear of retaliation (P)

Who Exhibited?

- Aides
- Peers
- Supervisors
- Physicians

Results of Phase 1

- 38% Reported Being Bullied by Peers
- 24% report seeing or experiencing
- Only 16% were able to answer this as “once” or “never”

Top 5 Rated Questions

- 1) Complaining about someone
- 2) Negative remarks
- 3) Belittling
- 4) Making hurtful remarks
- 5) Criticizing

Safety Concerns

- 7 Questions
 - Address as soon as possible
- Not helping
- Not speaking up
 - Not asking questions
 - Asking for help

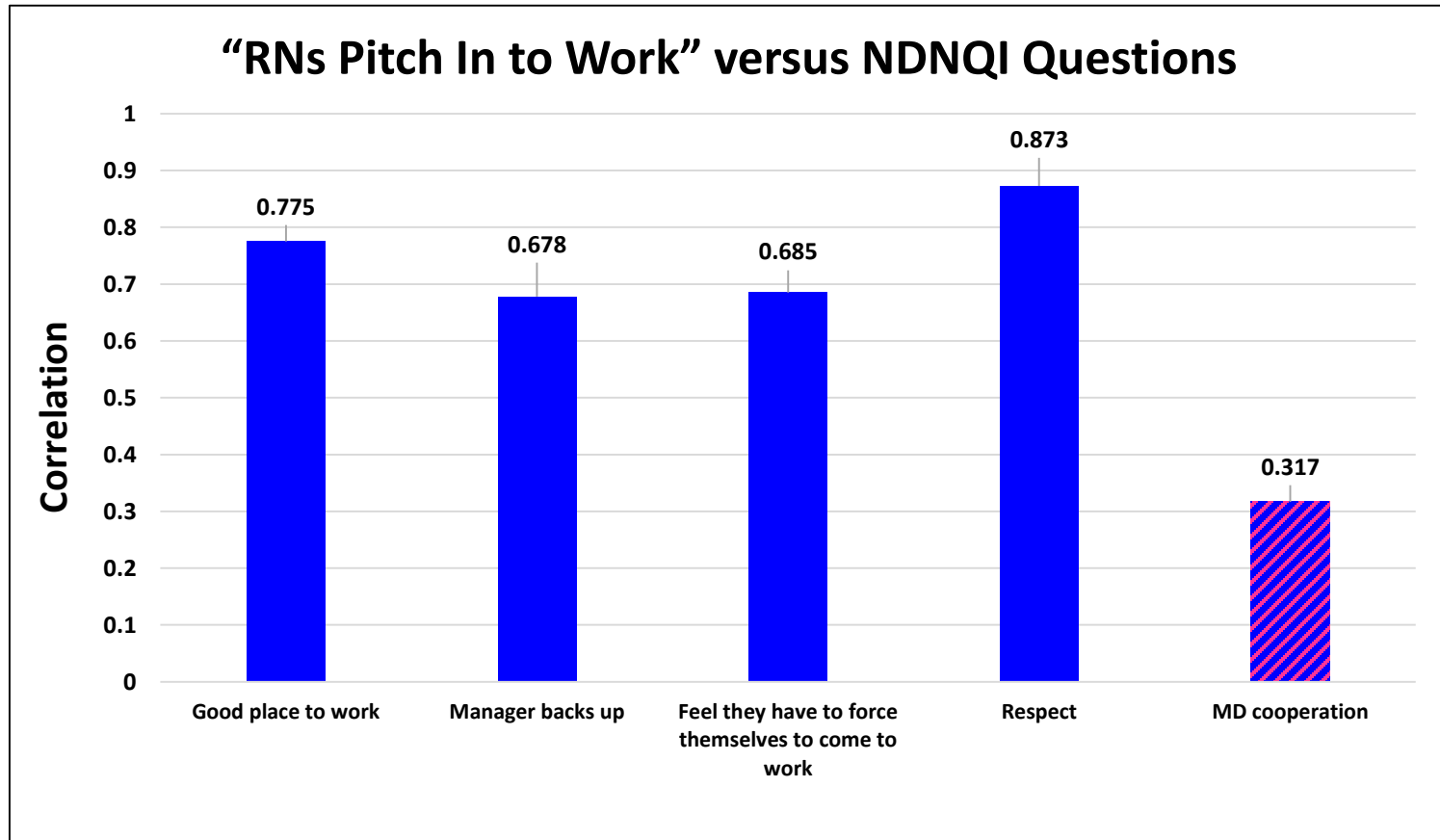
Actions Taken

- Disseminated findings to staff
- Code of conduct
- Enforcement
- Education

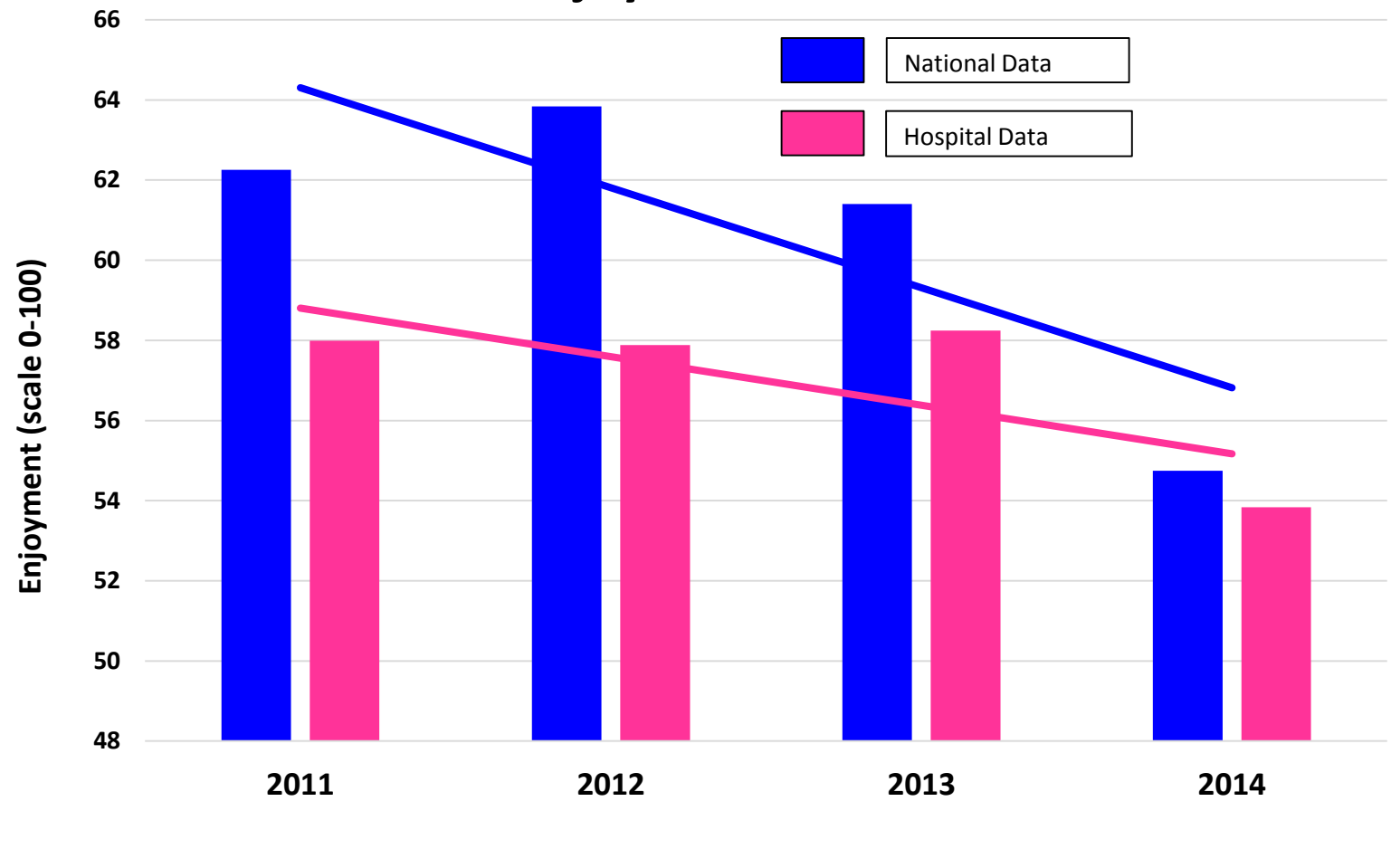
Phase 2

- Pre-selected questions
 - Job enjoyment
 - Job satisfaction

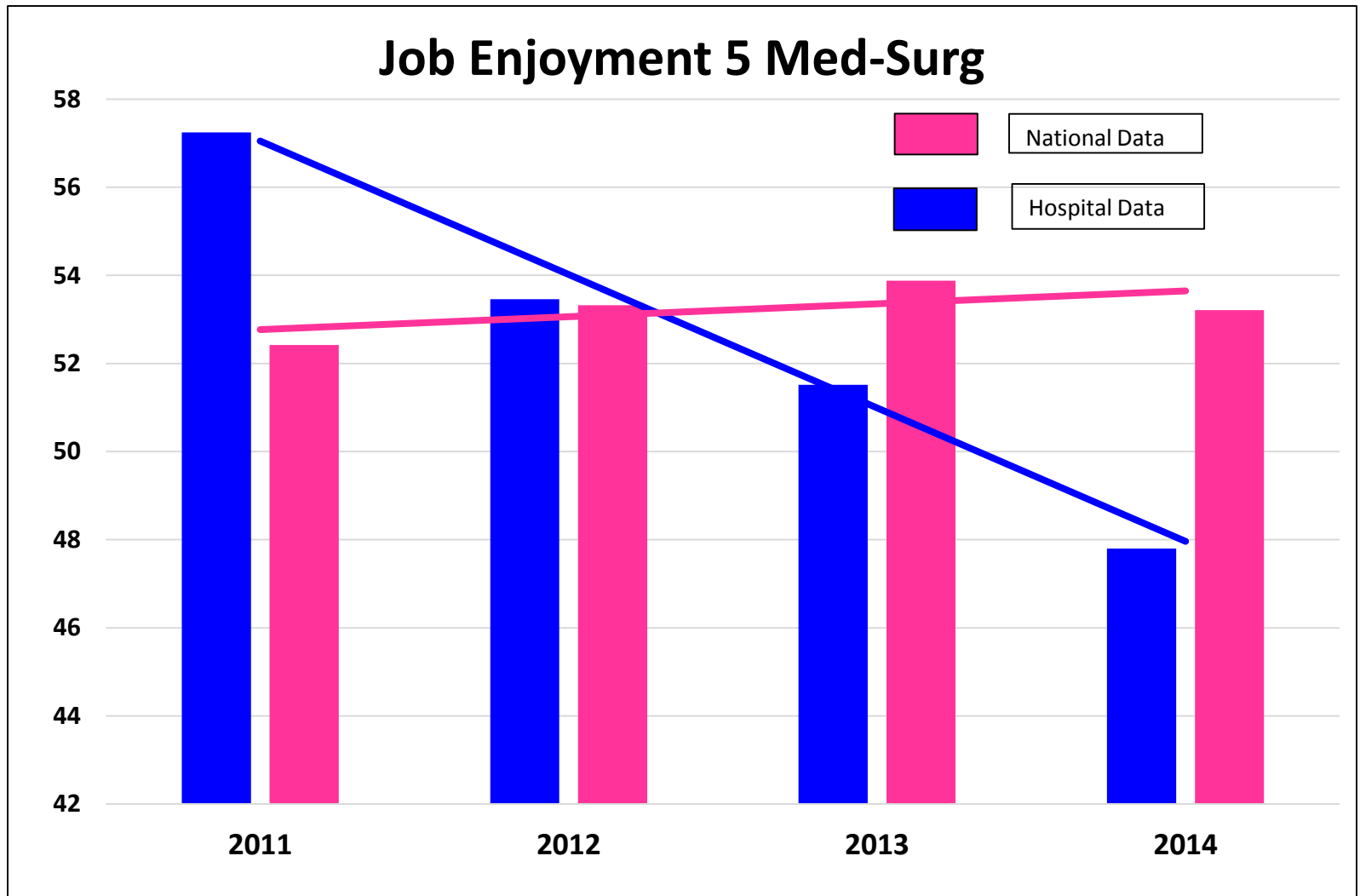
Results of Phase 2



Job Enjoyment All Units



Job Enjoyment 5 Med-Surg



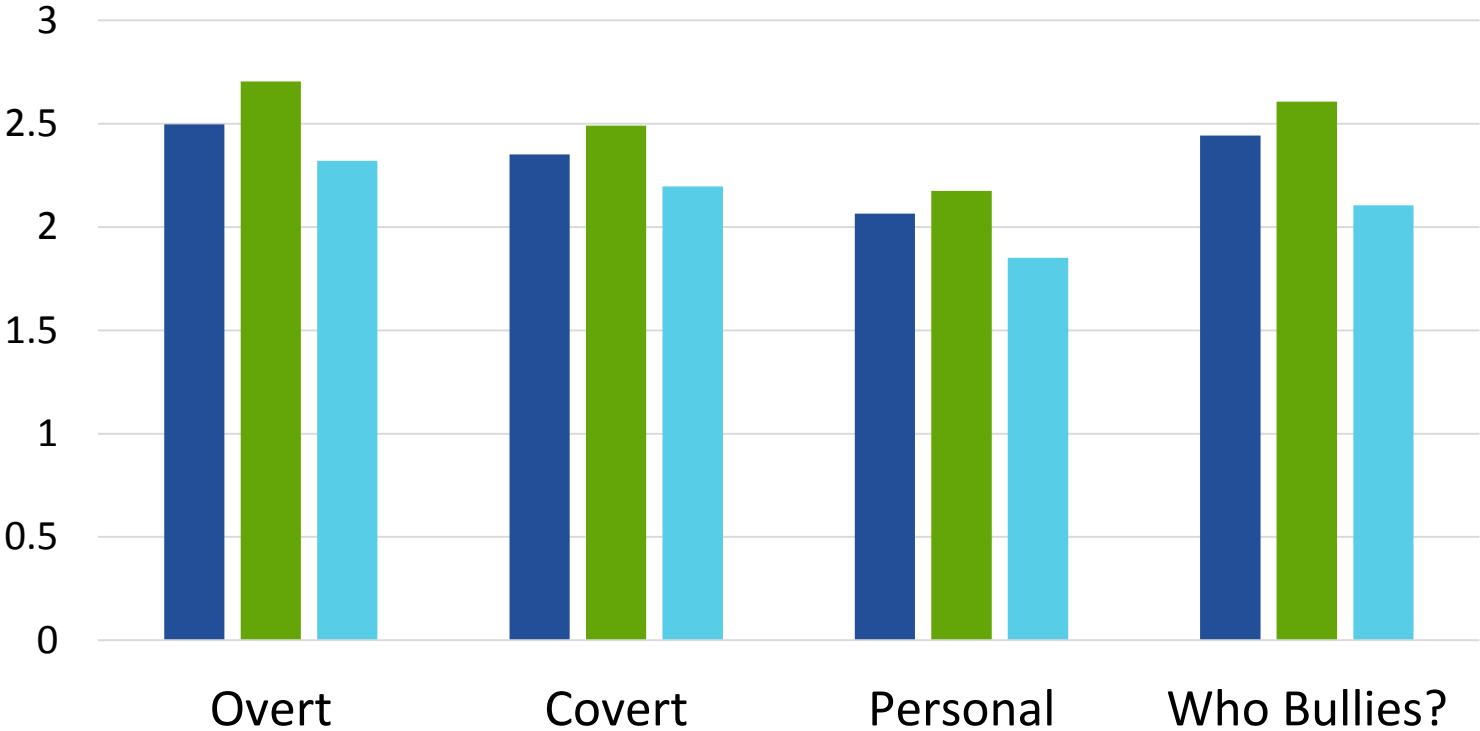
Interventions

- Mentor/buddy
- Conflict resolution
- Character agreement
- Code word
- Education
- Personal assessment
- Bully Free buttons



Results Over the Years

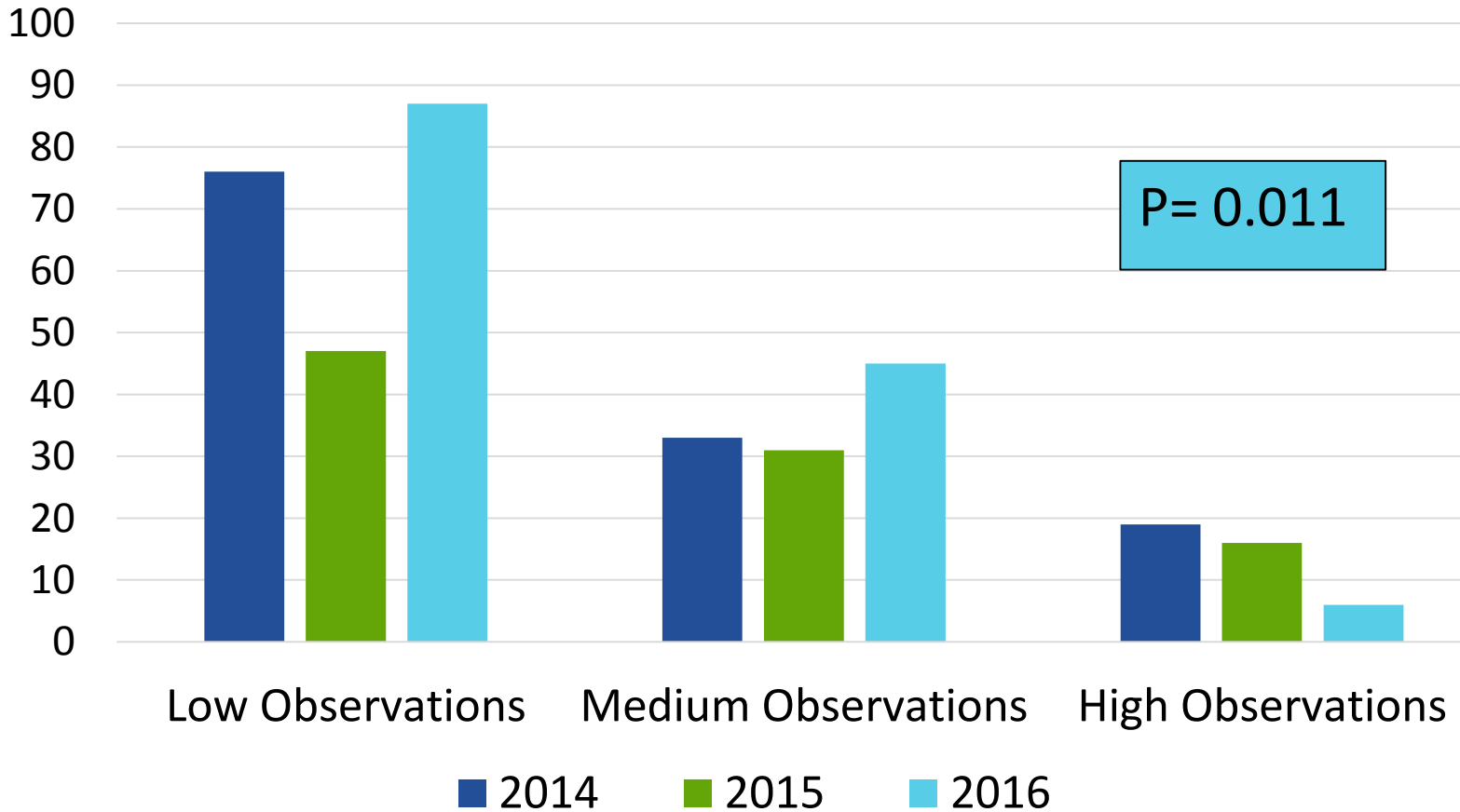
Bullying Through the Years



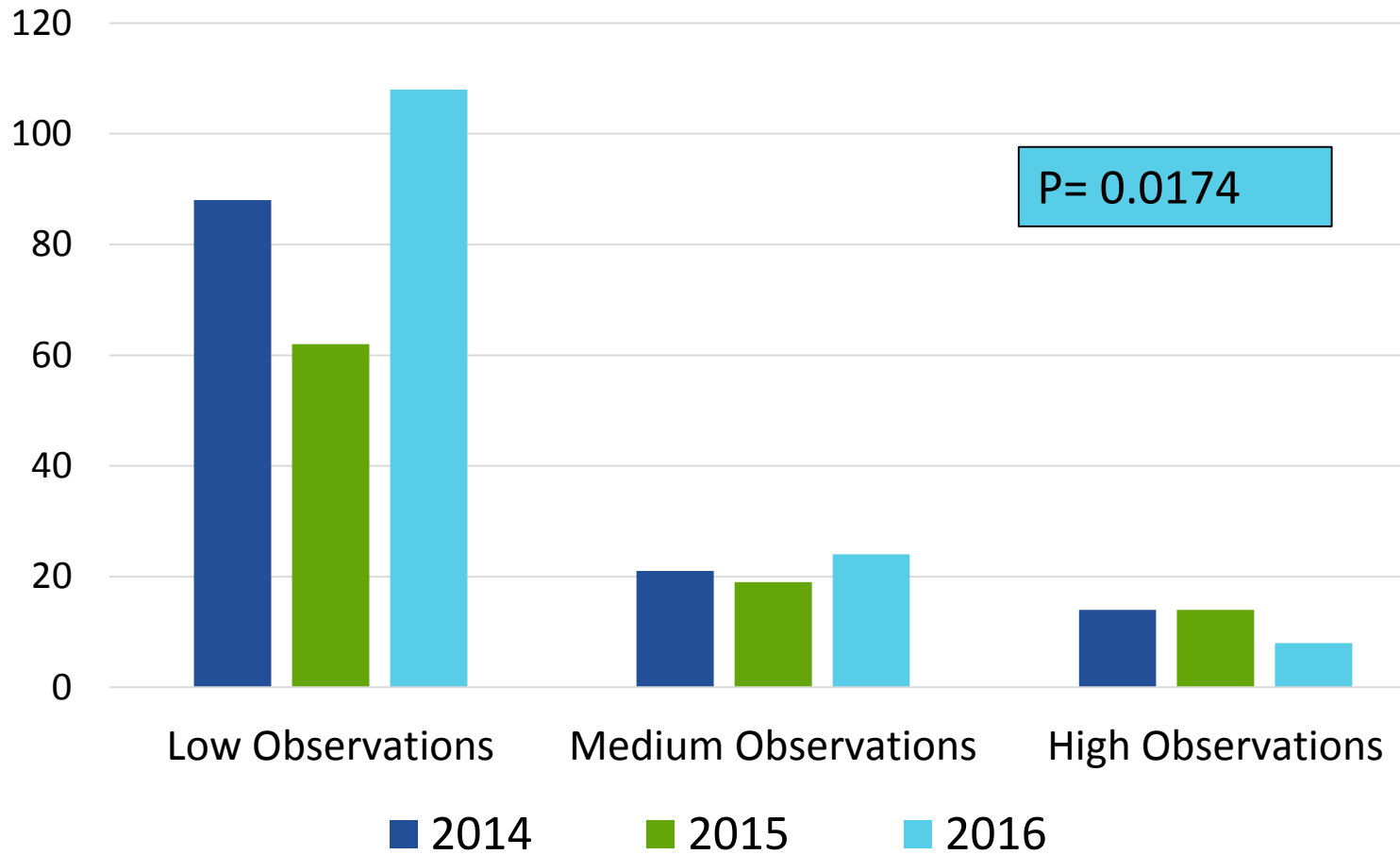
■ 2014 ■ 2015 ■ 2016



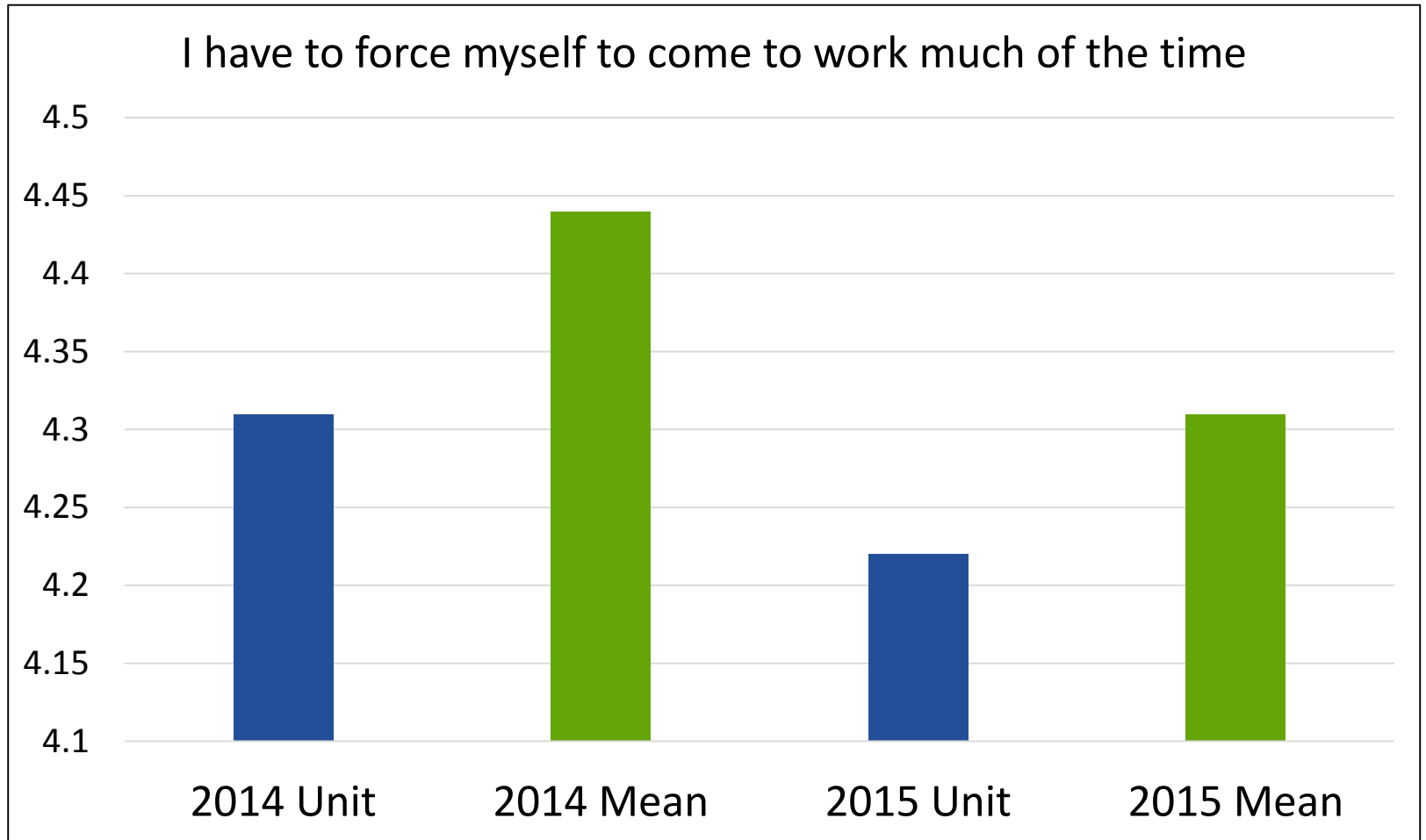
Overt Horizontal Violence



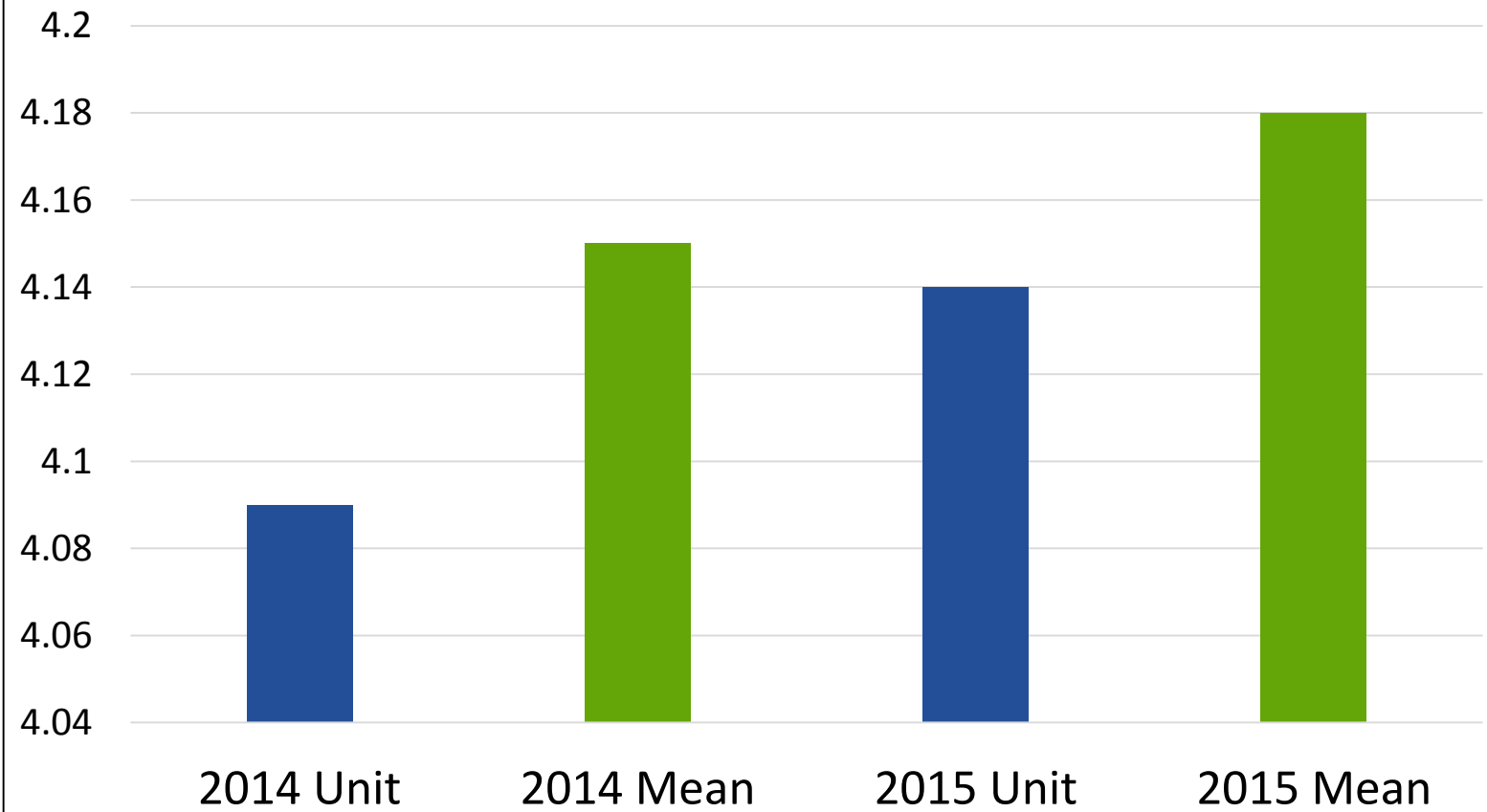
Personal Horizontal Violence



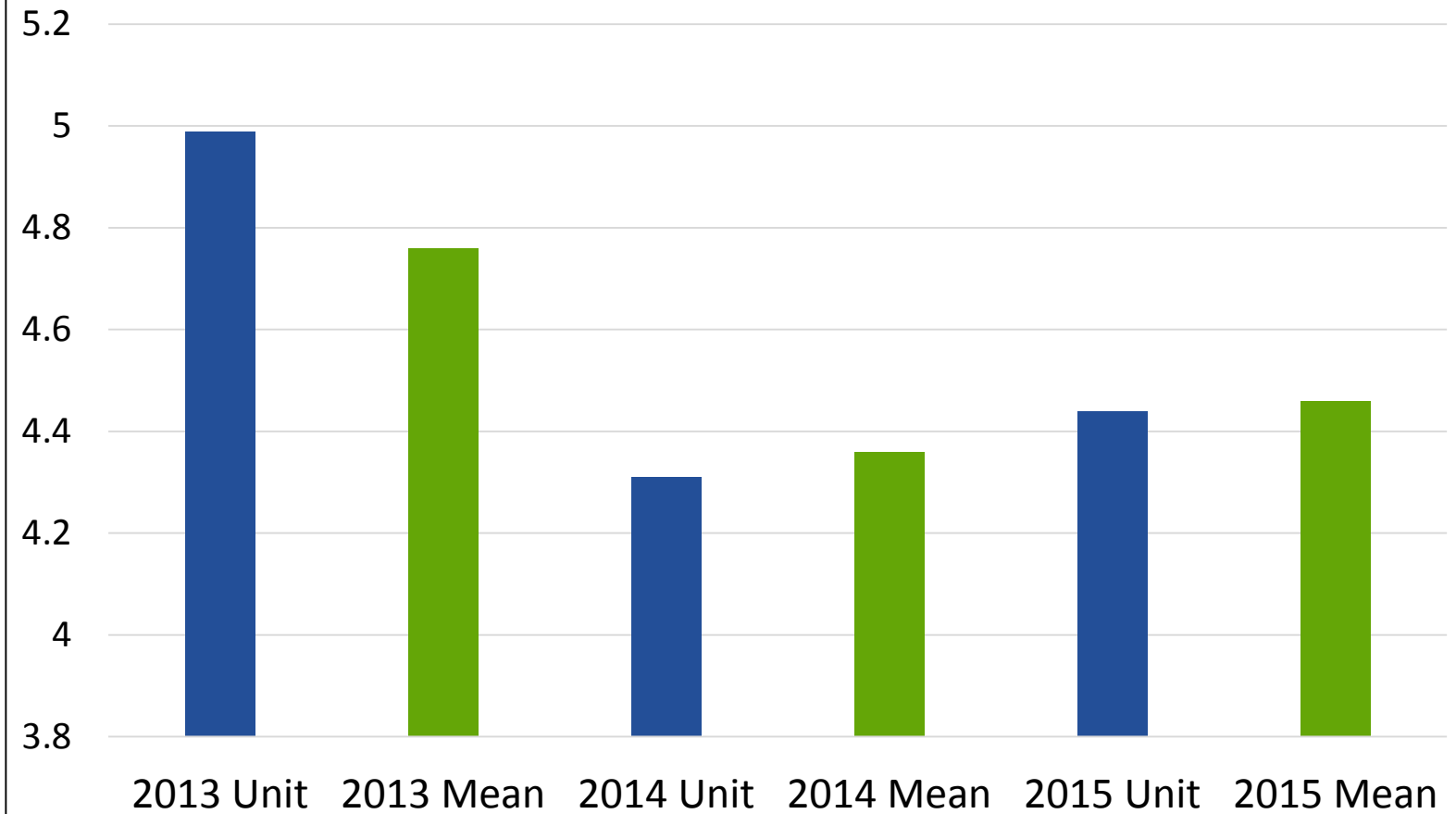
NDNQI



In my job, I am treated with dignity and respect by everyone



Would recommend this hospital/would recommend unit



Limitations

- Linking results to units
- Different NDNQI surveys
- Generalizability

Thank you

- Beth Bartlett, MSN, RN, CENP, Vice President of Patient Care Services, CHI Health St. Francis
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