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

"RNs Pitch In to Work" versus NDNQI Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Correlation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good place to work</td>
<td>0.775</td>
</tr>
<tr>
<td>Manager backs up</td>
<td>0.678</td>
</tr>
<tr>
<td>Feel they have to force themselves to come to work</td>
<td>0.685</td>
</tr>
<tr>
<td>Respect</td>
<td>0.873</td>
</tr>
<tr>
<td>MD cooperation</td>
<td>0.317</td>
</tr>
</tbody>
</table>
Job Enjoyment All Units

Enjoyment (scale 0-100)

- National Data
- Hospital Data

<table>
<thead>
<tr>
<th>Year</th>
<th>National Data</th>
<th>Hospital Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>62</td>
<td>58</td>
</tr>
<tr>
<td>2012</td>
<td>64</td>
<td>56</td>
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<td>2013</td>
<td>60</td>
<td>54</td>
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<tr>
<td>2014</td>
<td>52</td>
<td>52</td>
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</tbody>
</table>
Interventions

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

Bullying Through the Years

<table>
<thead>
<tr>
<th>Year</th>
<th>Overt</th>
<th>Covert</th>
<th>Personal</th>
<th>Who Bullies?</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2016</td>
<td></td>
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</tbody>
</table>
Overt Horizontal Violence

Low Observations  Medium Observations  High Observations

P = 0.011

2014  2015  2016
Personal Horizontal Violence

Low Observations
Medium Observations
High Observations

P = 0.0174
I have to force myself to come to work much of the time
In my job, I am treated with dignity and respect by everyone.

<table>
<thead>
<tr>
<th></th>
<th>2014 Unit</th>
<th>2014 Mean</th>
<th>2015 Unit</th>
<th>2015 Mean</th>
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</thead>
<tbody>
<tr>
<td>2014 Unit</td>
<td>4.04</td>
<td>4.06</td>
<td>4.12</td>
<td>4.16</td>
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<tr>
<td>2014 Mean</td>
<td>4.14</td>
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<td>4.18</td>
<td>4.18</td>
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<tr>
<td>2015 Unit</td>
<td>4.08</td>
<td>4.08</td>
<td>4.14</td>
<td>4.18</td>
</tr>
<tr>
<td>2015 Mean</td>
<td>4.04</td>
<td>4.06</td>
<td>4.08</td>
<td>4.14</td>
</tr>
</tbody>
</table>
Would recommend this hospital/would recommend unit

- 2013 Unit
- 2013 Mean
- 2014 Unit
- 2014 Mean
- 2015 Unit
- 2015 Mean
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
• Dr. Brenda Bergman-Evans, PhD, CHI Health, for initial data analysis
• Coordinating Council CHI Health St. Francis
References


