Using Action Research to Develop a Faculty/Student Educational Program for Addressing Incivility in Nursing Education

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**INTRODUCTION**

Incivility is recognized as a serious issue in nursing education and healthcare. Consequences of incivility include negative effects on learning, emotional well-being, patient safety, and retention of nursing staff and faculty.

- In a 2017-2018 survey, College of Nursing faculty and students rated the level of civility in the program at 73 on a 0-100 scale. This was a pilot program with a small sample size.
- However, 82% of students and 90% of faculty still considered incivility to be a mild to moderate problem.

**RESULTS**

**STUDENTS**

- **DID THE E-LEARNING MODULE HELP PROVIDE YOU WITH FOUNDATIONAL INFORMATION ABOUT INCIVILITY?**

**FACULTY/STAFF**

- **I FEEL THIS INFORMATION WILL BE USEFUL IN MY PRACTICE.**

**PRACTICE TO FACETO FACE SESSION**

Face-to-face civility training followed e-learning and focused on communication.

- The five-step approach to respectful conversations provided a common framework for addressing incivility.
- Cognitive rehearsal and role play simulations were used to practice communication skills for responding to incivility.
- Practice was followed by individual reflection and small and large group debriefing.

**DISCUSSION**

A common training framework can be used with faculty/staff and students to increase awareness of incivility and skills for addressing it. Additional research is needed to determine if the training changed behavior or improved the department culture.

**LIMITATIONS**

- This was a pilot program with a small sample size.
- Participation was voluntary which could bias the results.
- Scenario did not address their unique needs in working with students and faculty.

**REFERENCES**


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**ETHICAL CONSIDERATIONS:**

The UWEC IRB chair determined this was a QI project and does not meet the definition of research.