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## Clinical Question

Among hospital bedside nurses, does incivility education affect job satisfaction?

## Introduction and Background

Incivility has caused nurses roughly

- 92.8% of bullying and stress
- 52% of anxiety
- 92% of intimidating behaviors from fellow staff
- 53% of nurses leaving healthcare profession from dissatisfaction within jobs

(Lee et al., 2022; Lewis, 2023; Kim & Yi, 2023).

## Frameworks

Dr. Marilyn Ray-Middle –Range Theory of Bureaucratic Caring (1989)

Dr. Kathleen Stevens- ACE Star Model (2013)

## Methodology

The study design was a quasi-experimental study in the Emergency Department setting in a 643-bed hospital on the East Coast.

- A total of 30 ER nurses were surveyed in March of 2025.
- Paul Jimenez’s Workplace Incivility and Instigated Workplace Incivility Scale (German version).
- Dr. Jixia Yang’s Job Satisfaction Survey.

## Demographics

- **Race/Ethnicity:** Most participants were Caucasian, with African Americans making up about one-third..
- **Education:** Most participants were bachelor’s-prepared nurses (BSN).
- **Gender:** The participants were majority female.
- **Experience:** Most nurses had 1–10 years of bedside practice experience.
- **Age:** Almost all participants were under 40.

## Intervention

- A 3-session, 2-part pre-test was completed within the first week.
- A week after the pre-test survey a Just Culture Model education training session was completed.
- A week after the educational sessions, post-test of the same 2-part survey was given.
- Study took approximately 4 weeks

## Results

Workplace Incivility Scale and Instigated Workplace Incivility Scale-German Version (WIS-DE) pre-test intervention score mean was **46.43**, while post-intervention mean scores was **40.66**.

- The reduction in mean score reflects a decrease in perceived uncivil behaviors.

Job Satisfaction Measure (JS) scores demonstrated a slight increase in mean from **11.83** to **12.13**.

- These findings suggest the intervention education reduced incivility and modestly enhanced overall job satisfaction among nurses.

## Practice Implications

- Addressing incivility can promote high-quality safe patient care.
- Nursing leadership can create open communication and supportive peer dialogue (Ota et al., 2023).
- The Just Culture framework can help shift institutional norms and improve resilience for future generation of professional nurses.

## Contact Info

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## References

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