INCIVILITY DURING BEDSIDE SHIFT REPORT ON RNICU

Emma Chastain, RN, Andrea Rice, MSN, RN, RNC-NIC, Marlena Smith, DNP, MBA RN-BC, LSSGB
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Introduction

- Incivility is defined as rude or inconsiderate speech or behavior. The rude behaviors can include passive aggressiveness, teasing, gossiping, withholding information, or intimidation.
- Incivility can affect anyone and any unit. The purpose of this project is to identify and understand workplace behavior and to improve the overall work environment and performance.
- Incivility in the workplace can lower productivity, increase turnover, damage teamwork, and impact mental and physical health.

PICO

How does the nursing staff's attentiveness and receptivity, compared to disruptiveness and insensitivity, during bedside shift report affect coworker relationships and the establishment of new connections during the orientation of a new job?

For more examples and tips on effective communication, visit this website: https://www.uab.edu/humanresources/home/learndev/learning-calendar

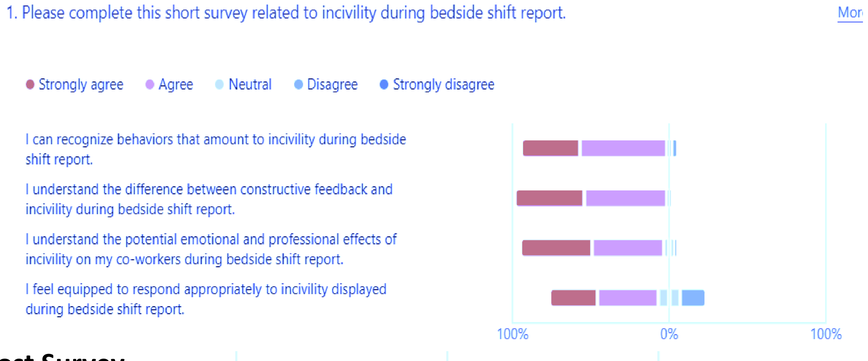
Methods/Intervention

For our project, we decided to conduct a pre-survey, provide education, and then administer a post-survey. We provided a PowerPoint with helpful tips for when faced with incivility during the bedside shift report. We explained how to use specific structured communication, how to set boundaries, and how to remember UAB's core values when experiencing incivility

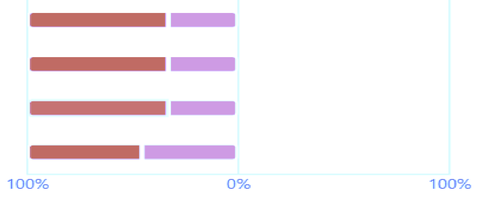
Results

- The pre-survey showed that most employees could differentiate incivility and civility. But didn't know how to respond to incivility when it occurs. Compared to the post survey, you can see there is less blue (strongly disagree) in each category, meaning the education was effective.

Pre Survey

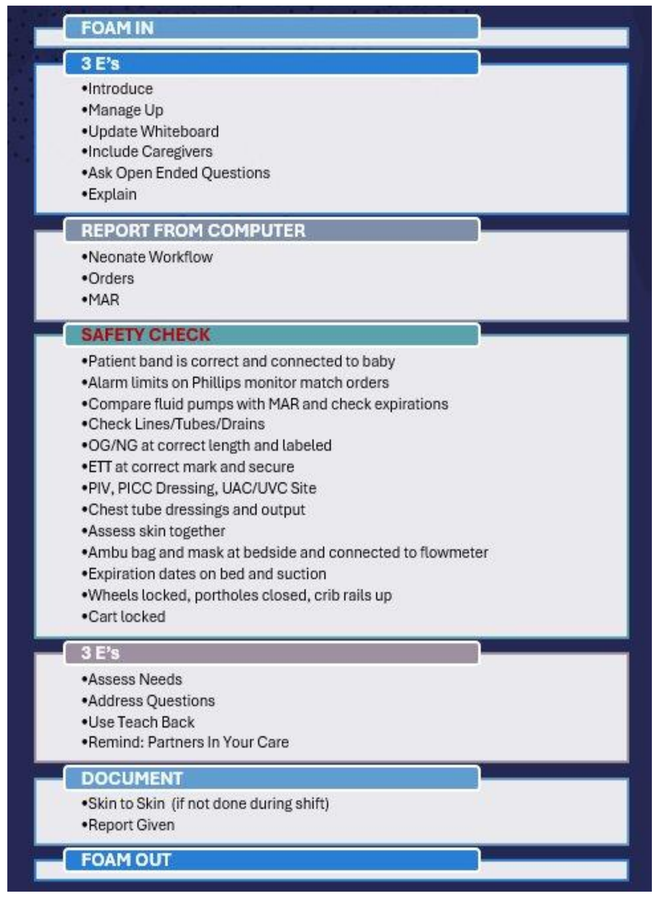


Post Survey



Recommendations

In our education, we provided examples of constructive criticism and how that can look different than incivility. We also implemented a bedside shift checklist at each computer. That reminds us of the structured communication needed during report. We also wanted to emphasize the reminder to always contact your leadership team if needed. We are also still looking for ways to improve and implement civility in our unit.



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