A silent EPIDEMIC: Affecting the world's most trusted and ethical profession, Nursing.

Known by many names, incivility, horizontal violence, relational aggression, eating our young, but the truth is simple, it's bullying.

One of the most destructive but least understood problems in the profession. It is rampant, but the costs go unmeasured.

Bullying Statistics:
Instructor to Student 90%
New Nurse 73%
Experienced Nurse 44%

What does it look like in nursing?

Rude, disruptive, intimidating and undesirable actions or behaviors directed at a person or group.

Forms:
- Damaging someone's reputation
- Sarcasm / Public Reprimands
- Badgering / Backstabbing
- Setting someone up to fail
- Undermining of work
- Verbal abuse / Ganging up
- Humiliation / Intimidation

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RN2RN
www.stopbullyingnurses.com
"bullying is perhaps the greatest threat to patient safety we know today."

**Bullying Solutions**

Numerous interventions are present in the literature from individual to group intervention and from direct confrontation to cognitive rehearsal. Having such a wide range of possible interventions is very positive but can be confusing, and of course we have to ask "which are evidence based" and would be most effective in a specific situation. Based on a literature review, the most effective means of combating bullying in the workplace from an individual and organizational perspective are listed below. Abbreviated synthesis includes Incivility in Nursing (North Carolina BON), Breaking the Bullying Cycle (Townsend), Cognitive Rehearsal (Stagg, et. al., Verbal Abuse (Dombrowsky), and When Nurses Hurt Nurses (Dellasega).

**Models / Frameworks**

**Cognitive Rehearsal**

*I.C.E. T.E.A.*

*C.O.D.E.*

**Individual:**
- Be direct about how the behavior makes you feel.
- Use a third party to moderate if needed.
- Always maintain respect in the situation.
- Human Resources is always an option.
- Use conflict-management strategies.
- Act as role model with professional behaviors.
- Don't be bystander (middler), stand up for your bullied peers.

**Organization:**
- No Tolerance Policies
- Codes of Conduct
- Employee Assistance Programs
- Education Programs on Incivility
- Leadership awareness and commitment
- Cognitive Rehearsal Programs
- Provide open forums with leadership
- Talk about it