



# What's Love Got to Do with It? A Response from '80s Music to Combat Nursing Incivility in the Workplace

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## Purpose:

This study sought to understand the participants' experiences of peer-to-peer incivility in the workplace and its effects on patient safety and nursing job satisfaction and retention.

## Research Question:

What is the lived experience of a registered nurse who encounters peer-to-peer incivility in the workplace?



## Methodology:

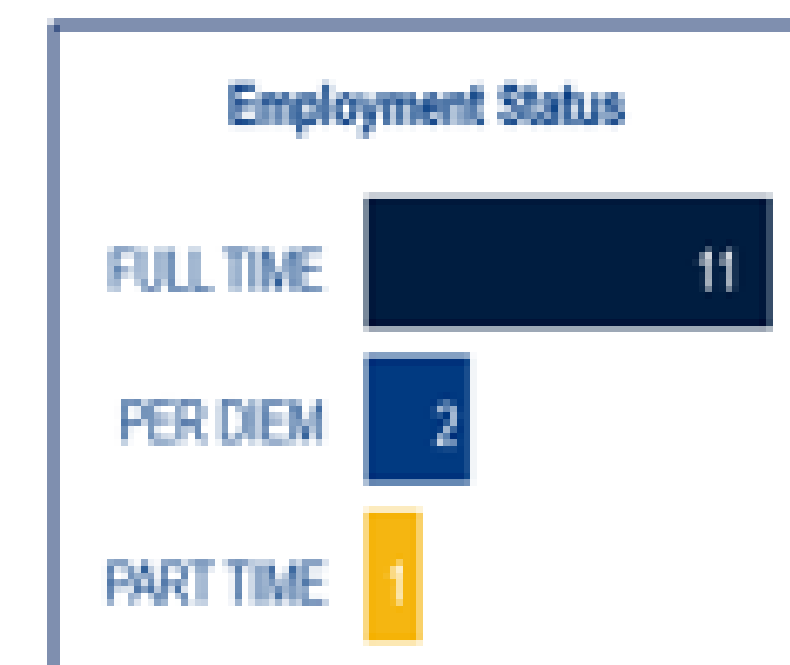
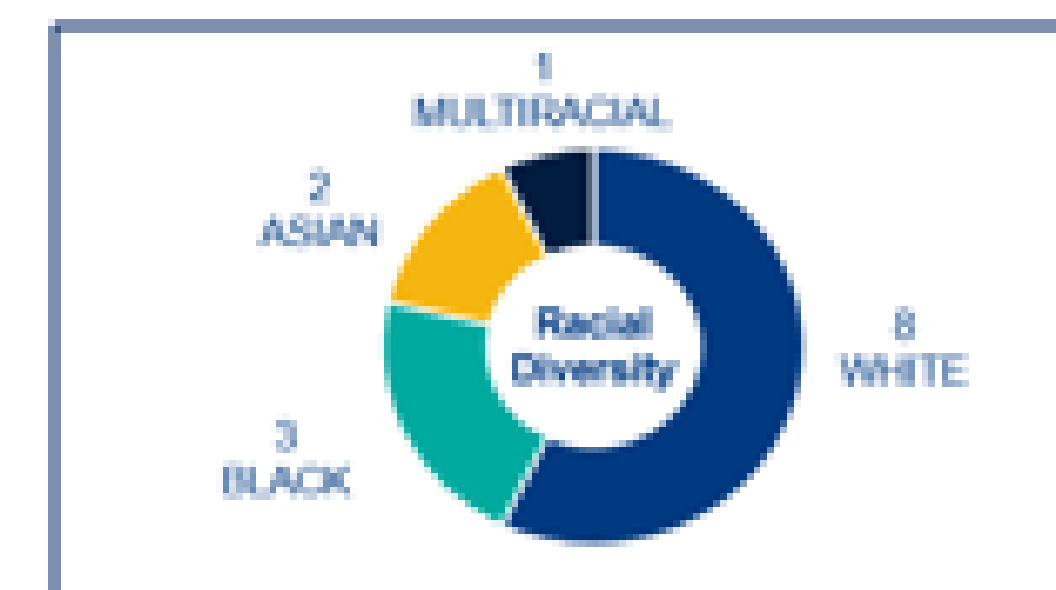
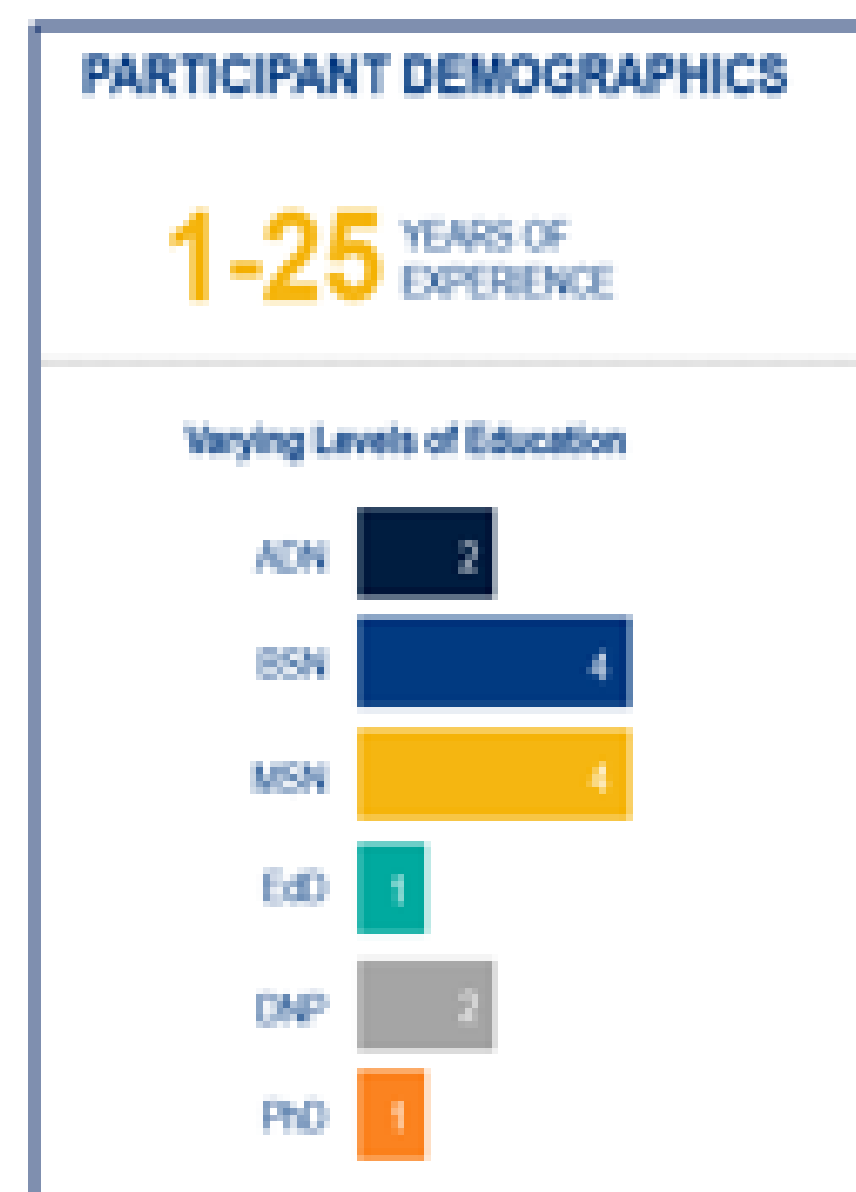
A descriptive phenomenological approach served to explore the registered nurses' experiences with peer-to-peer incivility in the workplace.

## Data Collection & Analysis:

The nuances and influences, of peer-to-peer incivility, through the descriptions of lived experiences from nurses who have encountered uncivil behaviors directed toward them were investigated.



## Sample:



## Findings:

### **Being in a War-zone – Love is a Battlefield**

- Impact on Patient Care – *Every Breath You Take*
- Lack of Support and Intentionally Set Up to Fail – *Like a Prayer*

### **Experiencing Consequential Fall-out – Under Pressure**

- Somatic Complaints – *Total Eclipse of the Heart*
- Desire for Acceptance from Peers – *Don't You Want Me*
- Degradation, Power Struggle & Stagnation – *With or Without You*

## Discussion and Next Steps:

- Shaping Conversations, Shaping Environments
- Competency-based Development Assessment
- Social Interaction Effectiveness Strategies
- Relationship Management

### References:

1. Agency for Healthcare Research and Quality. (2021). Patient safety primer: Debriefing for clinical learning. Patient Safety Network. <https://psnet.ahrq.gov/primer/debriefing-clinical-learning>
2. Clark, C. M. (2022). Core competencies of civility in nursing & healthcare. Sigma Theta Tau International Publishing.
3. Clark, C. M., Kardong-Edgren, S., & Willhaus, J. (2023). Pilot study using cognitive rehearsal, simulation, and biomarker data to address workplace incivility. *The Journal of Continuing Education in Nursing*, 54(2), 79–88. <https://doi.org/10.3928/00220124-20230113-07>

