

Addressing Lateral Violence through Cognitive Rehearsal

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Addressing Lateral Violence through Cognitive Rehearsal

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Background

- Lateral violence (LV) is a common issue that plagues the nursing field worldwide. Also known as “horizontal violence” or “workplace bullying”, LV is an act of verbal, emotional, or physical abuse towards a coworker that can lead to serious negative outcomes for nurses and their patients. Examples of these outcomes are low self esteem, depression, excessive use of sick time and high turnover rates, as well as medication errors and other patient care issues.

Evidence

- Behavioral intervention (i.e. immediate confrontation) has been shown to positively change the actions of laterally violent nurses (Contin, 2004).
- Studies indicate that learning about lateral violence in the professional practice of nursing and what to do about it has been helpful, especially for newer nurses and has led to an increase in employee retention (Contin, 2004).
- Passive education interventional typologies were found to be ineffective. Reactive solutions such as assertive communication training and team-building programs were shown to be more effective in achieving positive outcomes (Bambi & Guazzini, 2017).
- In a pilot study that implemented cognitive rehearsal, nurses reported a significant increase in knowledge of workplace bullying management, nurses’ likelihood to report bullying behaviors, and nurses’ preparedness to handle workplace bullying. In 2013, the study was replicated and found that among study participants, 50% witnessed bullying behaviors, 70% changed their own behaviors, and 40% reported a decrease in bullying behaviors (Griffin 2014).

PICO Question

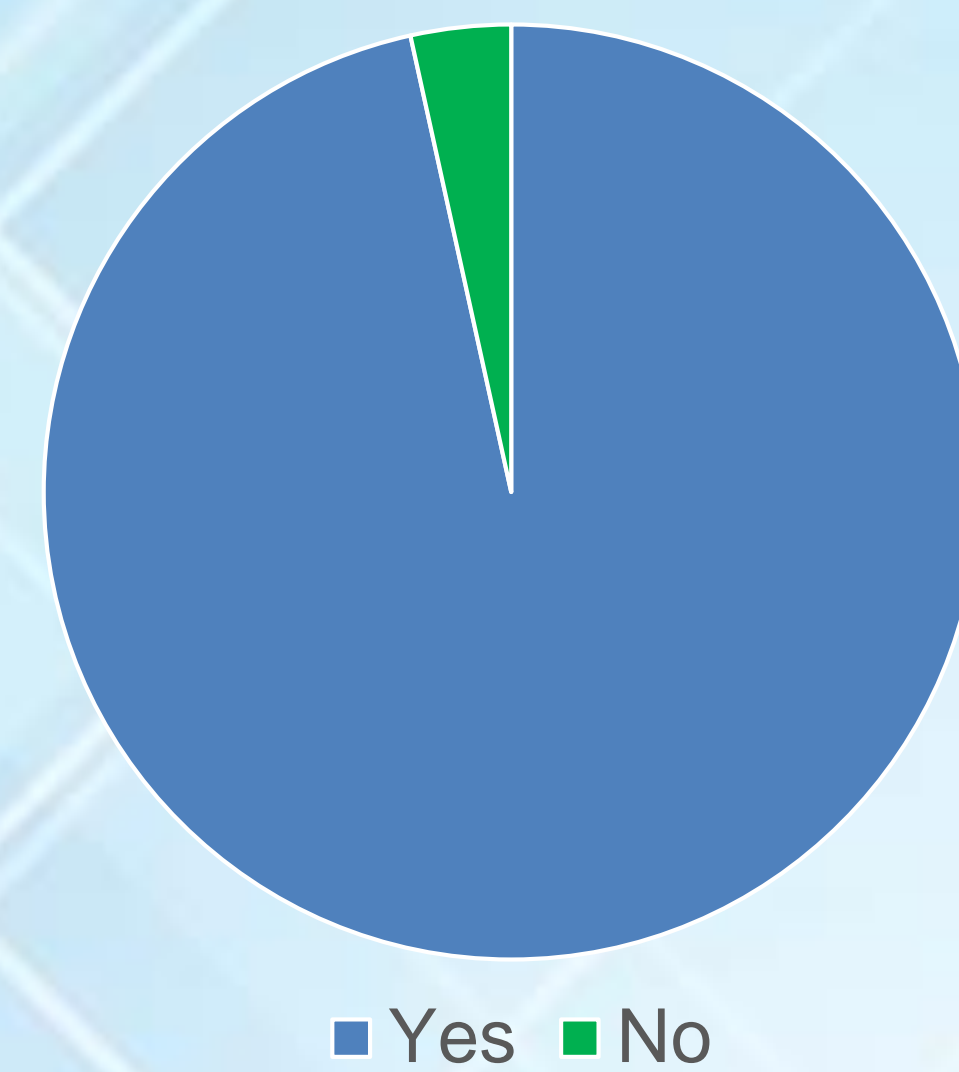
- In registered nurses at LVHN, does implementing Cognitive Rehearsal improve self reported preparedness to stop lateral violence?

Implementation Plan

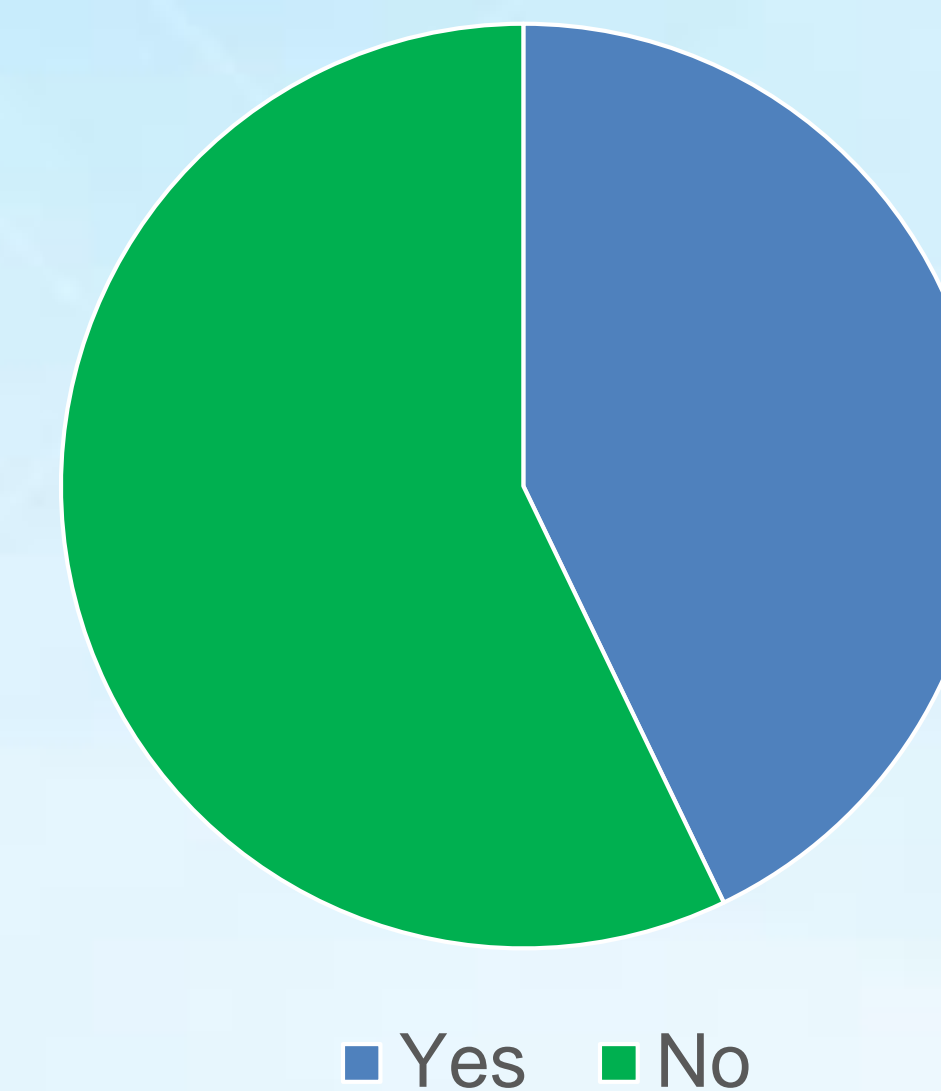
- A pre survey will be administered to determine the Registered Nurse’s awareness of lateral violence and to help determine their preparedness in addressing lateral violence
- A learning activity will be used to educate Registered Nurses further on the negative effects of lateral violence on coworkers and will teach them different cognitive rehearsal methods that can help them feel more prepared to address lateral violence
- A post survey will be administered at the end of the learning activity to determine if the Registered Nurse feels more prepared to recognize and to address lateral violence

Pre Survey Findings

Experienced Lateral Violence at LVHN



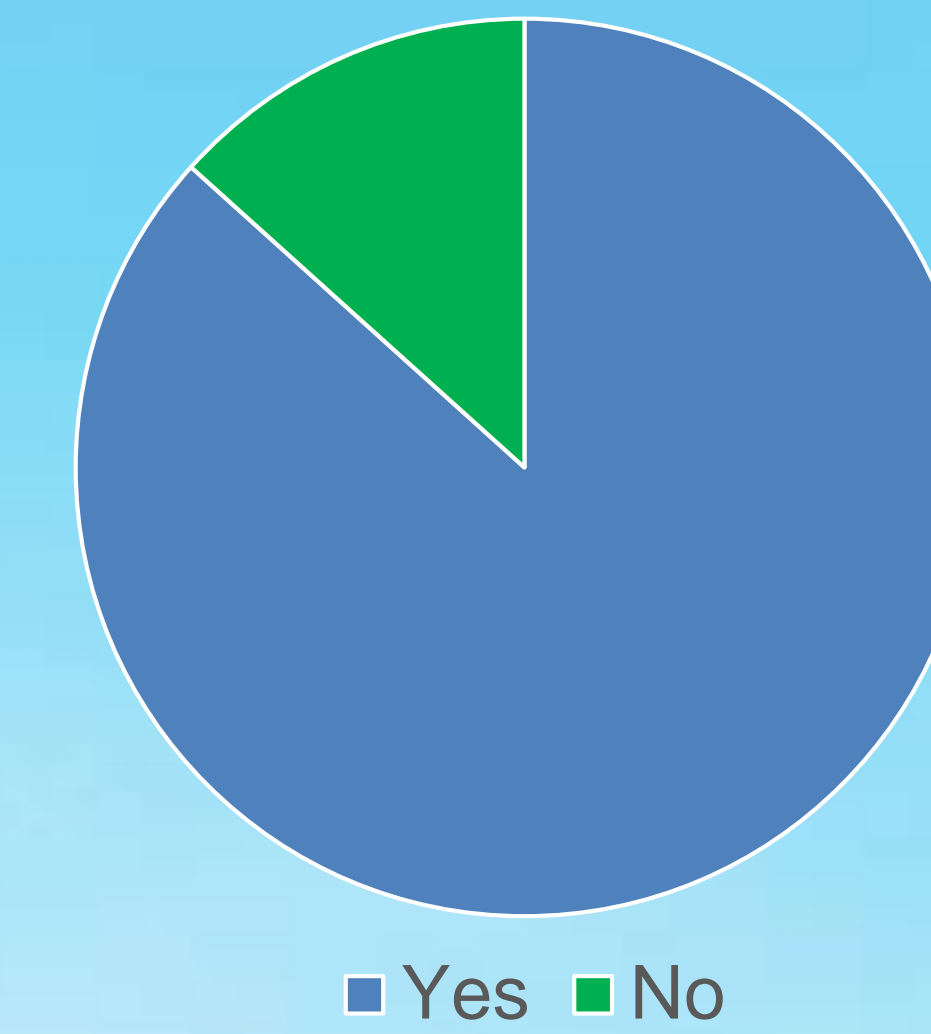
Feel Confident Addressing Lateral Violence



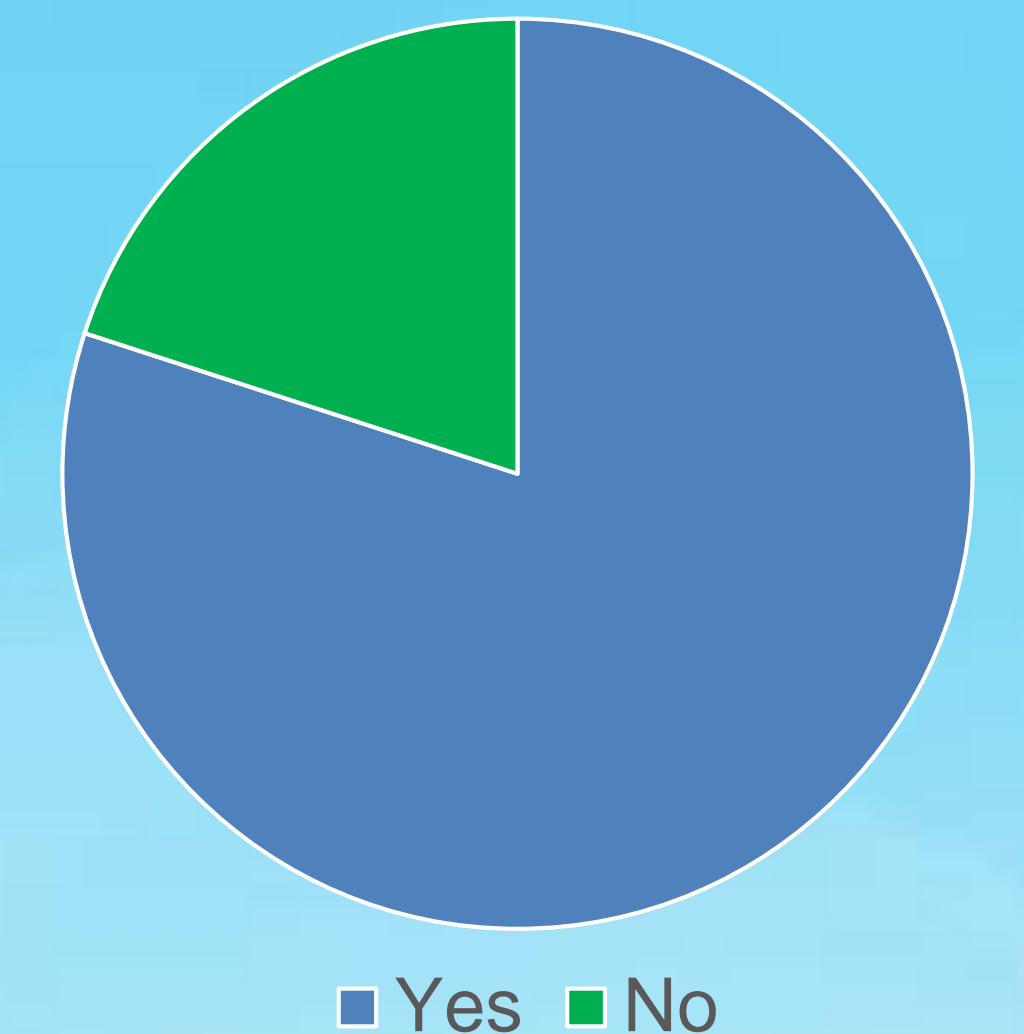
- A pre survey was sent to RNs on 7A, 7B, 7C and Behavioral Health. 28 registered nurses responded to the pre survey. 89.29% reported that they have experienced lateral violence. 42.86% reported that they feel confident in their ability to address lateral violence. 57.14% reported that lateral violence has affected their job performance.

Final Outcomes

Helped Identify Own Behaviors



Feel More Confident to Address Lateral Violence



The learning activity was sent to the RNs on 7A, 7B, 7C, and Behavioral Health along with the post survey to be completed immediately afterwards. The group had some difficulty with video playback working on the computers in all areas where the survey was sent., which led to lower participation than we anticipated. 15 registered nurses responded to the post survey. 86.67% reported that the learning activity helped them to identify their own behaviors that could be considered to be “bullying”. 93.33% reported that they feel more confident in their ability to recognize lateral violence. 80% reported that the feel more prepared to address lateral violence after completing the learning activity.

The learning activity was successful in helping nurses self recognize their own negative behaviors and helping a majority of the participants feel more prepared to address lateral violence behavior.

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