Section: General & Colorectal Surgery

Systemic Review

A SYSTEMIC REVIEW ON CIVILITY IN HEALTHCARE

Wasif Raza[1], Asna Zehra Naqvi[2], Umair Hassan[1], Nik Abdullah[3], Rajeev Ranjan[4]

[1]Specialist, Department of General & Colorectal Surgery, Betsi Cadwaladr University Health Board, North Wales, UK
[2]Specialist, Department of Obstetrics & Gynaecology, Betsi Cadwaladr University Health Board, North Wales, UK.
[3]Consultant, Department of General & Colorectal Surgery, Betsi Cadwaladr University Health Board, North Wales, UK
[4]Assistant Professor, Department of General Surgery, Madhubani Medical College, Madhubani, Bihar, India

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Corresponding Author:
Dr. Umair Hassan,
Email: umairhassan4333@gmail.com

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Abstract

In any healthcare setting, an uncivil attitude may impede effective cooperation, reduce employee satisfaction, and threaten medication safety. Insulting and rude actions in healthcare institutions may have negative effects on people, groups, organizations, and patient safety, including errors that endanger life, problems that might have been avoided, or patient injury. Healthcare institutions are not exempt from the growing concern about incivility in society in general. Due to their prominent role in hospital environments, nurses could be vulnerable to a variety of incivilities. This systematic review aims to discover and take into account several strategies that attempt to lessen the severity/prevalence of incivility against nurses. To gather information and evaluate methodological quality, the recommended approach by Recommended Reporting Items for Meta-Analyses and Systematic Reviews (PRISMA, 2009) was employed. The review contains data from 26 types of research in total. The treatments they discuss can be divided into three types: standalone training courses intended to teach nursing staff; more organized educational programs, which are more thorough and frequently provide opportunities to put newly learned skills into practice; multi-component therapies, which regularly include organizational changes, such as the adoption of tools for reporting workplace violence, in addition to workplace violence training for nursing staff. A comparison of the outcomes paints a clear picture: Notwithstanding the benefits that stand-alone training and structured education programs may have a good influence, the impact is regrettably constrained. Healthcare companies must develop multicomponent treatments, preferably including all stakeholders, to successfully address incivilities against nurses.

INTRODUCTION

Insulting and rude conduct in healthcare settings may have negative repercussions on people, teams, institutions, and patient safety, including errors that endanger life, problems that might have been avoided, or patient injury.[1] This article addresses the moral, financial, economic, and social effects of workplace harshness and offers measures supported by research to foster a courteous workplace environment in the healthcare industry. It also underlines how misbehavior impacts the environment in which patients are cared for.[2] Several groups encourage promoting more cooperation. A recent change has taken place to enhance the care provided by medical teams as a consequence of how healthcare is developing. The communication and connections between healthcare workers may be improved to solve issues with the treatment of patients.[3] Effective cooperation between medical staff, patients, and family members depends on open communication. The formation of therapy alliances, which may be defined as advantageous relationships or connections, among members of the healthcare team is a crucial prerequisite.[4] Civility is a key component in fostering these partnerships. Effective communication, courteous contact, healthy relationships, and empathic listening are all examples of civility actions and traits. The use of courteous language in the health sector is encouraged by organizations like the American Association of Nursing Schools and the National Committee on Accreditation of Health Care Organizations.

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Incivility has existed in the practice of health for decades, despite the need to include it for efficient communication and cooperation. Woodworth concluded that an environment of rudeness puts patients at risk for poor quality healthcare results.[5] The presence of rudeness in the classroom is crucial for healthcare instructors who provide the groundwork for good cooperation and communication. Multi-professional courtesy has been acknowledged as a critical necessity in the provision of healthcare. Future healthcare professionals must also behave with decency in addition to existing practitioners. Clinical pharmacists and palms patient preferences are how clinicians, physiotherapists, social services, physiotherapists, specialists, and medical treatment assistants understand offering successful treatment to patients, and public healthcare educators are charged with encouraging an enjoyable society of humility when instructing youngsters joining the healthcare field.[6] Creating partnerships across disciplines that are inclusive rather than exclusive is challenging for healthcare educators. In terms of healthcare, inter-professional learning has three major goals: increasing the patient experience, raising the standard of care, and reducing the cost of healthcare per person through delivering patient-centered care.[7] Teamwork is shown by students who take part in cooperation, pledge to provide efficient, high-quality care that's in the patients' better interests, value the skills and expertise of their colleagues, and are willing to communicate and work together. According to studies on resolving workplace incivility in nursing, a prevalent and concerning issue globally,[8] nurse leaders are urged to drive change in culture via great leadership and civility initiatives. Yet, there is a lack of empirical evidence on nursing leaders' practical initiatives to encourage civility and combat incivility at work.[9]

MATERIALS AND METHODS

To gather information and evaluate the methodological quality of each included research, sufficient details items for comprehensive meta-analyses and reviews of standard methodology were employed.

Strategies for finding literature

Inclusion

To be considered for inclusion in this research, inclusive studies must employ symmetric methodologies, Randomized Controlled Trials (RCTs), Pre-design and Post-design to analyze the impact of interventions to lessen or prevent violence in the hospital setting. Between 2000 and 2020, studies using interventions were released in English.[10]

Databases

The databases Medline, CINAHL, and the Web of Sciences were used to compile published research. The search was conducted using a mix of Medical Subject Headings (MESH), text words, and search phrases. To find more research papers that are pertinent to aggression in health care, the reference list of the collected publications was manually searched.

Eligibility

Staff nurses, registered nurses, nurse managers, healthcare staff, nursing assistants, registered nurse specialists, practice nurses, nurse supervisors, management, and administrators, as well as the director of nursing and nurse superintendents.[11]

Screening

Using PRISMA, 2009 criteria, the listed studies were examined for outcome reporting bias. The goals, interventions tried, and results of each chosen study are listed in the threat of bias matrix. They were evaluated by contrasting the study's objectives, the treatment it tried, and its results. In this study, only two studies were found to have a significant potential for bias. 22 nurses participated in the research, 10 of whom completed a three-hour course of online training, while the other 21 nurses served as the control group. Here, [Table 1] indicates the selected students based on inclusion criteria and appraisal.

Identification

Hospital, workplace, healthcare industries, settings, and facilities; inpatient units; acute care settings; private, public, general, and government hospitals; occupation; ambulatory services; emergency departments; and tertiary care facilities. When it began taking part of (Civility, Respect, Engagement in the Workplace (CREW) method, participation, respect, and civility in the workforce have helped to reduce the rate of both informal and formal objections to the resolving management for equal job opportunities.[12]

Participants

The review of literature addressed all nursing medical professionals working in both public as well as private hospitals, including nursing staff, midwifery, staff nurses, and nurse administration staff, patient care instructors, and clinical nurse experts, executive officers of hospital services, healthcare superiors, charge nurses, and patient care caseworkers. Here, [Table 2] represents the CREW participant's details in workplace and [Figure 1] shows the Civility, Respect, Engagement in the Workplace (CREW).

Table 1: Selected students based on inclusion criteria

Databases utilized for search			
MEDLINE	**CINAHL**	**Web of Science**	**Total**
Abstract examined by the principal investigator			
N=1940	N=1199	N=1140	N=4279
Relevant Hits			
N=78	N=19	N=55	N=152

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Full-text Articles Assessed for Eligibility			
N=09	N=09	N=06	N=24
Studies Reviewed Critically and Included in the Final Review			
N=10	N=09	N=08	N=27

Table 2: CREW participant's details in workplace

Nursing Skill Mix	Employee Count
Registered nurse	1298
Nurses aides and nursing	993
Licensed practical nurse and licensed vocational nurses	744
Nurse practitioners	536
Fee basis-nursing	461
Clinical nurse specialist	220
Chief nurse trainees	160
Clinical nurse leader	70
Grand total	4482

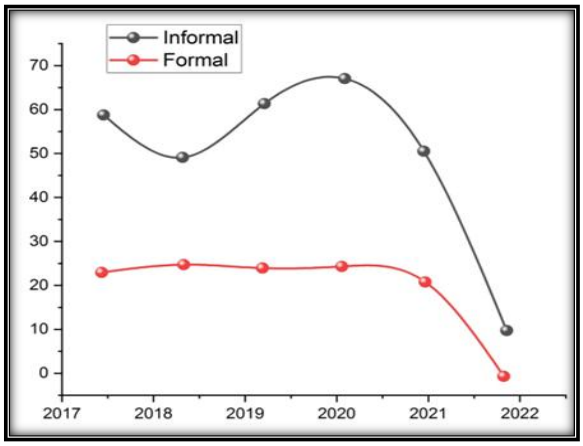

Figure 1: Civility, respect, engagement in the workplace (CREW)

Interventions

This review emphasizes many different approaches that can be used to address occupational injuries, such as instruction and learning sessions intended to increase understanding of the problem, as well as practical nursing skills to help safeguard interpersonal conflict, victimization, verbal, physical, sexual, and other forms of abuse. This assessment also takes into consideration the organizational performance changes that have been implemented to enforce workplace diversity policies and procedures.

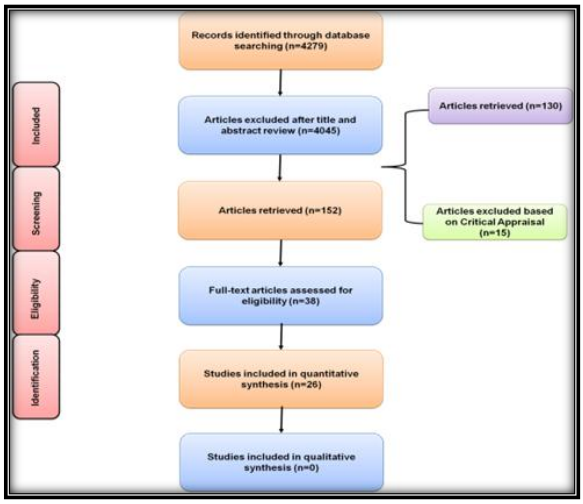

Figure 2: Prisma flow diagram

The Role of Civility in Healthcare

As it compromises outcomes for patients as well as occupational morale, retention, and fulfillment, the human cost of such activity in medical institutions is equally crucial from an ethical standpoint. There are certain healthcare environments where disrespectful behavior is more common than in others.[13] One example is a busy Emergency Department (ED) at a hospital where staff members are under pressure to react quickly and efficiently to a lot of patients' urgent medical requirements. There have been complaints of disrespect in emergency departments all around the globe, such USA, Swiss, the UK, and Austria. Incivility is defined as instances of sudden responses or utterances, excessive demands made of coworkers, arbitrary assertions of power, placing blame, placing blame on others, and concealing one's shortcomings. Often, patients who need emergency care do not choose the emergency room or the emergency doctors. Both clinical and non-clinical staff members in the Emergency Department (ED) may and should show care for their patients when they begin a new therapeutic alliance with them. Respect for patients and staff should be encouraged by healthcare administrators and educators.[14]

Interactions with Patients As Well As Families, Colleagues, and Trainees

Patients as well as families

In a piece titled "Etiquette-Based Medicine," Kahn stresses how crucial it is for medical personnel to appreciate their patients by speaking to them and behaving correctly around them. According to Kahn, these actions are necessary for both moral proper behavior and effective therapeutic alliances. According to Dr. Lucian Mobility and his team, unpleasant treatment has major consequences on the recipient. Understanding how morally acceptable and immoral certain activities are made easier by Kahn and Leap's theories.[15] Unfortunately, sometimes patients, family members, and other visitors behave improperly towards physicians. They could behave aggressively, say or do offensive comments or conduct violent crimes like assault and battery.[16]

Recent research found that disrespectful behavior in EDs is currently more frequent than it was four years ago. Due to the stress of an acute sickness or injury, a mental disease, drunkenness, drug use, lack of

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experience, confusion, or insanity, acts of disrespect, accusations, threats, or violent behavior are more likely to happen in certain medical settings than others. False statements regarding a clinician's academic background or skills are also illegal,[17] as is using racial or ethnic slurs against specific racial or ethnic groups. Medical professionals can experience a sense of disdain since there isn't a therapeutic relationship. A very well advocate of civility in modern American society and co-founder of the Johns Hopkins Civility Project, P. M. Forni, relate the humorous story of two automobiles that play "finger puppets" after one of them cuts them off in congestion only to find out that they knew each other. As they become aware of this, they feel humiliated yet go on being polite to one another.[18]

The example provided by Forni shows how it is easier to be disrespectful to someone who you perceive to be "anonymous" to you. Hub Depending on the health condition and the kind of behavior, guests and patients should get professional remedies for inappropriate behavior. Clinicians may concentrate on treating patients to help them calm down and restore control when they get agitated or lose control due to severe delirium, acute psychosis, or excruciating pain. Doctors may need to rely heavily on their fortitude, persistence, and mental self-control in these potentially difficult circumstances to behave morally and fulfill their professional obligations. To ensure their security in addition to the safety of the healthcare staff, certain furious or violent patients may need pharmacological or manual restraints.

The recognition of the limits of civility in reaction to unwanted behavior is well shown by the use of violent force against irate patients without their agreement to protect both them and experts from harm.[19] When a patient's inappropriate behavior limits extra gains from a prolonged engagement, professionals seldom use a formal method to discontinue the treatment plan. Trauma surgeons, emergency room physicians, and other medical experts who are mandated by law and specialized procedures to recognize emergencies, treat or normalize them, and, if needed, transfer the patients to a more advanced care facility, are not permitted to make this decision (Emergency Medical Treatment and Labor Act, 1986). It may be difficult to show with enough assurance that the patient is not suffering from a serious medical condition that requires immediate discharge due to disruptive behavior. Doctor holds an authority position during general practitioner interactions; they must exercise caution to prevent bias from clouding their evaluation of a patient's condition or words.[20] Yet we argue that those who act aggressively, psychotically, or disruptively need to be removed from care or sent to jail. A doctor cannot certify that a scenario is not an unreinforced emergency medical condition under the EMTALA unless they are licensed. Clinicians may need to make analogous decisions about whether to evict a disruptive patient without seriously endangering the environment in a variety of inpatient or outpatient treatment settings. Before making any decisions, doctors shouldn't be compelled to seek advice from risk management staff, legal counsel, or hospital administration.

An alternative example might be unpleasant behavior from patients' guests or relatives. Visitors who attack humans run the risk of encouraging other guests to act similarly if their behavior is not reined in. When a loved one passes away or gets very sick, medical institutions should react properly to comfort mourning family members and patients, but they should not accept hostile behavior. Hospitals and particular physicians should create safety standards to safeguard themselves, their patients, their staff, and outsiders. To ensure safety and make it easier to remove troublesome patients or visitors, hospital security officers or law enforcement agencies may need to take action.[21]

Colleagues

Interdisciplinary team-based treatment has taken the place of traditional healthcare service paradigms during the last 50 years. Teams of physicians, nurses, physician assistants, social services, physiotherapists, chemists, as well as other medical professionals treat patients using a variety of therapies. To provide the advantages of healthcare, care workers must operate successfully, and this efficacy depends on strong team dynamics. Yet, encounters between members of the medical staff and their coworkers may be just as rude as those with clients. Unprofessionalism among professionals includes angry outbursts, demeaning remarks, oblique comments that disparage other team members, bullying, and threats. It refers to the violent behavior of emergency medical personnel as "horizontal violence," and they conclude that it is ubiquitous.[22]

Trainees

P. M. Forni simplified the existing definition of civility into four key elements based on people surveys. Forni spent a lot of time learning about Italian literature and passing it on to others. He recalled thinking that if his students had learned all there is to know about Dante but nothing about showing respect, he might have failed as a teacher. In line with Forni, we believe that medical professionals who are knowledgeable about a certain ailment but lack decorum in their demeanor and the advice they provide to students about it will fail as both experts and instructors. Speaking to students about civility won't be helpful until professors demonstrate it in their dealings with students. Leaps and colleagues assert that this behavior has to change since general supervision Profs and residents expose medical students to demeaning conditions far too regularly.[25] Surgical and critical care were specifically mentioned as problematic specialties during a residence with relation to harassment of women owing to their "hierarchies and authoritative workplaces" in a 2018 study by the National Academy of Science, Engineering, and Medicine. The "hidden curriculum" of medical socializing is known for encouraging

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unacceptable behavior towards patients and trainees, as per the official curricula of medical schools.[26]

Consider the following instance: An emergency clinician who is attending to a septic patient on a busy Monday evening who has received fluids, infections, and drugs that lead to these problems via a center line may become annoyed by a trainee or consultant who argues a test result that is obviously in the record. The doctor's potential serious answer is less likely to promote genuine learning, respect, collaboration, and collaboration than a compassionate and honest approach.

Trainees may make moral and ethical choices that their superiors see as unethical, just like any other healthcare professional. In certain cases, professors may respond by calling attention to a student's errors in a way that publically embarrasses or jeers the student, perhaps in an attempt to highlight the error's importance. Are there any exceptions to the politeness rule that may be made in these situations? Robert Baker presents a defense that seems to defend acting impolitely in certain situations. This instance involves a new intern who, because of time constraints, chooses to do a personal errand instead of taking a preterm infant who has just been taken to the hospital for a test. The attending doctor moved back and forth, seldom stopping to inquire of the intern. The end of each probe was signaled by a resounding "Doctor" call. Every time the visiting addressed him as "Doctor," the trainee trembled and remained seated in front of our eyes. In front of the present nurses and her fellow interns, Intern N got a public scolding for around 2 minutes and then 90 very long seconds.[27]

Baker seems to support the actions done by the attendance staff in reaction to the writer's failure to uphold her commitments to her patients, even if he does not express this out loud. Although it's vital to point out and correct students' mistakes, we don't consider it necessary or beneficial to do so by letting them feel humiliated in front of other people. We think that rude behavior from staff mentors is far more likely to prevent students from really learning by instilling fear and creating obstacles between them and instructors. Coordination may suffer as a consequence, and patient care may degrade.

Institutional Strategies to Promote Civility

The Joint Commission advises hospitals to use techniques for reducing misbehavior. Anger outbursts, uncomfortable activity, the crossing of lines, harassing, and using vulgar or abusive words are all examples of disruptive behavior, which is a subtype of uncivil behavior. The majority of medical centers have implemented behavior guidelines as a result of the recommendation. They should apply to all employees of a healthcare business, but their primary purpose is to regulate the conduct of healthcare providers and others. To be successful, these laws must be upheld. A nurse practitioner or star surgeon earning millions of dollars a year should not be immune from the requirement of professionalism and polite behavior because a member of the board of trustees swears at them.[28] All other workers should look up to the administration and medical doctors in the hospital as positive role models. Organizational sanctions must be commensurate with how serious and frequent the offense is. When many professions are involved, small, 1st offenses should be discussed among those relevant parties with a 3rd party present to keep a record and avoid power imbalances. With apologies, business ties may be repaired more quickly.[29,30]

CONCLUSION

We have investigated the idea and moral relevance of civility in healthcare in this essay, and we have made the case that healthcare practitioners must behave civilly. We conclude that maintaining civility in interactions involving health care, including abiding by accepted standards of courtesies, compassion, toleration, and respect in voice and deed, are essentially moral obligations. According to our standards, professional conduct should never go below the level of politeness. The cornerstone for many other professional obligations, such as good patient care, respect for patient preferences, and resource management in the healthcare industry, is civility. Based on the reasons made in this article, we conclude that respect for others ought to be included in the professional behavior that healthcare workers should advocate for and practice. The findings of this research provide more evidence for the need to include inter-professional education in student curricula to teach them about the functions of other health professionals. To collaborate across disciplinary boundaries, health professions students must have a solid understanding of other academic fields. To provide safe, high-quality patient care, there is a growing dependence on inclusive teamwork and open communication. The long-term objective is to implement academic approaches to team-based, cross-disciplinary cooperation in healthcare.

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