Incivility, Bullying, and Workforce Violence Prevention: Key recommendations for nurses and employers to promote a culture of safety and respect.

Incivility, Bullying, and Workplace Violence can result in:

- Nurses leaving the profession
- Low job satisfaction
- Health effects: physical, psychological
- Impaired nursing judgment
- Decreased appeal to potential new nurses
- Lower nursing faculty numbers
- Decreased self-worth and confidence

ANA's Code of Ethics for Nurses with Interpretive Statements states that nurses are required to "create an ethical environment and culture of civility and kindness, treating colleagues, co-workers, employees, students, and others with dignity and respect." Similarly, nurses must be afforded the same level of respect and dignity as others (ANA, 2015a). Thus, the nursing profession will no longer tolerate violence of any kind from any source. All registered nurses and employers in all settings, including practice, academia, and research must collaborate to create a culture of respect, free of incivility, bullying, and workplace violence. Best practice strategies based on evidence must be implemented to prevent and mitigate incivility, bullying, and workplace violence; to promote the health, safety, and wellness of registered nurses; and to ensure optimal outcomes across the health care continuum. This position statement, although written specifically for registered nurses and employers, is also relevant to other health care professionals and stakeholders who collaborate to create and sustain a safe and healthy interprofessional work environment. Stakeholders who have a relationship with the workplace have a responsibility to address incivility, bullying, and workplace violence.

The American Nurses Association (ANA) is the only full-service professional organization representing the interests of the nation's 3.6 million registered nurses through its constituent and state nurses associations and its organizational affiliates. The ANA advances the nursing profession by fostering high standards of nursing practice, promoting the rights of nurses in the workplace, projecting a positive and realistic view of nursing, and by lobbying the Congress and regulatory agencies on health care issues affecting nurses and the public.

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The following is not a complete list of all the recommendations made by the professional issues panel. Please see ANA's Position Statement Incivility, Bullying, and Workplace Violence for all recommendations as well as a thorough background on the issue, references, and resources.

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In the event of an incident, review the episode thoroughly, identify strengths and weaknesses of existing programs, soliciting staff input, and implementing immediate improvement.

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