

Restoring Civility

A Position Statement from the AANA, AORN & ASPAN Workplace Civility Task Force

The Problem

Incivil behavior & rude communication currently occurs in the perioperative setting between team members.

75% of perioperative caregivers¹ have personally **experienced incivility** like:

Verbal Abuse
Physical Harassment
Sexual Harassment



Direct **correlation between** workplace **incivility** & CRNA **burnout**²

Collaboration

The AANA, AORN (Association of PeriOperative Registered Nurses) & ASPAN (American Society of PeriAnesthesia Nurses) convened a task force to develop **a joint position statement on restoring workplace civility**.

The AANA's, *Promoting a Culture of Safety and Healthy Work Environment*, was a key foundation to drafting this joint position statement³ The final statement has been approved by the Board of Directors of all three organizations.

AANA Taskforce Members: Edwin Aroke, Catherine Horvath, Brett Morgan, Alyssa Rojo, Jessica Switzman

Core Beliefs

- Civility in the perioperative environment will lead to a safe culture for all.
- It is the responsibility of the employers & all health care professionals to create an environment that is free of distracting, disruptive or violent behaviors.
- There is a difference between *incivility* & *bullying*. Incivility is addressed by changing culture, bullying by workplace policy.

Position Statement

To support the development of **collaborative, comprehensive** facility **policies** that address the *identification, mitigation, evaluation, and reporting of uncivil behavior; intervention and accountability for uncivil behavior; and maintaining professionalism in the perianesthesia and perioperative environment*.



Keys to the Solution

1. Organizational Assessment – **identify the problem**
2. Organizational Policies & Resources – **address the problem**
 - *Code of Conduct*
 - *Zero-Tolerance Policy for Incivility*
 - *Just Culture*
 - *Initial, Ongoing and Post-Event Employee Support*
3. Education, Stress & Conflict Management – **provide help**
4. Embrace & Acknowledge Civility – **model good behavior**



References

1. Sakellaropoulos, A., Pires, J., Estes, D., & Jansinski (2011). Workplace aggression. Assessment of the prevalence in the field of nurse anesthesia. *AANA Journal*, 79(4), S51-S57.
2. Elmlad, R., Kodjebacheva, G., & Lebeck, L. (2014). Workplace incivility affecting CRNAs: A study of prevalence, severity, and consequences with proposed interventions. *AANA Journal*, 82(6), 437-445.
3. American Association of Nurse Anesthetists. (2018). *Promoting a culture of safety and healthy work environment*. Park Ridge, IL: AANA.