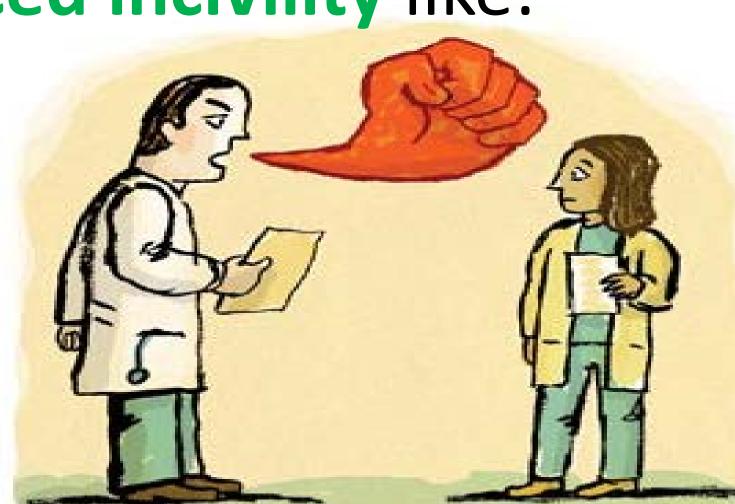
# Restoring Civility A Position Statement from the AANA, AORN & ASPAN Workplace Civility Task Force

#### The Problem

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

75% of perioperative caregivers <sup>1</sup> have personally experienced incivility like:

Verbal Abuse
Physical Harassment
Sexual Harassment



Direct correlation between workplace incivility & CRNA burnout<sup>2</sup>

## 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 statement<sup>3</sup> 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

- 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. Elmblad, 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.

CRNA focused. CRNA inspired.