

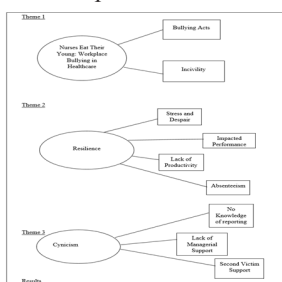
The impact of workplace bullying and incivility on nurses' performance, patient care and organizational culture in healthcare organizations

Sharon Jean-Louis

John Hopkins Aramco healthcare, KSA

Nurses are a critical workforce within organizations in maintaining the health of individuals in communities worldwide. However, nursing has additionally been affected by nursing deficiencies, high turnovers, reluctance of the younger generation to take up nursing as a chosen career and the retirement of older nurses which comprise of over half of the workforce. Furthermore, studies done in healthcare organizations have found that key factors such as workplace improvement, professional support and prospects for development and promotion assist in the reduction of nursing turnover, improve nursing retention and increase job satisfaction. It has been identified that bullying surrounding the workforce is affecting the performance and productivity of nurses, there is insufficiency in inpatient care and this is creating a negative effect on healthcare organizations. The objective of this research was to assess how workplace bullying is addressed in healthcare organizations. The research was conducted using a qualitative inductive method of phenomenological approach. In addition, a review of the literature was explored and indicated the need to address this issue. The results of the study indicated that each nurse had their own perception of what they defined as workplace bullying and that despite the negative acts they persevered each individual demonstrated resilience and each have their own explanations for staying with the organization. Furthermore, the nurses reflected organizational cynicism where they felt that leaders in their departments did not address workplace bullying sufficiently and that this has a negative impact on how they felt about the organization and reflected negatively on the care of patients.

Recommendations offered is to educate nursing managers on how to identify perpetrators; provide support to victims; hear out nursing staff concerns; reiterate policies and educate nursing staff on how to treat each other respectfully in the workplace.



Biography

Sharon Jean-Louis is a registered nurse and patient safety officer with an MBA in International Healthcare Management from the University of Cumbria and Bachelor's Degree in Health Studies. Before coming to Saudi-Arabia, she worked as a nurse in the Seychelles where she was born and ventured to the United Kingdom as a practicing nurse at Chelsea and Westminster Hospital before settling in the Middle-East. She is passionate in highlighting the importance of developing individual emotional intelligence so that healthcare practitioners can recognize the value and benefit this skill will provide in their everyday lives. Furthermore, she is an advocate for encouraging nurses to learn and invest in themselves. Sharon also has a love for art and travel, and encourages her peers to take the plunge in moving out of their comfort zone to take up challenges or activities that will in essence eventually put an end to fear.

For as Napoleon Hill presumably quoted... "Fears are nothing more than a state of mind"..

shazjeanolouis@yahoo.com