

The CREATE project: Using cognitive rehearsal, education, and team engagement to address incivility among NICU providers

Kiana Keller, RN, DNP-NNP Student, Jessica M. Jones, DNP, APRN, NNP-BC, C-NNIC, and Michelle Nemshak, DNP, RNC-NIC, ACCNS-N
Louise Herrington School of Nursing, Baylor University

Abstract

Background: Workplace incivility (WI) is experienced at high rates by healthcare workers and leads to adverse psychological outcomes for staff, increased patient safety events, and higher healthcare costs.

Purpose: The purpose of this DNP project was to implement EBP communication tools in conjunction with cognitive rehearsal training (CRT) among Brandon NICU physicians and neonatal nurse practitioners (NNPs) to decrease perceived incivility and improve interdisciplinary communication.

Methods: Didactic education was provided to participants regarding the impact of WI and effective evidence-based communication tools to address WI. Case scenarios depicting WI were utilized to practice communication tools in conjunction with CRT.

Results: There was no statistical significance for perceived incivility between pre- and post-surveys following education and CRT. However, there was a 14% increase in mean scores for confidence levels following CRT which was statistically significant ($p=.023$).

Implications: Communication tools and CRT showed improvement in increasing confidence when addressing incivility. There was minimal decrease in perceived

incivility, likely due to the multifaceted nature of this issue. Further research is needed to approach this problem from multiple aspects.

References

1. Andersson, L., & Pearson, C. M. (1999). Tit for Tat? The Spiraling Effect of Incivility in the Workplace. *Academy of Management Review*, 24(3), 452–471. <https://doi.org/10.5465/amr.1999.2202131>
2. Jang SJ, Son Y, Lee H. Intervention types and their effects on workplace bullying among nurses: A systematic review. *Journal of Nursing Management*. 2022;30(6):1788-1800. doi:10.1111/jonm.13655\
3. Tang, J. H. C., & Hudson, P. (2019). Evidence-Based Practice Guideline: Nurse Retention for nurse managers. *Journal of Gerontological Nursing*, 45(11), 11–19. <https://doi.org/10.3928/00989134-20191011-03>
4. Razzi, C. C., & Bianchi, A. L. (2019). Incivility in nursing: Implementing a quality improvement program utilizing cognitive rehearsal training. *Nursing Forum*, 54(4), 526–536. <https://doi.org/10.1111/nuf.12366>
5. Howard, M. S., & Embree, J. L. (2020). Educational intervention improves communication abilities of nurses encountering workplace incivility. *Journal of Continuing Education in Nursing*, 51(3), 138–144. <https://doi.org/10.3928/00220124-20200216-09>
6. Griffin, M. (2004). Teaching Cognitive Rehearsal as a shield for lateral violence: An intervention for newly licensed nurses. *Journal of Continuing Education in Nursing*, 35(6), 257–263. <https://doi.org/10.3928/0022-0124-20041101-07>
7. Clark, C. M. (2019). Combining cognitive rehearsal, simulation, and Evidence-Based scripting to address incivility. *Nurse Educator*, 44(2), 64–68. <https://doi.org/10.1097/nne.0000000000000563>
8. Black, A.C. (2023) . Promoting civility and safety with cognitive rehearsal. *Nursing*, 53(10), 44-47. doi:10.1097/01.nurse.0000977576.63759.dc

