

**TITLE:** Bullying in nursing and interventions

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**STUDENT SUBMISSION:** No

**TOPIC/TARGET AUDIENCE:** Oregon Nurses

**ABSTRACT:** Background: Workplace violence, incivility and bullying in nursing is widespread and a serious issue. It affects not only those targeted, but also patients and healthcare organizations. Bullying leads to decreased nurse satisfaction, increased nursing turnover, decreased productivity, legal expenses, negative health effects, and many other harmful outcomes. Nurses do not always recognize the bullying behavior patterns or know what to do about them, and novice nurses are particularly vulnerable to such abuse. Strategies: To educate nurses in Oregon about workplace incivility and bullying, the Oregon Action Coalition (OAC) Education Work Group developed a free online learning module for nurses. This continuing education (CE) activity is available to nurses and Oregon Nurses Association (ONA) members through Oregon Continuing Education Activities for Nurses (OCEAN), an online continuing education platform that is conveniently accessible 24 hours a day. The voiceover PowerPoint recording was done at the Oregon Nurses Association office and the module was promoted for ONA members via e-newsletter. Outcomes: Module was released in January 2019. The goal of this project is to educate at least 200 Oregon nurses about concepts of workplace violence, incivility, and bullying. Number of nurses completing this CE module will be collected over a period of two years.

**OBJECTIVE(S):** Define incivility, bullying and workplace violence Describe the cost and consequences of bullying and workplace violence on patients, staff and organizations Analyze personal and organizational triggers Identify strategies to confront the incivility and bullying

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