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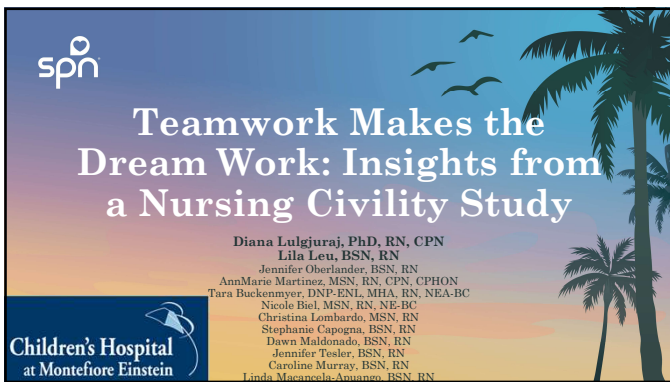
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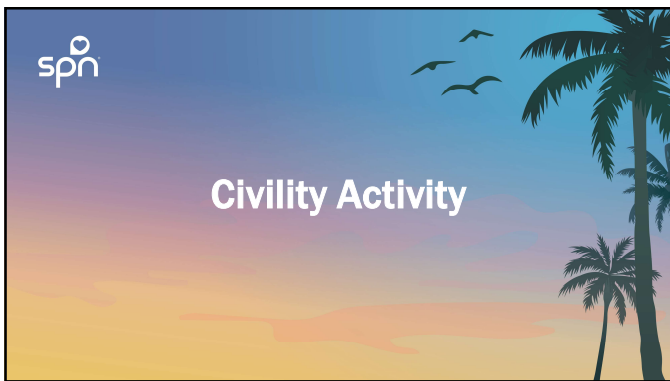
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**Civility in Practice** 

1. Team members are talked over, ignored, or dismissed.
2. Role-based tension (nurse-provider, nurse-nurse, nurse-leadership, nurse-assistive personnel) shows up.
3. Raised voices or aggressive tones occur during stressful moments.
4. Team members step in to support colleagues during challenging interactions.
5. Sarcasm is used to belittle or embarrass others.
6. Assigning disproportionately difficult patients or tasks to specific staff.
7. Coaching or peer support around communication happens.
8. Making "jokes" that demean or target certain staff.

**Color Key:**

- **Red** — This is *common* in my workplace
- **Yellow** — This happens *occasionally*
- **Blue** — This is *rarely or never* seen

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**Background & Significance** 

- Civility is a core value in nursing, emphasized in the ANA Code of Ethics (2015).
- Workplace incivility undermines professional nursing values and ethical practice.
- Bullying and lateral violence impact a majority of nurses.
- Common uncivil behaviors include gossiping, ignoring colleagues, misplacing blame, yelling, cursing, and interruptions.
- Despite its importance, workplace incivility is still prevalent in healthcare settings.

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**Background & Significance** 

- Incivility contributes to increased stress, burnout, and job dissatisfaction among nurses.
- Negative work environments are linked to poor retention, reduced morale, and compromised patient care.
- While teamwork is well studied, its role in shaping perceptions of civility is still underexplored.
- Leadership, teamwork, and education are essential to promoting and sustaining a culture of civility.

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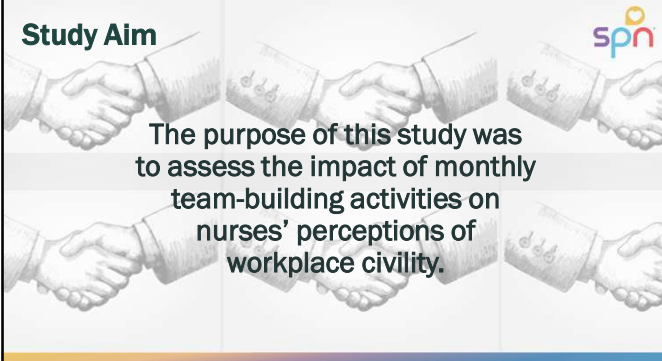
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**Study Aim**



The purpose of this study was to assess the impact of monthly team-building activities on nurses' perceptions of workplace civility.



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**Study Methodology**



**Design**

- Longitudinal Study
- Pre-Post Intervention Design

**Setting**


- One Children's Hospital In NY

**Sample**

- All Nursing Staff

**Measurement**

- Clark Workplace Civility Index (CWCI)



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**The Children's Hospital at Montefiore (CHAM)**



- 142 Inpatient Pediatric Beds
  - Pediatric Critical Care Unit
  - Pediatric Cardiovascular Critical Care Unit
  - Intermediate Care Unit
  - Hematology/Oncology Unit
  - Infants/Cardiac Unit
  - Adolescent Unit
- Pediatric Emergency Department
- Specialty Ambulatory Clinics
- Operating Services – PACU, Procedural Suite

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### Clark Workplace Civility Index (CWCI)



- **Purpose:** To measure perception of workplace civility among individuals and groups within work environments (Clark et al., 2018)
- **Instrument Structure:** 20-items
- **Response Scale:** 5-point Likert-type scale
- **Duration:** Approximately 5 minutes
- **Scoring & Interpretation:** Item responses are summed to produce an overall civility score (20-100); higher scores indicate greater perceived workplace civility
- **Reliability:** Cronbach's  $\alpha = 0.82$

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### The Intervention



- **Monthly teambuilding activities**
  - All units
  - All shifts
  - All disciplines welcome to participate
- **Civility focused**
  - Some to be completed individually
  - Some to be completed in groups
- **Spearheaded by professional governance members**
- **Monthly themes**
- **Activity tracker**




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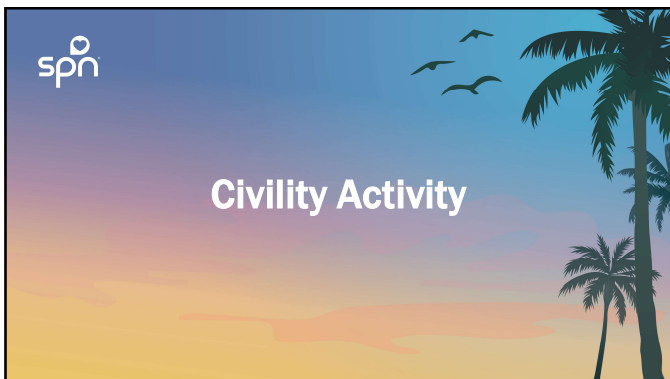
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### Study Results



	Pre-Test	Post-Test
N	141	27
Mean	90.71	90.89
Median	92	92
SD	7.32	6.06
Min	45	80
Max	100	100

The t-value is -0.11987  
The p-value = .90473

\*Significant when  $p < .05$  Fully Complete CWCI Scores ONLY\*

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### Study Limitations



- Attrition over the 1-year study period
- Small sample size at study completion
  - Power not achieved
- Baseline civility and ceiling effect
- Tool selection
  - How often do I...
- Nursing staff only

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### Study Implications



- CWCI scores remained stable over 12 months.
- Possible ceiling effect at baseline.
- Relational benefits beyond measurement.
- Teambuilding helps sustain civility.
- Low-cost, easy to implement intervention.
- Mixed methods (staff narratives, focus groups, etc.) warranted.

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### Conclusions



- **Teambuilding activities did not change CWCI scores; civility perceptions remained high and stable over one year.**
- **Relational changes may not be captured by survey measures alone.**
- **Low cost, easily implemented activities align with ongoing civility efforts.**
- **Civility requires sustained, embedded strategies.**

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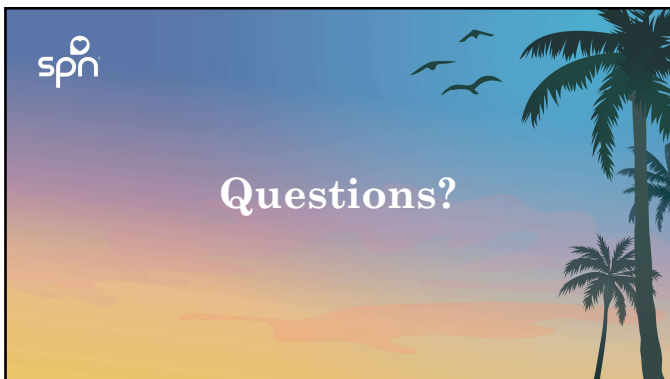
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