

Wisconsin Nurses Association

2010 Reference Report #1

Subject: Elimination of Hostility, Abuse and Bullying in the Workplace
Introduced by: WNA Delegates to 2010 ANA Meeting of the House of Delegates
WNA Core Issue: Workplace Health, Rights & Safety

Summary

In 2006, the American Nurses Association (ANA) House of Delegates (HOD) overwhelmingly supported a resolution forwarded by the Federal Nurses Association (FedNA) which was aimed at addressing workplace abuse and harassment of nurses. The HOD unanimously supported the precept that all nurses have the right to work in healthy environments free of abusive behavior such as hostility, abuse of authority and reprisal for speaking out against abuses. It was also resolved that ANA provide guidance and support nurses who speak out about abuses, abuse of authority, and suffer reprisal for speaking out against such abuses. Since 2006, the problem of workplace abuse and harassment has continued to escalate. FedNA, the ANA Center for Ethics and Human Rights Advisory Board, the Center for American Nurses (The Center) and Texas Nurses Association (TNA) urge ANA to reaffirm and further strengthen the resolution passed in 2006 by reiterating that all organizations in which nurses practice, learn, teach, research and lead must take appropriate action following incidents of hostile, abusive and bullying behavior including providing a follow-up mechanism for analysis of the incident(s), implementing corrective measures to prevent recurrence of similar incidents, and when necessary, instituting a plan for disciplining offenders and counseling victims. Additional recommendations are also provided. At the 2010 ANA House of Delegates Meeting a Reference was passed that focused on the following principles and assumptions:

1. Hostile, abusive and bullying behaviors, and/or abuse of authority and position, can occur in any setting where nurses practice, learn, teach, research and lead both domestically and internationally.
2. In 2008 WNA's other national partner; The Center for American Nurses (The Center) cited the following:
 - Lateral violence and bullying have been extensively reported and documented among healthcare professionals with serious negative outcomes for registered nurses, their patients and healthcare employers.
 - Disruptive behaviors in the workplace are toxic to the nursing profession and have a negative impact on retention of quality staff.
 - Horizontal violence and bullying should never be considered normally related to socialization in nursing nor accepted in professional relationships.
 - There is no place in a professional practice environment for lateral violence and bullying among nurses or between healthcare professionals.
 - All healthcare organizations should implement zero tolerance policy related to disruptive behavior, including a professional code of conduct and educational and behavioral interventions to assist nurses in addressing disruptive behavior.

WNA receives contacts from members and non-members seeking assistance for identifying effective strategies for addressing disruptive and bullying behavior demonstrated by members of the health care team. Results of 2009 WNA Workforce Advocacy Survey on Workplace Issues for RNs revealed that approximately 11.3% of the 372 survey participants indicated they have experienced workplace bullying by colleagues and/or physicians.

Recommendations: That the Wisconsin Nurses Association:

1. Work proactively to reduce the growing problem of workplace, harassment and bullying of nurses and the serious consequences, including severe reprisal and retaliation; and
2. Explore collaborative solutions with other disciplines and organizations to leverage resources for research and education.

WNA Goal: Goal II. Assure that the registered nurse is an essential provider in all practice settings through education, research, workplace advocacy, legislation and regulation.

Fiscal Note:

<u>Description</u>	<u>Responsible</u>	<u>Cost</u>
<ul style="list-style-type: none">• Focus on strategies to advance this reference• Travel for face-to-face meeting: 13 members x \$.30/mile x 150/round trip• Refreshments and meal: 12 members• Electronic materials	Workforce Advocacy Advisory Council	\$ 540.00 85.00 0.00
Implementing Recommendations <ul style="list-style-type: none">• Electronic communication	Workforce Advocacy Advisory Council	0.00
Total Reference #1		\$625.00

References:

- American Nurses Association (2010). House of Delegates Report: Hostility, Abuse and Bullying in the Workplace.
- Center for American Nurses (2008). Lateral Violence and bullying in the workplace: Silver Spring, MD: Author
- Wisconsin Nurses Association (2009). Results of WNA Workplace Advocacy Survey on Workplace Issues for RNs. Minutes of April 28, 2009 Meeting. WNA. Madison, WI.