

Prevention: The Key to Ending Horizontal Violence

Workplace Violence
Lateral Violence
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Objectives

The participants will:

1. Identify at least two interventions to prevent horizontal violence at the primary, secondary, and tertiary levels.
2. Participate in group discussion to list potential or identified actions that constitute horizontal violence.

Define Horizontal Violence

- Physical, verbal, or emotional abuse
- Nurse to nurse aggression but it can also be patient to nurse, physician to nurse
- Can be regarded as undermining the individual's right to dignity at work (Taskforce on the Prevention of Workplace Bullying, 2001)

History of Horizontal Violence in Nursing

- Images of nurses as “handmaiden”
- Nurses lacked power
- Nurses have conceded to victim mentality
- “reality shock”

Top 10 Examples

1. Non-verbal innuendo
2. Verbal affront
3. Undermining activities
4. Withholding information
5. Sabotage
6. Infighting
7. Scapegoating
8. Backstabbing
9. Failure to respect privacy
10. Broken confidences

(Griffin, 2004)



What are other examples of horizontal violence?

Have you experienced horizontal violence?

Verbal Abuse

- Physicians, then patients, then patients' families responsible for most verbal abuse toward nurses
 - Institute for Safe Medication Practice published survey on workplace intimidation-half of respondents recalled being verbally abused when contacting physicians to question or clarify medication orders

Did You Know?

- Nursing is a dangerous occupation-4X more dangerous than other occupations
- This type of behavior prevents a culture of safety by interfering with effective communication

Effects

- 60% of new nurses leave first position within six months because of some type of lateral violence
- Stress/burnout
- “tough on body”
- PTSD
- Loss of income
- Suicide/homicide
- Patients due to errors

Center for American Nurses

- Reported extensively
- Serious negative outcomes for RNs, their patients, and health care employees
- Negative impact on retention

Zero Tolerance

“All healthcare organizations should implement a 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” (Center for American Nurses, 2008)

Recommendations

- Primary prevention
 - Education of student nurses
 - Education of staff
 - Education of health care providers
- Secondary prevention
 - Focus groups
 - Surveys
- Tertiary
 - Support groups
 - Ethics committee

Center for American Nurses: Workplace

- Nurses, leaders, managers, supervisors model professional ethical behavior
- Address bullying and disruptive behavior through conflict resolution
- Reflect on “our” own behavior
- Interdisciplinary initiatives
- Implement zero tolerance policies
- Promote culture of safety
- Provide support to any individual impacted

Center for American Nurses: Academia

- Provide information on how to address conflict/strategies
- CE
- Curricula that provides information on incidence “I’m the only one”

Still Needed: Research

- What are contributing factors?
- Innovative interventions
- Evaluate effectiveness of current strategies
- Support policy/legislation
- Stop pretending it doesn't exist

"There is no place for lateral violence or bullying in professional practice environments" CAN, 2008