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The incidence and impact of incivility in pre-hospital care

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Study aim:

- To evaluate registered paramedics perception of incivility in clinical practice

Study objectives:

- To conduct semi-structured interviews with registered paramedics to identify the incidence of incivility
- To explore the paramedic's understanding of the relationship between decision making, clinical competence and incivility
- To understand if incivility affects staff wellbeing in the pre-hospital environment

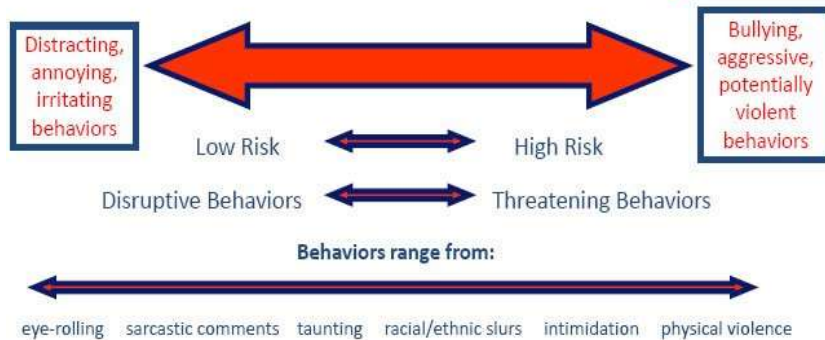
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What is incivility?



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Continuum of Incivility



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Medscape

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**INCIVILITY
THE FACTS**

**WHAT HAPPENS WHEN
SOMEONE IS RUDE?**

- 80%** of recipients lose time worrying about the rudeness
- 38%** reduce the quality of their work
- 48%** reduce their time at work
- 25%** take it out on service users

Less effective clinicians provide poorer care

WITNESSES

- 20%** decrease in performance
- 50%** decrease in willingness to help others

SERVICE USERS

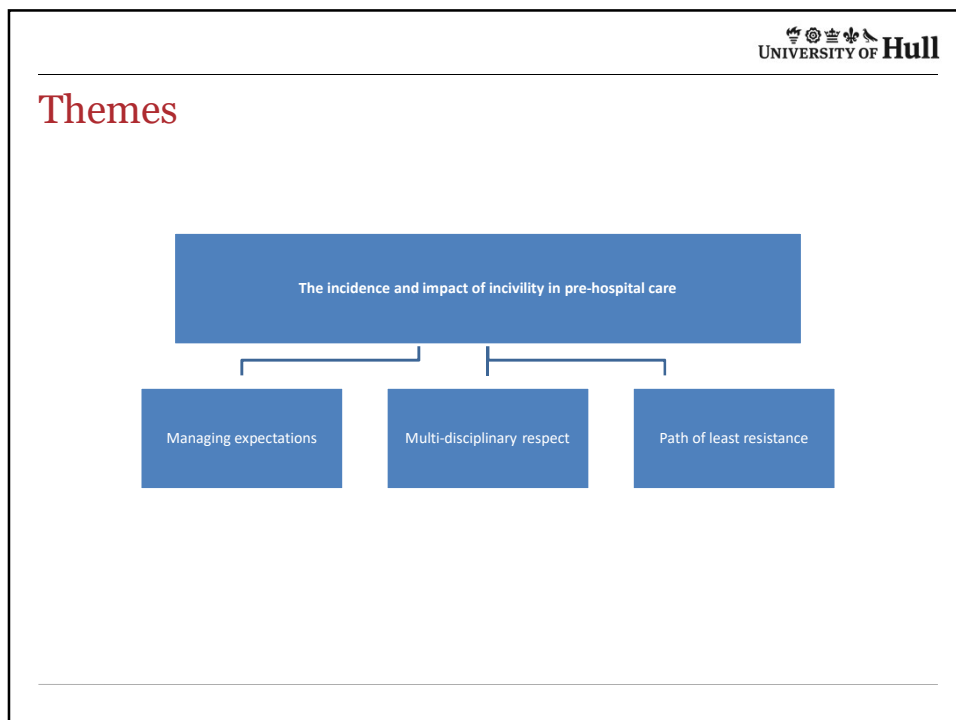
- 75%** less enthusiasm for the organisation

**Incivility affects more than just the recipient
IT AFFECTS EVERYONE**

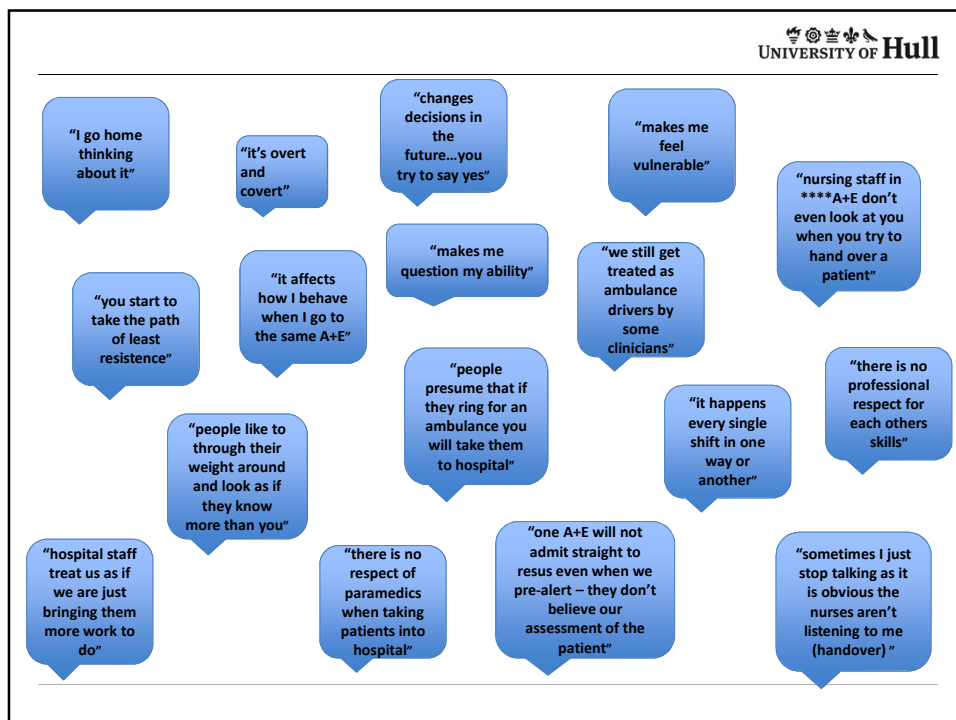
CIVILITY SAVES LIVES

The price of incivility; Forth C, Pearson C. Harv Bus Rev. 2013 Jan-Feb;91(1-2):137-21, 146.

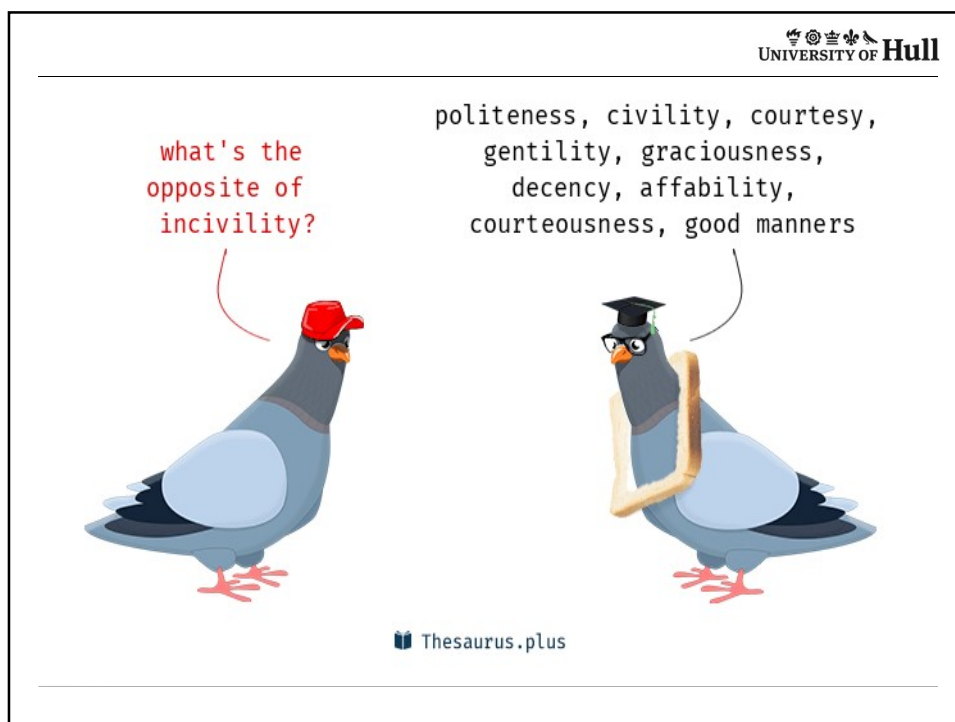
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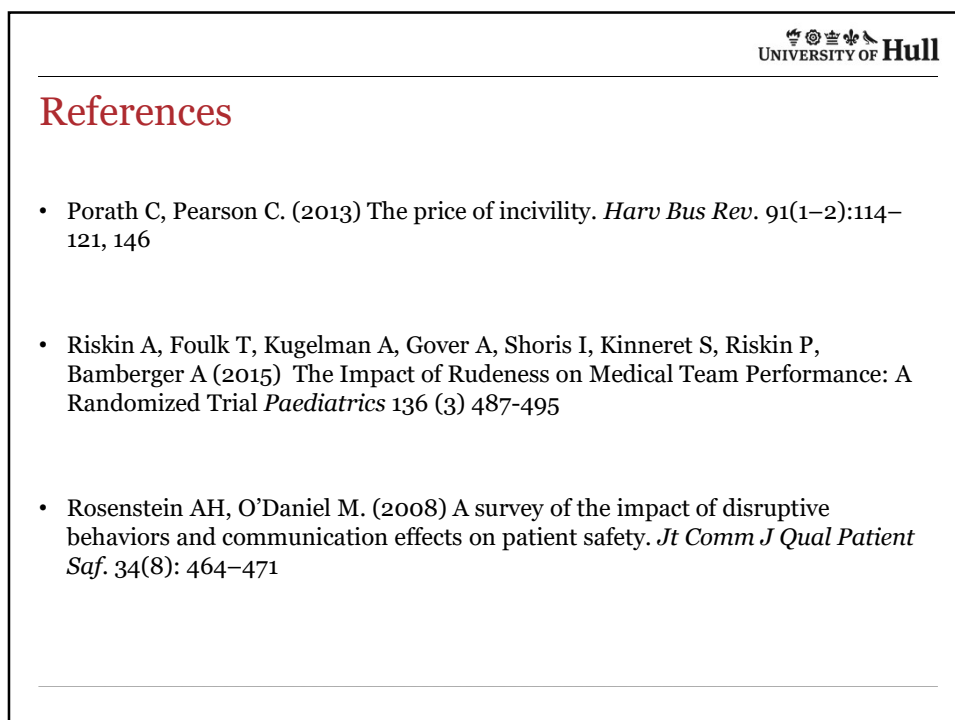
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