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
What is incivility?

Continuum of Incivility

Behaviors range from:
- eye-rolling
- sarcastic comments
- taunting
- racial/ethnic slurs
- intimidation
- physical violence

Medscape

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Incivility/Rudeness  
Stress  
Loss of Awareness

INCIVILITY
THE FACTS
WHAT HAPPENS WHEN SOMEONE IS RUDE?
80% of employees take 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% displays of tempers to colleagues
SERVICE USERS
75% loss of confidence in the organisation
Incivility affects more than just the recipient
IT AFFECTS EVERYONE
CIVILITY SAVES LIVES
Themes

The incidence and impact of incivility in pre-hospital care

Managing expectations  Multi-disciplinary respect  Path of least resistance

"I go home thinking about it."

"It's overt and covert."

"You start to take the path of least resistance."

"It affects how I behave when I go to the same A&E."

"People like to through their weight around and look as if they know more than you."

"Hospital staff treat us as if we are just bringing them more work to do."

"Changes decisions in the future...you try to say yes."

"Makes me feel vulnerable."

"We still get treated as ambulance drivers by some clinicians."

"Nursing staff in A&E don't even look at you when you try to hand over a patient."

"There is no professional respect for each others skills."

"Sometimes I just stop talking as it is obvious the nurses aren't listening to me (handover)."

"It happens every single shift in one way or another."

"One A&E will not admit straight to resus even when we pre-alert – they don't believe our assessment of the patient."

"There is no respect of paramedics when taking patients into hospital."

"One A&E don't even look at you when you try to hand over a patient."

"You start to take the path of least resistance."

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what's the opposite of incivility?

politeness, civility, courtesy, gentility, graciousness, decency, affability, courteousness, good manners

References

