



Incivility and the impact on patient safety

Cathe Gaskell - The Results
Company



London Ambulance
Service NHS Trust

Northampton General
Hospital

Oxleas NHS Foundation
Trust

South West London
Health and Care
Partnerships

My journey started with understanding Bullying and Harassment and the impact of language on our relationships at work





CIVIL SOCIETY

Kindness is a
virtue...

Civility is a
behavior

Dr Chris Turner

What does incivility look like in healthcare ?

Scrolling on
your phone in
meetings

Interrupting a
colleague

Gossiping

Inactivity
refusing to
help when
asked

Emotional
tirades

Public
criticism

The silent
treatment

Subtle acts of
thoughtlessne
ss


Social
exclusion

Body language
the eye roll

Emailing
versus
speaking

How does the
way we behave
affect patient
safety ?





How we behave
towards each
other is the
difference
between
excellence and
OK

Dr Chris Turner

If patients see medical staff being rude to each
other...they are concerned about asking for help for fear
staff will be rude to them...

The background of the slide features a series of thin, curved lines in light gray and white, creating a sense of motion and depth. These lines are more prominent on the left side and fade towards the right.

When someone is
rude to a
colleague

**61% reduction in
the recipient's
cognitive ability**

**50% more likely to
miss a calculation
error**

**50% reduction in
willingness to help
others**

Measurable Impacts

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. Parash C. Pearson C.
Harv Bus Rev. 2013 Jan-Feb;91(1-2):114-21, 146.



Incivility makes
the workplace an
unhappy place to
be...

Wendy Irwin RCN

5 Solutions

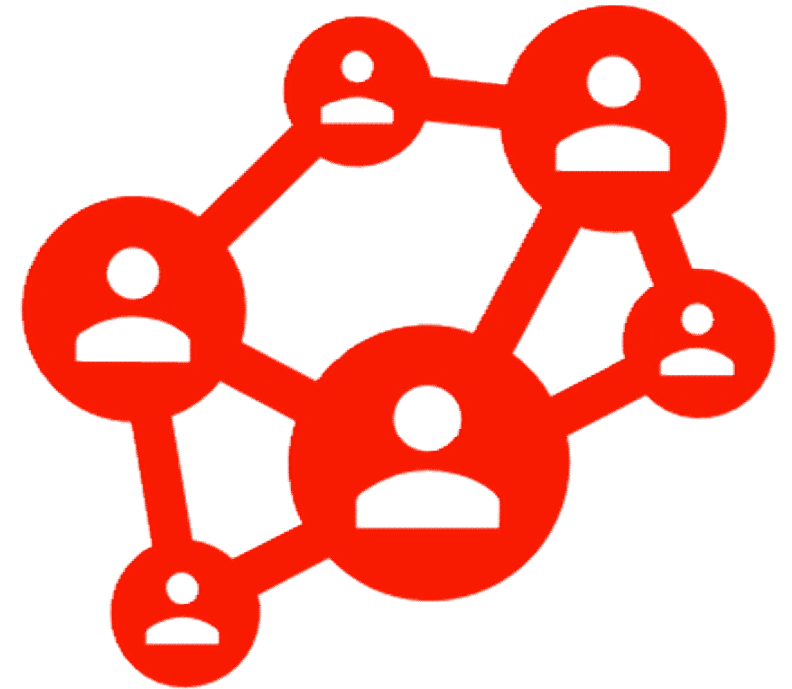
Leaders lead and model good communication

Work to create a respectful culture

Hold everyone to account

Acknowledge other people and their work

Promote inclusivity





Solid and ongoing communication

Respect and Fairness

Teamwork

Ongoing professional development

Being able and willing to apologise

“ A civil culture, in the workplace
will improve patient safety “ Cathe
Gaskell