

The Implementation of an **interactive workshop to increase** the awareness of the **link between civility and patient safety** and reduce the episodes of incivility witnessed or experienced within a maternity unit.

Dr Anna Baverstock, Consultant Paediatrician; Caroline Lacy, Practice Development Midwife; and Caroline Walker, Lead Fetal Monitoring Midwife

INTRODUCTION

The link between uncivil environments, patient safety and colleague well-being is well documented (Riskin et al 2017). Nearly everybody who experiences incivility responds in a negative way (Porath and Pearson 2013), and therefore civil work environments matter because they reduce errors, reduce stress and foster excellence (Civility Saves Lives 2019).

METHOD

In an effort to increase awareness of the affect incivility has on patient safety, a programme of workshops were designed and rolled out as part of mandatory training for the multi-professional team. Over the course of 12 months 96% of midwives, maternity support workers, and obstetricians attended the workshop.

The workshop highlighted effects of uncivil behaviours, enablers and barriers to kind/civil conversations, and introduced cognitive behaviour strategies to enable participants to address uncivil behaviour. Pre and post workshop questionnaires were used to assess the impact of this year long programme of workshops.

RESULTS

Baseline data identified that **only 63% of staff were aware of the link** between civility and patient safety. Further to that 73% of staff had witnessed some form of uncivil behaviour within the last month.

Post workshop questionnaires evidenced **an increase from 63% to 100% of attendees were now aware of the link** between civility and patient safety, and episodes of incivility had dropped from 73% to 50%.

CONCLUSION

Raising awareness regarding the link between civility and patient safety is just the first step towards improving safety culture. The programme of workshops has highlighted a need to:

- Cascade civility workshops across all directorates
- Include civility training for all new starters
- Offer a variety of bespoke follow-up courses such as assertiveness training, cognitive rehearsal, and further information and support on how to approach difficult conversations.

