

## **The New Age of Bullying and Workplace Violence in Health Care: Ethics and Practice Impact**

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### **Abstract:**

Bullying and workplace violence in health care have intensified and escalated over the past decade, with the current figures staggering. Their presence has a domino effect across every element of care and interferes with all that care strives to be; safe, quality-driven, patient-centered, and an interprofessional team effort marked by respectful communication. Of paramount importance is how each topic poses new ethical practice considerations for professionals to reconcile, especially case managers.

This presentation explores the varied dynamics of bullying and workplace violence as they manifest across the transitions of care. Focus will be on exploring the vast scope and incidence of both issues as they impact patients plus the professionals involved in the care process. Special attention will be placed on how bullying contradicts with professional ethical codes and standards of practice across all health professions. Attendees will be introduced to emerging laws and regulations, powerful industry initiatives plus unique strategies to empower their efforts to stop these intimidating and oppressive behaviors from continuing to present across the industry.

### **Behavioral learning objectives are:**

1. Explore the incidence, scope, and organizational impact of bullying and violence in the health care workplace.
2. Identify implications for the industry's emerging interprofessional practice culture.
3. Discuss the new dimension of trauma for health care sector victims.
4. Review current initiatives and strategies to empower professionals.

### **Relevance to Case Management, Medicine, Nursing, Social Work, And Allied Health:**

Professionals who hesitate to confront and address incidents of disruptive and oppressive behavior in the health care workplace potentially practice unethically. Bullying has fostered a dangerous culture of silence in the industry, one impacting patient safety, and quality care delivery plus has longer term behavioral health implications for the professionals striving to render care. Add the escalating numbers specific to workplace violence and the trends speak to an atmosphere of safety and quality in the health care workplace, which puts patients and professionals at risk.

### **Outline:**

I. Introduction-5 minutes

II. Bullying and Violence in the Health Care Workplace: Data, Definitions, and Demographics: 20 minutes

III. The Ethical Effect: 30 minutes

- Application: Integrates case scenarios with relevant ethical and professional codes and standards including but not limited to:
  - American Nurses Association (ANA) Code of Ethics, Provision 1, 1.5 Relationships with Colleagues and Others
  - American Medical Association (AMA) Code of Conduct
  - Case Management Society of America (CMSA) Standards of Practice: Ethics, Standard K

- Certification of Disability Management Commission (CDMS) Code of Professional Conduct: Principle 4
- Commission for Case Manager Certification (CCMC)(2015) Code of Professional Conduct: Ethical Tenets, Principle 2, Principle 3, Principle 4, Underlying Values
- Commission on Rehabilitation Counselor Certification (CRCC)(2017) Code of Ethics: Section D: Professional Competence, D.5; Section E: Relationships with other Professionals, E.1, E.3
- National Association of Social Workers (NASW) Code of Ethics (2017), Values, 2.03 Interdisciplinary Collaboration, 2.10 Unethical Conduct of Colleagues ; 4.01 Competence and Guidelines for Social Work Safety (2013)

IV. Break (3 hour version only): 15 minutes

V. Experiential Break-Out of Case Scenarios with Discussion and Debrief (3 hour version only): 90 minutes

VI. Advocacy, Accountability and Awareness Toward Action: Moving Forward: 15 minutes

VII. Q & A-15 minutes

**Time:** 75 minutes

**Presentation Mode:** Interactive learning via lecture and interactive groups

**References include but are not limited to:**

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Fink-Samnick, E. (2014) The Dangerous Culture of Silence: Ethical Implications of Bullying in the Health Care Workplace, N21: Nursing in the 21<sup>st</sup> Century: A mobile journal, HudsonWhitman/Excelsior College Press, (anticipated publication Vol 3, 6/14)

Fink-Samnick, E (2015) The New Generation of Bullying and Violence in Health Care: The Interprofessional Impact, Professional Case Management Journal, 20 (4), pp. 165-174

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Painter K (2013) When Doctors are Bullies, Patient Safety May Suffer, USA Today, Retrieved April 25, 2014, <http://www.usatoday.com/story/news/nation/2013/04/20/doctor-bullies-patients/2090995/>

Robert Wood Johnson Foundation, (2013) Bullying: When Words Get in the Way, Retrieved April 25, 2014, <http://www.rwjf.org/en/about-rwjf/newsroom/newsroom-content/2013/09/bullying--when-words-get-in-the-way.html>

Rosenstein, A and O'Daniel, M in Hughes, RG (Ed.)(2008) Patient Safety and Quality: An Evidenced-Based Handbook for Nurses, Chapter 33 Professional Communication and Team Collaboration, Agency for Healthcare Research and Quality, US

The Commission for Case Manager Certification (2014), The Code of Ethics and Professional Conduct for Case Managers, Retrieved March 8, 2015 from <http://ccmcertification.org/content/ccm-exam-portal/code-professional-conduct-case-managers>

US Legal . ( 2014 ). Definition of lateral violence . Retrieved August 11, 2014, from <http://definitions.uslegal.com/lateral-violence/>

Workplace Bullying Institute ( 2015a ). The WBI definition of workplace bullying . Retrieved February 17, 2015, from <http://www.workplacebullying.org/individuals/problem/definition/>

Workplace Bullying Institute . ( 2015b ). Mental health harm from workplace bullying . Retrieved March 5, 2015, from <http://www.workplacebullying.org/individuals/impact/mental-health-harm/>