

# Flipping the Script on Incivility in Healthcare: Modern Workplace Learning Techniques Enhance Behavior Change

Jenny Harshman, MSN, RN, NPD-BC, CPN, CCRN-K  
[Jenny.Harshman@childrens.com](mailto:Jenny.Harshman@childrens.com)

## Introduction

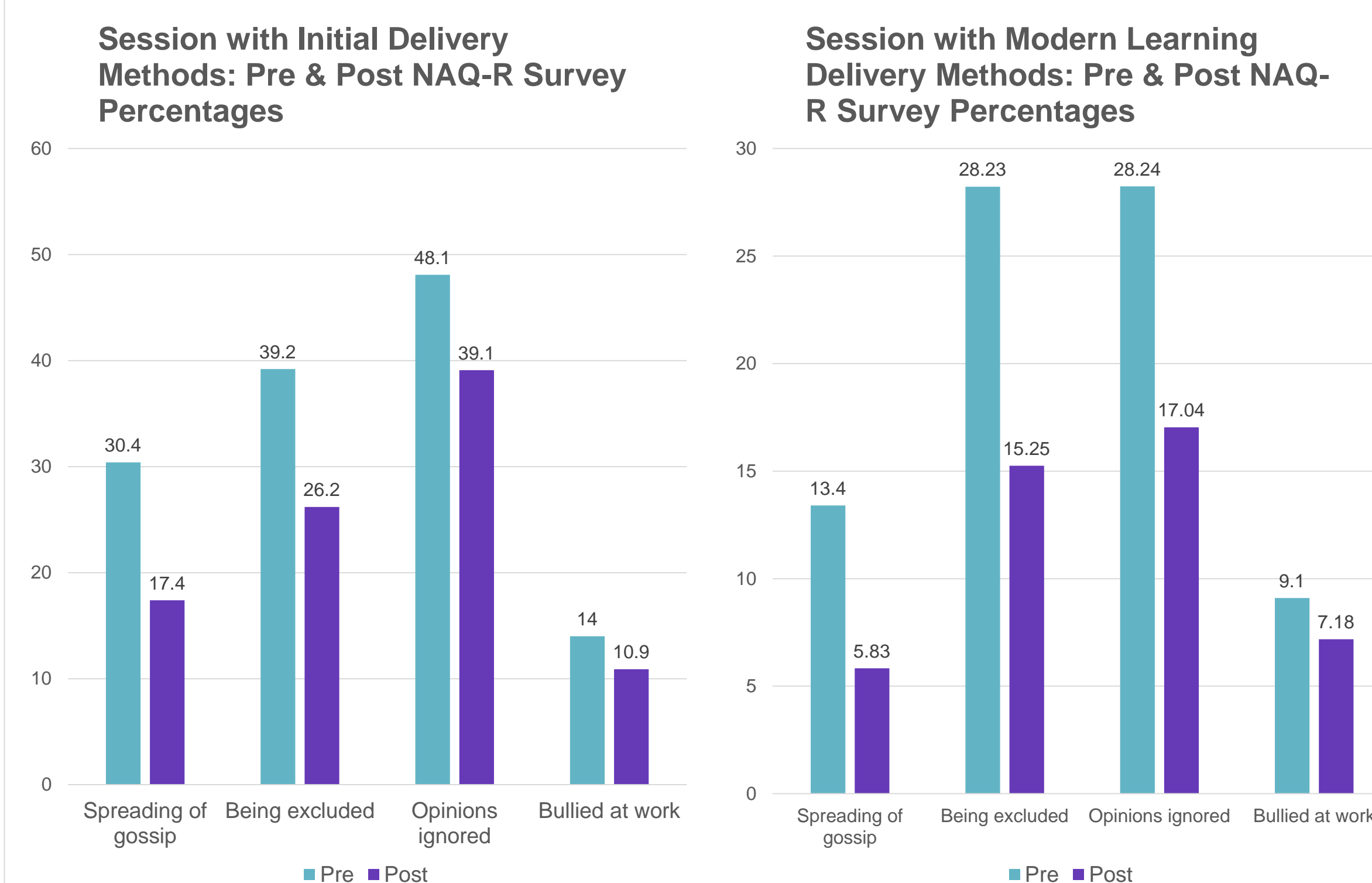
After a multidisciplinary civility in healthcare education initiative failed to meet desired outcomes, nurse leaders invited an NPD specialist to assist for future delivery. The initial analysis revealed there was strong content being delivered ineffectively through slides and lecture. Seizing the opportunity to enhance the learning experience and engage the learner, the NPD specialist leveraged modern learning techniques to drive program outcomes and to create an innovative learning experience.

## Project Purpose

Engage the learner through modern learning techniques to find if changing teaching methods and learning opportunities lead to behavior change towards a healthy work environment.

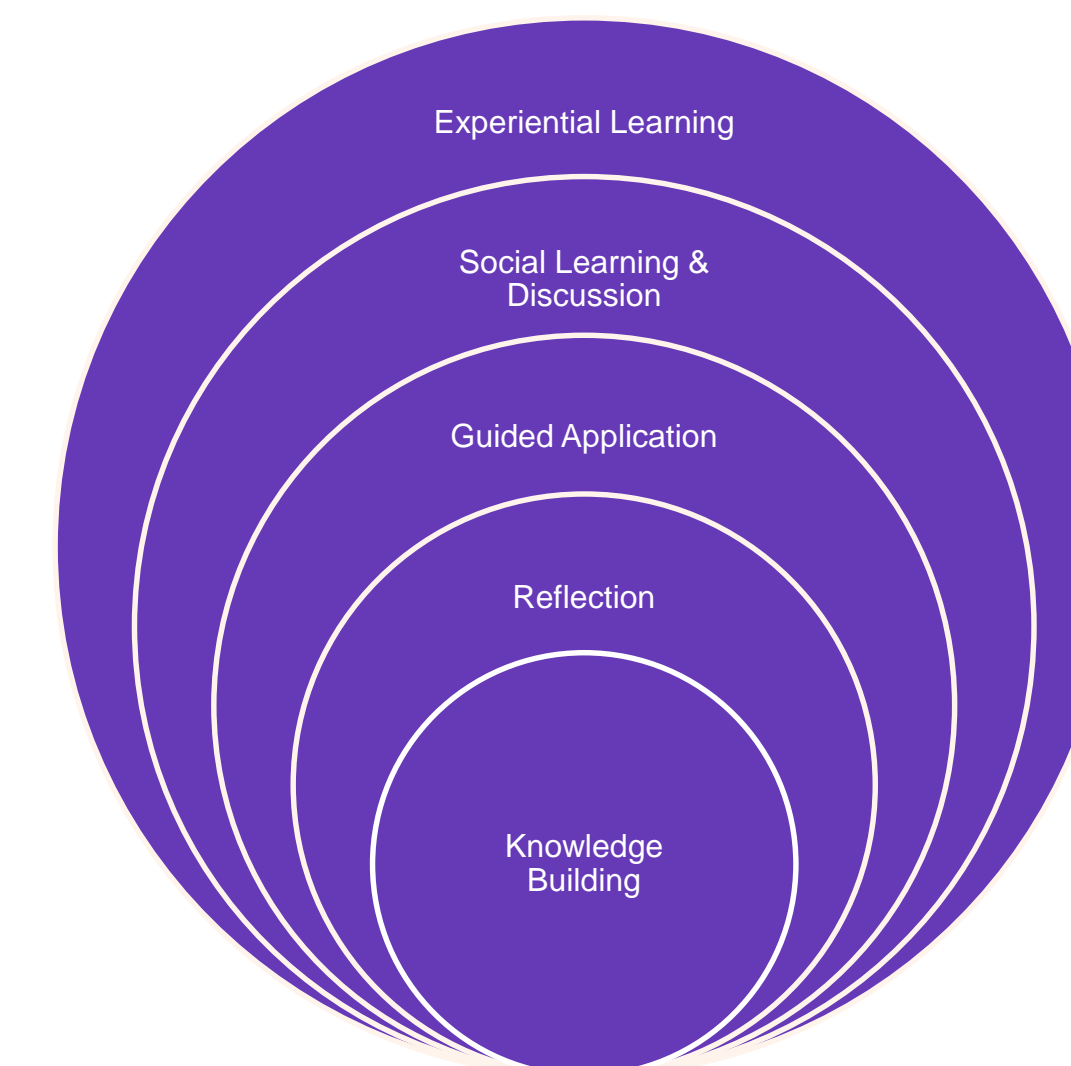
## Data Analysis of Civility Initiative

Pre & 6-month post surveys using Negative Acts Questionnaire-Revised (NAQ-R) survey.



## Education Methods/Design

- Combination of knowledge-based and behavior-based civility content into a flipped learning modality
- Knowledge-based content was made into an interactive, online learning module which included:
  - Knowledge checks
  - Videos
  - Reflection questions
- Behavior-based content was put into a live, multidisciplinary class which included:
  - Discussion and social learning
  - Scenarios with role-playing
  - Videos from senior leadership
- Education toolkit was created for sustainment and consistency of the project as it moved through the organization



## Education Materials

### Video



### Reflective Quote

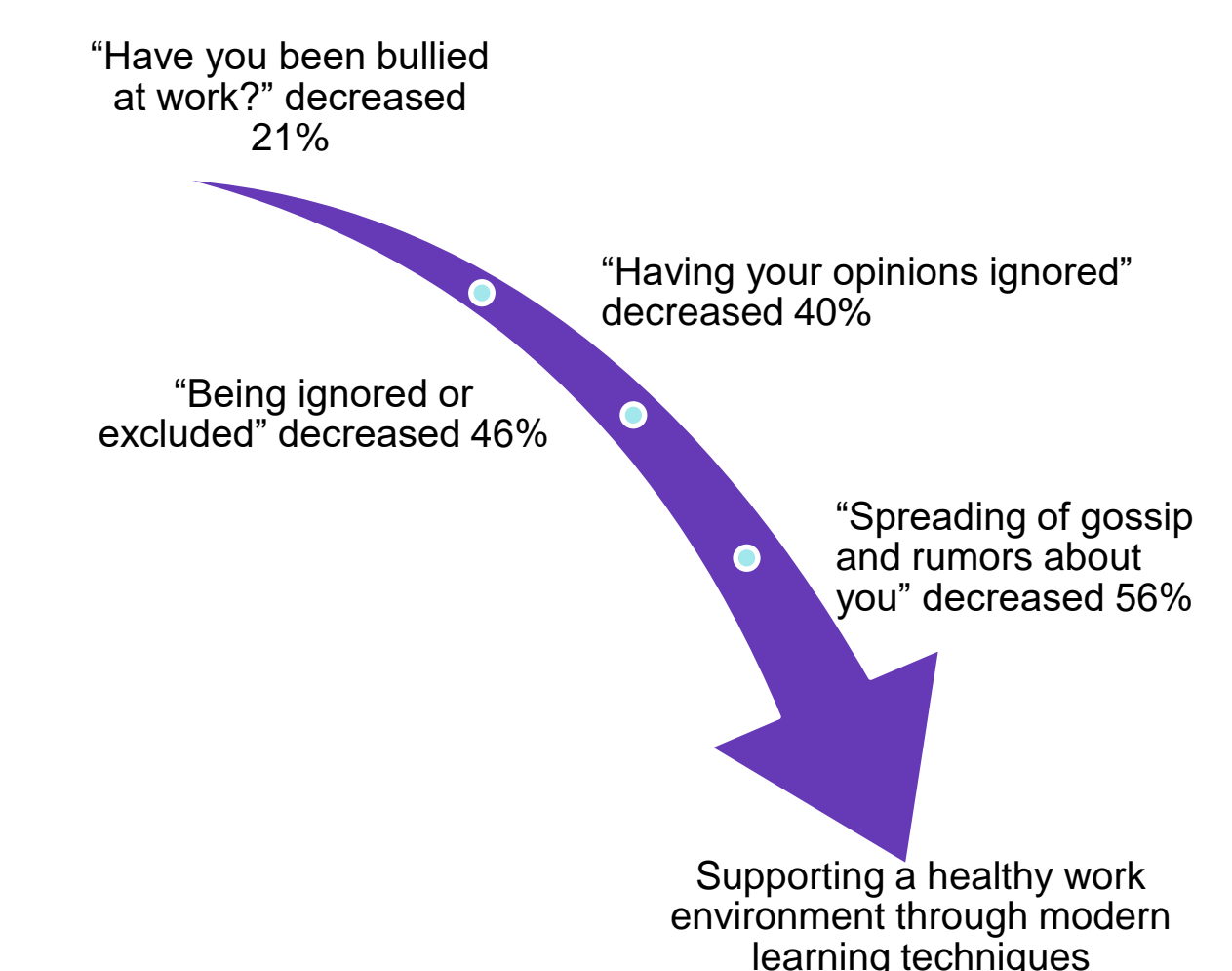
"Knowing what's right doesn't mean much unless you do what's right"  
-Theodore Roosevelt

### Scenarios



## Study Findings

Outcomes demonstrate clinical application is enhanced with modern learning techniques for formal, social, and experiential learning. A level 1 evaluation found that 96% of learners intended to make changes to their professional practice as a result of this education program.



The education enhancements also resulted in a 50% reduction of costs per learner.

## Conclusion

Innovative modern workplace learning techniques engaged learners in a civility in healthcare initiative to introduce and sustain behavior change.

## Modern Workplace Learning Techniques for the NPD Specialist

