



# Microaggression in the Operating Room

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# Disclosure;

I tutor, mentor and foster at risk Nurse Anesthesia Residents for school, SEE and NCE. I have NO financial relationship to the big 5 review companies.

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# Chronic Cough



# Think About It?

“He/she is always like that”

“This is the culture”

“The behavior is tolerated”

“He/She is the Doctor?”

“This is nothing new”

“Somebody else’s job to deal with it”



*What have you thought or said to cover the behavior of an abuser, we are all victims and at times we are all the abuser.*

*It is the same as buying an alcoholic a drink!*

# Definition

Lateral violence (LV), sometimes called horizontal violence, is a term that was developed to describe distasteful, deliberate, unkind, discourteous, or antagonistic behaviors that staff members can portray toward colleagues.

**It is an intentional behavior using words or actions intended to cause fear, intimidation, or harm.**

Examples of this behavior: backstabbing, gossiping, rolling of the eyes, folding of the arms, constant criticism, humiliation, ignoring, isolation, inequitable assignments, angry outbursts, threats, passing judgment, under-minding, and sarcasm.

# Background and Significance

Starting in 2008, the Joint Commission **mandated** that agencies recognize and correct behaviors that are inappropriate and disruptive.

**(Do you have a policy? And a process? )**

Coursey (2013) identified that the current trend is to implement policies that comply with Joint Commission mandates and do not actually enhance the practice environment.

# Institute of Safe Medication Practices (ISMP)

71% of respondents said they often experienced condescending or demeaning comments.

57% of respondents said they had experienced LV in that they were yelled at, cursed at, and threatened;

80% reported physical abuse; and **41% stated they were regularly shamed, humiliated, and victims of malicious rumors.**

**This same survey found that 39% of providers accepted an order or action out of fear of hostile interactions.**

Cole, Grubb, Sauter, Swanson, and Lawless (1997) found the rate of LV was as high as 71–75%.

# Mazzocco et al. (2009)

Found that LV led to increased risk to patient safety, complications, and even death.

Furthermore, they identified that 87% of healthcare providers experienced LV, 90% of them would not report it, and educational programs needed to be implemented.

My research found that 25% of providers patient care was affected by LV pre-education and 48% post education



# Vital need for anesthesia providers to be educated on LV!

Educational intervention has been identified as a tool to decrease the occurrence of lateral violence.

Rosenstein and O'Daniel (2006) conducted a study looking at LV in the operating room. They found that

**74% of nurses**

**100% of CRNAs**

**80% of surgical technologists**

**witnessed and experienced lateral violence in the operating room.**

Furthermore, Woelfle and McCaffrey (2007) identified that the operating room is an area rampant with LV, and anesthesia providers would benefit from a formal education program on identifying and dealing with LV.

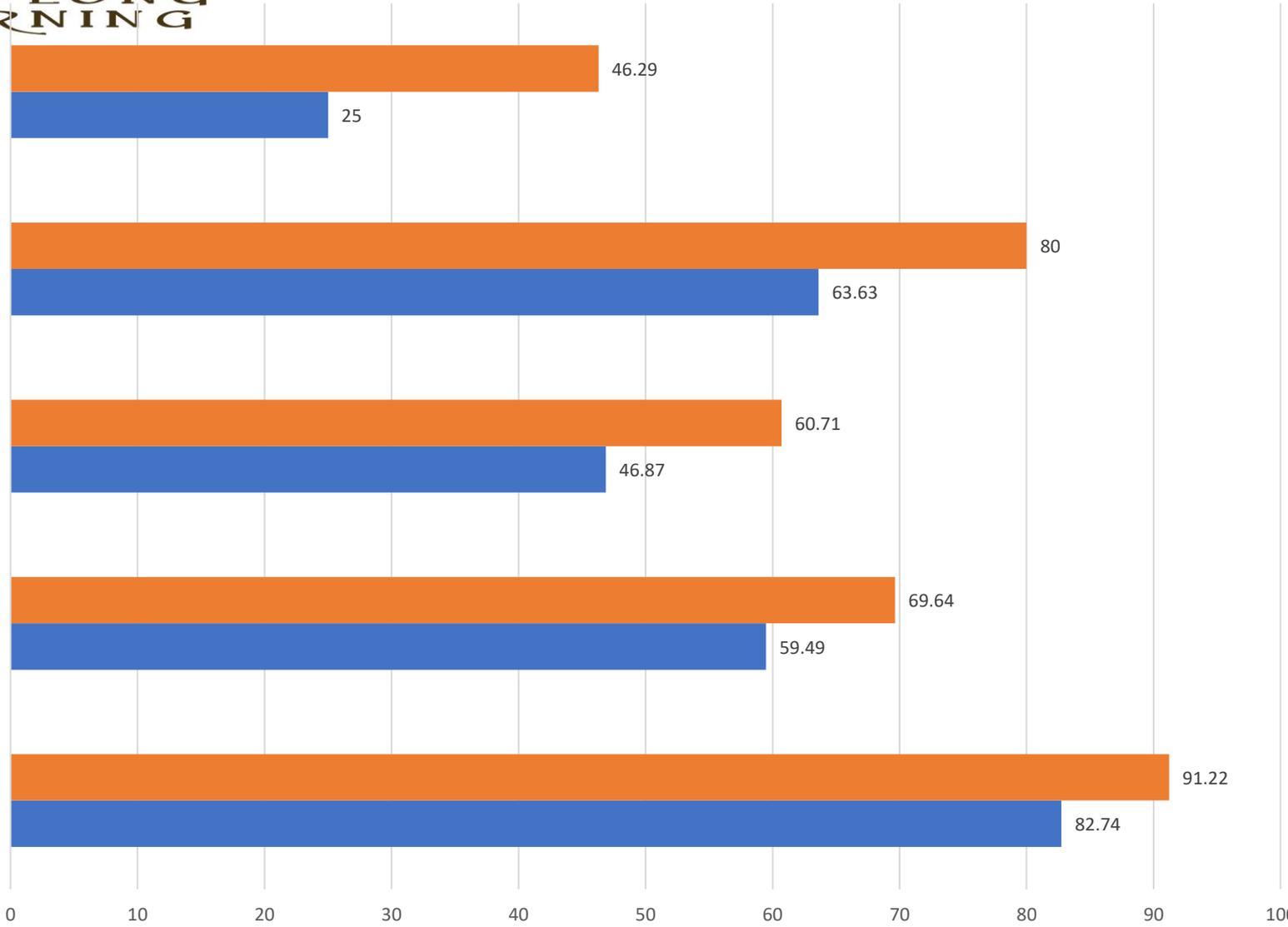
# 1997, James Reason – Moving to Just Culture



# Leadership Requires Drive!



Mistreatment by fellow provider



	Witnessing LV	Job satisfaction	Avoided someone	Humiliation	Mistreatment by fellow provider
Post reports of witnessing LV	91.22	69.64	60.71	80	46.29
Pre reports of witnessing LV	82.74	59.49	46.87	63.63	25

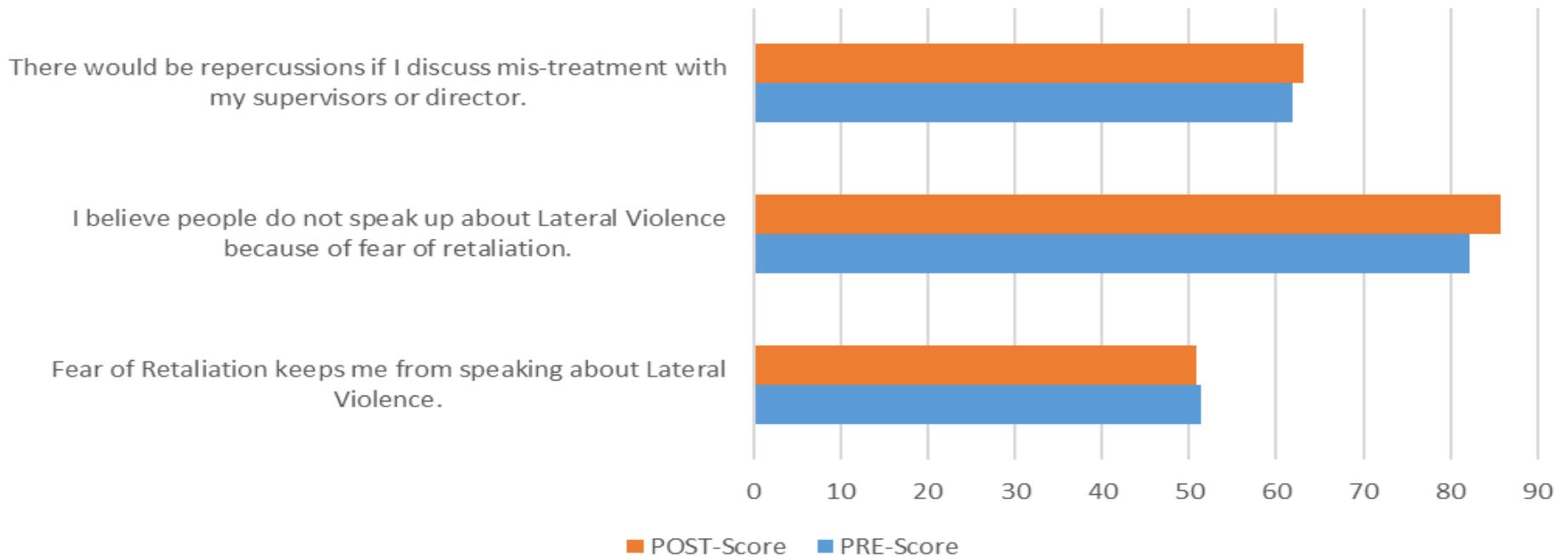
# O'Daniel (2006)

That 46% of **patients** reported adverse events due to LV.

A Veterans Administration Study (McNamara, 2012) identified that **17% of patients experienced “pain or prolonged pain, delays in treatment, misdiagnosis, mistreatment, and death that resulted because of lateral violence”** occurring within the Veterans Administration”

# Classification of Questions--**FEAR**

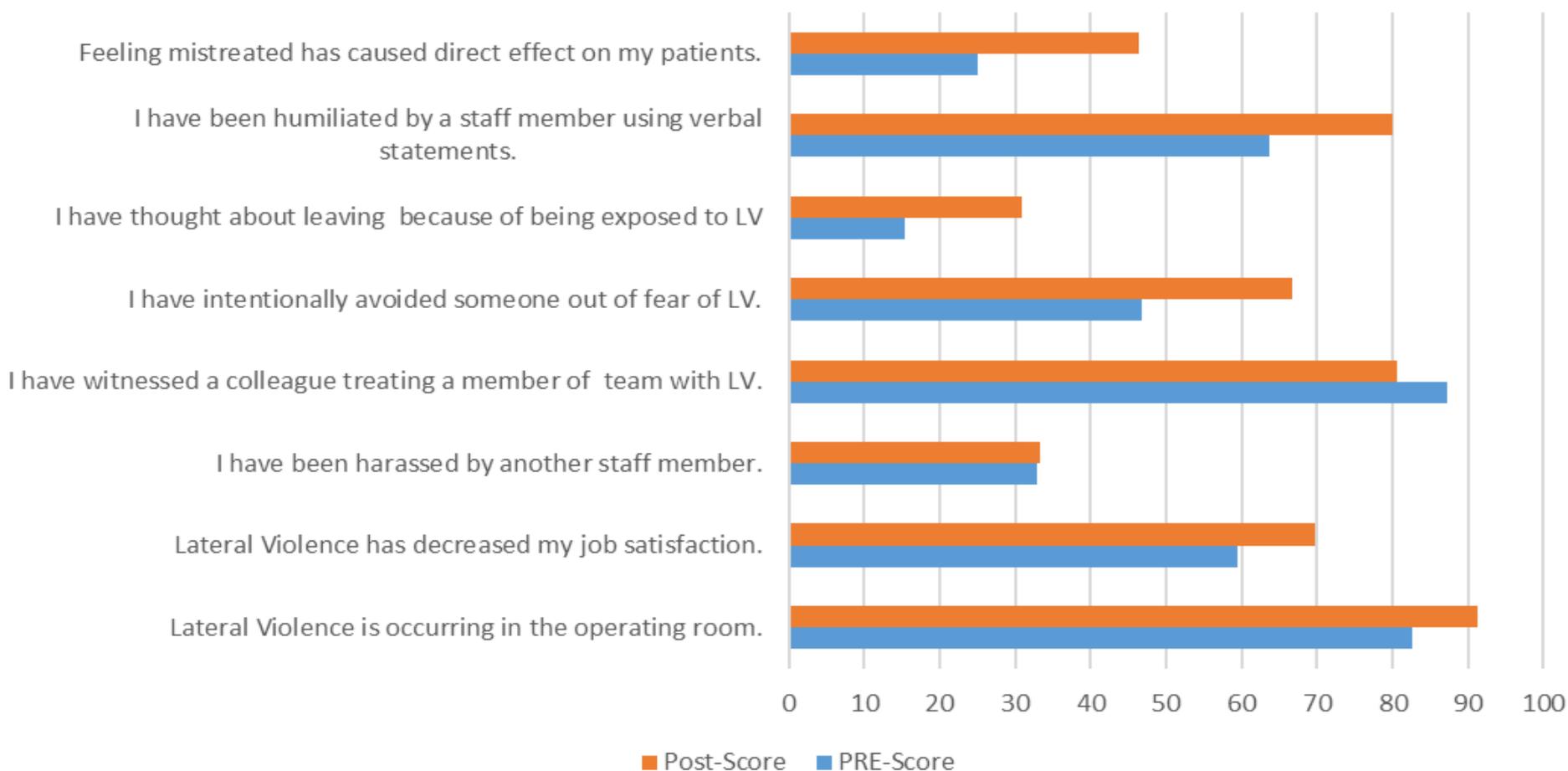
Fear Related Questions  
(expressed in percentages)



A single responded stated that “when I did speak up I spent 4 months working in the very remotest location that anesthesia is delivered and the leadership told me it was because I spoke up”.

In the baseline measurement **eight** questions focused on the concept or **experience**, meaning did you as a respondent experience LV, directly witness LV and were you affected by it.

### Experience related to LV in the operating room. (expressed in percentages)



# Classification of Questions--Experience

**82.71 % or 67** of respondents identified that LV is indeed occurring in the operating room.

**59.49% or 47** of the respondents stated that LV has directly decreased their job satisfaction.

**32.78 or 24** respondents directly stated that they were harassed by another staff member.

**87.17 % or 68** or respondents stated they had directly witnessed a colleague treating another member of the team in a LV way

Intentionally avoiding someone due to fear of LV **37 or 46.83 %** reported avoidance of the aggressor

**15.38 % or 12** respondents had considered leaving the department out of being harassed

# Classification of Questions--Experience

63.63 % or 49 of the respondents were humiliated by another staff member in an abusive manner

25% or 19 stated that this behavior has caused a direct effect on patient care.

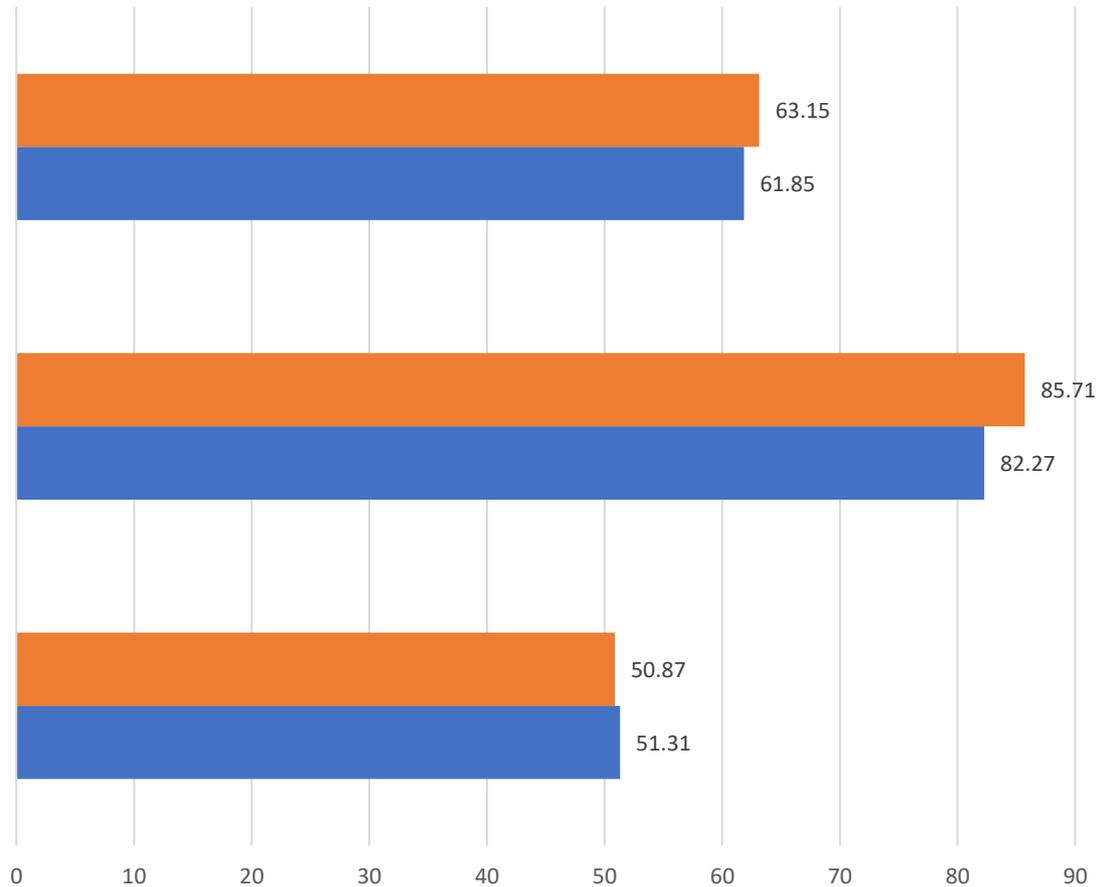
“Some members of the department are given a pass on LV, harassment, or disruptive behavior because ‘that is how they are’ and physicians and entitled to be that way.”

There would be repercussions if I discuss mis-treatment with my supervisors or director.

# FEAR SCORES

I believe people do not speak up about LV because of fear of retaliation.

Fear of retaliation keeps me from speaking about lateral violence.



	Fear of retaliation keeps me from speaking about lateral violence.	I believe people do not speak up about LV because of fear of retaliation.	There would be repercussions if I discuss mis-treatment with my supervisors or director.
Post-Score	50.87	85.71	63.15
Pre-Score	51.31	82.27	61.85

A single responded stated that “when I did speak up I spent 4 months working in the very remotest location that anesthesia is delivered and the leadership told me it was because I spoke up”.



**“I am hesitant in filling this out since certain faculty go after people and it is tolerated.”**

**“Unsupportive leadership of personal and family problems lead to fear of my job and security.”**

**“LV is tolerated by supervisors because they don’t take a stand and often the supervisors are the ones being abusive.”**

**“Some members of the department are given a pass on LV, harassment, or disruptive behavior because ‘that is how they are’ and to physicians and entitled to be that way.”**

**“This type of behavior has been tolerated by the anesthesia department managers and leadership for as long as I can remember”, and “I am fearful in filling out this questionnaire because certain faculty go after staff members, and why can certain faculty remain working there when they abuse staff daily.”**

# The Fear Feelings

(Repressed anger/fear manifested in the body)

Temporomandibular joint disorder (TMJD)

Migraines

Back Pain

Urinary retention or frequency

*Bruxing*

*Sleep Disturbance*

Gerd, Ulcer action

Hypertension

Visual disturbances, headaches

**PTSD ?**

# Conclusion

The financial costs of LV are staggering and have both a direct and indirect effect on patient outcomes. Sheehan, McCarthy, Baker, and Henderson (2001) identified \$23.8 billion dollars in annual healthcare losses related to LV.

Factors such as absenteeism, staff turnover, loss of productivity, and legal action contribute to these losses, patient safety and poor outcomes.

The victims of LV suffer major stress related health problems such as nausea, headaches, insomnia, anxiety, depression, drug, and alcohol abuse which directly affects patient care and safety (Townsend, 2012).

# Culture of Fear and Retaliation

**The study also identified;**

**Sexual discrimination, the toleration of it.**

**Sexual harassment, the toleration of it.**

**Education Discrimination**

**Financial Bias**

**The study also identified credential bias**



**TIME**

for  
Change



Can I be excused?  
... my brain is full!

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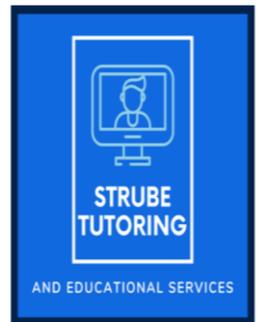
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