Exploring Civility at James Cook University Hospital

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What did we do and why?

- Anonymous online survey using the Cortina Workplace Incivility Scale [1] in 4 areas with high reporting of challenging behaviours : Women's and Children's (W&C), Theatres, Critical Care (ICU), General Surgery (Surgery)

Who responded?

- 271 responses, 70% female
- 33% from W&C, 33% Theatres, 23% Surgery, 11% ICU
- 67 free text comments submitted, themes shown below

Cultural change will take time, but we are taking the first steps...

Reference: 1. Cortina L, Kabat-Farr D, Leskinen EA, et al. Selective Incivility as modern discrimination in organisations: evidence and impact. Journal of Management 2013, 39 (6):1579-1605.

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