

**Pre Session Survey Results**

**Group awareness of civility and its impact on patient care**

* **82% of respondents feel they know what civility refers to and know its impact on patient care**

Sort Of

No

Yes

**Top 3 reported forms of incivility**

* 1. **Dismissive gestures - daily (50%), weekly (80%)**
  2. **Gossiping - daily (30%), weekly (35%)**
  3. **Inappropriate use of mobile devices - daily (30%), weekly (35%)**

**Key Responses**

* **60% of respondents report that they look forward to going to work**
* **Only 20% of respondents report that they feel safe to raise an issue and express their feelings to the appropriate party(ies)**
* **Only 20% of respondents report feeling physically safe at work**
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* **Only 20% of respondents report knowing how to de-escalate and resolve conflict in a respectful way**
* **60% of respondents report that the team treats them with dignity on a daily basis**
* **Only 20% of respondents report the team makes them feel valued**

**Behaviours Experienced:**

**How respondents feel…**

**Thank you for participating in the project and for reviewing this**

**Your Civility Matters Team**

