



TEMPLATE:

Facility Engagement Application for Funding

The following fillable template can be used to apply to your hospital Physician Society or MSA for funds to use promote a hospital culture of civility through:

- Safety huddle discussions;
- Facilitated training sessions with follow-up surveys;

Please download the form and save to your documents prior to filling out.

Should you have any questions or require assistance, please contact Sharon Hughes-Geekie at:

programdirector@vernonphysiciansociety.ca

FE Activity Application

Activity Title: Civility Matters

Time Frame: _____

Activity Lead Physician: _____

Email: _____ **Phone:** _____

Health Authority Dyad Partner: _____

Email: _____ **Phone:** _____

Total Funds Requested: _____

Names of Other Participants:

Issue of Statement and Background Information:

Contending with patient verbal abuse and public distemper is difficult enough but receiving such ill-treatment from a fellow hospital staff member can be especially hurtful. Such events erode trust, abolish the spirit of teamwork and can damage relationships. What begins as a blow to the self-esteem and self-confidence can lead to resentment, bitterness, and staff disengagement with repeat exposure.

Of further concern is that staff performance on the receiving end is significantly hampered with the potential but real possibility of patient harm as a consequence. Evidence (civilitysaveslives.com) points to an increase in errors in the aftermath, as one's mental capacity is diminished by 40 per cent as one copes with the processing of the uncivil behavior; mental energy which is diverted from a focus on patient care. Laudable efforts and valuable resources exist for

affected hospital staff; however, we can do more collectively by adopting a hospital culture of civility. Incivility is a learned and insidious behavior and its effects far reaching. It denies teams of their potential, undermines hospital morale and can drive people to quit. The complexity that is inherent in any modern hospital setting is made manageable when we treat each other with respect and truly value each other's role in health care delivery. Health care is incumbent on the integration of a multitude of teams, but the pursuit of optimal health care is predicated on the fact that team members feel safe, have a voice, and feel valued.

Objectives:

Using a Civility toolkit and other resources available on the 4Civility.com website, the purpose of this project is to promote collectively working together to nurture a hospital culture of caring that enables staff to foster joy at work and provide the best possible patient care. Physicians and hospital staff will be empowered to:

- Recognize uncivil behavior in themselves, identifying triggers and exploring tactics for responding more appropriately to frustrating and high stress situations.
- Increase their ability to respond to mild and moderate forms of rudeness in an effective manner.

Outcomes:

Based on a literature review of studies and initiatives targeting incivility at other health care sites, expected outcomes include a reduction in: sick and stress leave; loss of productivity; staff turnover; staff disengagement; medical errors.

Challenges:

Developing innovative ways of sustaining interest and engagement in discussions and education around incivility in order to effect change in hospital culture.

Approach and Methodology:

-One-on-one discussions with department heads and hospital leaders regarding the initiative.

Start Date: _____

-Conduct an on-line semi-quantitative pulse survey to collect information that will provide a baseline by which to evaluate the success of the civility campaign (see template) as well as provide insight into the level of workplace incivility and the issues the civility project must address.

Start Date: _____

-Develop a working committee to assist in developing, planning and implementing the program. Include dyad partner or hospital director.

Start Date: _____

-Explore and assess resources, training materials and learning opportunities, poster templates on:
4Civility.com

Start Date: _____

Based on survey responses, tailor civility sessions/workshops to the target audience:

_____ (specific department or specific group of healthcare staff).

Start Date: _____

-Request non-physician staff be compensated to attend sessions through hospital director.

Start Date: _____

-Apply for physician staff to be compensated to attend sessions through Health System Redesign (see template).

Start Date: _____

-Session Date(s): _____

Aim of the Sessions are to:

- Discuss what psychological safety looks like and model interaction that can be applied in the wider hospital context, as part of all forms of staff interaction.
- Review, highlight and discuss survey responses.
- Develop ways to build civility that participants feel will work for the ward/department.
- Discuss desired follow-up training sessions to help adopt improved civility, psychological or physical safety or how to effectively contend with incivility.
- Solicit ideas on how to maintain civility messaging that will work for the ward/department.

Relevant Objectives:

- Improve staff engagement and job satisfaction not only for the medical staff, but also for hospital staff as a whole such that patient care excellence can flourish.
- Improve trust and optimize a sense of joy at work had by all staff in the hospital.
- Foster civil, effective communication between members of the medical staff, as well as the broader healthcare team at VJH.
- Work closely with senior medical and operational support staff within the health authority.

Areas of Impact:

- Acceptability (decision making, interpersonal communication)
- Efficiency (cost avoidance, practice/procedural efficiency)
- Engagement and Collaboration (Physician engagement and leadership, health system collaboration, alignment)

Facility Impact:

The project is designed to potentially impact all departments and all hospital employees. Through education and awareness, the civility campaign serves as a catalyst for organizational change, resulting in a culture characterized by mutual respect, kindness and workplace civility. The anticipated outcomes, which include a reduction in sick leave, loss of productivity, staff turnover, staff disengagement and medical errors will have a direct benefit to the quality of care that patients receive.

Budget for Facility Engagement:

Planning Committee:

Number of Physicians_____ X Anticipated Number of Hours___X \$176.18 _____

Planning Materials from 4 Civility Website

Item:_____ Quantity_____ X Price_____ _____

Item:_____ Quantity_____ X Price_____ _____

Item:_____ Quantity_____ X Price_____ _____

Facilitator/Consultant

Time_____ X Fee_____ _____

Print/Promotional Materials

TOTAL _____

IH to approve compensation for healthcare employees who attend session(s).

HSR application to compensate physicians who attend session(s).