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THE MARYLAND CLINICAL
RESOURCE CONSORTIUM

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USING SIMULATION TO FOSTER CIVILITY

CIVILITY IS CHARACTERIZED BY AN AUTHENTIC RESPECT OF OTHERS WHEN EXPRESSING DISAGREEMENT, DISPARITY, OR CONTROVERSY. IT INVOLVES TIME, PRESENCE, A WILLINGNESS TO ENGAGE IN GENUINE DISCOURSE, AND A SINCERE INTENTION TO SEEK COMMON GROUND.

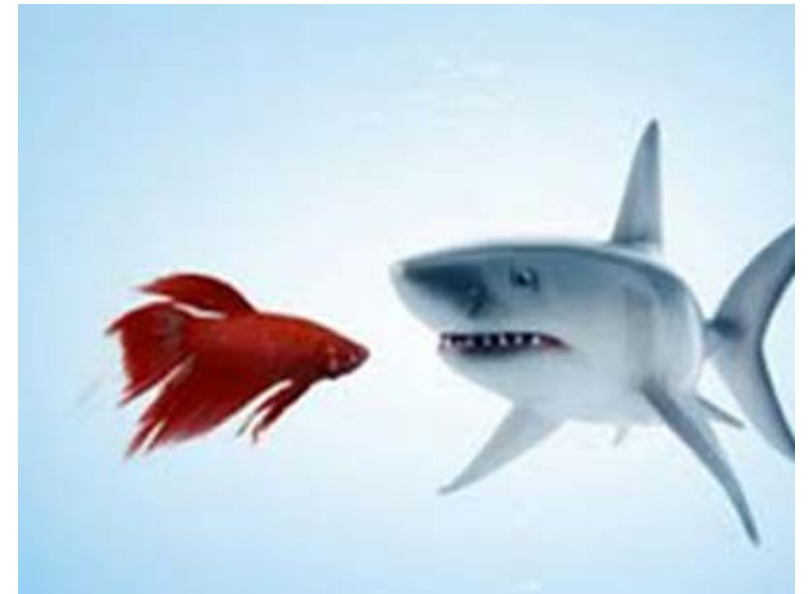
(CLARK, 2010)

INCIVILITY

- What is it??
 - Any behavior that demonstrates disrespect
 - Examples: eye rolling, withholding information, gossiping, physical/verbal intimidation
- Who is impacted??
 - Joint Commission reported 50% of nurses are victims
 - Novice nurses, experienced nurses, nursing students and faculty
- What are the effects??
 - Sentinel events, increased patient care errors, higher costs of care, higher staff turnover rates, lower patients satisfaction scores



"I know she's happy that she's out"



COMMON QUESTIONS

Can simulation be utilized to teach civility?

YES!!

Why use simulation to teach civility?

Theoretical foundations of Simulation:

Experiential Learning

Reflective Practice

Transformative

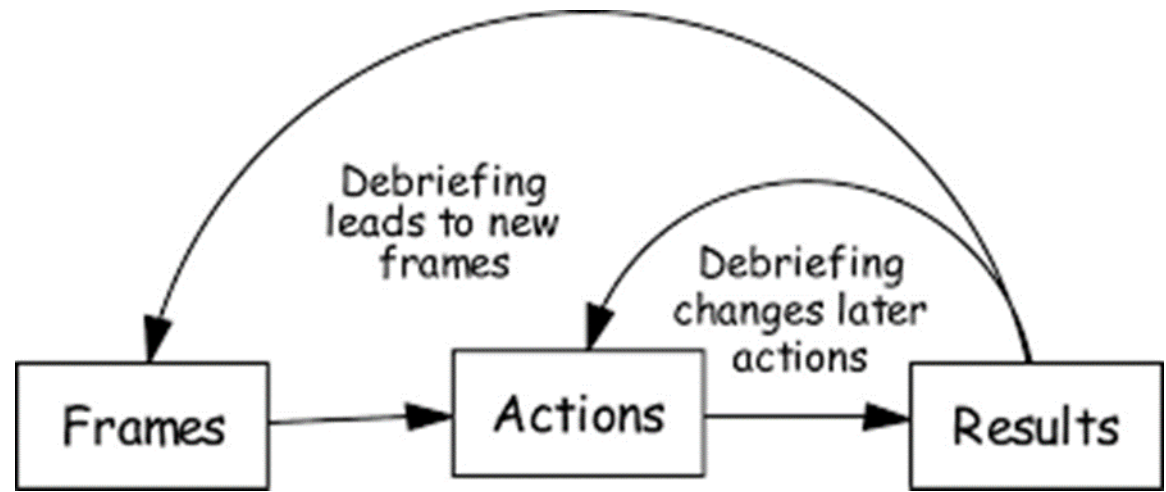
How to use simulation to teach civility?

Integrate civility into all simulations

Write more simulations on civility

KEY COMPONENT OF SIMULATION BASED EDUCATION IS THE DEBRIEF

- Conducted in an environment that is conducive to learning and supports confidentiality, trust, open communication, self-analysis and reflection. (INACSL, 2016)
- Guided reflection
- Uncover frames
- Transformative



Rudolph et al., 2006

MONTGOMERY COLLEGE'S SIMULATION LIBRARY

Funded by Maryland Higher Education Commission (NSP II)

- Open Resource
- *Managing Incivility* simulation

The screenshot shows the website for the Nursing Simulation Scenario Library at Montgomery College. The browser address bar displays the URL: <https://www.montgomerycollege.edu/academics/departments/nursing-tpss/nursir>. The search bar contains the text "INACSL standards of best practice". The navigation menu includes links for Prospective/Current Students, Business Partners & Employers, Alumni, Donors & Community, Our Locations, and Library. The Montgomery College logo is prominently displayed, along with contact information: "Contact Us" and "Call Us: 240-567-5000". A red "APPLY NOW" button is also visible. The main navigation bar lists various college departments: ACADEMICS, APPLY & REGISTER, PAYING FOR COLLEGE, COUNSELING & ADVISING, WORKFORCE DEVELOPMENT, LIFE AT MC, ABOUT MC, and ATHLETICS. The breadcrumb trail reads: HOME / ACADEMICS / DEPARTMENTS / NURSING / NURSING SIMULATION SCENARIO LIBRARY. The main heading is "Nursing Simulation Scenario Library". The introductory text states: "The Nursing Simulation Scenario Library is a resource for nursing educators in all settings and made possible by the generosity of the Healthcare Initiative Foundation. The library is being expanded through the support of the Nurse Support Program (NSPII) funded by the Maryland Health Services Cost Review Commission (HSCRC). Please read the [Terms & Conditions](#) of use. We welcome your feedback on the library and encourage you to utilize and share this resource with other nurse educators." The text continues: "Each library listing contains video (used either independently or with accompanying document(s) to enhance education using simulation in any setting) and accompanying documents (used as guides for educators to recreate content in areas relevant to practice)." A list of simulation scenarios is provided: [Assessment](#) | [Briefing](#) | [Code Blue](#) | [Cultural Sim](#) | [Debriefing](#) | [Eating Disorders](#) | [End of Life](#) | [Managing Incivility](#) | [Medical Error](#) | [Opioid Withdrawal](#) | [Postpartum Hemorrhage](#) | [Sepsis](#) | [Stress and Crisis](#) | [Transgender Care](#). At the bottom, a dropdown menu is open, showing "Simulation Scenario: Assessment" with a downward arrow.

The sidebar navigation menu is located on the right side of the page. It contains the following links: "Nursing Department", "Faculty and Staff", "Nursing Simulation Scenario Library", "Maryland Clinical Simulation Resource Consortium", and "Contact Us Nursing Simulation". Below the "Contact Us Nursing Simulation" link, there is a sub-link: "Contact by Email".