Improving Formal Incivility Reporting in Ambulatory Oncology: Implementing the CIVIC Duty Program

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The aim of this quality improvement project was to increase formal reporting of incivility events committed by patients and their visitors on an ambulatory oncology infusion unit. Evidence-based interventions of providing education, raising awareness of existing policies, receiving support from leadership, and reinforcing use of reporting system were implemented and resulted in increased formal incivility reporting.

AT A GLANCE
- Incivility in the clinical setting can negatively affect patient care and nurse satisfaction.
- Prevention and mitigation of incivility is challenging because of underreporting.
- Formal reporting of incivility is needed to determine accurate incidence and prevalence.

KEYWORDS
incivility; oncology infusion unit; reporting; education; type 2 workplace violence

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