

NURSE MV



**LET'S TRY
REFLECTION
USING GIBBS
REFELCTIVE
CYCLE**

**EXPERIENCE
OF A MASTER
OF NURSING
STUDENT**

NURSING AS A PROFESSION

**WORK INCIVILITY:
THREAT TO A POSITIVE WORK
ENVIRONMENT**

**LET'S MEET NIDUP:
THE FIRST INTERNATIONAL
STUDENT OF THE DEPARTMENT OF
NURSING AND MIDWIFERY**

INAUGURAL ISSUE



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EDITOR'S NOTE



Salma Hassan
Editor

Greetings from the editor for the inaugural issue of Nurse MV.

Alhamdulillah!

Our dream to have a magazine for the nursing community is now a reality!

The purpose of the NURSE MV magazine is to bring news and updates of activities from the student nurses/ student midwives of the Department of Nursing and Midwifery, Faculty of Health Sciences (F.H.S). This is hoped to bring the students together, motivate and also create a platform for students and staff to publish their writings related to their studies and profession.

Today I am very pleased and proud to bring you the first issue of NURSE MV. Thanks be to Allah (SWT) for giving me the opportunity, strength and courage. I would like to express my heartfelt gratitude to staff and students for the support given to make this work a success. I sincerely thank every one of you for your contributions to this magazine in different ways.

A very special thanks to our content editor Ms Hafeeza Ibrahim for her valuable feedback on the articles and content presented in the issue, without her dedication and enthusiasm, this would not have been a reality considering the time constraints.

The articles in the first issue, "Let's try reflection using Gibbs Refelctive cycle" discusses important steps of reflection and its importance for learning in nursing.

" Work incivility : threat to a positive environment" is about the importance of positive work environment for the organization and it's relevance for job satisfaction.

" Nursing as a profession" discusses what nursing is and the Nursing Process Model. It is my wish that the readers will find it useful to their professions. I would like to express my sincere thanks specially to all the readers.

I believe this is an important step to develop ourselves as professionals; therefore feedback is important and welcomed from the readers.

MESSAGE FROM DEAN



It is the vision of the Maldives National University and Faculty of Health Sciences to impart and enhance knowledge and information amongst the Maldivian community. The knowledge gained by our nursing students has been put to practice in the form of different events such as during community visits and when marking different days such as Nurses day and World Health Day. The information in this magazine would be beneficial for other disciplines in the faculty too. I wish the magazine will continue enlightening us through information it provides.

Ms. Aishath Shaheen Ismail
Dean, Faculty of Health Sciences

MESSAGE FROM HEAD OF DEPARTMENT OF NURSING AND MIDWIFERY



Ashiyath Rasheed,
Lecturer, MN, RN, RM
Faculty of Health Sciences

Welcome to the Department of Nursing and Midwifery! We have been educating nurses since 1963 and continuously strive to uplift the quality of our programs and the competency of our graduates. Our graduates leave with the knowledge and skills they need to care for patients, families, and work with communities to improve health for all.

Our faculty members are highly-motivated, well-prepared and excited about teaching and are committed to sharing our knowledge and expertise. We provide our students with opportunities to learn, lead and discover in a dynamic learning environment. This new initiative is the result of the commitment, dedication, energy, and loyalty that have been invested by our faculty members to create such opportunities for our students.

Keeping in mind the true art of nursing, which is caring, our nursing programs are designed to sharpen the critical-thinking skills of students, stimulate scientific inquiry and develop evidence-based practices. We create flexible learning opportunities that support student's individual choices for lifelong learning as well as prepare graduates for new roles in practice, research, education and administration. Our graduates, I am proud to say, are leaders who have the skills, capacity and framework to deliver and design care that leads to better health care outcomes for all. I am confident that our students will benefit from our optimism for the future of professional nursing in the Maldives.

WE CARE ABOUT THE SUCCESS AND WELL-BEING OF OUR STUDENTS!

STUDENT EXPERIENCE

MY EXPERIENCE AS A NURSING STUDENT



Hawwa Azufa

Diploma in Nursing, 1st Place

The main reason for any student to go to college is to further their studies, to achieve a diploma or a degree level in whichever field they are interested in. For me however, more than anything it was because I wanted to change myself. Until then I had been completely reliant of my parents, so I wanted to truly become an individual who is self-reliant and who is mature enough to handle her problems on her own.

At first it was tiring going to college, the way in which you grow up and mature or lose yourself but I believe it is something you just can't find out without going to college. Add it to the fact being away from parents, it gets lonesome and getting used to a new environment is always a tough task, allowing yourself to come out of shell and getting to know others, at times I get like giving up but I preserved. I had to balance my studies with the other aspects of college and have achieved the best academically.

While studying for a diploma in nursing, some might think it might all be about learning the aspect of human body and medical sciences. It's far from the reality though for my college experience was filled with various activities. From clubs and their activities to community services and getting to experiences the real world. Having to deal with different types of people and learning how to act in different situation was something I have gained during these days. Having support from colleagues and kind doctors and nurses I was able to find out a part of who I am today and I am sure I'll continue to discover more.

My most favorite part of my college life was the practical training we had. It gave an idea of what

we have to deal with in our career as a nurse. Learning theories on how to perform and what to do in an emergency is vastly different than actually knowing what to do in a real situation. I am extremely grateful that the college gave us an idea of how it might be through our simulation training. We had practices at various hospitals not only local but foreign as well.

I believe that every student can achieve their dreams, the way I did if they focus on their future rather than looking back at their past. Facing the obstacles of life is never easy for any one; what we need most is courage and patience. Having self-confidence and trusting that you can do it is critical in moving forward to achieve your dreams.

The three years which I have spent in my college life at the Maldives National University, are days which I will never forget and these experiences are something I will treasure forever. I am proud to have achieved the President's Award for the Highest Grade Point Average in the Diploma in Nursing course. That was my dream come true!

STUDENT EXPERIENCE

EXPERIENCE OF A MASTER OF NURSING STUDENT

Aminath Nahoodha
MN, BN, RN, RM



I started my nursing career at Baqai Medical University/Pakistan, by joining the Diploma in nursing program in the year 1998. After completion of the program I took up my first job as a Registered Nurse at Indhira Gandhi Memorial Hospital in 2001 and worked there for 9 years. I have worked in the general as well as private wards, in Emergency Room, Out-Patient Department and Labour room. Most of my experience is in working in the Labour room of IGMH where I spent 7 years. I took the responsibility of a shift-in-charge and sometimes, Nursing Coordinator during off hours.

I continued my nursing education by joining the Diploma in Midwifery course at the Faculty of Health Sciences (FHS)/ the Maldives National University (MNU) and went on to do a Bachelor of Nursing degree at the same university. After working as a nurse I joined the MNU where I took up a contract job as Associate Lecturer and worked there from 2011-2013.

After the expiration of my contract, I decided to do higher studies and enrolled in the Master of Nursing course which commenced in June 2013 at the MNU. It was my pleasure and honor to be able to join the first batch of Masters of Nursing in the country, and to study with very skilled and experienced nurses from different areas of nursing. In addition to what the course offered, we were able to learn a great deal from each other's experiences. We were each other's support and inspiration; we were "comrades in arms". Despite of facing some technical difficulties as the course was new, we had a very good learning experience at FHS. All our lecturers were very supportive and walked the extra mile to cater to our learning needs. They perfectly balanced challenging us, and supporting us when we did not comprehend something. We had limited resources such as text-books, therefore, we shared them among ourselves most of the times. In addition to the support from the faculty, I received support, assistance and guidance from Indhira Gandhi Memorial Hospital (IGMH) to conduct my study for my Masters' project, especially the doctors, nurses and clinical assistants working at Reproductive Health Center (RHC) of IGMH.

My journey of obtaining the Masters in Nursing came along with its fair share of challenges. For the first time in 18 years, I was jobless. I was faced with the difficulty of managing my time working on assignments whilst looking after a newborn as well as an older child. The guilt, desperation and exhaustion often left me with the thought to quit the program. However, my family, friends and colleagues kept encouraging me. Their advice and undying support allowed me to continue by focusing on the positives, dividing all the tasks into smaller ones and accepting every little help that I could get. Alhamdulillah, by the grace of Allah and continuously asserting my goals and never giving up, I was able to complete my Masters degree with the highest CGPA. Anything is possible if you truly believe and persevere.

STUDENT EXPERIENCE

LET'S MEET NIDUP: The first International Student of the Department of Nursing and Midwifery

Nidup

BN 14th Batch, 2016



It's been almost a year in Faculty of Health Sciences (FHS), Male', studying to be a nurse. I thank the Maldives National University (MNU), FHS and all the associated members and staff for making my stay wonderful. In Male' I found my second home, indeed the best home in the Maldives. Everything is so great, sometimes I feel like I am in heaven!

In the beginning, when I arrived at FHS I was met with one of the lecturers of the Nursing Department. It was a very pleasing moment; she welcomed me with a smile, gave a clear and a brief introduction of the FHS building and classrooms. Then I was brought to introduce to the Faculty Dean, Course coordinator and other senior lecturers where they too welcomed me with a smile, handshake and kind words. They were all

warm and charming. I was extremely delighted more than I can pen down. I felt so pleasant and comfortable with all the awesome people around me. That moment I wished I had brought some gifts to present them as a token of appreciation for their hospitality. Unfortunately I had nothing in my hand except an empty bag on my back.

I always remain indebted to all the Nursing Faculty members for facilitating me, and especially to the Faculty Dean, Madam Shaheen and my Course coordinator, Mrs. Salma Hassan. Despite having their tight schedule they never forget to meet me in person or have a phone call and find out how everything was. I am highly impressed with their professionalism, care and sensitivity displayed throughout the year. I am truly grateful to have people who are like parents to me in a foreign nation.

Besides this as I entered FHS, I met with a big surprise, I was severely shocked and astonished to realize that all the lecturers in the Nursing Department were female! I did not find a single male Nursing lecturer. However, they were all highly experienced and qualified in the field. Teachings were superb and were all so generous and supportive. What a big surprise on this earth? On the other hand, I really appreciate the Maldivian women for keeping up the power and dignity of the women. Big shout out to all the female staff! I can't stop sharing this amazing discovery from a tiny island nation with my friends and family aboard. I could not have guessed the surprises that awaited me. I received a second jolt when I came to know that all my classmates were also girls! No boys except me; I'm on the only boy among the 17 of us. Never in my life did I expect this would be the situation. Poor me, this gave me the biggest shock. I felt so restless, lost hope, withdrawn and nearly collapsed on the floor. However, I managed to regain my position. I wondered a lot how I could adjust with this whole bunch of girls especially

STUDENT EXPERIENCE

in the practical session! Nevertheless, I tried to be calm and normal. I was doing okay soon. Whenever I shared this story with my friends and family, they used to laugh at me. But my Mom is little philosophical, she used to say "Human mind is incredibly adaptable it will be alright with time whatever the situation is". She's absolutely right! It's very easy to get along with the Maldivians girls, especially my classmates. They are all kind, friendly and helpful. They also used to show me the way around the building as I was having difficulty locating the class rooms. They used to teach me their local language so patiently, and to top it up, they also marked my birthday; I was extremely happy!

I'm most intrigued by the Maldivian hospitality they consistently displayed. All the Faculty members and students are awesome. On the welcoming night, the Healers group (the student group of FHS) took a special effort to award me a certificate as the First International Student and presented me a locally hand crafted trophy. Thanks to Healers group! I felt so lucky. Meanwhile, that night my good friends from the different departments took me to the one of the restaurants and we had another pizza welcome. I'm deeply touched by their togetherness, calmness and reliance. Most importantly, I feel their actions stem from their heart. This to me is happiness, wellbeing and spirituality I experienced in the Faculty of Health

Science and Nursing Department. I love all the Maldivians infinite as I do my family members and I would always keep Maldivians as my brothers and sisters in my heart with the principle, "One human One family".

By the end of the year, I started falling in love with Maldives- Not only do they respect foreigners, their love for the culture and tradition spreads from their sincere interaction with foreign guests and immediately infused the exact enthused energy and sedated guest like me. I find the weather conditions and food are bit of a challenge to me. The usual temperature in Maldives is 31 Degrees Celsius and that's too hot for me. I don't like drenching with perspiration. Hoping to get acclimatized soon. When it comes to food I found another challenge-there are no "vegetarians" among the locals. Fresh and organic vegetables and fruits are very rare to find and expensive. Secondly, one of my favorite foods, fresh cow milk and yogurt or other dairy products are not at all available. I am also unable to find food that I like. This has made miss my Mom all the more. Even in the restaurants, vegan cuisines are rarely available. I am hopeful that I will get adjusted as time goes by. I like to think positively. Thanks for all the attention! Be blessed!

LET'S TRY REFLECTION USING GIBBS REFLECTIVE CYCLE



Asiya Ibrahim,
Lecturer, MN, RN, RM

Reflection has been considered to enhance learning particularly in a practice based profession such as nursing. Literature have identified number of benefits of reflection (Greenwood, 2002; Cronin, & Rowling-Anderson, 2004; Asselin, Schwartz-Barcott, & Osterma, 2012). They include improving analytic thinking skills, facilitating integration of theory and practice and develop individual theories of nursing practice and enabling the monitoring of increasing effectiveness.

Following is one of the most commonly used framework for reflection in nursing education known as Gibbs reflective cycle.

Even though this is an educational framework grounded in experiential learning it can be used successfully with practicing nurses to explore nursing situations to gain insight and improve nursing practice. You can try the following steps of the model to reflect on a learning experience.

STEP 1: DESCRIPTION

The first step is to describe an event or situation from clinical practice that you have experienced. The description of the event should be from your perspective. The focus should be writing holistically the scenario and it must be personal that is from your viewpoint rather than from another person's view.

Consider asking questions when describing the situation:

- When and where did this happen?
- Why were you there?
- Who else was there?
- What happened?

- What did you do?
- What did other people do?
- What was the result of this situation?

STEP 2: FEELINGS

Next step is to describe the feelings that you experienced during the situation. Were you happy, sad, angry, pleased, frustrated, considered or valued? How was you were thinking connected with how you felt?

Use questions like these to guide the discussion:

- What did you feel before this situation took place?
- What did you feel while this situation took place?
- What did you feel after the situation?
- What do you think about the situation now?

STEP 3: EVALUATION

In this step you need to objectively look at what approaches you implemented and evaluate what worked, and which ones didn't in the situation you have experience?

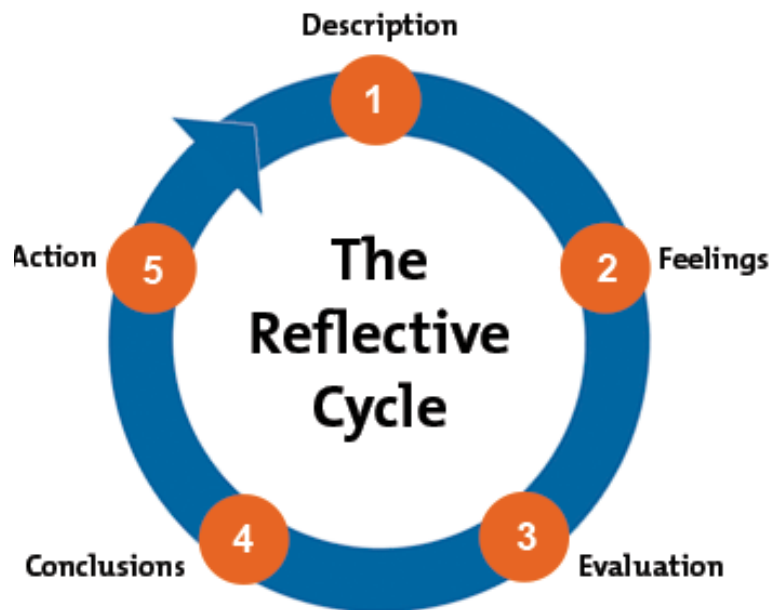
Use questions such as:

- What was positive about this situation?
- What was negative?
- What went well?
- What didn't go so well?
- What did you and other people do to contribute to the situation (either positively or negatively)?

STEP 4: CONCLUSIONS

Here you come to a conclusion of what has occurred. Think about the situation and ask these questions for yourself:

- How could this have been a more positive



experience for everyone involved?

- If you were faced with the same situation again, what would you do differently?
- What skills do you need to develop, so that you can handle this type of situation better?
- Could making a change, make a difference?
- Did things go so well that you would not change anything?

STEP 5: ACTION PLAN

You should now have some possible actions that you can deal with similar situations more effectively in the future. In this last stage, you need to come up with a plan so that he can make these changes. Most situations which have already made you reflect usually result in your realization that you could probably learn more about certain things. Once you've identified the areas you will work to improve or learn a new knowledge or skill. It is important to check on the progress you have made.

Finally the outcome of this model may be new perceptions and readiness to apply new insights in future situations. Additionally since reflection helps practicing nurses and student nurses to articulate rationale for their practice and in return improve their knowledge and skills, a frame such as Gibb reflective cycle can be effective and easy tool for reflection.

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NURSING AS A PROFESSION



Salma Hassan
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DEFINITION OF NURSING

There are a number of definition of nursing by different theorists. However the most widely used definition today is by Virginia Henderson, an author, a researcher in International council of Nursing. The International Council of Nursing defines nursing as: The unique function of the nurse that is to "assist the individual, sick or well, in the performance of those activities contributing to health or its recovery (or to peaceful death) that he would perform unaided if he had the necessary strength, will or knowledge".

What is a Profession?

In simple terms, a profession is an occupation requiring special education. A profession is defined as an occupation with ethical components that is devoted to the promotion of human and social welfare (Potter & Perry 2001). A profession is generally notable from other occupations by its requirement of specialized training, and acquiring knowledge and skills pertinent to the role to be performed.

Nursing has certainly become one of the dignified professions in the world. Not only for its specific services and specialized skills, but highly valued and recognized for its ongoing body of knowledge, continuing research, with its code of ethics and autonomy of practice. Nurses also uphold standards set by professional organizations, such as nursing councils.

NURSING AS A PROFESSION

The nursing profession as we see it today is greatly influenced by the work of Florence Nightingale, the founder of modern nursing. Her vision and thinking contributed to nursing becoming a respected health care discipline.

As nursing moves forward steadily, there has been

a wide range of roles for the nurses: care giver, decision maker, protector and patient advocate, teacher, manager, counselor, coordinator, leader, role model and researcher. Nurses can work in a variety of settings in the above mentioned roles.

The professional nurses perform various functions. For instance, giving basic nursing care is one of the main and most essential functions of the nurse and it is very important. When providing care to patients, the nurse understands the physical, emotional and spiritual needs of the individualized patient. This makes the nursing profession different from other occupations. They are not simply the "hand maiden" of the doctors. They are caring health professionals working towards the same goal as other health care members.

Range of specialty areas varies from family practice, adult and child health, mental health, acute care, paediatrics, geriatrics and super specialty like oncology nurses. Furthermore the expanded role of the as a nurse practitioner needs to be highlighted with the expanded knowledge and the rapid changes in health care needs throughout the world nurses are working hand in hand with other health professionals. Furthermore, the role of a nurse, as a policy-maker, shows the stance of nursing profession in the public health care sector.

A "nurse" is a very important person in the health care team along with the other allied health professionals. Nurses are responsible and accountable for all activities embodied in their practice. Nursing is a caring profession, focusing on the actual and potential human problems. Nursing interventions are based on evidence based practice. Nurses also use their clinical decision making skills in giving care to patients. With the expansion of knowledge and skills, nursing ladder can go as high as up to doctoral level.

NURSING PROCESS MODEL

Nurses use the Nursing Process Model in formulating care for their patients; in the nursing process, the first step is to assess the condition of the patient by obtaining a detailed health history of the patient. S/he takes objective data as well as subjective data to plan individualized care for patients. Once health history is complete, s/he then formulates a nursing diagnosis which is very different from the medical diagnosis. Based on this, the next step is to plan care for the patient. In this third step, the short term and long term goals are identified and care is prioritized based on life-threatening needs. While prioritizing Abraham Maslow's of hierarchy of needs are considered (Potter & Perry 2001).

Finally the nurse evaluates the care given and checks if the goal has been met or the plan needs to be reassessed. Therefore, this is an ongoing process of continuous care. In this caring profession, nurses also take care of the families' physiological and psychological needs along with the patients' problems (Potter & Perry 2001). While providing care to patients, nurses teach patients and relatives how to manage their illness or injury including post treatments and home care needs. For instance, when the nurse gives bath or does any other procedure, s/he teaches the relative to give care to their loved ones. A clinically competent nurse is able to assess the level of alertness, pick up the subtle changes, and effectively communicate these changes with the concerned other health professionals in a timely fashion.

CONCLUSION

Nurses provides holistic and individualized care to patients, families, communities and populations. Nurses protect and promote the health of patients through nursing assessment, diagnosis and treatment (Potter & Perry 2001). According to Florence Nightingale (1859) the goal of nursing is "to put the patient in the best condition of nature to act upon him". Furthermore with a wide range of roles given to nurses; today, all around the world, nurses are playing an important role in shaping the development of health policies and acting as part of health reforms. Evidently, nursing profession has had an increased recognition as a professional group aimed at education and practice through optimization of health and abilities, and advocacy of care for all patients and the larger community.

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WORK INCIVILITY: THREAT TO A POSITIVE WORK ENVIRONMENT



Aminath Shiuna

Lecturer, MN, BSc(Hon), RN, RM

Establishment of a positive work environment (WE) is crucial for any organization. The main reason being that it is directly related to job satisfaction and retention (Duffield, Roche, Blay & Stasa, 2010) of employees. Similarly, establishing a positive WE for nurses is crucial as it influence nurses' ability to practice professionally and thus the provision of safe quality care (Djukic, Kovner, Brewer, Fatehi & Cline 2011; Nantsupawat, et al., 2011; Twigg & McCullough, 2014). Nevertheless, it is observed that nurses are subjected various factors that makes the work environment less than satisfactory. According to Ritter, (2001) poor communication, abusive behavior, disrespect, resistance to change, lack of vision or leadership and trust issues are identified as contributing to an unhealthy work environment. One factor that is severely under addressed is abusive behavior or workplace incivility. Hence, the author aims to shed some light on work incivility and its impact on employees.

A SNEAK PEAK AT WORK INCIVILITY

Work place incivility has been defined as "low intensity and deviant behavior with ambiguous intent to harm the target, in violation of workplace norms for mutual respect" (Andersson & Pearson, 1999 as cited in Laschinger, Wong, Cummings, & Grau, 2014). Different terminologies have been used in the literature to address work incivility, which include bullying (Trépanier, Fernet & Austin, 2013) harassment (Martin, 2010), mobbing (Ofluo~glu & Somuno~glu, 2012) and work place violence (Dillon, 2012). Abundance of literature itself is suggestive of the extent this issue has been explored. However, work incivility for some people is a familiar event in their daily working life and is accepted as part of the job. Mainly because they are composed of numerous systematic events that are very small and can be unimportant and meaningless when considered in isolation (Seery, 2014). However, nurses need to know that

harassment of any kind is completely inappropriate (Seery, 2014). Especially since, though work place incivility may be subtle, its effects are colossal, and "has the potential to escalate to work place violence" (Laschinger, et al., 2014).

HOW BIG AN ISSUE IS THIS?

Extensive researches on work place harassments among nurses have highlighted high number of nurses are exposed to work place violence with statistically significant association between workplace harassment and its negative impact on nurses as well as the patient. Much of the literature focused on workplace incivility acknowledges the severity of this issue. A study done on "mobbing activities of the world" indicated that throughout the world 81% of the employees underwent intimidation by their employers and 58% by their coworkers and compared to other professions (except police) healthcare sector is exposed to higher incidence of all sorts of violence (Ofluo~glu & Somuno~glu, 2012). According to Martin, (2010) health care employees account for around 12% of over 10,000 cases reported in United Kingdom and 85% of health-care employees claim to have witnessed or been the target of bullies. With such alarming statistics, the question of how nurses handle such incidents needs addressing.

REACTION TO THE ACTION

Nurses are frequently exposed to uncivil behavior in the work place. However, an alarming number of individuals do nothing about such occurrences. According to studies, the most common reactions of respondents who faced sexual harassment were, evading the perpetrator, leaving them, changing the topic of the conversation (Rampal, 2012), asking others for help, scolding the perpetrator (Rampal, 2012; Pai & Lee, 2010), reporting to higher authority and doing nothing about the abuse. Study results done to explore why there is under reporting of

ACADEMIC CORNER

work incivility showed that some nurses believed that nothing could be done to solve the mobbing problem and almost a third of nurses (31.7%) had come to accept incidents of mobbing and never lodged a complaint (Efe & Ayaz, 2010). Similarly, a study conducted among 447 nurses working in three hospitals in Jordan, highlighted that 57.1% thought it was useless to do so, while 34.2% thought they could handle the incident without help (Ahmed, 2012). This may be because there is a lack in proper mechanism to report or handle such issues (Rampal, 2012). Nevertheless what nurses need to recognize is 'reporting of violent events need to be increased in order to develop safety policies and strategies' (Koukia, et al., 2014). In addition to how work incivility is handled, we need to know who engage in such behaviours.

COMMON PERPETRATORS

Various people have been identified in literature as perpetrators of work place incivility. Perpetrators identified by nurses includes, male patients (most common), (Rampal, 2012; Pai & Lee, 2010; Ahmed 2012), male colleagues (Rampal, 2012; Pai & Lee, 2010) patients family, (Pai & Lee, 2010), supervisors (Cevik-Akyil, Saritaş&Altuntaş, 2012; Efe & Ayaz, 2010) and doctors (Efe & Ayaz, 2010). According to Efe and Ayaz, (2010) nurses described the perpetrators behavior as aggressive and behaving harshly to others in inferior positions. However, many tend to take it as a part of the job and ignore the implications it may create for themselves and the patients.

EFFECT OF WORK INCIVILITY

Ignoring or not voicing out such incidences has been identified as having a negative impact on the psychological or physical health of victims with resultant dislike and/or discontinuation of the profession and negative influence on quality of care. According to a regression analysis carried out among 300 health professionals in five public hospital in Lahore by Malik and Farooqi, (2014), and another study by Rampal (2012) revealed sexual harassment as the strongest predictors of post-traumatic stress symptoms among nurses. Moreover, negative interpersonal behaviors among health professionals were associated with perceived threats to patient care quality as a result of decreased team work and poor morale, ultimately hindering nurses' ability to provide high quality patient care (Hutchinson & Jackson 2013; Laschinger, 2014). According to Laschinger, (2014) patient adverse events were most strongly related to overall frequency of abuses via doctors followed by colleagues and supervisors. Similarly,

nurses perceived that their work performances decreases because of abuse (Efe & Ayaz, 2010; Pontus, 2011), as abuse resulted in low morale and increased clinical errors, difficulty with motivation, high staff turnover, increased absences, mistrust that disrupts team work (Pontus, 2011). Considering the seriousness of the implications, work incivility must be addressed in multiple levels. Way forward

Employers need to acknowledge the seriousness of work incivility and make it a priority to strictly implement zero tolerance policies. In addition, an un-biased multidisciplinary committee should handle any complaints lodged based on policies and regardless of who the perpetrator is. Effort should be made to establish an organization that is safe and is trusted by employees. Similarly, employees must be adequately informed of the policies in place and the reporting system. Education programs aimed at recognizing and acknowledging uncivil behaviour as harmful and unacceptable should be routinely conducted. Further research is crucial to acquire an in-depth understanding of work place incivility in Maldivian setting.

CONCLUSION

Workplace incivility is a common but under addressed issue faced globally. Various terminologies like workplace violence, abuse, mobbing and harassment has been used in the literature to address the issue. Moreover, research indicates that prevalence of incivility was noted to be significantly high worldwide while the contributing risk factors include organizations that permit and ignore abusive behaviour, less administrative support, and fewer resources among others. Additionally some factors identified as making nurses victims of incivility includes 'being younger in age' and 'being new to the unit'. According to the literature, the most common perpetrator is the patient, and workplace incivility was acknowledged as negatively impacting the psychological and physical health of the victims. Thus, compromising the care provided to patients. Policy makers need to assess, develop and implement strict policies against incivility while evaluating the effectiveness of such policies and educating nurses regarding incivility and encouraging and facilitating the reporting process.

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NURSE - A POEM



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A nurse is your friend
The best to befriend
In your difficult times and happy
Give a bath n change a nappy

Some have the notion
She's the one to only bring the potion
She does more than this,
Alas if you miss!

For the one who cannot even turn on a side
She is the one who is always beside
Of things unsaid remain
Sees in your eyes your fear and pain

When will this torture end
Injections and medicines, money I spend
Sleep work and food not now
She understands the sweat on your brow

A word here, a task there, she goes from bed to bed
From the start of shift till the end
Leaves her family with others to care
To care for us, she has time to spare

A kind glance, or a fond touch
To you may be not much
But when others have gone away
For its taking too long, they say

I see her steadfast and persisting
Her insistence, never ending
She doesn't give up
Until you think the time is up!
For she's a Nurse!



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