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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.

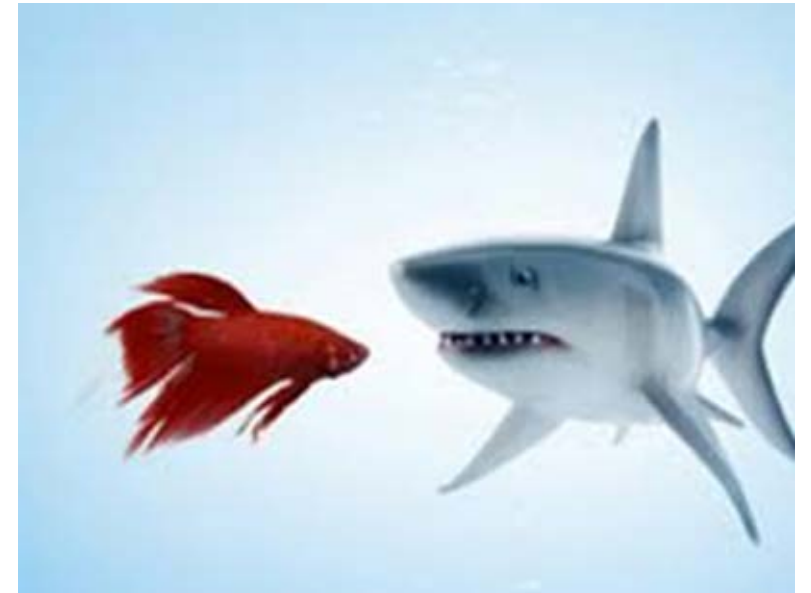
(CLARK, 2010)

# 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*

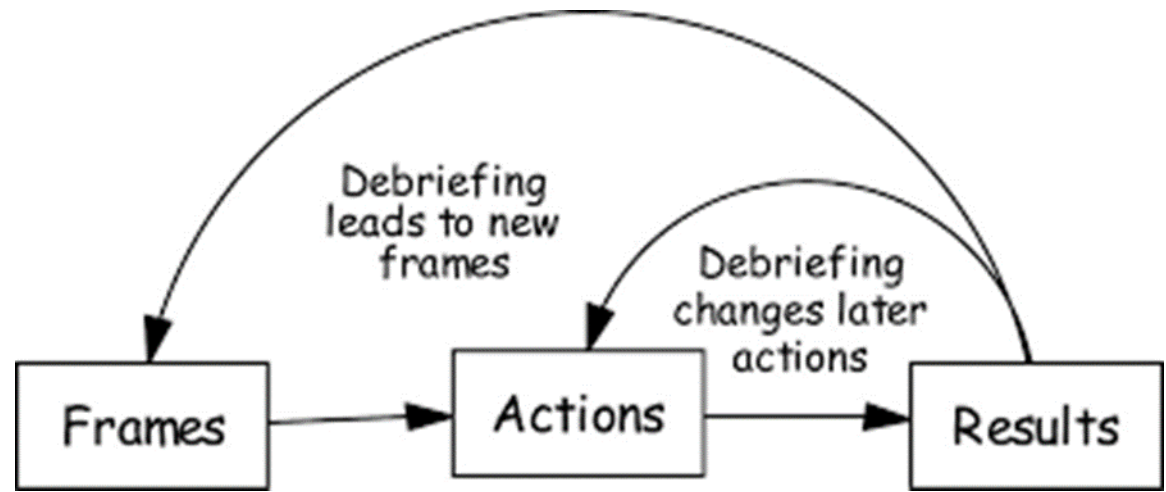
**How to use simulation to teach civility?**

*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 Montgomery College website's Nursing Simulation Scenario Library page. The browser address bar displays the URL: <https://www.montgomerycollege.edu/academics/departments/nursing-tpss/nursir>. The page features a navigation menu with categories like 'Prospective/Current Students', 'Business Partners & Employers', and 'Alumni, Donors & Community'. The main navigation bar includes links for 'ACADEMICS', 'APPLY & REGISTER', 'PAYING FOR COLLEGE', 'COUNSELING & ADVISING', 'WORKFORCE DEVELOPMENT', 'LIFE AT MC', and 'ABOUT MC'. The breadcrumb trail reads: 'HOME / ACADEMICS / DEPARTMENTS / NURSING / NURSING SIMULATION SCENARIO LIBRARY'. The page title 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.' Below this, it explains that each listing contains video and accompanying documents. 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.

Nursing Department

Faculty and Staff

Nursing Simulation Scenario Library

Maryland Clinical Simulation Resource Consortium

Contact Us

Nursing Simulation

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