

## **Addressing Workplace Incivility: A Call for Action in Healthcare Settings**

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Workplace incivility, a prevailing issue in various professional environments, has gained particular significance within the context of healthcare settings. In the complex working environment of healthcare, workplace incivility surfaces as a demanding concern, subtly threatening the underpinning of patient care. The working environment in healthcare settings is not insusceptible to the destructive effects of discourteous conduct, sarcastic remarks, and trivializing attitudes among coworkers and associates. Typically, it is described as an un-courteous and impolite behavior which reflects a disregard for people in a working environment. It is a behavior which exhibits inter-relational misconduct and characteristically, has three components: desecration of standards and esteem in a working environment, uncertain attempt to maltreatment, and indirect forms of impolite conduct towards assistants or coworkers.<sup>1</sup> Communicating arrogantly, exhibiting inattention during talks, and taking no notice of others while they speak, are all illustrations of workplace incivility. People exposed to incivility, either as targets or witnesses, are traumatized and shocked, experiencing several negative effects on their mental and physical health. Moreover, intimidating and discourteous conduct frequently leads to mistakes in management, decline in patient satisfaction, and intensification of the cost of care. In the current era of enhanced accountability in the health care system, such apprehensions have become even more critical to address.<sup>2</sup>

A recent study emphasizes the pervasive nature of workplace incivility in medical and dental practices, highlighting its detrimental influence on employee well-being, job satisfaction, and overall organizational climate.<sup>3</sup> Incivility not only causes the deterioration of teamwork and communication within the faculty but also compromises the quality of patient care. The healthcare industry, often characterized by high-stakes

decision-making and stressful environments, demands a collaborative and respectful workplace culture. A study by Smith et al. emphasizes the association between workplace civility and improved patient safety, emphasizing the need for interventions to curtail incivility in healthcare settings.<sup>4</sup>

Acknowledging the implication of dealing with this matter, we concede its potential impact on both healthcare professionals and patient outcomes. This editorial argues that in the jurisdiction of healthcare, where teamwork and unbroken communicate are vital, the consequences of workplace incivility are particularly deep. The gradual destruction of teamwork and a deterioration in morale not only affect the well being of healthcare professionals but also dispose a noticeable risk to patient outcomes.<sup>5</sup>

We emphasize the need to create and promote awareness, implement pre-emptive strategies, and create training activities to avoid and appraise workplace incivility. Accentuating the significance of interpersonal skills, conflict resolution, and emotional intelligence becomes fundamental in nurturing a cooperative and compassionate healthcare environment. Management within healthcare establishments plays a crucial part in dealing with incivility. The conduct and professional behavior of healthcare leaders set the standard and directly inspire the entire team. Identifying this, it becomes essential for healthcare organizations to establish a workplace culture that is based on admiration, responsiveness, and open communicate while admitting its bearing on the mental health of the healthcare professionals and the patient outcomes.<sup>6</sup> Furthermore, establishing a system for confidential reporting and creating neutral investigative processes can ensure the prevention of incivility among professionals to a certain extent. This permits the employees to report uncivil behavior in isolation, promoting clarity without threatening their own well being. This not only dejects the uncivil behavior but also validates to the healthcare professionals that their apprehensions are taken seriously. New professional platforms to voice concerns are needed without the fear of punishment, along with promoting a culture of accountability for those involved in rude behavior.

In conclusion, we urge the healthcare community to

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recognize and combat workplace incivility, promoting a culture of civility that enhances both professional satisfaction and patient care. By fostering a culture of mutual respect, understanding, and open communication, healthcare organizations can build resilient teams that can deliver optimal care in an environment free from the shadows of incivility. By addressing this issue, we can strive for a healthier and more productive healthcare environment.

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