

Abstract

Incivility in nursing education, in both the classroom and clinical placements is an area of growing concern and has been perpetrated by clinical placement preceptors, academic staff, students and patients. Effects of incivility include physical and psychological on the victims, and may ultimately lead to unsafe patient care. Little is known regarding effective interventions to prevent or mitigate the practice of incivility in the nursing education context. The objective of the study was to conduct a mixed study review of literature to determine strategies used to address incivility and their outcomes among undergraduate nursing students. 12 studies met inclusion criteria. Multipronged educational interventions, mainly featuring aspects of Cognitive Rehearsal Therapy, were employed as strategies. All studies reported positive outcomes including increased knowledge and self-efficacy in recognising and managing uncivil behaviours among participants. Incorporating active learning strategies can be an effective tool in the management of uncivil behaviours and can be integrated in existing courses within the curriculum. However, there is need for more robust studies in the area, as indicated by low level evidence of reviewed studies