

At MUSC we're transforming nursing by:

1. Employing tactics to accomplish the goals of the Nursing Strategic Plan.
2. Developing tools and solutions to eliminate negative behaviors, including forms of lateral, vertical and horizontal violence.
3. Implementing enterprise wide rollout of EPIC electronic medical record system with the assistance of the Chief Nursing Information Officer, as well as the Program Administrator, who is also a nurse.

Schaffner is particularly passionate about creating an environment where people feel empowered to address negative behaviors and believes the first step is creating awareness.

"Negative behaviors in health care are not just a MUSC problem; it's pervasive in other organizations," Dr. Schaffner said. "If we can impact negative behaviors in health care and tell that story then we will be able to change what some people would think is changing what's impossible, but I think it is possible, and we will change what's possible."

Elimination of Negative Behaviors

- The Negative Behaviors in Health Care Survey was conducted in 2012.
- There were 1,900 participants including more than 200 physicians.
- In addition to quantitative results, there were 2,100 qualitative comments for three open-ended questions sharing examples of aggressive behavior, perceptions of their causes and suggestions of ways to eliminate this behavior.
- Dr. Marilyn Schaffner presented the findings to a variety of groups including leaders, staff and the Medical Executive Committee.
- A second all-day workshop was conducted last fall where more than 100 professionals gathered to develop tools and solutions.
- Our goal is to implement the plan in 2013.

