Creating a Culture of Inclusivity in Academic Nursing Through a Civility-based Lens

Carli Zegers, PhD, MBA, FNP-BC, APRN

The University of Kansas, Kansas City, KS

KU SCHOOL OF NURSING — The University of Kansas

Background

Civility in high education is an essential concept to academic nursing workplace well-being. Systems demonstrate poor outcomes, low retention, difficulty with recruitment, and other undesired situation without guiding principles, consistent and intentional evaluation, and proactive effort toward addressing civility. Civility directly impacts the diversity, equity, inclusion, and belonging of students, staff, and faculty.

Methods and Materials

Creating a culture of inclusivity in academia requires strategic planning. The following steps were followed:

- Assessment via external resource
- Reporting to staff and faculty
- Development of a civility task force for advisory
- Strategies integrated by leadership
- Continued evaluation

Acknowledgements

Thank you, Dean Sally Maliski, for your continued support and for ensuring that health equity is a priority at the University of Kansas School of Nursing

Thank you to the Culture Committee for your commitment to the process and trust as we progress with our important work.
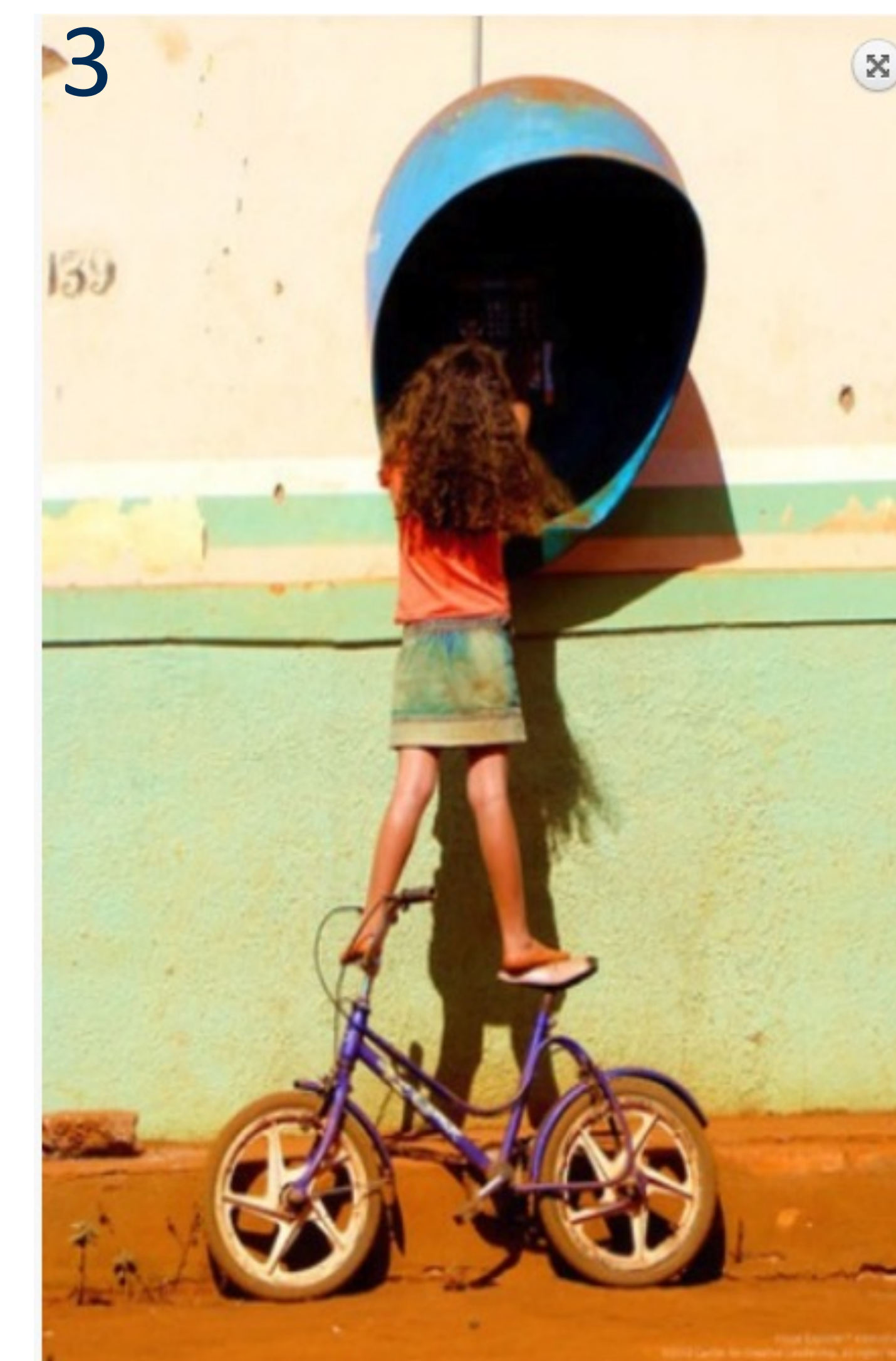
Results

- KUSON completed the survey from Dr. Clark with a 95% rate, with 72.6% providing a narrative
- HWEI score demonstrated a "mildly healthy" civility climate
- The main themes demonstrated need in three core areas
  - Missing a comprehensive mentoring program for all employees
  - Organizational culture is not assessed on an ongoing basis
  - Communication at all levels of the org is not transparent, direct, or respectful
- Development of the Civility Committee, lovingly called the Culture Club, in response to the need to address areas of incivility
- A minimum of 1 representative from each area of the SON was recruited to the committee, diverse with both staff and faculty
  - 15 total: 9 faculty and 6 staff
- Meetings consist of trust-building exercises, including an imagery exercise from the Center for Creative Learning. Above is the most voted image to depict the following questions
  1. Which image represents the current culture of the School of Nursing?
  2. Which image represents the role of the culture club?
  3. Which image is your goal for our culture of the School of Nursing?

Conclusion

Conclusion/discussion:

- Civility evaluation is an essential step in understanding current culture
- Creating a plan requires the attention of all – including both faculty and staff
- Developing a working Culture group offers a space where safe conversation occurs to develop recommendations best to address opportunity areas
- A joint effort by both the Culture group and Leadership offers a unique opportunity to co-develop strategies and offer buy-in from all levels and groups of the organization
- Inclusion and belonging are addressed when space is created to be authentically heard
- The culture impacts not only the well-being of faculty and staff but also students and external partnership

Future Directions:

- A self-directed committee of both faculty and staff is creating recommendations to complement the work of the leadership team to address civility opportunities in the school of nursing

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Biography

Dr. Zegers is an Assistant Professor and the DEI Director at the University of Kansas School of Nursing. She also maintains an active practice as an Emergency Department Nurse Practitioner. Dr. Zegers' research interests include health literacy, health equity, and health policy in underserved populations. Currently, her research is focused on improving community-based health communication through dissemination and implementation strategies to improve outcomes in the Hispanic/Latiné population. Previously, Dr. Zegers was the Principal Investigator of KC HealthTracks, an Office of Minority Health National Workforce Development Pipeline grant. Dr. Zegers is the Treasurer for the National Association of Hispanic Nurses and the Academy of Communication in Healthcare and is a board member of the National Coalition of Ethnic Minority Nurse Associations.

Contact Information

Carli Zegers, PhD, MBA, APRN, FNP-BC
DEI & Assistant Professor
University of Kansas
czegers@kumc.edu
402-208-5896