



The GRACE Movement – to improve workplace civility in Obstetrics and Gynaecology

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Background



Figure 1. Implication of workplace incivility

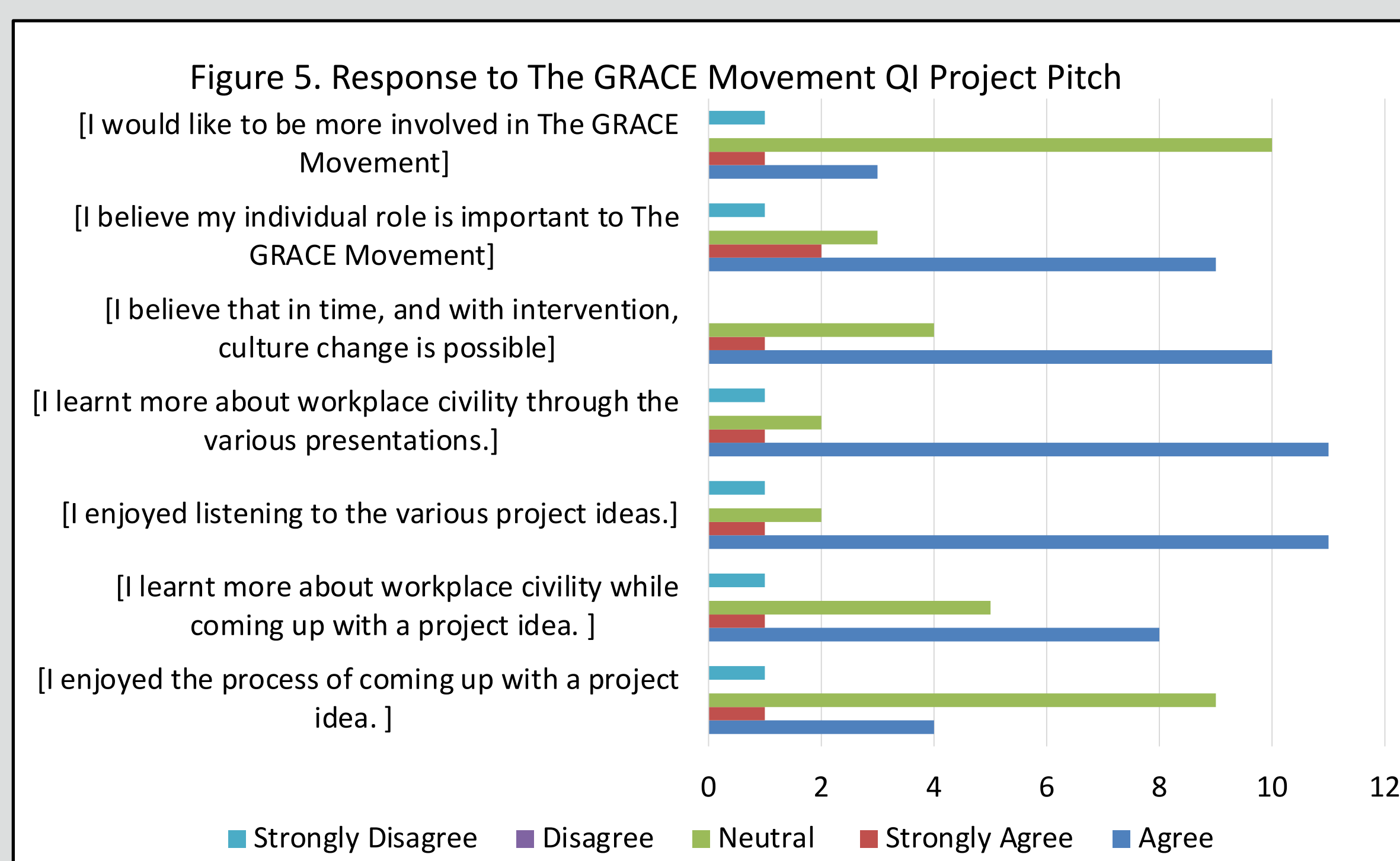
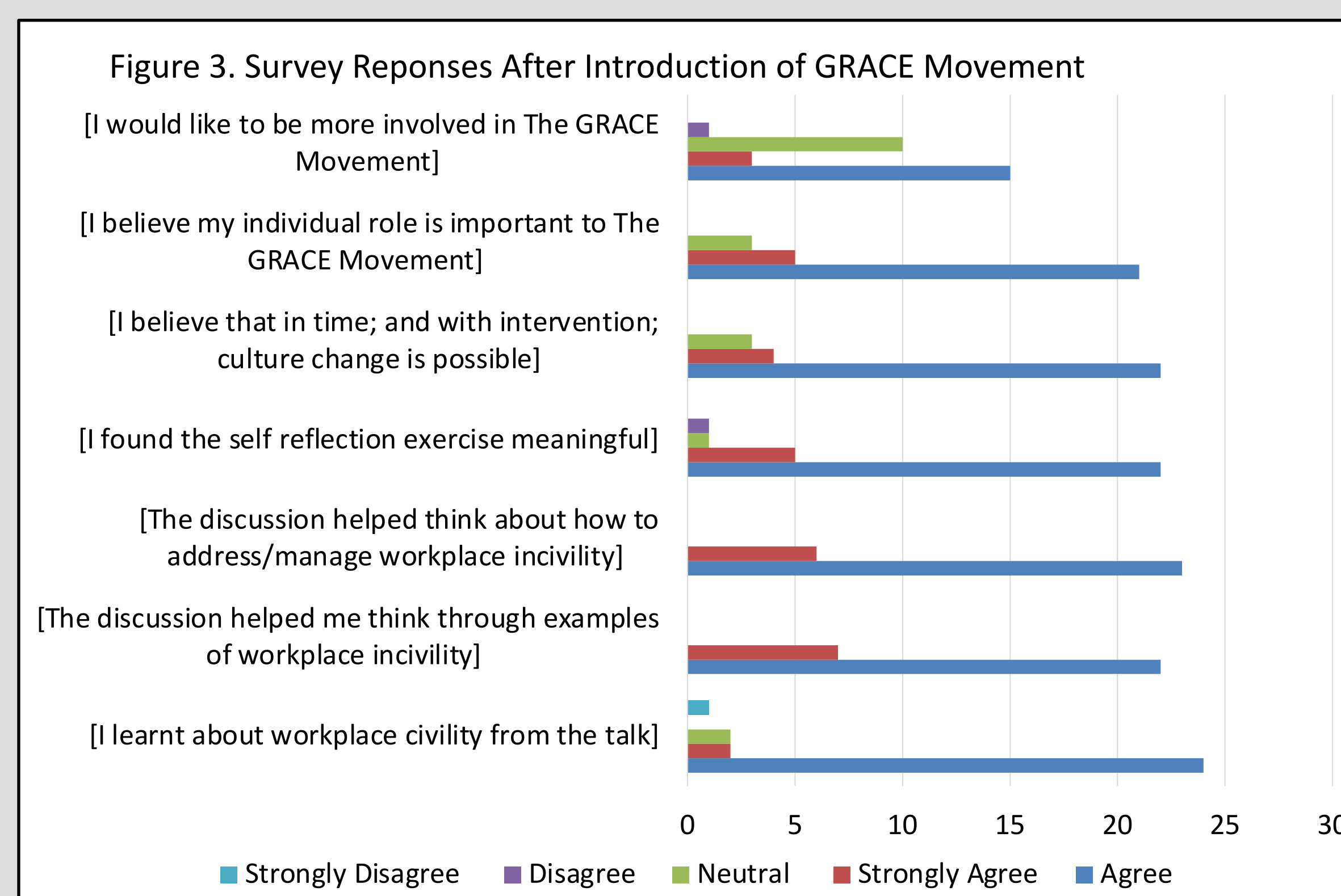
- GMC National Training survey (2014): O&G trainees reported more undermining behaviour than other specialties
- RCOG recognized bullying and undermining increases attrition from O&G trainings.
- Interventions aimed at preventing bullying are often **“top down”** approach; evidence of effectiveness is of low quality.
- AIM:** To empower O&G residents for a **“ground up”** approach to improve workplace civility.

Methods – THE GRACE MOVEMENT

GratITUDE/ gracious words
Respect for all, regardless of rank
Awareness (self/situational)
Compassion, for self and others
Empathy

- Survey was conducted among O&G residents regarding their knowledge & perception of workplace incivility
- Introduction of the concept of workplace incivility and GRACE movement was introduced at one of the compulsory residents weekly teaching over Zoom
- Residents were encouraged for self reflection before splitting into groups of mixed seniority for group discussion
- Encouraged to formulate proposal on potential interventions according to the GRACE movement concept to reduce workplace incivility
- Their Quality Improvement (QI) proposals were pitched to a panel of senior clinicians including Residency Program Director and Associate Program Directors, Division Chairperson and Education Chair
- The best proposal won the chance of implementation over the coming year

Results



References

- Gillen PA, Sinclair M, Kernohan WG, Begley CM, Luyben AG. Interventions for prevention of bullying in the workplace. *Cochrane Database of Systematic Reviews* 2017, Issue 1. Art. No.: CD009778. DOI: [10.1002/14651858.CD009778.pub2](https://doi.org/10.1002/14651858.CD009778.pub2).
- RCOG O&G Workforce Report 2018
- GMC National Training Survey 2014

- Talk was effective in evoking reflection and discussion on workplace incivility among the residents
- Majority of the residents were more aware of this topic and believed in the importance of their individual roles to the GRACE movement
- The breakout group brainstorming segment was the most enjoyed

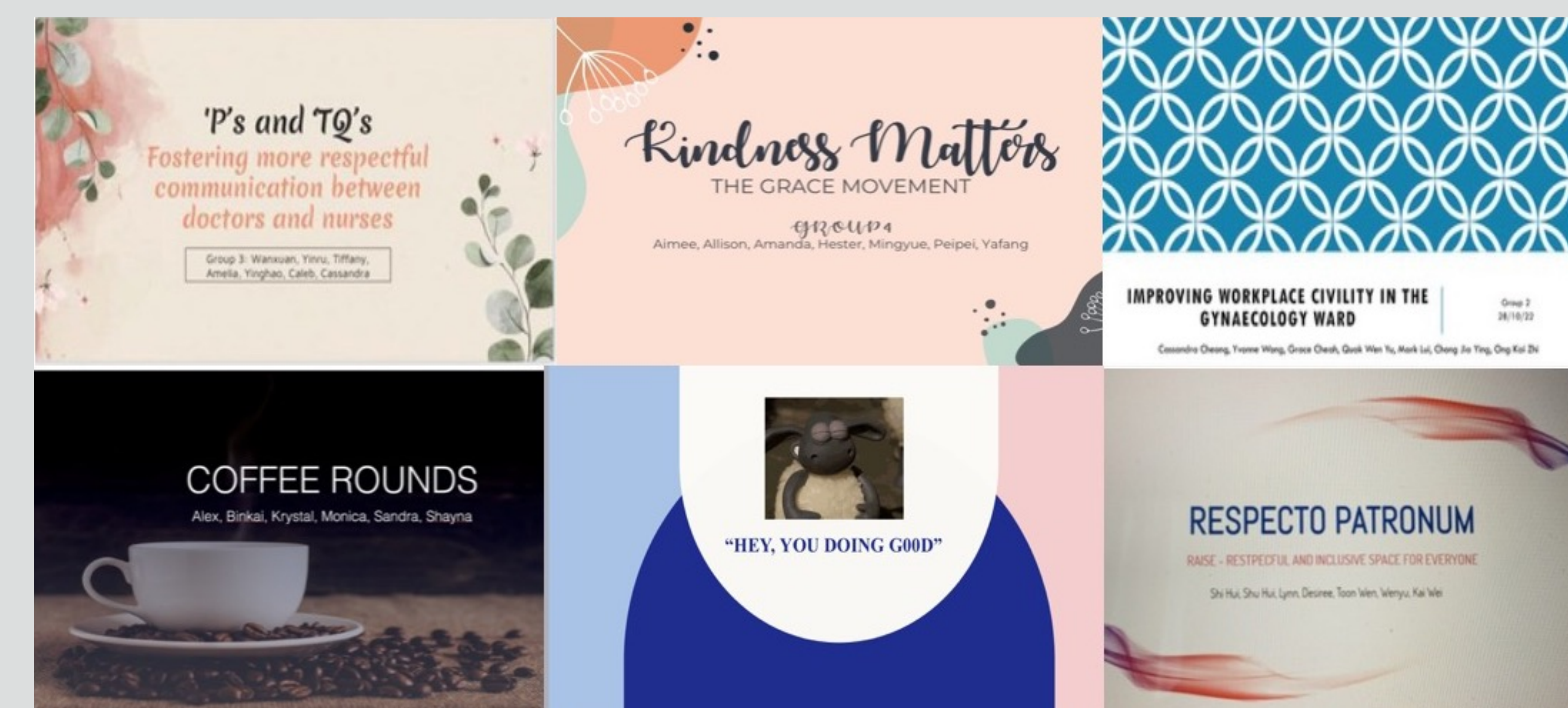


Figure 4. A Consolidation of Projects pitched by residents

- The QI project pitching was thoroughly enjoyed by residents
- They felt that they learnt more regarding workplace incivility and felt encouraged and motivated to improve workplace incivility through listening to their friends' ideas
- However, many also raised concerns regarding the actualization of the projects and if the senior doctors will be involved in the implementation to improve workplace incivility
- Many also sounded jaded that this would only be additional work instead of being able to make a difference

Conclusion

- This was an effective exercise in rising awareness of workplace incivility and encouraging residents to initiate potential interventions to improve workplace incivility.
- Changes are often met with resistance. Persistence and innovative methods to encourage change is required
- More senior doctors can be included in the next exercise to increase the effectiveness