

Exposure to rude behavior harms NICU team performance

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(HealthDay)—Exposure to rudeness has adverse consequences on the diagnostic and procedural performance of neonatal intensive care unit (NICU) team members, according to a study published online Aug. 10 in *Pediatrics*.

Arieh Riskin, M.D., from Tel Aviv University in Israel, and colleagues randomly assigned NICU teams participating in a training simulation to either exposure to [rudeness](#) (in which the observing expert's comments included mildly rude statements completely unrelated to the team's performance) or control (neutral comments). Independent judges (blinded to team exposure) evaluated the videotaped simulation sessions.

The researchers found that composite diagnostic and procedural performance scores were lower for members of teams exposed to rudeness than for [members](#) of the control teams. Nearly 12 percent of

the variance in diagnostic and procedural performance was accounted for by rudeness alone. An even greater portion of the variance in diagnostic and procedural performance was explained by a model specifying information-sharing and help-seeking as mediators linking rudeness to team performance.

"Information-sharing mediated the adverse effect of rudeness on diagnostic performance, and help-seeking mediated the effect of rudeness on procedural performance," the authors write.

More information: [Abstract](#)
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