

Exposure to Rude Behaviour Harms NICU Team Performance



A study by Israeli researchers shows that exposure to rude behaviour can have adverse consequences on the diagnostic and procedural performance of neonatal intensive care unit (NICU) team members. Information-sharing and help-seeking can mediate the effect of rudeness, according to the study published in *Pediatrics*, an official peer-reviewed journal of the American Academy of Pediatrics.

The study, "The Impact of Rudeness on Medical Team Performance: A Randomized Trial," was led by Arie Riskin, MD, from Sackler School of Medicine, Tel Aviv University in Israel. The researchers 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). The videotaped simulation sessions were evaluated by three independent judges (blinded to team exposure) who used structured questionnaires to assess team performance, information-sharing, and help-seeking.

The research team found that composite diagnostic and procedural performance scores were lower for members of teams exposed to rudeness than for members of the control teams (2.6 vs 3.2 [$P = .005$] and 2.8 vs. 3.3 [$P = .008$], respectively). Rudeness alone accounted for nearly 12 percent of the variance in diagnostic and procedural performance. An even greater portion of the variance in diagnostic and procedural performance ($R^2 = 52.3$ and 42.7, respectively) 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 in the journal report.

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