

**Unit 6: Workplace Issues**  
**Z-Chapter 25**  
**ONLINE CONTENT (1 H)**

**Unit Objectives:**

- Determine your risk for encountering a workplace issue that can affect your health or well-being. (1,7)\*
- Understand ergonomics and ways to protect yourself from workplace injuries. (5,7)\*
- Analyze workplace bullying and harassment. (3,5)\*
- Recognize the risk for violence at work and how to reduce your risk. (2,5,7)\*
- Create a personal plan to handle workplace problems such as staffing shortages and being assigned to an unfamiliar workplace. (3,7)\*

\*Course Objectives

**Workplace Issues in Healthcare Assignment**

**Review chapter 25 and place your answers to the following questions in the Z-Chapter 25 dropbox by 0800 on 3/9/2026.**

Part 1: Personal Risk Assessment

- a. Identify 3 potential workplace issues you are most likely to encounter.
  - Back or muscle injuries from lifting patients
  - Bullying or rude behavior from coworkers
  - Violence or aggression from patients or visitors
  
- b. Explain why you may be at risk for each issue and what early signs to look for.
  - Back or muscle injuries from lifting patients  
Why I'm at risk:  
Nurses do a lot of lifting, turning, and moving patients. Long shifts and rushing can make it easy to use poor body mechanics.  
Early signs:
    - Soreness in my back or shoulders
    - Feeling stiff after normal tasks
    - Tingling or numbness in my hands
    - Needing to "push through" pain
  
  - Bullying or rude behavior from coworkers  
Why I'm at risk:  
New nurses and students are more likely to be targeted because they are still learning and may feel unsure about speaking up.  
Early signs:
    - Being ignored or left out
    - Sarcasm, eye-rolling, or rude comments
    - Coworkers not sharing important information

- Feeling anxious before a shift
- Workplace Violence
  - Why I'm at risk:
 

Nurses care for patients who may be confused, in pain, intoxicated, or emotionally upset. This can lead to unpredictable behavior.
  - Early signs:
    - Raised voice, pacing, clenched fists
    - Verbal threats or hostile tone
    - Sudden changes in behavior
    - Ignoring redirection or becoming increasingly agitated

## Part 2: Ergonomics and Injury Prevention in Nursing

### a. Define ergonomics in the healthcare setting.

Ergonomics means setting up the work environment and tasks so they fit the worker's body. In nursing, it focuses on preventing injuries by using proper equipment, safe lifting techniques, and good body mechanics.

### b. Identify high risk ergonomic tasks for nurses.

- Lifting or turning patients in bed
- Transferring patients to chairs, stretchers, or commodes
- Reaching or bending for supplies
- Pushing heavy beds or equipment
- Standing in awkward positions during procedures

## Part 3: Workplace Bullying and Harassment

### a. Define workplace bullying and harassment related to nursing.

Workplace bullying is repeated behavior that is meant to intimidate, embarrass, or undermine someone.

Harassment includes unwanted verbal, physical, or discriminatory actions that create a hostile or unsafe work environment.

### b. Identify early warning signs of bullying.

- Gossip or negative comments
- Being excluded from conversations
- Unfair criticism
- Withholding information needed to do my job
- Feeling targeted or uncomfortable around certain coworkers

### c. Provide the actions to take to address bullying in the workplace.

- Document each incident with date, time, and what happened

- Use calm, assertive communication to set boundaries
- Report the behavior to the charge nurse or supervisor
- Follow the facility's bullying/harassment policy
- Seek support from trusted coworkers or mentors
- Use employee assistance programs if stress becomes overwhelming

#### Part 4: Workplace Violence and Risk Reduction

##### a. Define workplace violence.

Workplace violence includes any threat, verbal aggression, or physical harm that happens at work. In healthcare, it can come from patients, visitors, or even coworkers.

##### b. Identify the signs of escalating violence.

- Yelling, swearing, or threatening statements
- Pacing or restlessness
- Clenched fists or tense posture
- Sudden changes in behavior
- Refusing to follow directions
- Getting too close to staff or invading personal space

#### Part 5: Navigating Workplace Challenges

##### a. Develop a personal action plan on how you will manage the following challenges:

- Short staffing
  - Focus on the most important needs first (ABCs, safety)
  - Cluster care to save time
  - Delegate tasks to support staff when appropriate
  - Communicate early with the charge nurse about concerns
  - Document any missed or delayed care
- Floating to an unfamiliar unit
  - Ask for a quick orientation to the unit layout and equipment
  - Request patients that match my skill level
  - Review unit-specific policies or equipment differences
  - Ask questions using SBAR to stay clear and organized
  - Stay aware of my scope and ask for help when needed
- Mandatory overtime
  - Check in with myself about fatigue and safety
  - Take breaks, hydrate, and eat when possible
  - Stay organized to manage time well
  - Let leadership know if I am too tired to provide safe care
  - Plan rest and recovery time after the shift

*In order to receive full credit (1 H class time) for this assignment, it must be completed in its entirety by the due date/time assigned. Any assignments not completed in its entirety by the assigned due date and time will result in missed class time.*