



Edmonson, C., & Zelonka, C. (n.d.). Our Own Worst Enemies: The Nurse Bullying Epidemic : Nursing Administration Quarterly. Retrieved July 16, 2019, from https://journals.lww.com/naqjournal/Fulltext/2019/07000/Our_Own_Worst_Enemies_The_Nurse_Bullying_Epidemic.12.aspx#pdf-link

Across

- 2. Patient satisfaction measure.
- 6. Bullying can also impact the _____ outcome of the facility with increased recruitment costs.
- 9. Where bullying begins for nurses. (2 words)
- 10. _____ bullying includes micromanaging, verbal criticism, and direct threats.
- 11. The most common bully of nurses is other _____.
- 12. When staff hold each other _____, the culture of bullying can be changed.
- 13. For staff to feel comfortable in reporting bullying, the environment should be _____.

Down

- 1. A trait that is not commonly found among bullies in the workplace. (2 words)
- 3. Another term for bullying. (2 words)
- 4. The quality of _____ within the organization can lead to a culture of bullying.
- 5. A targeted, destructive behavior.
- 7. _____ bullying includes rumors and gossip.
- 8. _____ occurs when staff know the right thing to do but are prevented from doing it by organizational factors. (2 words)
- 14. The percentage of nurses who leave their first job within the first six months as a result of co-worker behavior.

* Content reviewed by the CCI Nursing Education Department for alignment with clinical practice standards. CCI does not require, recommend, or endorse specific training programs in specialized practice areas for any of its exams. This is an example of a future points activity for recertification in collaboration with CCI.