

## Rudeness and medical team performance.

April 24, 2018

Riskin A, Erez A, Foulk T, et al. Rudeness and Medical Team Performance. Pediatrics. 2017;139(2):e20162305. doi:10.1542/peds.2016-2305.

<https://psnet.ahrq.gov/issue/rudeness-and-medical-team-performance>

---

[Disruptive](#) and rude behavior by clinicians can hinder teamwork and diminish patient safety. In this [simulation](#) study, neonatal intensive care unit teams were randomized to exposure to rude comments versus neutral comments, with two additional teams randomized to exposure to rudeness with either a [cognitive bias](#) mitigation intervention or a narrative intervention. Rudeness was associated with worse performance, but training health care professionals to avoid cognitive distraction ameliorated the negative effect of rudeness.