

Predictors and triggers of incivility within healthcare teams: a systematic review of the literature.

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[Unprofessional behavior](#) can hinder patient safety and create a disruptive [work environment](#).

Encompassing both qualitative and quantitative literature, this systematic review explored predictors and triggers of [incivility](#) in medical teams (defined as disrespectful behaviors but whose intent to harm is ambiguous). The review identified a wide range of triggers of incivility. Studies generally found that incivility occurs mainly within professional disciplines rather than across disciplines (e.g., physician to nurse) and surgery was the most commonly cited uncivil specialty. Situational and cultural triggers for incivility included excessive workload, communication issues, patient safety concerns, lack of support, and poor leadership.