

SUMMARY

Ochsner Health: How Reducing Incivility Cut Errors and Saved Millions

THE CHALLENGE

Ochsner Health System, a healthcare provider in the Gulf South region, identified that workplace incivility was not just a morale issue, it was causing real, measurable harm. Issues such as disrespectful behavior, poor interpersonal communication, and low civility were contributing to medical errors and risking patient care. Ochsner wanted to understand how addressing behavioral norms and civility might reduce both clinical risk and financial exposure.

THE SOLUTION

Ochsner implemented incivility intervention efforts across its operations that targeted behavior and processes. The interventions focused on reducing disrespectful interpersonal behavior in clinical settings and emphasized safety, quality, and professional conduct in employee trainings and culture. This included reviewing protocols related to communication during shifts, establishing better norms for workplace behavior, and reinforcing expectations of respect and professionalism through leadership and staff training. The interventions reduced errors tied to incivility and showed that being civil is a critical component of clinical safety.

THE RESULTS

- 31% reduction in medication errors following interventions aimed at improving civility and communication.
- \$4.2 million in savings from reduced malpractice claims that Ochsner attributed to the improvements in communication, respect, and related behaviors.
- Fewer employees reported considering leaving after civility improvements and staff reported higher satisfaction and trust in leadership in follow-up surveys.

CASE STUDY SOURCE

[HR Morning](#)

ADDITIONAL INFORMATION

[Ochsner.org](#)