



## *Inspiring a Healthy Culture in Nursing®*

At the heart of nursing is the desire to nurture and care for patients. Nurses also must nurture and care for themselves in order for the profession to thrive. A healthy culture in the nursing profession is dependent upon compassionate communication among nurses, doctors, and coworkers. Mastering the art of skillful interpersonal communication inspires a healthy workplace culture and produces positive patient outcomes.

Unfortunately, an undesirable subculture exists in nursing. Incivility, disruptive behavior, and inappropriate communications are commonly used terms to describe it. An estimated 60 percent of new nurses leave the profession within the first six months of employment largely due to these behaviors. The economic impact of nursing's subculture is enormous with turnover costs ranging between \$64,000 to \$88,000 per nurse.

Classes identifying and addressing communication dynamics and disruptive behaviors in nursing are noticeably absent in the workplace and from medical and nursing school curricula. Sarcastic and demeaning comments, humiliation in front of colleagues, gossiping, and exclusion from conversations are just some communication behaviors from a long list that must be alleviated to sustain a healthy culture. And, **The Joint Commission** cites communication as the leading root cause of significant events contributing to all categories of health care errors.

**It is imperative that education, training, and coaching programs be provided to nursing personnel at all levels in order for disruptive communication behaviors to be eradicated. Patient safety and patient outcomes, productivity, job satisfaction, morale, personal health, and nurse retention are all compromised without effective interpersonal communications training.**

**The Morrissa Group** is dedicated to enhancing respectful and empathetic working relationships among nurses and their coworkers. We specialize in offering “**healing solutions**” to alleviate and prevent disruptive workplace communication behaviors. Our hands-on education and training programs include interactive discussions of “**real-life**” case scenarios illustrating the consequences and impact of inappropriate communication, how to respond to it, the value of discontinuing it, and how to embrace a communication style to interact with coworkers in a healthy and positive manner. Attendees **role-play** and learn how to respond to the following type of disruptive communication styles, for example.

**The Bully** - We teach attendees how to use effective anti-bullying communication tools.

**The Intimidator** - We illustrate how to respond to intimidation and toxic communication styles.

**The Gossiper** - We demonstrate how to curtail dissemination of rumors and misinformation.

We also conduct teambuilding workshops; coach leaders and managers; and facilitate interventions to resolve conflict and lessen stress between individuals and within work teams. Our education and training programs are delivered in accordance with ANA's Code of Ethics for Nurses.

**Our mission is to inspire a healthy culture for nurses.** The benefits of eradicating disruptive communication behavior are reduced stress levels, increased job satisfaction and performance, improved nurse retention, reduced turnover costs, improved patient outcomes, reduced healthcare errors, and larger bottom line profits for healthcare organizations.

### **Co-Founders – The Morrissa Group**

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### *Co-Founders Sabrina M. Visser and Harvey A. Meier*

**Sabrina Visser** resides in Eugene, Oregon where she works as a Registered Nurse in a level III Neonatal Intensive Care Unit, at a University Health Center, and is studying to become an International Board Certified Lactation Consultant (IBCLC). She has a Bachelor of Arts in Foreign Language (French) and International Affairs from the University of Puget Sound and an Associate of Applied Science Degree in Nursing from Lane Community College. When Sabrina is not dedicating time to patient care and learning, she enjoys tent-camping, cycling, crafting, cooking, traveling, and spending time with family. She may be contacted at [Sabrina@themorrissagroup.com](mailto:Sabrina@themorrissagroup.com) (541-292-3154).

**Harvey Meier** resides in Ashland, Oregon and is a Certified Management Consultant®. For over 40 years he has specialized in facilitating “**healthy solutions**” for workplace communication and interpersonal relationship problems. This includes conducting teambuilding and communication training programs, coaching leaders and managers, and facilitating interventions to alleviate conflict between individuals and within work teams and groups. He has a Bachelor of Science Degree from Washington State University, a Masters of Science Degree from the University of Arizona, and a PhD from The Ohio State University. He is a former professor at Oregon State University and corporate executive. When Harvey is not serving clients, he enjoys cycling, skiing, golfing, bowling, fishing, and spending time with family. He may be contacted at [Harvey@themorrissagroup.com](mailto:Harvey@themorrissagroup.com) (509-458-3210).

As an RN, Sabrina’s commitment to patient care and Harvey’s personal experiences with the nursing profession and its caring support, has inspired them to co-found **The Morrissa Group**. Together they are dedicated to “**Inspiring a Healthy Culture in Nursing®**”

#### **Client Testimonial**

*“The Morrissa Group provides an opportunity for nurses to learn new tools and to provide the best possible opportunity to listen well and communicate with influence. By learning and practicing these tools we are better equipped to ensure the best and safest care to patients as part of a collaborative healthcare team. Thank you again for caring so deeply about the future of nursing and your willingness and passion to provide communication tools to assist in that vision”.*

. . . Traci Fossen RN, BSN | Chief Quality Officer 