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## ORIGINAL ARTICLE

### STUDY TO ASSESS THE WORK PLACE VIOLENCE AGAINST NURSES FROM PATIENTS IN THE EMERGENCY DEPARTMENT AT INDIRAGANDHI CO- OPERATIVE HOSPITAL, KADAVANTHRA

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#### ABSTRACT

**Background of the Study:** The aim of this project is to comprehensively identify the extent of workplace violence against nurses from patients in the emergency department. And analyze the prevalence and pattern of workplace violence against nurses, and also identify the effective and supporting management in the hospital. Objective of the study was to study the extent of workplace violence against nurses from patients in the emergency department last 12 months. **Methods:** Research design of this study was descriptive. Descriptive research is used to describe characteristic of a population or phenomenon being studied. Purposive sampling is used to select sample from the population. Primary and secondary data were collected from observation and questionnaire were used to collect the data. **Result:** A 15 days project study reveals the workplace violence against nurses from patients in the emergency department at Indira Gandhi co-operative hospital Kadavanthara. The study clearly shows that 22% of the nurses are facing verbal workplace violence from patients in the emergency department. The pattern of workplace violence which is mainly verbal was identified. It was also identified that the management was supportive and effective. **Conclusion:** Collected data from nurses based on workplace violence through questionnaires represented in tabular columns and drawn graphically. According to this study 22% of nurses are facing the workplace violence, among the all the nurses in the Indira Gandhi co- operative hospital, Kadavanthara.

**Keywords:** Workplace Violence; Nurses; Emergency Department

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## INTRODUCTION

The word hospital is derived from the Latin word "hospitalis". The term hospital means an establishment for temporary occupation by the sick and injured. The word hospital therefore means an institution in which sick or injured persons are cared for and treated for ailments and diseases<sup>1</sup>.

According to the World Health Organization (WHO), a hospital is an integral part of social and medical organization, the function of which is to provide complete health care both preventive and curative to the population. The outpatient services of a hospital reach out to communities in an area<sup>2</sup>. The hospital also serves as a centre for the training of health workers and carries out bio-social researches. Hospitals are highly complex, social, economic and scientific organizations whose functions is to provide comprehensive healthcare services. The purpose of health care services is to effectively meet all the health needs of a community<sup>3</sup>. Hospitals play a major role in maintaining and restoring the health of the community. The main functions of hospitals include patient care, preventive, promotions, training and research in health and medicine<sup>4</sup>.

The service quality of the hospitals is one of the most important indicators of social economic development of countries. The main objective of the hospital services is to give the health services to society in better quality and in least time that citizens demand with the possible lowest cost, with easiness and problem solving, listening the parties, and thinking events as human-centred<sup>5</sup>. Although there have been significant improvements recently, hospitals are still seen the most problematic service institution from the point of target people's satisfaction. Health service aims to improving

the welfare and happiness of the society by protecting, improving and sustaining the health of mankind physically, psychologically and socially<sup>6</sup>.

A hospital is generally a vital part of a social and medical organizations. Hospitals are health care institutions that have an organized medical and other qualified staff to deliver medical, nursing, radiology, laboratory and related services every day and all the time. They ensure care, cure and preventive services. the main function of a hospital is to provide the population with complete healthcare which involves patient's care, in-patient services, medical and nursing research, promoting awareness for some unavoidable diseases and some hospitals also serve as training centres for the upcoming physicians and provided training to the professionals. Research work is also conducted in hospitals<sup>7</sup>.

**Emergency Department in Hospital:** Emergency Department defines an emergency department as a hospital facility that is staffed 24 hours a day, 7 days a week, and provides unscheduled outpatient services to patients whose condition requires immediate attention. With a competent emergency room team, many lives could have been saved under the guidance of an experienced physician and aided by advanced medical equipment<sup>8</sup>.

The emergency Department is the first point of contact for any critically ill patient, needing immediate medical attention. Modern Emergency Departments are managed by qualified Emergency physicians and nurses, trained specifically for providing emergent care to save a life or limb. In order to prioritize treatment for most sick patients, EDs use a tool called Triage which means sorting out. Those patients needing immediate life- threatening measures are treated first<sup>9</sup>. Those with minor ailments may have to wait. After resuscitation

and initial stabilization patients are either admitted to the indoor area or discharged to home with a prescription<sup>10</sup>.

### **The Evolution of Emergency Department (ED):**

Workers' Compensation Plans, railroad companies, and local governments in Europe and the United States provided casualty services in the late mid-19th century. But the world's first specialized trauma centre opened in 1911 in the United States at the University of Louisville Hospital in Louisville, Kentucky. It was further developed in the 1930s by surgeon Arnold Griswold, who also outfitted police and fire engines with medical supplies and trained officers for emergency care on the way to the hospital<sup>11</sup>.

**Violence Against Medical Staffs:** Violence against medical staff has become widespread and a growing problem worldwide. According to the Bureau of Statistical Studies, 60% of workplace violence occurs in health care settings; health care employees are 16 times more likely to experience violence at their workplaces, and nurses, due to direct contact with patients and their companions, are three times more likely to be exposed to violence. The International Council of Nurses and the Australian Institute of Criminology, also reported that nurses are more likely exposed to violence than other groups<sup>12,13</sup>.

Evidence shows that violence in hospitals is a health-threatening factor for both care-givers and care-takers; and that it reduces the quality of care and the concentration of nurses during work; increases their errors; undermines ethics; causes emotional reactions such as anger, sadness, fear, self-reproach and decreased job satisfaction; and might even lead to resignation and death. -On the other hand, "violence" has not been fully defined yet. In the eyes of the Emergency Nursing Association, workplace violence is any violent act, physical attack, emotional or verbal abuse, and forced or

dangerous behaviour in workplace that can lead to physical or emotional harm that ensues consequences. It might be applied by patients and/or their companions, students, trainees or even by other health care team members<sup>14,15</sup>.

**Violence Against Nurses:** Violence against nurses at the workplace is an alarming problem in both developed and developing countries affecting the quality of their work. Violence in emergency department is a serious phenomenon which is a permanent concern for emergency staff. This department provides very important services for the life-threatening conditions and the number of the patients using this department is increasing every day.<sup>16,7,18</sup> In terms of the risk of encountering violence, nursing is in the first place among evaluated jobs. International Council of Nurses (ICN) has reported that prevalence of workplace violence against medical staff has been increased to a high extent; so that they consider this problem as a part of their profession. Nursing international society stated that 80% of the violence is not reported in the health system<sup>19,20</sup>.

According to the definition of National Institute of Occupational Health and Safety, workplace violence is every kind of physical fight, threats of violence and aggression, which is done against staff when they're doing their duty. The world health organization divided violence into four categories including:

1. Physical violence: punching, kicking, slapping in the face, pushing, biting, pinching and scotching<sup>21</sup>.
2. Verbal violence: some behaviors such as; insult, humiliation, intimidation, ridicule and vilification<sup>22</sup>.
3. Racial violence: doubtful behaviour because of skin colour, language, nationality and religion or any other different situation<sup>23</sup>.

4. Sexual violence: any unwanted behaviour related to gender, which is considered as an attack to a person and causes threat, insult or shame<sup>24</sup>.

## METHODOLOGY

The study the extent of workplace violence towards nurses in last 1 year. To identify the prevalence and pattern of workplace violence. To study the safe and healthy working environment for the nurses<sup>25</sup>. The research design used for this study is descriptive study. It is typically concerned with determining frequency with which something occurs. It is the data that is used to examine the relationship among variables<sup>26</sup>.

This study is used to assess the workplace violence against nurses from patients in the emergency department. A sampling design is a definite plan for obtaining a sample from a given population. The sampling design used in this study is convenient sampling. Purposive sampling is taken because it deals with large sample size with in a limited time frame. A total of 50 samples were taken from the populations of 70 nurses in the emergency department of the hospital. Purposive sampling technique used to collect the samples based on selection criteria<sup>27</sup>.

**Inclusion Criteria:** Nurses in the emergency department of the hospital. Nurses in the age limit of 25-55 years Both male and female nurses. Nurses with 1 to 10 years' experience

**Exclusion Criteria:** Nurses under training period Nurses in the other departments Nursing students under posting duties

**Pilot Study:** The pilot study was conducted on 5 nurses in the emergency department of the hospital. It was found that the study was feasible and effective.

**Validation Or Standardisation:** The questionnaire was validated by project guide,

subject expert, Director, HR and emergency department heads.

**Tools and Techniques:** Tools used for data collection are; Questionnaire. The questionnaire was prepared to find that is there any work place violence happening against nurses and safety of nurses in the emergency department. The nurses working in the emergency department of the hospital have to choose for questionnaire data collection.

**Direct observation:** It includes a keen observation of nurses in the emergency department and their duties and responsibilities. and also, patients, and bystanders.

**Informal interview:** It includes casual talk with nurses, patients, bystanders and public relation officers with unstructured questions.

## Data Collection

**Primary data:** Primary data are those which are collected for the first time and thus happened to be original character. Primary data are collected through the questionnaire, informal interview and direct observation method.

**Limitations of the Study:** The study was limited only for 15 days. The study was carried out for a period of 15 days (01/06/2023-15/06/2023).

## Percentage Analysis

### Age distribution

Age group	No. of response	Percentage
25-35	30	60%
35-45	13	26%
45-55	7	14%

**Table No: 1**

Interpretation: The age distribution diagram shows 60% of the nurses are belongs to 25-35 age group ,26% of the nurses are belongs to 35-45 age group and 14% of nurses are belongs to 45-55 age group.

**Sex Distribution**

Sex	No. Of response	Percentage
MALE	6	12%
FEMALE	44	88%

**Table No: 2**

Interpretation: The sex distribution diagram shows that 12% nurses are male and 88% nurses are female

**Duty Time Schedule Distribution**

Response	No. of response	Percentage
PART TIME	2	4%
FULL TIME	45	90%
TEMPORARY	3	6%

**Table no: 3**

Interpretation: The duty time distribution diagram shows that 4% nurses are working in part time ,90% nurses are working in full time and 6% nurses are working in temporarily.

**Work Experience Distribution**

Response	No. of response	Percentage
BELOW 1YEAR	9	18%
1-5 YEAR	29	58%
6-10 YEAR	12	24%

**Table no:4**

Interpretation: The work experience distribution shows that 18% nurses have below 1 year experience. 58% nurses have 1-5 years of experiences, and 24% nurses have 6-10 years of experience.

**Time Schedule Distribution Between 6pm To 7am**

Response	No. of response	Percentage
YES	42	84%
OFTEN	5	10%
NO	3	6%

**Table no: 5**

Interpretation: The time schedule distribution diagram shows that 84% of nurses work between 6pm and 7am. 10% of nurses are often work between 6pm and 7am, 6% of nurses are not work between 6pm and 7am

**Routine Physical Contact with Patients**

Response	No. Of response	Percentage
YES	45	90%
OFTEN	4	8%
NO	1	2%

**Table no: 6**

Interpretation: The above table shows that 90% of nurses have a routine physical contact with patients, and 8% of nurses have often routine physical contact with patients ,2% of nurses do not have any routine physical contact with patients.

**The number of staff present in the same work setting during work time**

Staff	No. of response	Percentage
1-5	36	72%
6-10	14	28%
NONE	0	0%

**Table no: 7**

Interpretation: The above table shows that 72% of nurses working with 1-5 staff during their work and 28% of nurses are working with 6-10 staffs during their work.

## Verbal Workplace Violence

**Question No. 1** In the Last 12 Months, You Have Been Verbally Abused in Your Place of Work?

Verbal abuse	No. of response	Percentage
YES	11	22%
NO	39	78%

**Table no: 8**

Interpretation: The above table and chart show that 22% of nurses have been verbally abused in the last 12 month of period in their work place, and 78% of nurses are not verbally abused in the last 12 month.

**Question no. 2** Have you ever felt threatened or intimidated by a patient in the emergency department?

Response	No. of response	Percentage
YES	5	10%
NO	45	90%

**Table no: 9**

Interpretation: The above table and chart show that 10% of nurses are threatened by a patient in the emergency department, and 90% of nurses are not.

**Question no. 3** Have you ever witnessed a fellow nurse being verbally abused by a patient in the emergency department?

Response	No. Of response	Percentage
YES	5	10%
NO	45	90%
TOTAL	50	100

**Table no: 10**

Interpretation: The above table and chart show

that 32% of nurses are witnessed a fellow nurse being verbally abused by a patient in the emergency department, and 68% are not.

**Question no. 4** Have You Ever Been Insulted or Belittled by A Patient?

Response	No. of response	Percentage
YES	0	0
NO	50	100%
TOTAL	50	100

**Table no: 11**

Interpretation: The above table and chart show that 16% of nurses have been insulted by a patient in the emergency department, and 84% are not.

**Question no. 5** Have you ever been verbally harassed or sexually harassed by a patient in the emergency department?

Response	No. of response	Percentage
YES	0	0
NO	50	100%
TOTAL	50	100

**Table no: 12**

Interpretation: The above table and chart show that 100% of nurses are not verbally harassed or sexually harassed by a patient in the emergency department.

**Question no. 6** Have you ever been verbally abused by a patient's family member or visitor in the emergency department?

Response	No. Of response	Percentage
YES	11	22%
NO	39	78%
TOTAL	50	100

**Table no: 13**



Interpretation: The above table that 22% of nurses have been verbally abused by a patient's family member or visitor in the emergency department, and 78% of nurses are not.

**Question no. 7** Have You Ever felt afraid for your personal safety due to patient's verbal aggression in the emergency department?

Response	No. Of response	Percentage
YES	0	0%
NO	50	100%
TOTAL	50	100

**Table no: 14**

Interpretation: The above table and chart show that 100% of nurses are not afraid for their personal safety due to patient's verbal aggression.

**Question No.8** Have you ever been exposed to verbal aggression or hostility from multiple patients simultaneously in the emergency department?

Response	No. Of response	Percentage
YES	0	0%
NO	50	100%
TOTAL	50	100

**Table no: 15**

Interpretation: The above table and chart show that 100% of nurses are not exposed to verbal aggression from multiple patients simultaneously in the emergency department.

Response	No. of response	Percentage
YES	0	0%
NO	50	100%
TOTAL	50	100

**Table no: 16**

Interpretation: The above table and chart show that 100% of nurses are not experienced

persistent and ongoing verbal harassment from the same patient in the emergency department?

### Physical Workplace Violence

**Question No.1** Have you ever been physically struck or hit by a patient in the emergency department?

Response	No. of response	Percentage
YES	0	0%
NO	50	100%
TOTAL	50	100

**Table no: 17**

Interpretation: The above table and chart show that 100% of nurses are not physically struck or hit by a patient in the emergency department.

**Question no. 2** Have you ever been kicked or bitten by a patient in the emergency department?

Response	No. Of response	Percentage
YES	0	0%
NO	50	100%
TOTAL	50	100

**Table no: 18**

Interpretation: The above table and chart show that 100% of nurses are not been kicked or bitten by a patient in the emergency department.

**Question no. 3** Have You Ever Been Scratched or Spat at By a Patient in The Emergency Department

Response	No. Of response	Percentage
YES	0	0%
NO	50	100%
TOTAL	50	100

**Table no: 19**

Interpretation The above table and chart shows that 100% of nurses are not been scratched or spat at by a patient in the emergency department.

**Question No.4** Have you ever been pushed or grabbed by a patient in the emergency department?

Response	No. Of response	Percentage
YES	0	0%
NO	50	100%
TOTAL	50	100

**Table no: 20**

Interpretation: The above table and chart show that 100% of nurses are not been pushed or grabbed by a patient in the emergency department.

**Question no. 5** Have you ever been injured due to a patient throwing objects or using them as weapon in the emergency department?

Response	No. Of response	Percentage
YES	0	0%
NO	50	100%
TOTAL	50	100

**Table no: 21**

Interpretation: The above table and chart show that 100% of nurses are not been injured due to a patient throwing objects or using them as weapon in the emergency department.

**Question No. 6** Have you ever been physically assaulted by a patient's family member or visitor in the emergency department?

Response	No. Of response	Percentage
YES	0	0%
NO	50	100%
TOTAL	50	100

**Table no: 22**

Interpretation: or unwanted physical contact by a patient in the emergency department? The above table and chart show that 100% of nurses are not been physically assaulted by a patient's family member or visitor in the emergency department.

**Question No.7** Have you ever been subjected to sexual assault

Response	No.Ofresponse	Percentage
YES	0	0%
NO	50	100%
TOTAL	50	100

**Table no: 23**

Interpretation: The above table and chart show that 100% of nurses not been subjected to sexual assault or unwanted physical contact by a patient in the emergency department.

**Question No. 8** Have you ever felt afraid of your personal safety due to a patient's physical aggression in the emergency department?

Response	No. Of response	Percentage
YES	0	0%
NO	50	100%
TOTAL	50	100

**Table no: 24**



Interpretation: The above table shows that 100% of nurses are not felt afraid of their personal safety due to a patient's physical aggression in the emergency department.

### Safe And Supporting Management

**Question No. 1** Is There a Designated Protocol or Policy in Place to Address Work place violence from patients in the emergency dement?

Designated protocol	Response	Percentage
YES	44	92%
NO	6	8%

**Table no: 25**

Interpretation: The above table and chart show that 92% of nurses are agreed in their hospital have designated protocol in place to address workplace from patients in the emergency department, and 8% of nurses are disagreed.

**Question No.2** Are Nurses Provided with Adequate Training on Recognizing and Managing Workplace Violence Incidents?

Response	No. Of response	Percentage
YES	46	92%
NO	4	8%
TOTAL	50	100

**Table no: 26**

Interpretation: The above table and chart show that 92% of nurses are agreed with adequate training provided by the management in managing workplace violence incidents, and 8% of nurses are disagreed.

**Question No.3** Does this organization encourage nurses to report incidents of workplace violence and provide a confidential reporting system?

Response	No. Of response	Percentage
YES	46	92%
NO	4	8%
TOTAL	50	100

**Table no: 27**

Interpretation: The above table and chart show that 92% of nurses are agreed to their organization encourage nurses to report incidents of workplace violence and provide a confidential reporting system and 8% of nurses are not disagreed.

**Question No.4** Are nurses provided with debriefing or counseling services following incidents of workplace violence?

Response	No. Of response	Percentage
YES	47	94%
NO	3	6%
TOTAL	50	100

**Table no: 28**

Interpretation: The above table and chart show that 94% of nurses are agreed with organization providing debriefing or counselling services following incidents of workplace violence, and 6% of nurses are disagreed.

**Question No.5** Are their security personnel present in the emergency department to assist in preventing and managing violent incidents?

Presence of security personnel	Response	Percentage
YES	47	94%
NO	3	6%

**Table no: 29**

Interpretation: The above table and chart show that 94 % of nurses are agreed there is a security personnel present in the emergency department, and 6% of nurses are disagreed.

**Question No.6** Does your workplace providing ongoing support and counselling services for nurses who have experienced workplace violence.

Response	No. Of response	Percentage
YES	46	92%
NO	4	8%
TOTAL	50	100

**Table no: 30**

Interpretation: The above table that 92% of nurses are agreed to ongoing support and counselling provided by the management for nurses who have experienced workplace violence, and 8% of nurses.

**Question No 7** Does this organization have a zero-tolerance policy for workplace violence and take appropriate disciplinary action against offenders?

Taking disciplinary action	Response	Percentage
YES	39	78%
NO	11	22%

**Table no: 31**

Interpretation: The above table shows that 78% of nurses are agreed to organization have zero tolerance policy for workplace violence and take appropriate disciplinary action against offenders, and 22% of nurses are disagreed.

**Question No 8** Is their clear communication channels in place for nurses to report potential safety concerns related to workplace violence?

Clear communication	No. Of response	Percentage
YES	48	96%
NO	2	4%

**Table no: 32**

Interpretation: The above table that 96% of nurses are agreed there is a clear communication channels in place for nurses to report potential safety concerns related to workplace violence, and 4% of nurses are disagreed.

**Question no. 9** Are their regular reviews and updates of safety protocols and procedures to ensure they remain effective in managing workplace violence?

Regular reviews	No. Of response	Percentage
YES	48	96%
NO	2	4%
TOTAL	50	100

**Table no: 33**

Interpretation: The above table and chart show that 96 % of nurses are agreed that there is a regular reviews and updates of safety protocols and procedures to ensure effectively managing workplace violence, and 4% nurses are disagreed.

## DISCUSSION

The research study is mainly concerned with to study the work place violence against nurses from patients in the emergency department, was done under the emergency department at Indira Gandhi co-operative hospital Kadavanthara.

Data can be collected by using questionnaire, observation and informal interviews. Questionnaire method provided to sample comprises of 33 questions related to work place violence against nurses from patients in the emergency department of the hospital. Questionnaires are provided among the nurses in the emergency department<sup>28</sup>.

The samples are collected conveniently. The sample size of total 50 will be taken. The study is conducted under emergency department<sup>29</sup>. The other source of data collection is by journals, articles, and online materials. The primary data collected using questionnaire and method was analyzed and interpreted using diagrams and table to arrive in conclusions<sup>30</sup>.

## CONCLUSION

Emergency department in the hospital play a crucial role in the working of the hospital. Workplace violence against nurses from patients in the emergency department is a significant issue that poses serious risks to the well-being of healthcare professionals. now days violence against nurses are increasing day by day due to variety of factors including high levels of stress among patients, inadequate staffing, longer wait times, mental health crisis, and sometimes a lack of proper security measures.

This study has shed light on the prevalence, causes, and consequences of workplace violence, with a specific focus on nurses in the emergency department. Workplace violence is a significant problem for nurses and has a direct relationship to experience of negative stress, decreased work productivity, and quality of patient care. It is critical prevention and management of violence be a priority for hospital administration and management.

Foremost, violence should never be accepted and tolerated as part of the job. Second, workplace policies and procedures are needed that focus on the security of the environment, reporting and surveillance, and education for all employees and managers on how to prevent and manage violence. When violence does occur, it is acritical that formal or informal debriefing be offered to nurses experiencing violence.

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