

Let's talk about Violence and Nursing

Abby Migliore, MSN, MBA, RN



What have you experienced?



Objectives

- Describe what lateral violence is and the effect it can have on staff and patients.
- Summarize what patient abuse is, risk factors, and how to prevent it.
- Discuss the rates of violence against healthcare workers and steps to keep staff safe





Lateral Violence



- Horizontal violence or Bullying
- Nursing considered one of primary risks for Lateral Violence

44% to 85% of nurses are estimated to be victims of Lateral Violence.

93% of nurses reported witnessing Lateral Violence.



Lateral Violence



- Effect on Health and Wellness

40% who experience Lateral Violence suffer adverse effects on their health.

- Burnout and Job Satisfaction

60% of nurses leave their first job within a few months because of lateral violence.

Lateral Violence effects on Patients



- Feeling less compassionate and being detached
- Disrupt teamwork and communication
- Fear of asking for help
- Depression
 - Has been reported as a leading indicator of self-reported medical errors

Compassion Fatigue



- Defined as the taking on of the suffering of the patient which can lead to:

ANXIETY

Intrusive thoughts, difficulty leaving work at work

BURNOUT

Lack of work enjoyment, exhaustion, edginess

NUMBNESS

Being overwhelmed by others



Patient Abuse and neglect



**According to
the World
Health
Organization
(WHO):**

- 2017 study found 1 in 6 people or 15.7% aged 60 years or older were subjected to some form of abuse
- A recent study on abuse of older people in institutional settings showed that 64.2% of staff reported committing some form of abuse in the past year.

Patient Abuse and neglect



- Abuse and neglect are not limited to the elderly and can occur to any vulnerable patient or population
- Abuse and neglect can occur in pediatric, obstetric, geriatric, and other areas with vulnerable patients





Risks for Patient Abuse

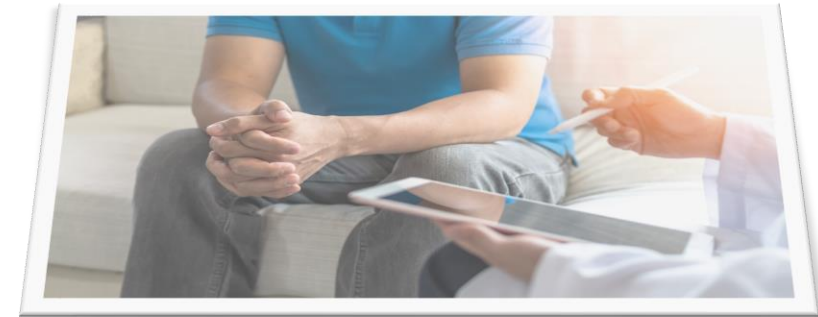
- Caregiver burnout
- Understaffing or over stressed staff
- Difficult and medically challenging patient
- Lack of education on what constitutes abuse



Pandemic Fatigue



- Demotivated about following recommended behaviors to protect ourselves and others (WHO, 2020)
- Tired of making drastic changes and missing important events which compounds
- Coping short-term vs. no end in sight
- Impact on the entire healthcare system



Violence on Healthcare Workers



- According to the WHO at least 25% of workplace violence occurs in a healthcare setting.
- The Bureau of Labor Statistics Reports that from 2011 to 2018 rate of injures from violent attacks against medical professionals increased by 63%.

(Prevent in the workplace. Workplace Violence - American Nurses Association) Vidal-Alves et al., 2021) (Boyle, 2022) and (Yassi et al., 1998)

Violence on Healthcare Workers



- The American Hospital Association found during the COVID-19 Pandemic:
 - 44% of nurses reported experiencing physical violence
 - 68% reported experiencing verbal abuse

Results



For survey results:

<https://www.surveymonkey.com/r/HCViolence>

Combating Lateral Violence



- Follow the chain of command, report the behavior, and speak up
- Support and assist coworkers who you witness being abused
- Model positive behavior

Combating Lateral Violence



- Investigate to determine the root cause of the workplace violence
- Practice and encourage positive communication techniques
- Educate and communicate with staff on what they should do if they witness workplace violence

Patient Abuse Prevention



- Investigate all patient and staff complaints of violence or abuse
- Encourage and support staff to report abuse
- Educate on what is abuse and that it is not tolerated
- Monitor for abuse
- Have policies and a plan in place that can be followed if abuse is identified

Workplace Violence Prevention



- The Occupational Safety and Health Administration recommended the following:
 - Involve staff and management in communication and planning how to develop ways to prevent workplace violence
 - Assess the job hazards to reduce the risks and to develop a plan to keep staff safe
 - Encourage staff to quickly report incidents of violence

(Prevent in the workplace. Workplace Violence - American Nurses Association) and (OSHA 3138-01R 2004 - Occupational Safety and Health Administration)

Workplace Violence Prevention



- The Occupational Safety and Health Administration recommended the following continued:
 - Create an environment and educate staff that workplace violence is not tolerated
 - Ensure that the prevention plan is appropriate and conducive to the environment

(Prevent in the workplace. Workplace Violence - American Nurses Association) and (OSHA 3138-01R 2004 - Occupational Safety and Health Administration)

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Thank You