

CONTRIBUTING FACTORS OF WORKPLACE VIOLENCE AMONG NURSES AT PSYCHIATRIC AND NON PSYCHIATRIC WARDS

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Objective: To explore the situation, contributing factors and management of workplace violence among nurses in the health sector the Isfahan, Iran.

Research design and methods: A total of 250 nurses were assessed from all the health care services available in Isfahan. Quantitative and qualitative data were collected through questionnaires and interviews. Nurses were asked a series of questions about their personal experience of workplace violence in addition to their views and perceptions of violence in the workplace more generally. This can include verbal aggression or abuse, threat or harassment as well as physical violence.

Results: Violence is a problem in the workplace for almost half of nurses. Among hospital nurses, those working in Psychiatry, Drug abuse and Screening units are more likely to report violence as a problem in their workplace. The majority of Nurses experienced form of verbal abuse and a third of them reported physical violence or abuse. Females, younger nurses, working in night shifts, having physical contacts with patients, working in crowded units and poor working experience nurses were more likely to experience violence.

Dissatisfaction of service provided and with diagnosis or planned treatment was the most frequently stated reason for work place violence. Psychological backgrounds, inability to pay for hospital bill, low social security conditions were the indirect factors.

Conclusions: Improved training, better security measures, including provision of a safe environment to treat known or potentially violent patients, prevention programs, and health services for both nurses and patients should be provided.