

# "Workplace Violence toward nurses and physicians in Emergency Departments"

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## ABSTRACT

**Background:** Workplace Violence was measured by the nurses and physicians total scores of correct answers against World Health Organization (WHO, 2003) questionnaire. The questionnaire consisted of two parts, Physical WPV and Psychological WPV, which is also of two parts: Verbal Abuse and Sexual Harassment, it has been widely recognized as a serious and dangerous worldwide phenomenon. Therefore, nurses and physicians are the two health care providers that are more likely to be exposed to WPV. Emergency Departments (EDs) are the place where the first encounter between nurses or physicians and patients often occurs. They have been identified as environments in which the incidence of WPV is particularly high. **Purpose:** To investigate the incidence of WPV in EDs toward nurses and physicians working in governmental, private, and teaching hospitals in Jordan, predictor associated with WPV, and the barriers to reporting this violence. **Methods:** A non-experimental, descriptive, cross-sectional design was used for the current study. A validated self-reported questionnaire was used among 200 nurses and physicians (107 male and 93 females) in emergency departments. Participants were selected from four major hospitals in Jordan, representing the four health sectors (private, governmental and teaching). **Result:** The results showed that, at least one incident of WPV has occurred to 155 (77.5%) of the respondents in the last 6 months. Verbal violence is the most dominant. Also, The results explained the predictors of WPV that are: Age group 30-39 years has the highest WPV incidents, and it is against female nurses was slightly higher, married respondents which is slightly higher than unmarried respondents. Additionally, as work experience increases, respondents are less likely to encounter WPV, rotating shifts had highest rate of incidents compared with other shifts, a little more than half of the violence incidents encountered by a group of 5 or less staff being at duty, in addition incidents has taken place in governmental and teaching hospitals more than private sectors. However, that nurses are more likely to encounter WPV compared to physicians. Nurses are being physically attacked more compared to physicians while physicians are being attacked more verbally compared to nurses. The results showed that the most frequent barrier of not reporting an incident of violence is that "Reporting is not supported by administration". **Conclusion:** Jordanian Nurses and physicians in emergency departments are suffering more of WPV and is still increasing, so the EDs administrative and hospitals managers must provide sufficient strict legislations and policies regarding WPV controlling and management.

**Keywords:** Workplace Violence, Nurses and Physicians, Emergency Departments, Jordan, among, toward.