

Explore perceptions and experiences of Emergency department staff of violent nature, the causes and consequences of workplace violence

vida shafipour¹, sima kaheni², leila shafipour³, Maryam behbodi⁴

1-Mazandaran University of Medical Sciences- Mazandaran University of Medical Sciences, vidashafipour@yahoo.com,

2-Mazandaran University of Medical Sciences- Mazandaran University of Medical Sciences, kaheni2012@yahoo.com,

3-khomeini hospital- Mazandaran University of Medical Sciences, drshafiepour@gmail.com, 4- Mazandaran University of Medical Sciences- Mazandaran University of Medical Sciences, beh.maria@yahoo.com

Background: Violence against emergency workers is known as a job stress. staff experience including doctors, nurses and other staff emergency treatment of workplace violence, a reflection of the feelings and attitudes towards patients, relatives and how to care and treatment puts forward. the World Health organization has declared a global scourge of violence against employees . Since this destructive phenomenon clinically significant negative impact on nurses, doctors and other hospital staff and even clients can have treatment systems, so this study aimed to explore perceptions and experiences of employees who were victims of violent nature, the causes and consequences of the workplace violence.

Methods: This qualitative study was conducted using conventional content analysis. Emergency department of 21 employees (including 11 nurses, 2 health care workers, 8 doctors) who were victims of violence 23 semi structured interviews were conducted. Purposive sampling began and continued until data saturation. Analysis of interview data along with data collection and analysis using conventional qualitative content analysis.

Results: Data analysis resulted in the extraction of three main themes that reflect the participants' experiences and understanding of the nature and consequences of violence against staff of the emergency department. The three themes respectively are include feelings of innocence and vulnerability (with subcategories of incapacity caused by a dysfunctional system, a sense of conviction and sacrifice, fear and intimidation, humiliation, reduced sense of personal accomplishment); causes of violence (with subcategories of adverse interactions , lack of sufficient support by managers, unreasonable expectations, physical and verbal threats, delays in treatment, on the sidelines of the patient), job dissatisfaction and passive attitude (with subcategories routine-oriented and task-oriented, reduced job performance and quality of care); Expressed situational behavior (with subcategories Invite the offender to calm, Ignore , leave the position, inattention, Ask for help from security).

Conclusions: Workplace violence is considered a major challenge in the emergency department due to experience and understand that their employees can play an important role in developing a solution and reduce theirs. Therefore, it seems ,staff training, Managers support, control on the presence of relatives, strengthen security and effective interpersonal communication to be reduced to the extent of the violence .

Keywords: Violence| staff| emergency department| qualitative research

