

# VIOLENCE IN HOSPITALS

By

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Violence,

Although Exceptionally UN Expected,  
It Is Not Limited To Health Professionals,  
Other Professions Are Also Affected.

It Occurs At Home,  
Schools, Universities,  
Work Place ...Even In The  
Parliament.

Most Of Hospital Violence  
Occurs At  
Emergency Departments

No Way To Prevent Violence.  
The Same As Vehicular Accidents,  
Can't Be Totally Prevented

All What We Can Do Is To Reduce  
Violent Incidents To The Minimum.

We Have To Deal With Violence By  
Treatment Accordingly, And Not Just  
By Punishment.

Types Of Violence Include  
Psychological Violence  
(Verbal Threatening Or  
Verbal Insults)

Or By



\*Physical Violence (Hit, kicked, Scratched, Bitten, Spat on, ....)



Violence Could Be Caused  
Or Provoked By

# 1. PATIENTS And PATIENT ESCORTS

Fear, Anxiety And Need  
For Priority Of Care

HATE TO WAIT ... Just Tired Of Waiting

A woman Waiting Impatiently For  
A pregnancy Test In The Busy  
Emergency Department Threw A cup  
Of Urine At The Nurse

Few Patients Coming To ER Must  
Be Dealt With Urgently.  
Most Patients Coming Shouldn't  
Come To ER In The First Place.

# 2 . HEALTH WORKERS

- Qualification And Efficiency Of Physicians On The Job.
- Lack Of Communication Skills.
- Apathy Behavior Towards Patients And Patient Escorts

- Health Personnel Being Busy A lot And Over Worked.
- Working For So Many Hours, And Overtime, And Are Wearied

Disproportion Of Patients  
Numbers And Physicians And  
Other Health Personnel.



# 3 . Health System Problems And Availability Of Facilities

- Over Crowding In Emergency Departments And Patient Wards
- Investigation Results Need Time.  
(Hate To Wait).

- Investigations Services Are Not Necessarily Nearby.
- Medical Records, If Needed, Are Far Away.

- Lack Of Triage System.
- Inconvenient Space And Shortage Of Beds.
- Un Organized Transferals of Patients  
Transportation Of Patients To ER,  
X-Ray Dept. ....To The Ward.

# 4 . Hospital Administration

- Hospitals Took No Action After Assaults.
- No Preventive Measures Are Undertaken By The Hospital Administration.

- Hospital Administration Have A duty  
To Provide:

\*High Quality Health Professionals,

\*High Tech Medical Supplies And  
Equipments,

\*Public Relation Dept.

.../

\*Nearby Resources And Routine Services (Lab, Recrds, X Ray... etc.)

\*Reasonable Space For Both Patients And Escorts.



# Hospital Administration Responsibility To Monitor And Observe Ethics Through:

\*Patients, Relatives And Escorts  
Rights Being Applied,

\*On Job Health Professionals Duties  
Are Fully Announced And Applied,

- \*Health Professionals Satisfaction,
- \*Appreciate Recognition Of Errors.

## Quality Control Comities:

- \*Admissions, Length Of Stay And Discharge Comity,
- \*Medical Records Comity,  
Lab And X Ray Results Comity,
- \*Morbidity And Mortality Comity  
Etc.

# Workplace - Violence Curriculum

- \*Violence - Prevention Training Program

- \*Incident Reporting

- \*How To Recognize And Defuse Aggression

\*Cameras Monitor The Emergency  
Department,

\*And Officers Are Stationed At The  
Front Entrance

# Statistics

## Jordan:

81 Cases Of Violence In 2011

83 Cases Of Violence In 2013

29 Cases Of Violence In 2014