

Background

- Violence against staff in the hospital setting has been compared to being a bigger risk than the occupations of prison guards or police officers.
- Workplace violence in healthcare settings is under reported often because staff feel like they have no support or resources and little to no time to do the reporting.
- Nurse burnout can be associated with aggression from patients and their families.
- Educating nursing staff on the medical surgical floors on their resources when patients or family members are aggressive or violent could help reduce violent events and healthcare worker burnout.

Practice Change

Assess the rates of staff abuse from patients before and after providing education to staff on acceptable behaviors and resources.

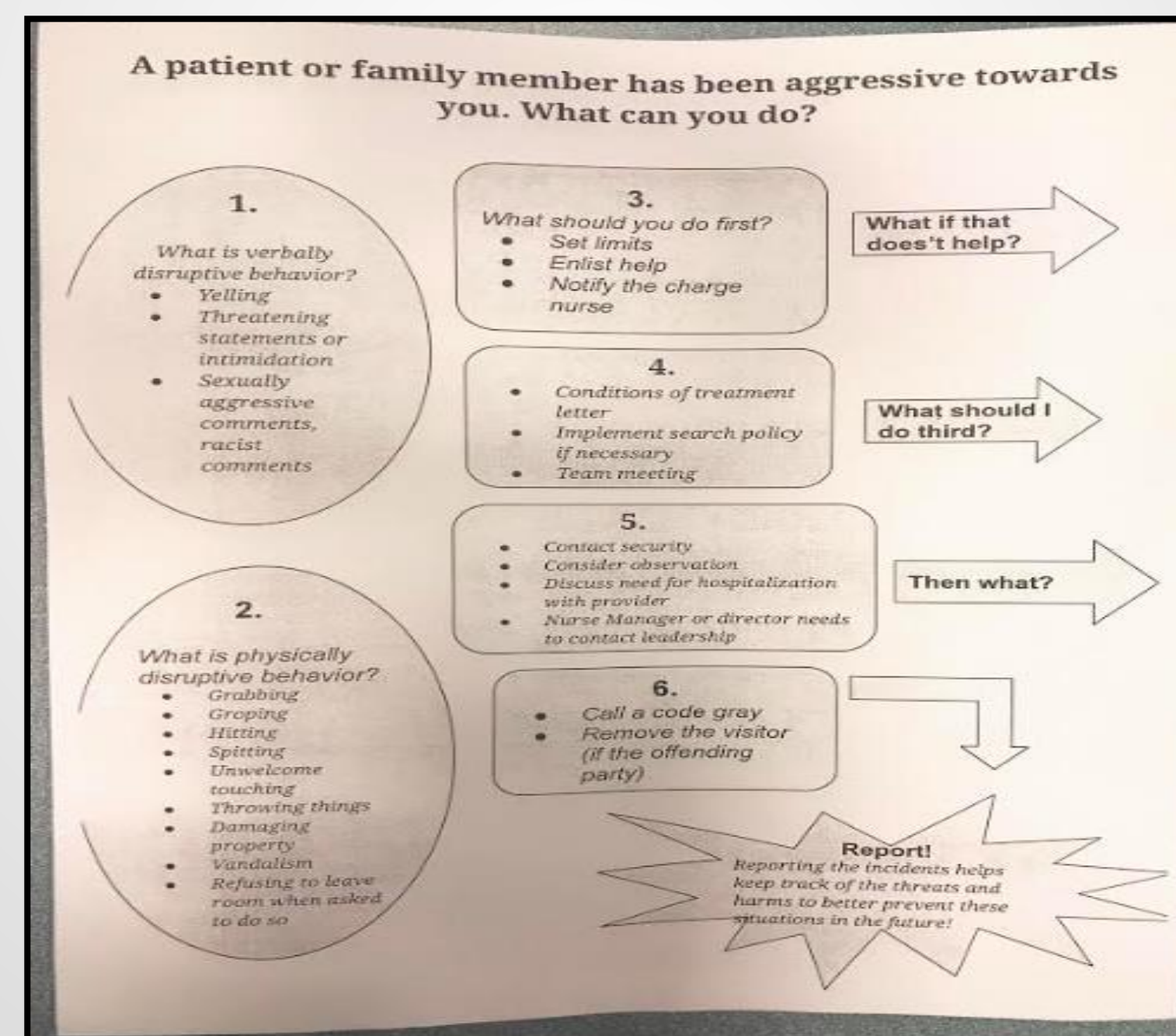
Methods

- Administered anonymous paper pre-surveys to staff on the floor.
- Presented educational flyer to staff with pre-survey regarding resource options following abuse.
- Administered anonymous post-surveys two weeks after education to assess knowledge on the resources available to handle staff abuse.

Measures and Results

Pre-Survey Responses 21 Roles: RN 13, CNA 7, Secretary 1	Yes	No
Have you experienced verbal or physical abuse from patients and/or family members in the last week?	62%	38%
Have you felt that you have had the resources/information you have needed to handle the abuse?	34%	66%
Have you ever been physically/emotionally injured from these events (Bruises, abrasions, disruptions from your day, scared or dreading to reenter the room)?	66.6%	33.3%
Do you feel that you are expected to tolerate these actions from patients and/or family members in this setting more than you would be expected to in an outside setting?	76%	24%

Education Provided



Results

Post-Survey Responses 19 Roles: RN 13, CNA 5, Secretary 1	Yes	No
Have you experienced verbal or physical abuse from patients and/or family members in the last week?	58%	42%
Have you felt that you have had the resources/information you have needed to handle the abuse?	79%	21%
Have you ever been physically/emotionally injured from these events (Bruises, abrasions, disruptions from your day, scared or dreading to reenter the room)?	63%	37%
Do you feel that you are expected to tolerate these actions from patients and/or family members in this setting more than you would be expected to in an outside setting?	79%	21%
Do you feel as though the education sheet provided has helped you with understanding the steps to take with an aggressive patient?	90%	10%

Summary/Discussion

- Our staff experiences a high level of physical and verbal abuse on a weekly basis
- Abuse outcomes reported in our survey included (in order of frequency reported high to low)
 - Dreading to continue to provide care
 - Physical injury
 - Disruption
 - Change of assignment required
 - Feeling a lack of appreciation
 - Emotional injury
- Many of our staff members were not aware that we had a policy
- Limitations to this study include
 - Lack of time to read education and fill out surveys
 - Misunderstanding of the survey questions

Conclusion

- Staff abuse from patients and family members is regularly encountered
- Staff feels more prepared to deal with patient and family abuse after being educated on the existing policy (Policy #21-062)

References

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