



Original Research

Workplace Violence Against Healthcare Professionals and its Consequences: Overview Study

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Abstract:

Workplace violence can take various forms, and it harms both the workplace and the employees who work there. The World Health Organization defines this as physical assault, homicide, verbal abuse, harassment, sexual and racial harassment, and psychological stress. The negative consequences of this pervasive violence have a substantial impact on the delivery of health services, necessitating excellent care because it has serious consequences for their mental and physical health, as well as job satisfaction, productivity, and anxiety levels. This causes sentiments of anger and powerlessness, which have a severe impact on the quality of care offered to their patients.

Keywords: Workplace violence, Healthcare, Professionals.



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Introduction:

Workplace violence is a prominent source of debate worldwide because it endangers all parties involved and has far-reaching implications. The National Institute for Occupational Safety and Health defines workplace violence as acts of violence, including physical assault, directed at an employee while on the job or on duty. Surprisingly, more than half of healthcare professionals have been subjected to violence, and nurses are the most affected group in the medical sector, accounting for about 80% of all assaults, though this statistic is likely underestimated. Workplace violence is a particularly serious issue for women, as it can impair their career chances, development opportunities, and income. Furthermore, violence can foster an abusive, hostile, and frightening workplace environment

that undermines an individual's job performance and success (1). Workplaces are often regarded as safer for employees than other locations. However, workplace violence and conflict are becoming more prevalent. Violence, whether verbal, physical, or sexual, is common (2). Hospital employees, like any other employees, are prone to violent conduct. According to a recent systematic analysis, healthcare professionals face higher risks than other workers (3). Healthcare nurses have a higher risk of violence than other hospital workers, most likely due to their direct contact with patients and their families(4),(5). Caregivers are significantly affected by the violence they encounter on a daily basis, as it has serious effects for their physical and mental health, as well as job satisfaction, productivity, and anxiety levels.

This causes emotions of anger and powerlessness, which can have an impact on the quality of patient care and, in extreme situations, lead nurses to leave their positions. These negative outcomes have highlighted the critical need to investigate the causes of VPS against nurses and implement

evidence-based regulations to provide them with safer working conditions. These adverse effects highlight the critical need to investigate the causes of (WPV) against nurses and implement evidence-based policies to provide them with a safer place to work (6).



In health centers in Iraq and other Arab countries, interpersonal violence is widespread. Interpersonal violence is more prevalent among healthcare workers in Iraq, which is concerning for those in the medical field. Many researchers explore the types of violence, the circumstances, and the background of workplace violence with a focus on the prevalence rates of violence against healthcare workers in hospitals. As a result, the majority of Iraqi nurses have dealt with workplace violence in one way or another, which can result in abuse and harm as well as having an impact on their performance. Studies on whether workplace aggressiveness affects patient safety through employee satisfaction have not been undertaken, despite reports detailing the impact of workplace violence on employee satisfaction and patient safety. In conclusion, the abuse of nurses is regarded by the nursing community as a dynamic and ongoing workplace concern. Nurses are among the most victimised workers in the health sector. Health care providers are far too frequently mistreated by patients, families, visitors, and other members of the healthcare team. The objective of this work is to look at workplace issues and violence against healthcare professionals (7).

Although it can happen in a variety of sectors and professions, healthcare workers are disproportionately affected by workplace violence. Compared to workers in other occupations, healthcare professionals are five times more likely to have injuries as a result of workplace violence. Health care professionals accounted for 73% of all nonfatal injuries due to workplace violence in 2018. Because of underreporting, the incidence of workplace violence is probably considerably higher despite its high frequency. Horizontal violence happens in health care settings in addition to the violence that medical staff may encounter from patients, families, or visitors. Hostile, aggressive, and damaging behavior towards coworkers through attitudes, deeds, words, or other behaviors like harassment, rudeness, or intimidation is known as "horizontal violence." All health professions are susceptible, but nurses are more affected than others. According to one survey, between 22% and 44% of nurses report having been the victim of harassment at some point in their careers (8).

Impact of workplace violence in healthcare Setting

Violence in the workplace's effects on healthcare. It is unacceptable to use violence against healthcare personnel. It has an adverse effect on healthcare personnel' motivation to work as well as their physical and mental wellbeing. It consequently compromises the provision of healthcare services and lowers the standard of care. Additionally, the healthcare industry suffers enormous financial losses as a result (9). Aggression that occurs when workers are harassed, intimidated, or attacked in job-related events, such as when travelling to and from work, and that explicitly or implicitly endangers their safety, health, or well-being is known as workplace violence. The healthcare system is concerned about the prevalence of violence against healthcare personnel. Negative behavioral, emotional, cognitive, and physical impacts are highlighted in the scientific literature (10).

The risk factors for violence at work in the healthcare sector

The causes of workplace violence can be quite complicated, and there are numerous risk variables associated with both the attackers and the attacked medical professionals. The setting in which health services and care are rendered has increased the susceptibility of healthcare professionals to violence at work. Many studies have been done, and some risk factors or associated factors that have led to the rise in violence against health workers in the past few years include: (i) The attitudes and behaviours of visitors, family members, friends, or patients, who frequently experience violence because of high expectations and emotional distress. (ii) Health care workers and work-related variables, such as a lack of trained personnel, inexperienced or fearful workers, inadequate coping mechanisms, and inadequate training; and (iii) environmental or systemic variables (crowding, lengthy wait times, rigid visiting hours, a lack of information, and linguistic and cultural disparities) (11).

Controlling and Prevention Violence at Work.

Firmly denounces acts of violence committed by anyone against anyone, including patients, their families, nurses, and other medical personnel.

People's human rights are violated by such acts; everyone has the right to be safe at work and in medical facilities. It is adamant that violence, whether at work or at home, compromises the safety of patients and carers and threatens the provision of medical care. outstanding medical attention. supports the creation of workplace regulations that have "zero tolerance" for violence in all its manifestations and from all sources, including nurses. The ICN exhorts any organisation that works to ensure that there is "zero tolerance" for violence, including those that employ, regulate, educate, represent, or assist nurses. But the ICN also acknowledges that there are still a lot of workplace violence episodes, that the causes are sometimes intricate and multidimensional, and that there's a chance that enforcing "zero tolerance" by itself could lead to a lack of staff and health professional reporting, education, and training. Establishing rights-based, polite, and open organisational cultures, Considering "facts, not flaws," leadership that sets an example, promotes reporting of violent and bullying occurrences, and creating integrated, human-centered health settings and systems that support transparent communication, collaborations and alliances with other companies in the health and non-health domains, and sufficient resources (12).

Conclusions:

A successful workplace violence prevention program requires strong leadership that fosters and upholds a culture of inclusion, support, and respect, according to this scoping review. Healthcare executives can modify and employ the information provided here to best suit their situation, even if there isn't a direct comparison of several initiatives to show which is more beneficial. Subsequent studies ought to concentrate on comparing the efficaciousness of various interventions and examining the influence of robust leadership and workplace diversity on the incidence, regularity, and intensity of workplace violence. The necessity for such further study and the application of its conclusions is critical as workplace violence is anticipated to continue to be a major issue for healthcare workers in the future.

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