



Service Priorities and Programmes Electronic Presentations

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Against Violence in Workplace

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Introduction

Most of AED staff has workplace violence experience, including physical assault or verbal assault. Violence may result in significant short or long lasting negative on emotions, well-being and job satisfaction of caregivers. It is necessary to develop a team to identify risk and formulate preventive measures to reduce workplace violent.

Objectives

Through data collection and analyze, a comprehensive program was conducted, aim at 1. To strengthen staff concern and management skills in workplace violent 2. To strength the publicity of the care to health care workers

Methodology

In April 2012, a team was formed with seven core members aiming at enhancing staff concern in workplace violence. The program divided into three stages. The first stage has two phases. The first phase is to collect and analyze data related cases of workplace violence which were reported in the AED in the past three years (including time, location, reason, type of violence and any history of psychiatric disease on assailants). The second phase is carried out a questionnaire for AED staff; include doctors, nurses and HCAs, asking them details of encountering type of violence, knowledge of reporting workplace violence and type of training expected, etc. For second stage, according to the preliminary data collection and analyzing, two directions were decided to work out the program. One direction is Public Education: 1. Increase play frequency of the anti-violent video in AED waiting area, aim at promoting the harmony relationship of patients and health care workers; 2. Board exhibition to promote care of health care workers. The other direction is Staff Education, in which we had held a workshop about workplace violence named “職場拒暴” for NDH nursing staff and HCAs. The content of the workshop included introduce reporting system and procedure, identify signs and symptom of potential violent, how to manage violent case, communication skills and interaction team exercises, etc.

Result

A questionnaire was carried out about the workshop to AED staff, 34 data were collected. Of which, 19 have attended the workshop, 95% agreed the workshop allowing them more concern workplace violence; 90% agreed increase knowledge about how to manage workplace violent. 15 of them have not attended the workshop, they all (100%) agreed that our department should held again the workshop so that more staff could participate the workshop.