



Service Priorities and Programmes
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Program for enhanced competence on handling workplace violence by A V Team in Medical Ward

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Introduction

Workplace violence such as physical assaults, threatening or violent behavior are a growing problem in general medical ward. Traditionally, the relevant training is likely focused on psychiatric wards and emergency department. However, formulated training on workplace violence in medical ward is generally inadequate. Thus, an Anti-Violence Team (AV Team) was established to organize trainings for handling workplace violence incidents.

Objectives

1. To formulate training on workplace violence in medical ward. 2. To heighten the awareness of staff on the risks of workplace violence.

Methodology

AV Team members are responsible for ward staff training regarding workplace violence, promotion of working safety through introduction of proper-use of restraint devices, sharing incidents, conducting survey and organizing workshop to strengthen the knowledge and skills of staff. In July of 2013, the workplace violence survey was conducted in 3 medical wards which found that incidents of workplace violence are underreported. In November of 2013, an educational workplace violence workshop was designed with Security Department and OSH Team. It is organized for all staff in medicine and geriatrics department. The contents of workshop involve role playing, incidence sharing, de-escalation technique, breakaway techniques, restrainer technique, handling verbal violence and post-assault management. A questionnaire was distributed to participants at the end of the workshop.

Result

The results showed that participants found significant improvement in the piece of knowledge. All of the participants were satisfied. 21.4 % and 78.6% of them ranked strongly agree or agree that the workshop had achieved the objectives and enhanced the skill for handling workplace violence respectively. Staff had confidence to handle violence in the workplace by team approaching. Moreover, the incident of injury on duty of workplace violence had declined to zero. The AV Team achieved a gold award on the OSH Improvement Program in 2013 in United Christian Hospital. Workplace

violence is a serious safety and health issue. Nurses and supporting staff are prone to be a victim of workplace violence. Through the workshop, we encourage staff to promptly report violence incidents and suggest ways to reduce or eliminate risks. We hope that the number of incident and the severity of injuries can be reduced. In future the AV Team will organize the workplace violence workshop regularly and will promote to the other departments for implementation.