

Risky Business: Interventions to prevent aggression against healthcare workers by violent patients



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INTRODUCTION: Workplace violence by patients against healthcare workers in healthcare settings is increasing in frequency and magnitude. This problem can have short- or long-term effects, including:

- Emotional trauma
- Anxiety
- Physical injury
- Low morale
- Lower productivity
- Higher turnover

PRACTICE QUESTION: What are best practices to prevent violence against healthcare workers by patients who have been identified as at risk for aggression in the inpatient setting?

METHODS:

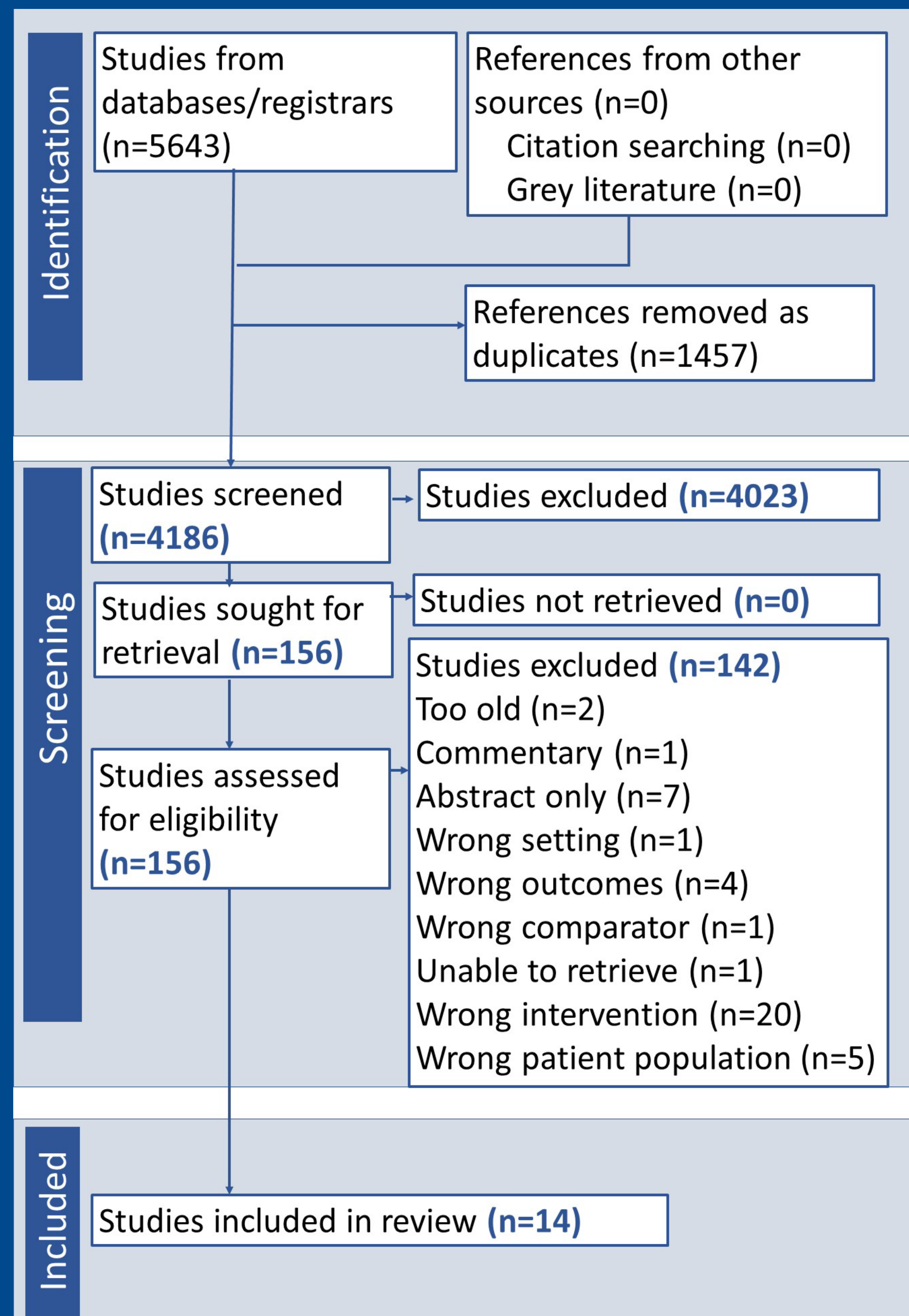
- PubMed, Embase, CINAHL, and JBI were searched for articles published January 2019-February 2023
- Teams of 2-3 independent reviewers screened the articles
- The Johns Hopkins EBP Model was used for article appraisal. Appraised evidence was assigned a Level I-V and quality rating A-C

RESULTS:

- Experimental Study: Level I B (1)
- Non-experimental Studies: Level III A (3), Level III B (2)
- Literature Reviews or QI: Level V A (1), Level V B (7)

Inconsistent findings show need for further research. Communication, behavioral intervention teams, security and environment may play a role in reducing violence.

PRISMA Diagram



SYNTHESIS:

Evidence about best practices was inconsistent with nominal strength. However certain practices were reported repeatedly in the literature as showing some promise to address violence against healthcare workers from patients.

- Communication
 - By staff with patients
 - Among healthcare workers
- Behavioral Intervention Teams
- Security Measures
- Environmental Measures

TRANSLATION:

Given the paucity of high-quality evidence surrounding this topic, we recommend the following next steps

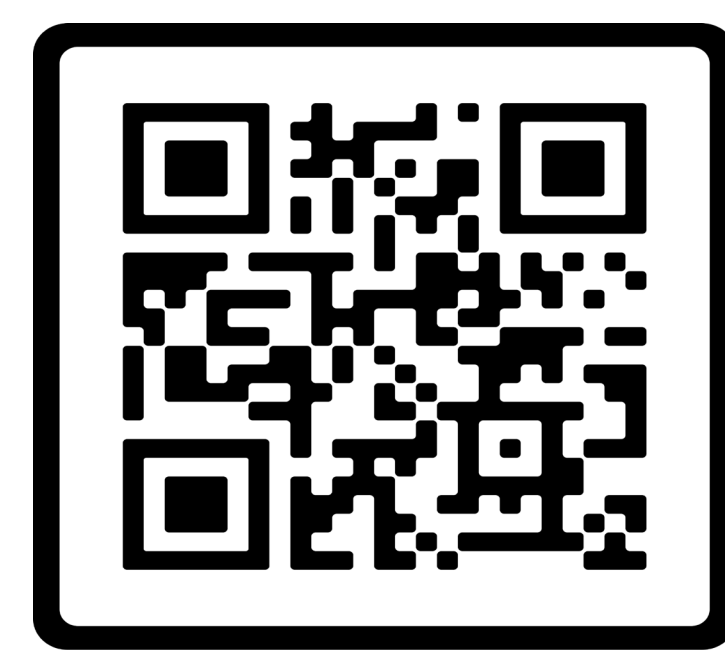
- Conduct EBP reviews about training and debriefing
- Conduct organizational assessment of current state of type II violence and interventions
- Conduct a research study to examine strategies to prevent or address violence in at-risk patients

IMPLEMENTATION: Selected team members launched a JHHS system-wide research project examining interventions to address type II violence.

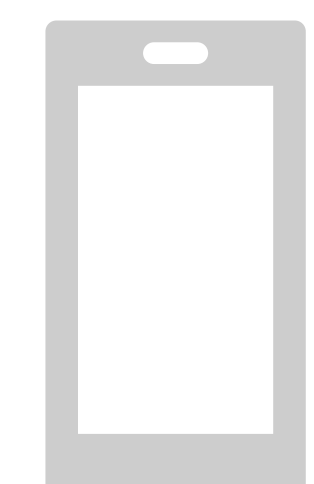
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