



Showcase for Hopkins Inquiry and Nursing Excellence

# SHINE

Conference **2023**

Reporting Behaviors and Perceptions of Violence  
Against Healthcare Workers: A Mixed Methods Study

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*April 17-19, 2023*



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NURSING

For the following example scenarios, think of “**reporting**” as: recording or documenting, using a mechanism which is discoverable to your department or facility leadership.

You are measuring a blood pressure on your 52 year-old patient. Would you report workplace violence if...

... the patient begins yelling in general about being dissatisfied with his care?

### Likert scale

1. Highly unlikely
2. Somewhat unlikely
3. Neither likely nor unlikely
4. Somewhat likely
5. Highly likely

You are measuring a blood pressure on your 52 year-old patient. Would you report workplace violence if...

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You are measuring a blood pressure on your 52 year-old patient. Would you report workplace violence if...

... the patient grabs your hand when the blood pressure cuff inflates?

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You are measuring a blood pressure on your 52 year-old patient. Would you report workplace violence if...







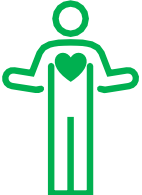
... the patient grabs your hand when the blood pressure cuff inflates, and shouts, “You don’t know what you’re doing!”

1. Highly unlikely
2. Somewhat unlikely
3. Neither likely nor unlikely
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5. Highly likely

# Study Aim and Design

Slide Subtitle, if need-be

What factors influence the likelihood that healthcare workers in the Emergency Department will report workplace violence?

Types of Violence	Mode of Aggression	Mitigating Factors	Appropriateness of ED visit	Personal Nature of Violence
Physical 	Direct (involved) 	<i>Examples:</i> Patient just had a seizure and was post-ictal	<i>Examples:</i> Presented to the ED for... A work note	<i>Examples:</i> Starts throwing food on the floor
Verbal 	Indirect (witness) 	Tried to hit you but missed 	Chest pain 	Starts throwing food at you 

# Example scenario

You are measuring a blood pressure on your 52 year-old patient. Would you report workplace violence if...

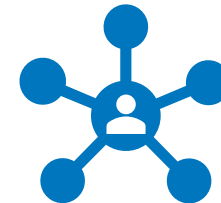
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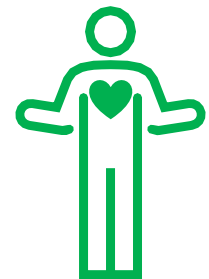
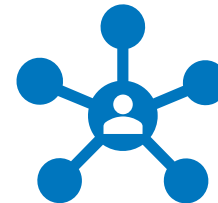




# Example scenario

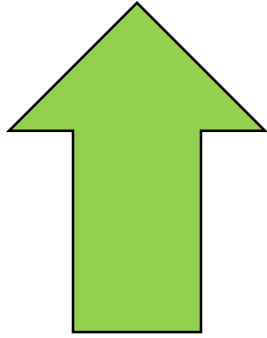
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# Findings: Quantitative

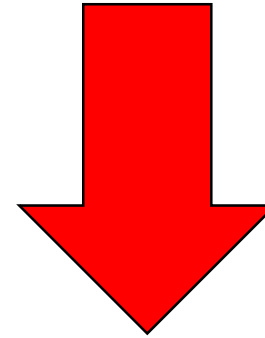
*Factors influencing likelihood of reporting*



Physical violence

Presented to ED for  
inappropriate reason

Personal nature of  
the violence



Verbal violence

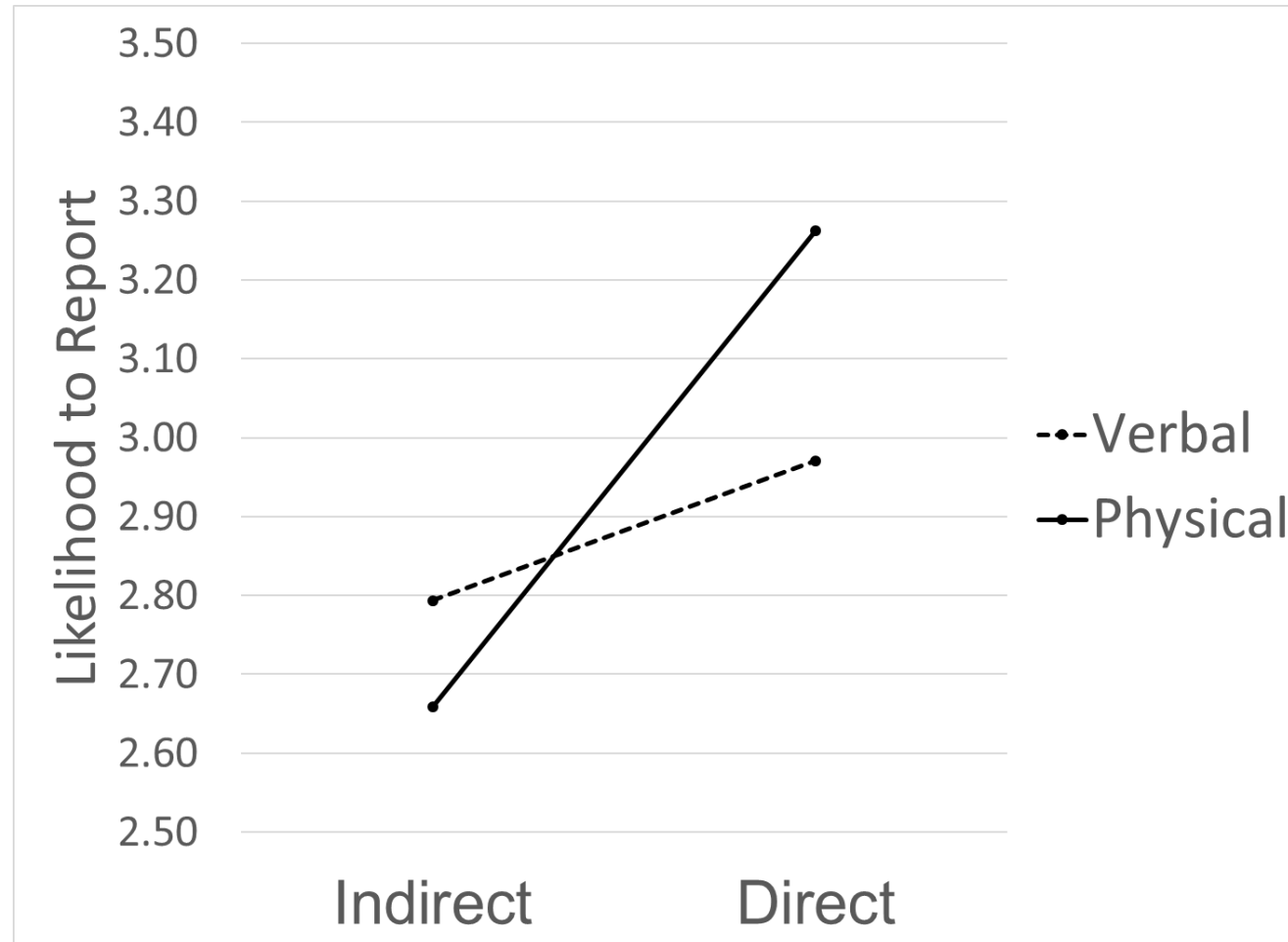
Patient intoxicated or  
altered

Indirect violence

# Findings: Quantitative

*Factors influencing likelihood of reporting*

Likert scale



# Findings: Qualitative

*Factors influencing likelihood of reporting: Qualitative*

When it's already really busy and we're behind on so many other things, why would we bother taking the time to report this? Especially when we know they're going to be back again the next night doing the exact same thing.

It's easy if all I have to do is document it right in the chart.

”  
“

**Even if I do report, there won't be any real consequences for the patient. We're not allowed to turn patients away, even if they've hurt our staff in the past. I'll keep documenting, but it just seems pointless.**

**I can't expect my management to do anything about it if I'm not documenting the behavior... I record every time so it's clear if there's a pattern with that patient.**

# Findings: Qualitative

Factors influencing likelihood of reporting: Qualitative



## Themes

- Time required to document
- Role-modeling for other staff
- Response (or lack of) by management
- Culture – Emergency, and healthcare generally

When it's already really busy and we're behind on things, why are we not taking the time to document? Especially when you're going to be on a night doing...

I can't expect management to do anything about it if I'm not documenting the behavior... I don't record every time it's clear if there's a pattern with that patient.

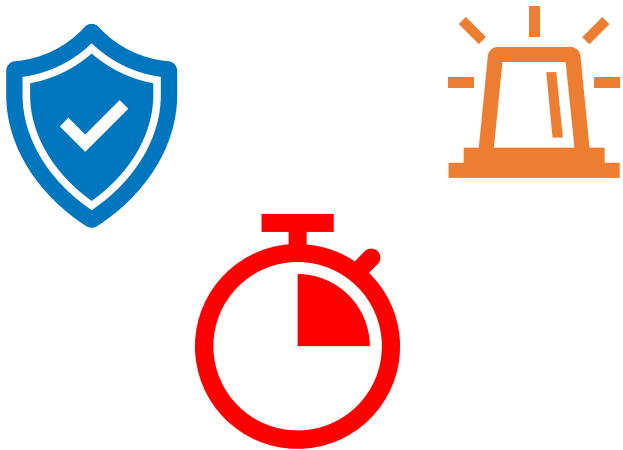
to do... right in the ER

# Findings

*Beyond studied factors, one major theme emerged*

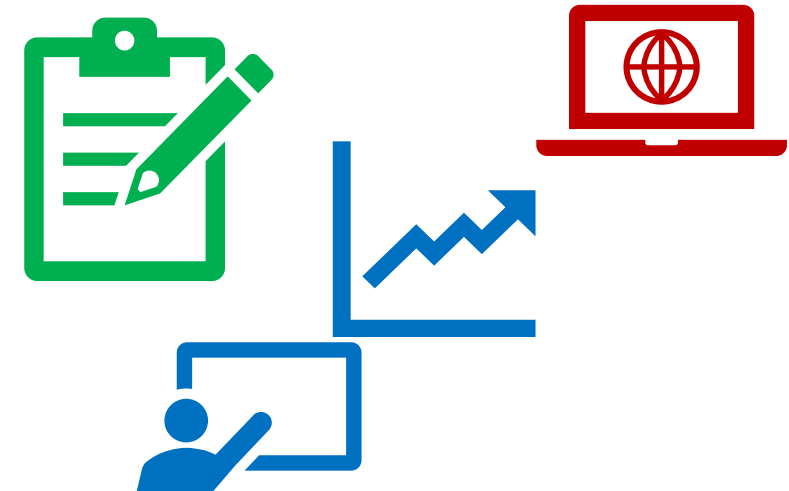
## Different definitions of 'Reporting'

### Response



VS

### Record



# Findings

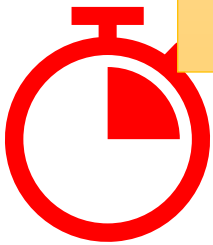
*Beyond studied factors, one major theme emerged*

## Different definitions of 'Reporting'

Resp

**Ideal reporting  
mechanism does  
both!**

Record



# One more poll question

On average, how many incidents of workplace violence or aggression do you encounter each month while working with patients?

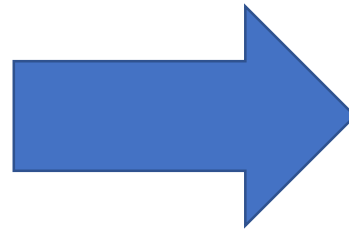
- A. Never
- B. Less than 10
- C. 10-20
- D. More than 20



# Impact of Findings

*How does this apply to your unit or department?*

## Reporting of workplace violence



- Tailored interventions
- Data
- Advocacy

## Understanding influencing factors

- Improve reporting mechanisms.
- Align priorities.
- **Learn from frontline staff about how violence impacts the reality of work.**





*Questions?*