

## POSTER 9

### Is there a need to change strategies? – an exploratory study of the hospital workplace violence

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#### Resumo

**Introduction:** Organizational and academic leaders seem to view workplace violence, crisis management and strategic management as independent concepts. However, they are interdependent. A Resolution from the Portuguese Council of Ministers, Resolution N.º. 1/2022, published on January 5, 2022 [1], recognizes that health contexts can generate vulnerable and violence-prone environments. The first step towards a safe workplace and strategic crisis management is establishing workplace violence prevention systems. As Wirth et al., 2021 state [2], interventions to prevent violent incidents and to prepare staff are not yet consistently implemented, and their effectiveness is often unclear. **Objectives:** Explore the status of reports of workplace violence, discuss the level of preparedness and response of hospitals workplace violence systems and identify areas for future research. **Material and methods:** A quantitative approach is developed, with an exploratory study based

on secondary data from a published report by Centro Hospitalar do Tâmega e Sousa, E.P.E. **Results:** According to CHTS report (2022), between 2019 and 2021, 163 workplace violence situations were reported, increasing around 66% between 2020 and 2021. Regarding the types of violence, it appears that they are primarily verbal aggressions (49%), physical aggression (30%) and threats of violence (11%). As for the victims, it appears that they are nurses (73%), followed by operational assistants (14%), doctors (6%) and technical assistants (5%). The aggressors are most often the patients (60%), followed by visitors/family/companion (34%). **Conclusions:** The data reveal that health professionals continue to be increasingly exposed to different forms of violence in the workplace. Knowledge of the phenomenon dimension, preparation and response to its mitigation and the promotion of safe and healthy environments are beneficial in the provision of health care and in the quality of life of all.

**Keywords:** hospital workplace violence; crisis management; crisis planning.

#### References:

[1] Portuguese Council of Ministers Resolution N.º. 1/2022, published on January 5, 2022.

[2] Wirth, T., Peters, C., Nienhaus, A., & Schablon, A. Interventions for Workplace Violence Prevention in Emergency Departments: A Systematic Review. *International Journal of Environmental Research and Public Health*, 18(16), 8459, 2021.

[3] CHTS. Evolução das situações de violência no CHTS, EPE 2019-2021, 2022.