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Portuguese hospitals: vertical and horizontal violence in the context of emergency services

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Resumo

Introduction: Vertical and horizontal violence among nurses in emergency services is a problem that persists today, contributing to consequences on both physical and mental health. We can define vertical violence as violence between colleagues at different status in a hierarchical system, or violence by superiors to subordinates. On the other hand, horizontal violence consists on negative interactions between a group of peers resulted of an isolated incident or multiple incidents. **Objectives:** To identify and analyze the types, the frequency and the consequences of vertical and horizontal violence in emergency services of Portuguese hospitals. **Material and methods:** In order to ascertain the types and frequency of vertical and horizontal violence among Portuguese nurses, a questionnaire will be delivered in emergency services of

several hospitals. The collected data will be inserted and analyzed with the statistics program SPSS. **Results:** Similar studies were made on different countries and we were able to determine that newly graduated nurses tend to be the main target for these events. Furthermore, we were able to associate these events with mental health problems such as depression, burnout and anxiety. Physical health problems such as insomnia, fatigue and nausea were also associated. With this study, we will be able to understand if the results that we observed applies to Portuguese emergency services. **Conclusions:** It is important to understand and mitigate the damage that vertical and horizontal violence can cause to nurses and to the work environment. It can lead to several negative outcomes and, consequently, result in lower quality patient care.

Keywords: mobbing; horizontal violence; vertical violence; physical consequences; psychological consequences

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