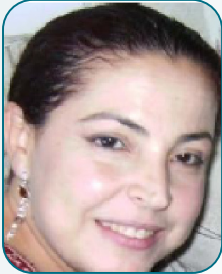


Global Congress on Integrated Healthcare

A joint Conference in Collaboration with United Research Forum, UK and Mutah University, Jordan

Under The Patronage of his Excellency Dr Yousef Goussous

May 15 - 16, 2022 | Hotel Crowne Plaza Dead Sea, Jordan



Workplace Violence Against Health Care Providers in Emergency Departments of Public Hospitals in Jordan: A Cross-sectional Study

Hana Taha^{3,2,1*} Osama Al Khatib¹, Lujain Al Omari¹, Mohammed Qussay Al-Sabbagh¹, Faisal Massad¹ & Vanja Berggren²

¹Department of Family and Community Medicine, Faculty of medicine, The University of Jordan, Amman, Jordan.

²Department of Neuroscience, caring science and society, Karolinska Institutet, Stockholm, Sweden.

³Department of Basic Medical Sciences, Faculty of Medicine, Hashemite University, Zarqa, Jordan.

Abstract

Objectives: Workplace violence (WPV) against health care providers is a serious problem that carries health, safety and legal consequences. Healthcare providers working in emergency departments (ED) are more susceptible to WPV compared to other healthcare settings. This study aimed to assess the prevalence of physical and verbal violence against ED physicians and nurses in public hospitals in Amman, Jordan and to explore the relationship between the WPV and the socio-demographic characteristics of the participants.

Methods: A quantitative descriptive cross-sectional study design was used to assess physical and verbal violence against ED physicians and nurses. A self-administered questionnaire was completed by 67 physicians and 96 nurses from three public hospitals in Amman. Data was analyzed using SPSS 20, including Pearson's correlations, descriptive statistics and Chi-squared test.

Results: In the past year, 33% and 53% of the participants experienced physical and verbal violence, respectively. Males were physically abused more frequently than females. The main perpetrators of physical and verbal violence were the patients' relatives. Only four incidents of physical and verbal abuse were reported by the respondents.

Conclusion: There is a widespread occurrence of physical and verbal violence against ED physicians and nurses in the public sector hospitals in Jordan. A collaborative effort by all stakeholders should be instituted to ensure the safety of the physicians and nurses to improve the quality of the healthcare provided.

Keywords: Emergency department, workplace violence, Jordan, physicians, nurses

Biography

Hana Taha, assistant professor of public health at Faculty of Medicine in the Hashemite University, Jordan, an active member in the Swedish Academics Union and Senior Researcher at Karolinska Institutet, Sweden. Dr. Taha received a PhD in Global Public Health and a Postdoc in Epidemiology from Karolinska institutet, Sweden. She has a wealth of international experience and in-depth knowledge of capacity building using innovative adult learning techniques.