Emotional injury: The hidden cost of workplace violence

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**Recommended Citation**  
Objectives:

1. Share some results from our extensive literature review → how our review precipitated a comprehensive survey about workplace violence (WPV) experiences, reporting rates, and consequences.

2. Describe the survey and results, focusing on:
   • overall WPV rates,
   • how WPV relates to demographics, and
   • explore CONSEQUENCES of WPV often overlooked.
Our WPV Committee

The ACMC Workplace Violence Committee has members from the following areas:

- CNO (created the group, leadership sponsor of the group)
- Patient safety
- Quality
- Human Resources
- Nurses (frontline, manager, and director levels) from units with typically higher violence rates (ED, behavioral health, trauma ICU, and medical trauma)
- Nursing Research
- Pastoral Care
- Head of Security
Workplace Violence is Happening... Everywhere

A large mid-western U.S. hospital system (1159 units in 30 months):

- 838 events
  - $\geq$ 1 event = 219 (18.9%) units
  - $\geq$ 5 events = 53 (4.6%) units
- 10.26 incidents/100 FTEs/year

(Arnetz et al. 2014)

A 6-year study in Rome, Italy:
- 24.6% victim of aggression within 12-months
- 3.4% physical assault, 2 consecutive years
- 0.7% had events all 6 years

(Magnavita 2014)
Workplace Violence is Happening... Everywhere

U.S. healthcare workers = 5 times higher rate of injury than other private-sectors

For every 10,000 workers:
11.7 incidents in healthcare vs. 3.8 in private-sector
(BLS 2013 from Arnetz et al. 2014)

All of these amounts alone are “unacceptably high”
and that doesn’t take into account the amount not reported!
(Najafi et al. 2014 from Hassankhani and Soheili 2017)
WPV Rates: Type of Violence

VERBAL
Non-physical = most common [6-year study] (Magnavita 2014)

Rate range:
- 9-25% world-wide
- 66.9% (Spector et al. 2014)
- 100% U.S. (Camerino et al. 2008 and Hahn et al. 2008)

PHYSICAL
- 36.4% U.S. (Spector et al. 2014)
WPV Rates: Type of Violence

**TYPE I (NOT ASSOCIATED WITH WORKPLACE)**
1 incident in large hospital system over 30 months (Arnetz et al. 2014)

**TYPE II (CUSTOMER = PATIENT/VISITOR = PVV)**

***** MOST COMMON TYPE OF VIOLENCE ***** (Hahn et al. 2012, Magnavita 2014, Stene et al. 2015)

75% of aggravated assaults against employees in healthcare settings
93% of all assaults against employees in healthcare settings were from customers
(Vellani 2014 from Phillips 2016)
64% of all incidents in large hospital system over 30 months (Arnetz et al. 2014)

Create the highest COST (Arnetz et al. 2014)
WPV Rates: Type of Violence

**TYPE III (CURRENT/FORMER EMPLOYEE)**

**Second most** common type of violence in healthcare settings (Magnavita 2014)

35% of all WPV incidents in large hospital system over 30 months (Arnetz et al. 2014)

93% witnessed lateral violence in one study in SE US

85% victims in one study in SE US (Jacobs and Kyzer 2010 from Coursey et al. 2013)

80% nurses experience bullying at some point in their career (Lewis et al. 2006 from Ma et al. 2017)

**TYPE IV (PERSONAL RELATION OF EMPLOYEE, NOT WORKPLACE)**

0 incidents in large hospital system over 30 months (Arnetz et al. 2014)

Mercy Hospital, Chicago, November 20, 2018
WPV Rates: Role

NURSES, NURSE ASSISTANTS, and PHYSICIANS = MOST COMMON HCW VICTIMS
→ 7 times more likely for physical violence
→ 2 times more likely for nonphysical
*** because “time spent on direct patient care” correlates to violent events

NURSES
* 52% of all WPV attacks on RNs in MN in one year (Stene et al. 2015)
* 30% RNs report incidents (TJC report)

PHYSICIANS
* 24-57% experienced patient/visitor violence (Carmi-Iluz et al. 2005, Zahid et al. 1999)
* 26% physicians report incidents (TJC report)
WPV Rates: Location

most research done for ED and PSYCHIATRIC UNITS,
BUT general areas of the hospital = majority of healthcare workers
and also get violence (Hahn et al. 2012)

50% of violence in ED and psychiatric areas [6-year study] (Magnavita 2014)

25% ED nurses subject to physical violence in one year in the US
  53.4% verbal
  10% physical  (Gacki-Smith et al. 2009, ED Nurses Assoc. 2013, Hassankhani and Soheili 2017)

acute care and psyche had the most type II (perp is a customer) (Arnetz et al. 2014)
surgery and acute care had the most type III (perp is/was employee) (Arnetz et al. 2014)
Consequences: Typical ones we consider

32.7% with **physical injury** (Spector et al. 2014)

**physical illness** (Kivimakia and Virtanen 2003 from Ma et al. 2017)
(Note: bullying can also cause this!)

Long-term Problems:
- **chronic pain** (Gerberich et al. 2004, Stene et al. 2015)
- **disability** (Gerberich et al. 2004, Stene et al. 2015)
- **concussions** (Brophy et al. 2017)

THERE ARE OTHER CONSEQUENCES WE NEED TO CONSIDER!
Verbal abuse and harassment can be more destructive to employee morale and productivity than physical assault.

Non-physical events tend to become worse because they are seen as “minor” and not consistently dealt with like a larger incident would be handled.

Ignoring the issues emboldens the perpetrator and the victim may become more aggressive to protect themselves if not protected by management and policies.

Emotional Injury

~ lost confidence (16.5% after verbal, 50.3% after physical)
~ self-doubt (lingers for days in personal life)
~ insecure (lingers for days in personal life)
~ lost competence
~ low self-worth
~ low self-esteem (esp. from bullying)
~ upset (54.1% after verbal, 37.1% after physical)
~ failure (esp. if someone got hurt as result)
~ blamed
  post-incident debriefings/trigger drill-down not personally supportive
~ FEARS:
  being blamed by supervisor, of violence, losing license, general (13% lasts long-term)
~ hopeless
~ feel unsafe
~ anxiety
~ flashbacks long-term problems
~ PTSD (from violence or bullying)
  94% nurses experienced at least one symptom
  17% enough to be diagnosed

94% nurses experienced at least one symptom

~ burnout/career fatigue/job dissatisfaction
~ cumulative trauma increases rate from type II and type III
~ avoidance cumulative trauma increases
~ disengagement cumulative trauma increases
~ less effective (fear, less professional)
~ less productive (more from verbal/harassment)
~ un-trusting of employer
~ low morale (more destructive than physical)
~ angry/more aggressive
  13% staff long-term difficulty
  to protect selves if not by management/policies
~ depressed (esp. bullying)
~ stressed (13% staff long-term difficulty)
~ severe psychological trauma (bullying can cause)
~ irritability (13% staff long-term difficulty)
~ frustration (13% staff long-term difficulty)

The point is... there are A LOT of emotional injuries we do not systematically take into account!

Other Consequences

~ family problems
  cumulative stress symptoms negatively impacting their relationships and families
  poor communication

~ financial impact (due to type II and type III)
  WPV correlates to lost time costs (r=0.32, p<0.05)
  cumulative trauma increases sick leave increased sick time (lateral violence)
  sick leave/missed days – may or may not be compensated

~ eventual inability to work

Costs to Employer & Patients

~ financial loss (bullying)
~ property damage
~ lawsuits
~ compensation payments
~ reduced productivity/efficiency
  WPV correlates to lost time costs (r=0.32, p<0.05)
~ poor communication
~ lower morale (does not only affect target)
~ dissatisfaction
~ absenteeism/sick leave (increases with cumulative trauma)
  days away 14.6 days per 10,000 workers (private sector 3.8)
~ increased turnover (esp. due to burnout)
~ decreased patient care quality
~ avoidance/disengagement (increase as cumulative trauma increases)
~ causes organizational change of culture (does not only affect target)

Our WPV Committee had many questions...

- How many WPV events are happening vs. how many being reported?
- What are the consequences of WPV?
The TMEoWPV Survey Itself

TMEoWPV = Team Member Experiences of Workplace Violence

<table>
<thead>
<tr>
<th>VERBAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the last 12 months:</td>
</tr>
<tr>
<td>1. Did you experience this type of violence?</td>
</tr>
<tr>
<td>2. If so, how often?</td>
</tr>
</tbody>
</table>

| If you experienced this type of violence: |
| 1. What consequences did you have? |
| 2. Did you report it? |
| 1. If so, how often? |
| 2. If so, how or to whom did you report it? |

| THREATENING |
| PHYSICAL |
| SEXUAL |

For physical and sexual: |
| 1. Did you press charges? |
| 2. If so, how often? |
Plan & Participation

+ Wrote survey and protocol Jan 2020
+ IRB determination of non-human subject research on 2/3/2020

The Survey:
- Administered with Qualtrics
- Survey open and advertised 2/12/2020 to 3/15/2020
- Sent link to ALL associates and team members (N = 4060)
- Completed surveys received = 1018
- **Response Rate = 25.1%**
Demographics: Role

- Clinical Nurse, APRN (n = 446)
- Support Staff, Volunteers (n = 138)
- Technician, Technologist (n = 92)
- Physician, BH Counselor, Pharmacist (n = 90)
- Admin, Supervisor, Educator (n = 86)
- Unlicensed Clinical Assistants (n = 77)
- Therapist, Physiologist (n = 55)
- Care Manager, Social Work, Chaplain (n = 27)
- Public Safety Officers (n = 4)
Demographics: Gender & Age

- Woman (n = 886) - 87%
- Man (n = 128) - 13%
- Non-Binary (n = 4) - 0.4%

- 20-25 (n = 96) - 9.4%
- 26-30 (n = 140) - 14%
- 31-35 (n = 131) - 13%
- 36-40 (n = 92) - 8.6%
- 41-45 (n = 88) - 9.0%
- > 45 (n = 471) - 46%
Demographics: Location of Work

- Housewide (n = 193) - 19%
- Inpatient: Critical Care (n = 173) - 17%
- Inpatient: Med, Surg, Rehab (n = 164) - 16%
- Procedure Areas, Outpatient Clinics (n = 136) - 13%
- Office, Lab, Pharmacy (n = 108) - 11%
- ED, Observation (n = 74) - 7.3%
- Surgery (n = 67) - 6.6%
- Inpatient: L&D, Mother Baby (n = 51) - 5.0%
- Inpatient: Behavioral Health (n = 41) - 4.0%
- Entrances & Cafe (n = 10) - 1.0%
Demographics: Amount of Time Providing Direct Patient Care

- Less than 9% (n = 250)
- 10-50% (n = 111)
- 50% or more (n = 657)
Demographics: Number of Years...

... In Healthcare
- Less than 1 year (n = 48)
- 1 to 10 years (n = 390)
- More than 10 years (n = 580)

... In Current Role
- Less than 1 year (n = 106)
- 1 to 10 years (n = 586)
- More than 10 years (n = 309)

... at ACMC
- Less than 1 year (n = 123)
- 1 to 10 years (n = 474)
- More than 10 years (n = 438)
HOW DID OUR WPV RATES COMPARE TO PUBLISHED RATES?
WPV Experience Rates:
100,000 foot view

% of team members self-reported experience of WPV during the previous 12-month period prior to the survey.

- All Sources
- From Patient
- From Visitor
- Lateral
WPV Experience Rates: 100,000 foot view

Verbal is the most common – same as the Magnavita (2014) study

Verbal can range from 9-100% - our rates were on the higher end and very close to what Spector et al. (2014) found in their study.

Physical reported rate for the U.S. at 36.4% by Spector et al. (2014) was higher than what we found in our survey, but our rate at around 25% is still higher than we would like to have and is at the upper range for what is reported in other countries.
WPV Rates by Role

WPV Experience Rate (%) % in the role who experienced at least one event in the previous 12 months from patient, visitor, or team member

Verbal violence is pervasive!

- Public Safety Officers (n = 4)
- Clinical Nurse/APRN (n = 446)
- Care Manager, Social Work, Chaplain (n = 27)
- Admin, Supervisor, Educator (n = 86)
- Therapist, Physiologist (n = 55)
- Physician, BH Counselor, Pharmacist (n = 90)
- Technician, Technologist (n = 92)
- Support Staff, Volunteers (n = 138)
- Unlicensed Clinical Assistants (n = 77)
WPV Rates by Location

- ED, Observation (n = 74)
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- Inpatient: Critical Care (n = 173)
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- Entrances & Cafe (n = 10)
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- Procedure Areas, Outpatient Clinics (n = 136)
- Office, Lab, Pharmacy (n = 108)

WPV Experience Rate (%) % in the role who experienced at least one event in the previous 12 months from patient, visitor, or team member

Verbal violence is pervasive!
WPV Rates by % Patient Care

% in the role who experienced at least one event in the previous 12 months from patient, visitor, or team member divided into WPV Experience Rate (%): 100% (n = 463), 90% (n = 92), 80% (n = 65), 70% (n = 31), 60% (n = 6), 50% (n = 36), 40% (n = 9), 30% (n = 23), 20% (n = 18), 10% (n = 25), 0% (n = 250).

Sexual, Physical, Verbal.

Supervisors with less % direct time may spend more direct time in potentially violent situations.
WPV Rates by Age

Same relative pattern by age for all 3 types of violence

<table>
<thead>
<tr>
<th>Age Range</th>
<th>n</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-25</td>
<td>96</td>
</tr>
<tr>
<td>26-30</td>
<td>140</td>
</tr>
<tr>
<td>31-35</td>
<td>131</td>
</tr>
<tr>
<td>36-40</td>
<td>92</td>
</tr>
<tr>
<td>41-45</td>
<td>88</td>
</tr>
<tr>
<td>&gt;45</td>
<td>471</td>
</tr>
</tbody>
</table>

WPV Experience Rate (%)

% in the role who experienced at least one event in the previous 12 months from patient, visitor, or team member

- Verbal
- Physical
- Sexual
WPV Rates by Years in Healthcare

- Less than 1 year (n = 48)
- 1 to 10 years (n = 390)
- Over 10 years (n = 580)

Same relative pattern by years in healthcare for all 3 types of violence, which is what we saw for age also.

% in the role who experienced at least one event in the previous 12 months from patient, visitor, or team member.
WPV Rates by Gender

Woman (n = 886)
- Verbal
- Physical
- Sexual

Non-Binary (n = 4)
- Verbal
- Physical
- Sexual

Man (n = 128)
- Verbal
- Physical
- Sexual

% in the role who experienced at least one event in the previous 12 months from patient, visitor, or team member
Who is Most Likely to Experience WPV at ACMC?

People whose role and work location has them working directly with patients and visitors – especially in areas where difficult conversations and decisions must be made and are high stress areas – regardless of how much time they spend directly in contact with them.

WPV pervades all genders, ages, and does not show strong prevalence to people who are new to their jobs or have been in healthcare over 10 years.

There are degrees of WPV prevalence in each demographic, but in the majority of categories there were over 50% of people who experienced at least verbal violence at work.
WPV Experience vs Reporting

% of team members self-reported experience/reporting of WPV during the previous 12-month period prior to the survey.

EXPERIENCE RATES

REPORTING RATES

WPV is very under-reported !!!
## Reasons for NOT Reporting

<table>
<thead>
<tr>
<th>Reason</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A - I always report</td>
<td>138</td>
</tr>
<tr>
<td>It makes no difference anyway</td>
<td>133</td>
</tr>
<tr>
<td>Fear of retribution</td>
<td>61</td>
</tr>
<tr>
<td>Violence is just part of the job, Brush it off, or Patient Confused or didn't mean it</td>
<td>54</td>
</tr>
<tr>
<td>Forget to report</td>
<td>44</td>
</tr>
<tr>
<td>Takes too long</td>
<td>37</td>
</tr>
<tr>
<td>Never Experienced WPV</td>
<td>12</td>
</tr>
<tr>
<td>Didn't Bother Me or Manager was already aware</td>
<td>8</td>
</tr>
<tr>
<td>Don't know how</td>
<td>1</td>
</tr>
</tbody>
</table>

# who state the reason
WHAT ARE THE CONSEQUENCES of WPV WE FOUND?!
## Consequences: Physical

### TOP 10 CONSEQUENCES

<table>
<thead>
<tr>
<th>Consequence</th>
<th>n</th>
<th>% who experienced ≥1 event</th>
<th>% of those who had ≥1 consequence</th>
<th>% of total surveyed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anxiety</td>
<td>38</td>
<td>14.6</td>
<td>13.7</td>
<td>1.3</td>
</tr>
<tr>
<td>Burnout/Career Fatigue/Job Dissatisfaction</td>
<td>35</td>
<td>13.4</td>
<td>12.7</td>
<td>1.2</td>
</tr>
<tr>
<td>Afraid</td>
<td>34</td>
<td>13.0</td>
<td>12.3</td>
<td>1.2</td>
</tr>
<tr>
<td>Crying</td>
<td>26</td>
<td>10.0</td>
<td>9.4</td>
<td>0.9</td>
</tr>
<tr>
<td>Frustrated</td>
<td>25</td>
<td>9.6</td>
<td>9.0</td>
<td>0.9</td>
</tr>
<tr>
<td>Feel Unsafe</td>
<td>22</td>
<td>8.4</td>
<td>8.0</td>
<td>0.8</td>
</tr>
<tr>
<td>Avoiding</td>
<td>20</td>
<td>7.7</td>
<td>7.2</td>
<td>0.7</td>
</tr>
<tr>
<td>Upset</td>
<td>19</td>
<td>7.3</td>
<td>6.9</td>
<td>0.7</td>
</tr>
<tr>
<td>Competence lost - Less Effective</td>
<td>19</td>
<td>7.3</td>
<td>6.9</td>
<td>0.7</td>
</tr>
<tr>
<td>Productivity lower</td>
<td>18</td>
<td>6.9</td>
<td>6.5</td>
<td>0.6</td>
</tr>
</tbody>
</table>
## Consequences: Sexual

<table>
<thead>
<tr>
<th>TOP 10 CONSEQUENCES</th>
<th>n</th>
<th>% who experienced &gt;1 violence event</th>
<th>% of those who had &gt;1 consequence</th>
<th>% of total surveyed</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Burnout/Career Fatigue/</td>
<td>12</td>
<td>14.1</td>
<td>38.2</td>
<td>3.7</td>
</tr>
<tr>
<td>Job Dissatisfaction</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>➢ Avoiding</td>
<td>11</td>
<td>12.9</td>
<td>35.0</td>
<td>3.4</td>
</tr>
<tr>
<td>➢ Anxiety</td>
<td>10</td>
<td>11.8</td>
<td>31.8</td>
<td>3.1</td>
</tr>
<tr>
<td>➢ Productivity lower</td>
<td>10</td>
<td>11.8</td>
<td>31.8</td>
<td>3.1</td>
</tr>
<tr>
<td>➢ Irritable</td>
<td>7</td>
<td>8.2</td>
<td>22.3</td>
<td>2.2</td>
</tr>
<tr>
<td>➢ Angry</td>
<td>6</td>
<td>7.1</td>
<td>19.1</td>
<td>1.9</td>
</tr>
<tr>
<td>➢ Disengaged</td>
<td>6</td>
<td>7.1</td>
<td>19.1</td>
<td>1.9</td>
</tr>
<tr>
<td>➢ Afraid</td>
<td>5</td>
<td>5.9</td>
<td>15.9</td>
<td>1.6</td>
</tr>
<tr>
<td>➢ Untrusting (of employer)</td>
<td>5</td>
<td>5.9</td>
<td>15.9</td>
<td>1.6</td>
</tr>
<tr>
<td>➢ Upset</td>
<td>5</td>
<td>5.9</td>
<td>15.9</td>
<td>1.6</td>
</tr>
</tbody>
</table>
## Consequence Rates: Verbal Violence

<table>
<thead>
<tr>
<th>Total Respondents (n=1018)</th>
<th>Experienced at least one verbal WPV event (n=686)</th>
<th>At least one consequence from verbal WPV (n=395)</th>
<th>At least one EMOTIONAL consequence from verbal WPV (n=237)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>67.4%</td>
<td>38.8%</td>
<td>23.3%</td>
</tr>
<tr>
<td>Experienced at least one verbal WPV event (n=686)</td>
<td>X</td>
<td>57.6%</td>
<td>34.5%</td>
</tr>
<tr>
<td>Had at least one consequence from verbal WPV (n=395)</td>
<td>X</td>
<td>X</td>
<td>60.0%</td>
</tr>
<tr>
<td>Consequence Type</td>
<td>% Experiencing the Consequence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burnout/Career Fatigue/Job Dissatisfaction</td>
<td>38.7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anxiety</td>
<td>36.7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crying</td>
<td>33.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less Competent or Effective</td>
<td>29.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frustrated</td>
<td>26.8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avoiding</td>
<td>23.3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upset</td>
<td>21.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Angry</td>
<td>21.3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Confidence Lost</td>
<td>19.7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Morale Low</td>
<td>18.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feel Blamed</td>
<td>17.7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disengaged</td>
<td>16.7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Afraid</td>
<td>16.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-esteem Lower</td>
<td>13.7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Untrusting of Employer</td>
<td>13.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Irritable</td>
<td>13.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-doubt</td>
<td>12.4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The most common CONSEQUENCES of VERBAL VIOLENCE affecting the 57.6% of respondents who reported at least one verbal WPV experience.

<table>
<thead>
<tr>
<th>Consequence</th>
<th>% Experiencing the Consequence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depressed</td>
<td>12.2</td>
</tr>
<tr>
<td>Feel Unsafe</td>
<td>12.2</td>
</tr>
<tr>
<td>Productivity Lower</td>
<td>12.2</td>
</tr>
<tr>
<td>Insecure</td>
<td>11.4</td>
</tr>
<tr>
<td>Severe stress</td>
<td>11.1</td>
</tr>
<tr>
<td>Feel like a failure</td>
<td>10.9</td>
</tr>
</tbody>
</table>
Most had what we might expect = 1-2 consequences, **But over 10% reported 10 or more consequences!!**

??Are some people more susceptible to consequences?!

The next slide looks at this demographic more closely...

<table>
<thead>
<tr>
<th># of Verbal WPV Consequences (per person)</th>
<th>Frequency (# of people reporting this many consequences)</th>
<th>% of with this frequency out of those who had at least one verbal WPV experience (n=395)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>125</td>
<td>18.2</td>
</tr>
<tr>
<td>2</td>
<td>74</td>
<td>10.8</td>
</tr>
<tr>
<td>3</td>
<td>22</td>
<td>3.21</td>
</tr>
<tr>
<td>4</td>
<td>18</td>
<td>2.62</td>
</tr>
<tr>
<td>5</td>
<td>14</td>
<td>2.04</td>
</tr>
<tr>
<td>6</td>
<td>18</td>
<td>2.62</td>
</tr>
<tr>
<td>7</td>
<td>14</td>
<td>2.04</td>
</tr>
<tr>
<td>8</td>
<td>11</td>
<td>1.60</td>
</tr>
<tr>
<td>9</td>
<td>7</td>
<td>1.02</td>
</tr>
<tr>
<td>10</td>
<td>16</td>
<td>2.33</td>
</tr>
<tr>
<td><strong>Over 10</strong></td>
<td><strong>76</strong></td>
<td><strong>11.1%</strong></td>
</tr>
</tbody>
</table>
Who experiences more than 10 verbal violence consequences?

Snapshot of the 76 from the previous slide who reported experiencing more than 10 verbal violence consequences.

**AGE is not defining characteristic.**

- 28.9% are 26-30
- 22.4% are 20-25
- 14.5% are 31-35
- 13.2% are over 45
- 11.8% are 36-40
- 9.2% are 41-45

Identifies as a **woman**

Has **1 to 10 years of experience** in healthcare, at ACMC, and in current role

60.5 to 75.0%

Nurse/APRN

Who spends **over half her time doing direct patient care.**

68.4%

84.2%

76.6%

On a **critical care or med-surg/rehab unit or in the ED/short stay**
Serious...ly ignored

Despite ~ 70% team members experiencing verbal WPV,
→ AND 40% having at least one consequence from it,
→ AND ~ 25% having an emotional consequence,

verbal WPV is
Not tracked !
Not considered !
Not taken seriously !

Regarding verbal WPV:
• no regular avenues for support or time off
• not considered impacting burnout, resilience, and retention
• not followed-up on regularly.

At a time when we need our team members the most, we need to recognize the impact VERBAL WPV can have on retention and do something about it!
Consequences: Overall

CONSEQUENCES in the Top 10 for all three types of violence we measured

<table>
<thead>
<tr>
<th></th>
<th>Verbal</th>
<th>Physical</th>
<th>Sexual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burnout/Career Fatigue/Job Dissatisfaction</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Avoiding</td>
<td>6</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>Anxiety</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Upset</td>
<td>7</td>
<td>8</td>
<td>10</td>
</tr>
</tbody>
</table>

Top 10 RANK for each consequence is listed in the table
Summary & Conclusions

1. Workplace violence is on all units and in all areas of the hospital, not only the ED and behavioral health.

2. Reporting rates are very low – we don’t know the extent.

3. Workplace violence is more than physical assaults.

4. Identify the impact of verbal violence.
References


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THANK YOU!