

Nurses and Workplace Violence - "Not part of the job"

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Objectives

- Define workplace violence
- Describe the prevalence of workplace violence
- Describe the impact of workplace violence
- Review historical perspective of work done by WNA to address workplace violence
- Discuss preliminary results of WNA's Survey of Patient/Family/Visitor Violence against nursing colleagues in the Workplace
- Review current U.S. legislation related to workplace violence
- Propose new legislation for workplace violence against nurses



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Definition of Workplace Violence

- Violence:
 - Aggressive acts including physical assaults and threats of assaults
 - Verbal abuse
 - Inappropriate touching
 - Sexual harassment
 - Verbal slander
- Workplace violence perpetuated against nurses:
 - Any of the above behaviors intentionally directed towards nurse at work
 - Nurses are defined as:
 - Registered nurses
 - Licensed practical nurses
 - Persons performing nursing services under the direction or supervision of registered nurses



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OSHA Workplace Violence Statistics (2011-2013)

- Nearly 2 million American workers reported having been victims of workplace violence each year.
 - Unfortunately, many more cases go unreported.
- Workplace violence assaults range from 23,540 to 25,630 annually
- Seventy to 74% occurring in health care and social services arenas
 - Type I—Criminal Intent; people enter the workplace with the intent to commit a robbery or other crime
 - Type II—Customer, client, patients; violence against employees by persons to whom employer provides a service
 - Type III—Co-worker; against co-workers, supervisors or managers by current or former employees



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Impact of Workplace Violence

- Health Consequences
 - Physical injuries
 - Emotional distress
 - Psychological health concerns
 - Death
- Financial Consequences
 - Lost work time
 - Health care cost—medical, counseling,
 - Legal fees
 - Productivity loss
 - Low morale
 - Turnover cost
 - Leaving the profession



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A Little History...

- At the 2012 WNA Annual Membership Meeting, members passed a reference addressing workplace violence.
 1. Form a Task Force to identify the prevalence of violence against nurses and other health care workers in the workplace in Wisconsin
 2. Develop a Wisconsin legislative or regulatory strategy that increases the criminal charge/penalty for those perpetrators committing acts of violence against nurses and other health care workers, and
 3. Develop a tool kit of best practices for identifying and deescalating potential workplace violence
- WNA conducted a survey of Registered Nurses in the summer of 2013 regarding incidence of workplace violence.
 - N=approximately 1450 participants
 - Violence included physical, emotional and sexual violence
 - Eighteen percent of respondents believed workplace violence was "just part of the job"
 - Results of the study indicated that workplace violence involving nursing colleagues is occurring beyond the emergency room.
 - Therefore, WNA drafted legislation to expand the Level H Felony for battery against a nurse to all healthcare related workplace settings.



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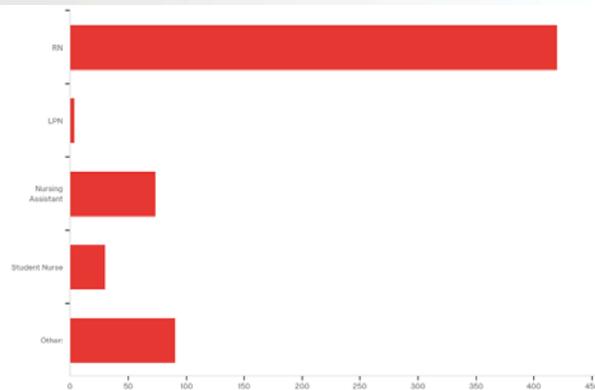
WNA Survey 2018

- WNA's Workforce Advocacy Council (2017) established a task force to investigate the current state of workplace violence: Workplace Violence workgroup
 Members: Jodi Arriola, Chair
 Adrienne Peterson
 Michelle Anderson
 Amanda Shimko, DNP student
 Dr. Catherine Kinney
 Gina Dennik-Champion
- Developed 21-item survey in regard to obtaining information from nursing colleagues (RNs, LPNs, nursing assistants, nursing students)
 - Prevalence and type of violence perpetuated against these health care providers by patients, visitors and family members
 - Practice setting of participants
 - Percentage of respondents reporting incident or rationale for not reporting
 - Effect of the violent episode on the victim
 - Organization's response to reports of workplace violence
 - Respondents comfort with their overall skills to manage aggression or violent behaviors in the workplace
- The results of the survey will be used by WNA to determine the need for legislation, regulation, education and/or training to support nurses in the workplace.



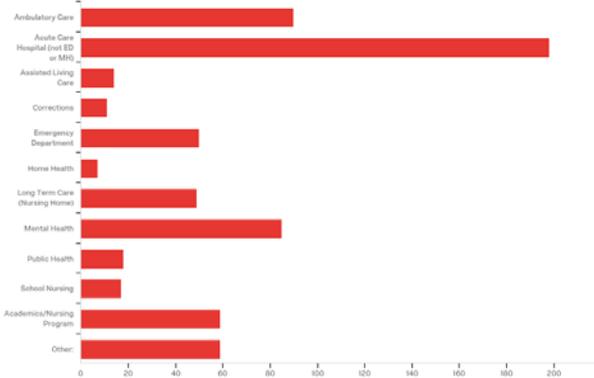
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Q1 - Your current position is:



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Q2 - What is your practice setting?



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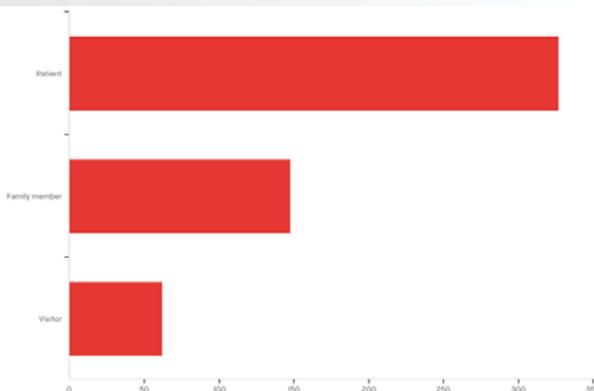
Q3 - Have you personally experienced workplace violence directed at yourself by patients, family members and/or visitors while on duty in the last 12 months?

#	Answer	%	Count
1	Yes, 1 or 2 episodes	27.48%	155
2	Yes, 3-5 episodes	16.31%	92
3	Yes, 6-8 episodes	6.38%	36
4	Yes, more than 8 episodes in the last 12 months	14.89%	84
5	No	34.93%	197
	Total	100%	564



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Q4 - Please identify the perpetrator. (please check all that apply)



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Q5 - What type of violence have you experienced in the workplace? (please check all that apply)

#	Answer	%	Count
1	Physical (describe)	34.32%	208
2	Verbal (describe)	52.31%	317
3	Sexual (describe)	13.37%	81
	Total	100%	606



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Q9 - Have you witnessed violence against other nurses and/or nursing staff (RNs, LPNs, nursing assistants/technicians and/or student nurses) by patients, family members and/or visitors while on duty in the last 12 months?

#	Answer	%	Count
2	Yes, 1 or 2 episodes	24.47%	126
3	Yes, 3-5 episodes	12.43%	64
4	Yes, 6-8 episodes	6.21%	32
5	Yes, more than 8 episodes in the last 12 months	21.94%	113
6	No	34.95%	180
	Total	100%	515



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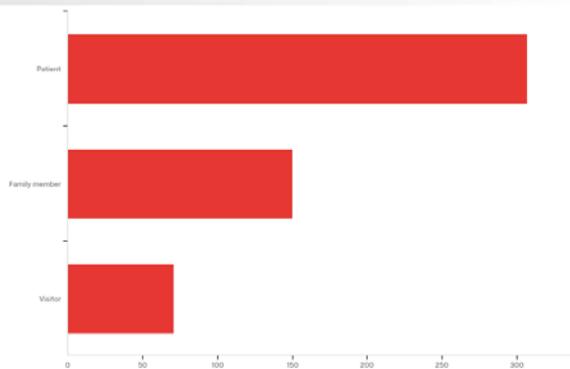
Q10 - Who was the violence against?

#	Answer	%	Count
1	Nurse	43.62%	287
2	Nursing Assistant/Nurse Technician	32.52%	214
3	Student Nurse	3.50%	23
4	Other nursing staff members	13.07%	86
5	Other	7.29%	48
	Total	100%	658



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Q11 - Please identify the perpetrator. (please check all that apply)



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Q12 - What type of violence did you witness against others within the last 12 months? (please check all that apply)

#	Answer	%	Count
1	Physical (describe)	35.60%	215
2	Verbal (describe)	49.50%	299
3	Sexual (describe)	14.90%	90
	Total	100%	604



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Physical Violence Experienced/Witnessed

- Patient punching staff
- Hitting, kicking, grabbing, spitting
- Patient punched my CNA in the face
- Biting
- Throwing objects TV remotes, furniture,
- Hair pulling, hair ripped out
- Knocked staff out cold
- Throwing bodily fluids on staff
- Headbutt in the face
- 5 Concussions, herniated disc, broken leg, bursitis in shoulder from aggressive contact, knocked out front tooth
- Strangled
- Stabbed with pens
- Gouged nails into my arm
- Thrown to the floor
- Traumatic brain injury
- Scratched
- Patient jumped on my back and tried to bite me, wrap IV tubing around my neck and try to hit me with the IV pole



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Physical Violence Experienced/Witnessed Continued

- Resident attempted to stab CNA with a butter knife
- Broken eye socket, nose, concussion, bloody fat lips, kicks to the groin, torn tendons
- Director of Nursing hit in the face by a thief trying to steal her purse from her office



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Verbal Violence Experienced/Witnessed

- Yelling slanderous comments
- Threatening, use of profanity
- Threat of killing my unborn child- patient attacked staff multiple times
- Swearing, berating, insults
- Threats to harm me, rape me, hurt my kids
- Bullied
- Threaten my license
- Legal threats
- Racial Slurs
- Called inappropriate names
- Name calling, racist remarks false accusations, staff bashing



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Sexual Violence Experienced/Witnessed

- Sexual innuendos by male patients
- Sexually assaulted 17 times- five crotch grabs, 4 butt grabs, 8 breast grabs
- Patients have flashed staff
- Sexually demeaning comments from patients
- Graphic threats from a patient of how he was going to rape me, while he groped himself
- Inappropriate remarks from Police Officers toward nurses
- Marriage proposals, asked out on dates, asked for phone number, received wildly inappropriate love notes
- Masturbated in front of staff
- Stated they were going to have sex with me, propositioned in crude ways
- Attempts to kiss, hug, patted butt
- Attempt to pull scrub top open
- Vulgar sexual demands from staff



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Sexual Violence Experienced/Witnessed Continued

- Suggestive dirty talk
- Molestation of male and female staff
- Pushed up against a wall and attempted to kiss
- Coworkers have been stalked by patients, involving sexually inappropriate letters being written after discharge



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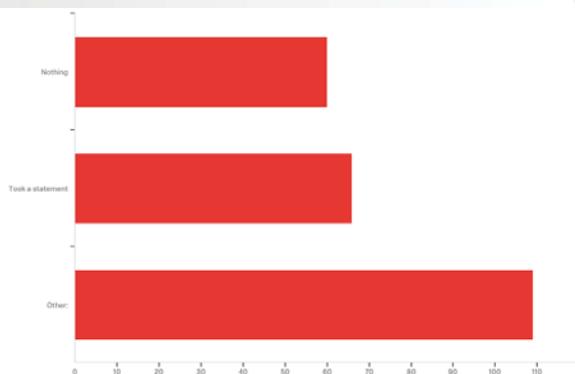
Q6 - Did you report to your supervisor the violence directed toward you?

#	Answer	%	Count
1	Yes	71.90%	238
2	No	28.10%	93
	Total	100%	331



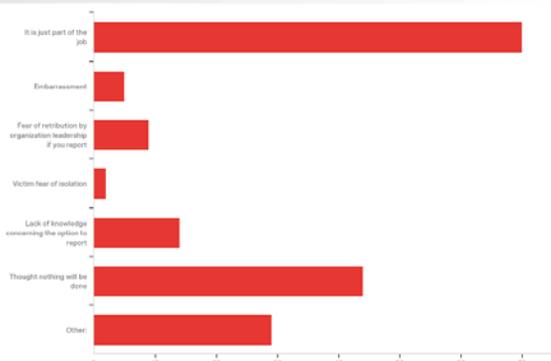
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Q7 - What was your employer's response to the report(s)? (please check all that apply)



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Q8 - If you did not report the workplace violence directed toward you by patients or visitors, was it due to any of the following reasons: (please check all that apply)



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Q8 - If you did not report the workplace violence directed toward you by patients or visitors, was it due to any of the following reasons: (please check all that apply)

#	Answer	%	Count
1	It is just part of the job	40.46%	70
2	Embarrassment	2.89%	5
3	Fear of retribution by organization leadership if you report	5.20%	9
4	Victim fear of isolation	1.16%	2
5	Lack of knowledge concerning the option to report	8.09%	14
6	Thought nothing will be done	25.43%	44
7	Other:	16.76%	29



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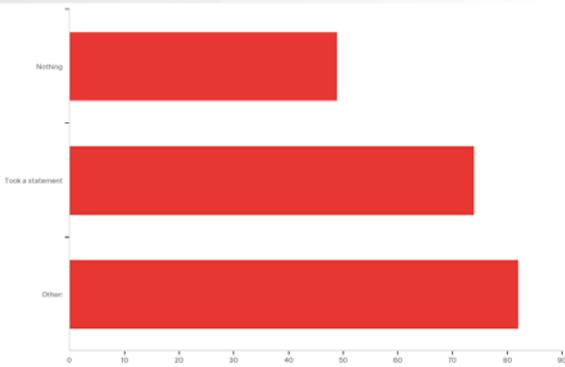
Q13 - Did you report to your supervisor the violence directed toward others?

#	Answer	%	Count
1	Yes	64.89%	207
2	No	35.11%	112
	Total	100%	319



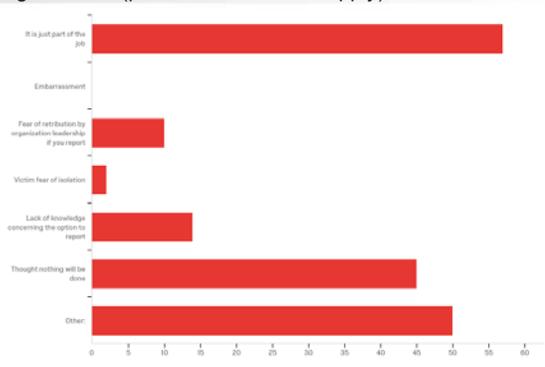
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Q14 - What was your employer's response to the report(s)? (please check all that apply)



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Q16 - If you did not report the workplace violence directed toward others by patients or visitors, was it due to any of the following reasons: (please check all that apply)



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Q15 - If you did not report the workplace violence directed toward others by patients or visitors, was it due to any of the following reasons: (please check all that apply)

#	Answer	%	Count
1	It is just part of the job	32.02%	57
2	Embarrassment	0.00%	0
3	Fear of retribution by organization leadership if you report	5.62%	10
4	Victim fear of isolation	1.12%	2
5	Lack of knowledge concerning the option to report	7.87%	14
6	Thought nothing will be done	25.28%	45
7	Other:	28.09%	50



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Q16 - If you experienced or witnessed workplace violence by patients, family members and/or visitors has it led to any of the following conditions/processes? (please check all that apply)

#	Answer	%	Count
1	No affect	18.38%	111
2	Hypervigilance in practice setting	28.81%	174
3	Traumatic stress	18.21%	110
4	Left the practice setting of the workplace violence incident	7.12%	43
5	Considered leaving the profession of nursing	17.72%	107
6	Left the profession of nursing	1.32%	8
7	Other:	8.44%	51
	Total	100%	604



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Q18 - Generally, do you feel that workplace violence from patients, family members and/or visitors is "part of the job"?

#	Answer	%	Count
1	Yes	48.57%	238
2	No	51.43%	252
	Total	100%	490



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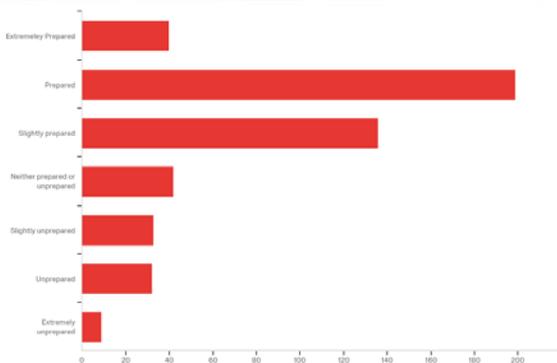
Q19 - Have you been educated in the last 12 months by your current workplace on strategies to manage aggressive or violent behaviors by patients, family members and/or visitors?

#	Answer	%	Count
1	Yes	62.53%	307
2	No	37.47%	184
	Total	100%	491



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Q20 - How prepared do you feel to manage aggressive or violent behaviors by patients, family members and/or visitors in the workplace?



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What do Regulatory Agencies say?

- OSHA does not require employers to implement workplace violence prevention programs
 - Provides voluntary guidelines and may cite employers for failing to provide a workplace free from recognized serious hazards
- Joint Commission Standard LD.03.01.01
 - "Leaders create and implement a process for managing behaviors that undermine a culture of safety."



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What does the American Nurses Association say?

- <https://www.youtube.com/watch?v=wCiy0s2G0o>



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Legislation Related to Workplace Violence

- No federal legislation exists
- 7 states require employer run workplace violence programs¹ (CA, CT, IL, MD, MN, NJ, OR)
 - NY is limited to public employers only
 - WA only requires reporting of incidents



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Legislation Related to Workplace Violence

- Only those states with laws designating penalties for assaults that include "nurses" are reflected below¹:
 - Establish or increase penalties for assault of "nurses": **AL, AK, AR, AZ, CA, CO, CT, DE, FL, GA, HI, ID, IL, IA, KS, KY, LA, MA, MI, MS, MO, MT, NE, NV, NJ, NM, NY, NV, NC, OH, OK, OR, RI, SC, SD, TN, TX, UT, VT, VA, WV and WY.**



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What Legislation does WI have?

- Criminal Code Wisconsin State Statute 940: workplace violence against workers from certain settings can receive a Class H Felony charge
 - Class H felony: Fines of up to \$10,000, prison terms of up to six years
 - Includes law enforcement officers, persons serving on a jury, and **emergency medical care providers**



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WNA Workplace Violence Legislative Proposal

- Strengthen the penalty for workplace violence against nurses
- Recommend amending current law by adding a new section:
 - Section 940.xxx **Battery to licensed nurses.** (1) In this section, licensed registered nurse means a person licensed pursuant to s. 441.06; licensed practical nurse means a person licensed pursuant to s. 441.10.
 - (2) Whoever intentionally causes bodily harm to a licensed registered nurse or a licensed practical nurse or to a person performing nursing services under the direction or supervision of a licensed registered nurse, and who the person knows or has reason to know is providing nursing services, without the consent of the person so injured, is **guilty of a Class H felony.**



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Resources

- ANA's Incivility, Bullying, and Workplace Violence
 - <http://www.nursingworld.org/MainMenuCategories/WorkplaceSafety/Healthy-Nurse/bullyingworkplaceviolence>
- NIOSH Workplace Violence Prevention for Nurses Online Course
 - https://www.cdc.gov/niosh/topics/violence/training_nurses.html
- Emergency Nurses Association's Workplace Violence Toolkit
 - <https://www.ena.org/practice-resources/workplace-violence>



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#EndNurseAbuse
It's not acceptable, it's ABUSE



NURSES are at greater risk of workplace violence than **police officers or prison guards.**

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