

JOIN THE CONVERSATION

# Verbal Abuse Toward Nurses

Webinar sponsored by the  
WNA Workforce Advocacy Council

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*Welcome!* from host **Bre Laughlin**,  
Chair of the WNA Workforce Advocacy Council

## CE credit for this Webinar

- ▶ 1.5 contact hours of Nursing Continuing Professional Development credit available for this live webinar
- ▶ Must complete the evaluation by December 20
- ▶ See the email with instructions for joining this webinar for a link to the evaluation, or go to

[bit.ly/verbal-eval](https://bit.ly/verbal-eval)

## Webinar Agenda

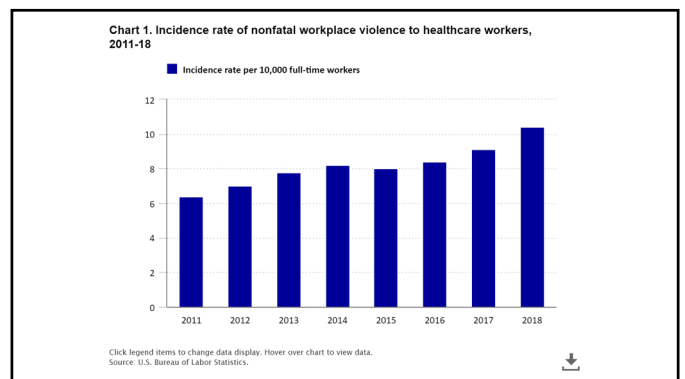
- ▶ **Overview of Workplace Violence** – literature review of data, identified consequences and possible solutions
- ▶ **Results of WNA’s 2021 Verbal Abuse Toward Nurses Survey**
- ▶ **Panel Discussion** – viewpoints from nurses in 5 practice settings
- ▶ **Questions and Discussion**

## Overview of Workplace Violence

Marcie Jascor, RN, BSN Completion Student

## Workplace Violence

- ▶ **Operational Definition:** Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site.
- ▶ **Prevalence:** Violence against health care workers has been increasing over the past several years. Impacting the delivery, quality access to health care. Occurrence in health care setting is three times greater than found in private industries.
- ▶ **Factors:** Patients/clients with substance abuse and intense emotions increase probability of abuse/violence behavior against a health care worker.



### Impact

- ▶ **Victims:** Headaches, sleep disturbances, intestinal problems, depression, fear, and anxiety.
- ▶ **Victims:** Use more sick time and ineffective coping lead to AODA disorders, help with mental health
- ▶ **Victims:** Implications on practice - patient safety errors.
- ▶ **Employers:** Lost worker time, decrease in productivity, turnover rate increase.
- ▶ **Employers:** Nurses leave after victimization episodes, results in increased workloads and lower morale.



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### Data

- ▶ **Data:** According to a July 2015 report from the American Nurses Association (ANA), *Position Statement on Incivility, Bullying, and Workplace Violence*, 43% of nurses and nursing students had been verbally or physically threatened by a patient or a patient's family member, and 24% had been assaulted.
- ▶ **Data:** More than 70% of ED nurses report physical or verbal assault by patients or visitors.
- ▶ **Outcomes:** *Morbidity and Mortality Weekly Report* notes that injuries from workplace violence in nurses and nurse assistants almost doubled between 2012 and 2014.



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### Financial Effects

- ▶ It is estimated that hospitals spent \$2.7 billion in 2016 on both proactive and reactive violence response efforts.
- ▶ Hospitals spent \$1.1 billion shoring up security in their own facilities in advance of a violent incident, and about \$429 million in medical care, indemnity, staffing and other costs following one.
- ▶ About \$280 million went toward prevention programs for community violence, and the final \$852 million covered uncompensated care and utilization review costs for victims of violence.



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### Education/Training/Reporting

#### OSHA Information: Workplace Violence Safety and Health Topics Page.

- Evaluate the work setting
- Prevention strategies
- Minimize strategies

#### OSHA Evaluation and Enforcement

##### *Enforcement Procedures and Scheduling for Occupational Exposure to Workplace Violence*

Provides policy guidance and procedures to be followed by OSHA officials who conduct inspections and issue citations r/t exposure to Workplace violence.



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### American Nurses Association Work

- ▶ ANA launched [#EndNurseAbuse](#) for nurses' campaign, support the reporting of workplace violence and policies that
  - Support zero-tolerance policies for abuse against nurses.
  - Report abuse against nurses whenever safely possible.
  - Share the pledge and ask friends and family to sign.
- ▶ ANA provides an online course *Violence Against Nurses: It's NOT part of the job!*
- ▶ Book *Not Part of the Job: How to Take a Stand Against Violence in the Work Setting* for teaching prevention of violence on nurses. This course also provides 3.2 contact hours of CE credit.



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### Violence in nursing – Joint Commission Response

- ▶ **Information on Joint Commission Standards**
- ▶ **The Joint Commission defines workplace violence as:**  
An act or threat occurring at the workplace that can include any of the following: verbal, nonverbal, written, or physical aggression; threatening, intimidating, harassing, or humiliating words or actions; bullying; sabotage; sexual harassment; physical assaults; or other behaviors of concern involving staff, licensed practitioners, patients, or visitors.
- ▶ New and revised requirements addressing workplace violence prevention programs have been released and will be effective on **January 1, 2022**. These requirements can be found on The Joint Commission standards page under the Prepublications Standards section.



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**References** — see last page of PPT Handout

- ▶ Justice Department addresses violent threats against school officials and teachers. The United States Department of Justice. (2021, October 4). Retrieved October 7, 2021, from <https://www.justice.gov/opa/pr/justice-department-addresses-violent-threats-against-school-officials-and-teachers>.
- ▶ United States department of Labor. Healthcare - Workplace Violence | Occupational Safety and Health Administration. (n.d.). Retrieved October 11, 2021, from <https://www.osha.gov/index.php/healthcare/workplace-violence>.
- ▶ Centers for Disease Control and Prevention. (2014, June 6). Violence occupational hazards in Hospitals. Centers for Disease Control and Prevention. Retrieved October 12, 2021, from <https://www.cdc.gov/niosh/docs/2002-101/>.
- ▶ ANA. (2018, April 18). Ana responds to the Joint Commission Sentinel Event Alert on physical and verbal violence against Health Care Workers. ANA. Retrieved October 15, 2021, from <https://www.nursingworld.org/news/news-releases/2018/ana-responds-to-the-joint-commission-sentinel-event-alert-on-physical-and-verbal-violence-against-health-care-workers/>.
- ▶ Potera, C. (2016). Violence against nurses in the workplace. AJN, American Journal of Nursing, 116(6), 20. <https://doi.org/10.1097/01.naj.0000484226.30177.ab>
- ▶ Violence, incivility, & bullying: American Nurses Association. ANA. (n.d.). Retrieved October 26, 2021, from <https://www.nursingworld.org/practice-policy/work-environment/violence-incivility-bullying/>.
- ▶ Rayan, A., Qurneh, A., Elayan, R., & Baker, O. (2016, February 26). Developing a policy for workplace violence against nurses and health care professionals in Jordan: A plan of action. American Journal of Public Health Research. Retrieved November 10, 2021, from <http://www.sciepub.com/AJPHR/abstract/5653>.
- ▶ Minemyer, P. (2017, August 2). Violence cost hospitals \$2.7B in 2016, AHA report finds. FierceHealthcare. Retrieved November 13, 2021, from <https://www.fiercehealthcare.com/finance/violence-cost-hospitals-2-7b-2016-aha-report-finds>.
- ▶ U.S. Bureau of Labor Statistics. (2021, September 8). Registered nurses - Occupational outlook handbook. U.S. Bureau of Labor Statistics. Retrieved November 14, 2021, from <https://www.bls.gov/oooh/healthcare/registered-nurses.htm>.

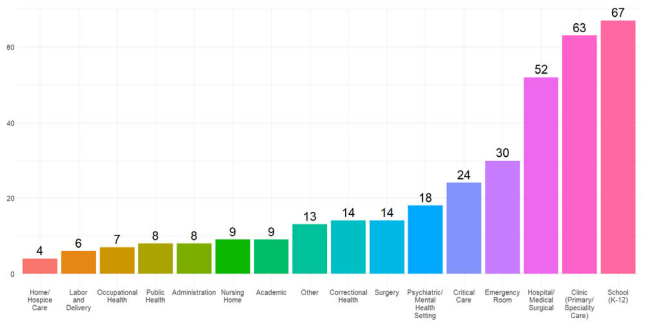
Results of 2021 Verbal Abuse Toward Nurses Survey

WNA Workforce Advocacy Council

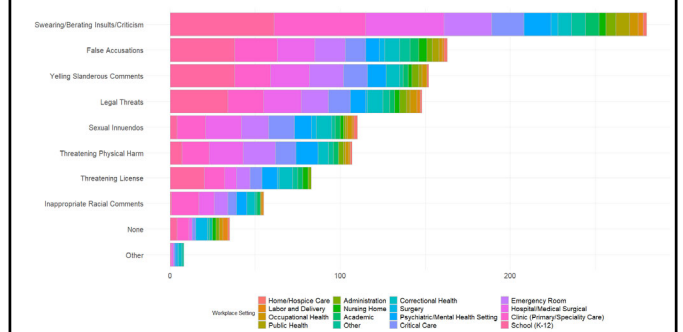


Marcie Jascor, RN, BSN Completion Student

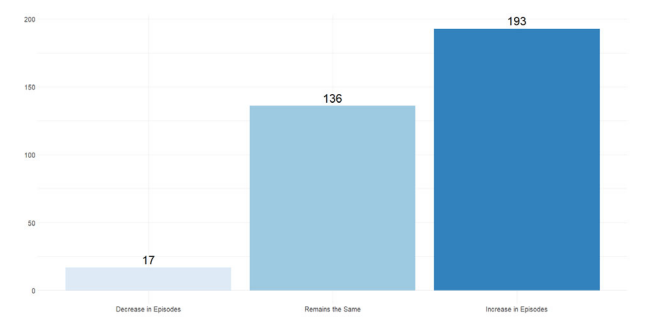
**Number of Nurses Responding by Work Setting**



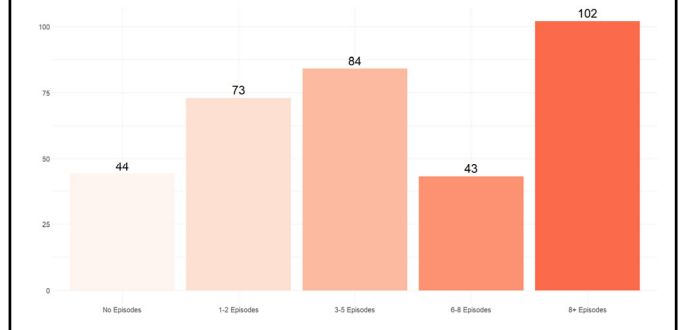
**Type of Verbal Abuse by Practice Setting**

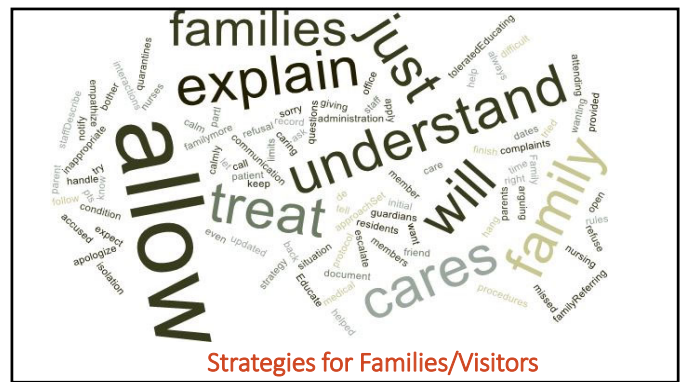
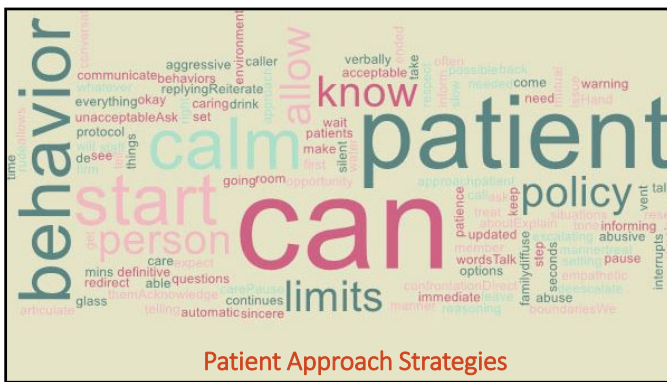
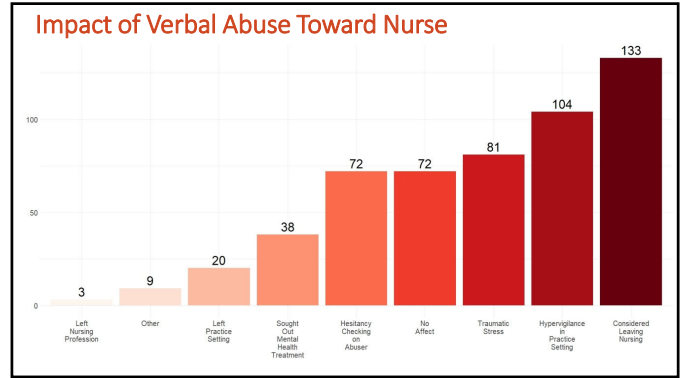
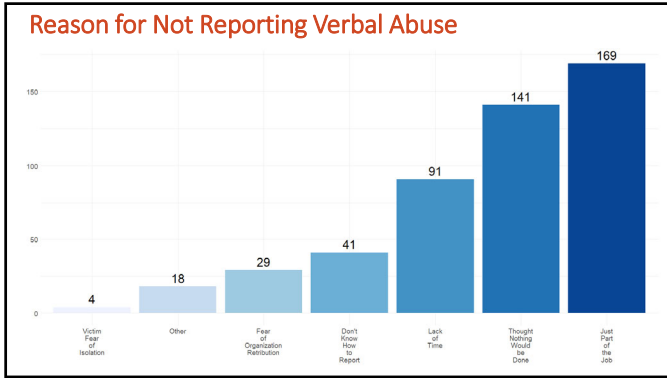


**One Year Change in Episodes of Verbal Abuse**



**Number of Verbal Abuse Episodes**





### Summary of Findings

- ▶ Data is similar to what we are finding in the literature.
- ▶ Verbal Abuse remains prevalent across all work settings, and has increased
- ▶ Nurses are affected by verbal abuse which is impacting:
  - Consider leaving nursing
  - Hypervigilance
  - Decrease in patient care to the abuser
  - Emotional toll
  - Changing practice
  - Leaving the profession



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### Summary of Findings

- ▶ Nurses want
  - No Abuse Policies with consequences
  - Education on de-escalation
  - Opportunities to debrief
  - Emotional support
  - Increase in staffing
  - Public education



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## Panel Discussion

Introductions/Moderator - Suzanne Marnocha

### Tonight's Panelists...



Kelly Barlow, BSN, RN, CLC  
*School Nurse*



Amy Hermes, MSN, BSN, RN  
*Nurse Executive*



Tina Bettin, DNP, MSN,  
RN, FNP-BC, APNP, FAANP  
*Primary Care*



Jennifer Lindner  
DNP, MSN-Ed, RN  
*Emergency Care*



Hilary Boyd, MSN, RN,  
APNP, PMHNP-BC  
*Mental Health Care*



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### Question 1

How did the information in the literature review and survey report affect you?



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### Question 2

Will you share any personal experience you have had?



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**Question 3**

What would you like to see WNA do in supporting solutions?

**Questions and Discussion**

*Please type questions into the chat box*

**Thank you for participating!**

- ▶ Remember to complete the webinar evaluation within the week to receive a CE Certificate for 1.5 contact hours at

[bit.ly/verbal-eval](https://bit.ly/verbal-eval)

**REFERENCES**

- Justice Department addresses violent threats against school officials and teachers. The United States Department of Justice. (2021, October 4). Retrieved October 7, 2021, from <https://www.justice.gov/opa/pr/justice-department-addresses-violent-threats-against-school-officials-and-teachers>
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