

# Workplace violence on nurses in Italian hospitals and community

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## PURPOSE

Describe workplace violence incidents experienced by nurses in Italian hospitals and community.

## METHODS

A cross-sectional multi-university study. All nurses working in 19 Italian hospitals and the respective communities were enrolled. A questionnaire, made available to nurses online, explored workplace violence and predictors in the hospital and community settings.

## CONCLUSIONS

Workplace violence is a serious issue in hospitals and in the community. This study provides researchers, policy makers, educators, and nurses with more insight into this phenomenon.

## POLICY IMPLICATIONS

Prevention and management policies, and action plans could use the results of this study to address workplace violence.

## ACKNOWLEDGEMENTS

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## RESULTS

- ❖ 5472 nurses participated in the study.
- ❖ Overall, 1769 nurses reported episodes of violence, in particular as verbal threat without physical contact on average 11 times a year (SD 31).
- ❖ The most frequent episodes of violence occurred in emergency and critical care units (202 events during the last year, 33.2% overall events).
- ❖ Reports of violence events were 962 (41% overall events), orally reported to head nurse or to director (36%).
- ❖ No response was provided by the organization in 40% of the reported events. Immediate support was offered in 18% of those reported.
- ❖ Workplace violence was perceived as an inevitable part of nursing by 49% of the participants and provided as the main justification for not reporting violent event (43% of not reported).
- ❖ Excessive workload and inappropriate staffing levels were the work environment characteristics that most contributed to generate the episodes of violence (14.% of the participants).
- ❖ Figure 1 shows the distribution of the types of violence episodes across the clinical areas involved in this study.

