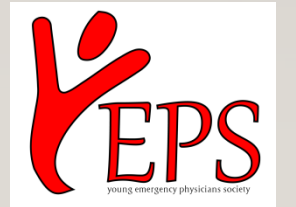


MANAGING HOSPITAL VIOLENCE

DR. MUSTAFA ÇİÇEK



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EMERGENCY MEDICINE PHYSICIANS ASSOCIATION OF TURKEY





Cain
&
Abel

3 VIOLENCE TYPES

- Verbal
- Physically
- Body language and staring
- Damaging hospital equipment
- Sexual harassment
- Complain violence
- Social media
- Gun, knife...

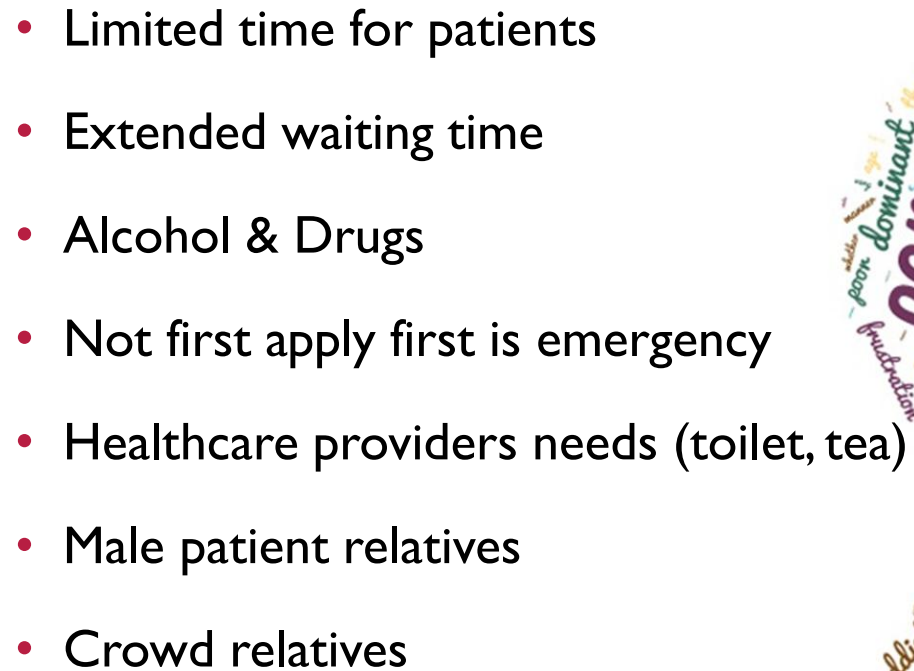


4 STATISTICS

- %12.2 → physical
- %87.3 → verbal
- %0.5 → sexual



5 CAUSES OF VIOLENCE (PATIENT BASED)




Problem is...

CAUSES OF VIOLENCE (HCP BASED)

- Inadequate communication skills
- Poor education about anger management
- Not enough inform patient relatives
- Can not establish empathy_
- Not suitable for place he/she is working
- Leaving first year resident in fast track
- Consultant doctors careless approach



- [illegible]

A person is walking away from the camera down a long, brightly lit hospital corridor. The corridor has a polished floor that reflects the overhead lights. On the right side, there are several medical carts or equipment stands with various devices attached. The person is in the distance, near a bright light source at the end of the hallway.

CAUSES OF VIOLENCE (INSTITUTIONAL AND ARCHITECTURE BASED)

- Not suitable architectural plan for ED
- Very crowded and lots of work to do (over 2000/day)
- Bad hospital management
 - Security problems
 - Misusing of ED
- Patients are customers
- Syrian and other refugees

SOLUTION SUGGESTIONS

- Zero tolerance violence and harassment
- Informing population to improve consciousness and arouse sympathy to decrease violence
- Regulation of law
- Improve working conditions
- Assisting to enhance security gap
- Education to communication, self defence, managing stress



