

# A Step towards “Violence Free” Healthcare Settings in Pakistan



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# Case Scenario

A novice registered nurse was working in a private ward of a tertiary care unit hospital when she encountered a workplace violence event. She was dealing with a 35 years old male patient in evening shift, admitted with right knee fracture due to road traffic accident. While performing nursing tasks, She started feeling uncomfortable as patient and his relatives were staring at her continuously. However, she tried to ignore those inappropriate gestures by the patient and relatives and she continued to perform the required tasks for the patient. On the second day, She experienced same situation and while she was doing intravenous cannulation, Patient touched her private body part. This was unbearable for her; she immediately discontinued the procedure and left the patient's room.

# Overall Prevalence of Workplace Violence

Developed Countries **62% - 76%**

(Lin & Liu, 2005; Kwak et al., 2006 ; Mayhew & Chappell, 2003)

Developing Countries **91%**

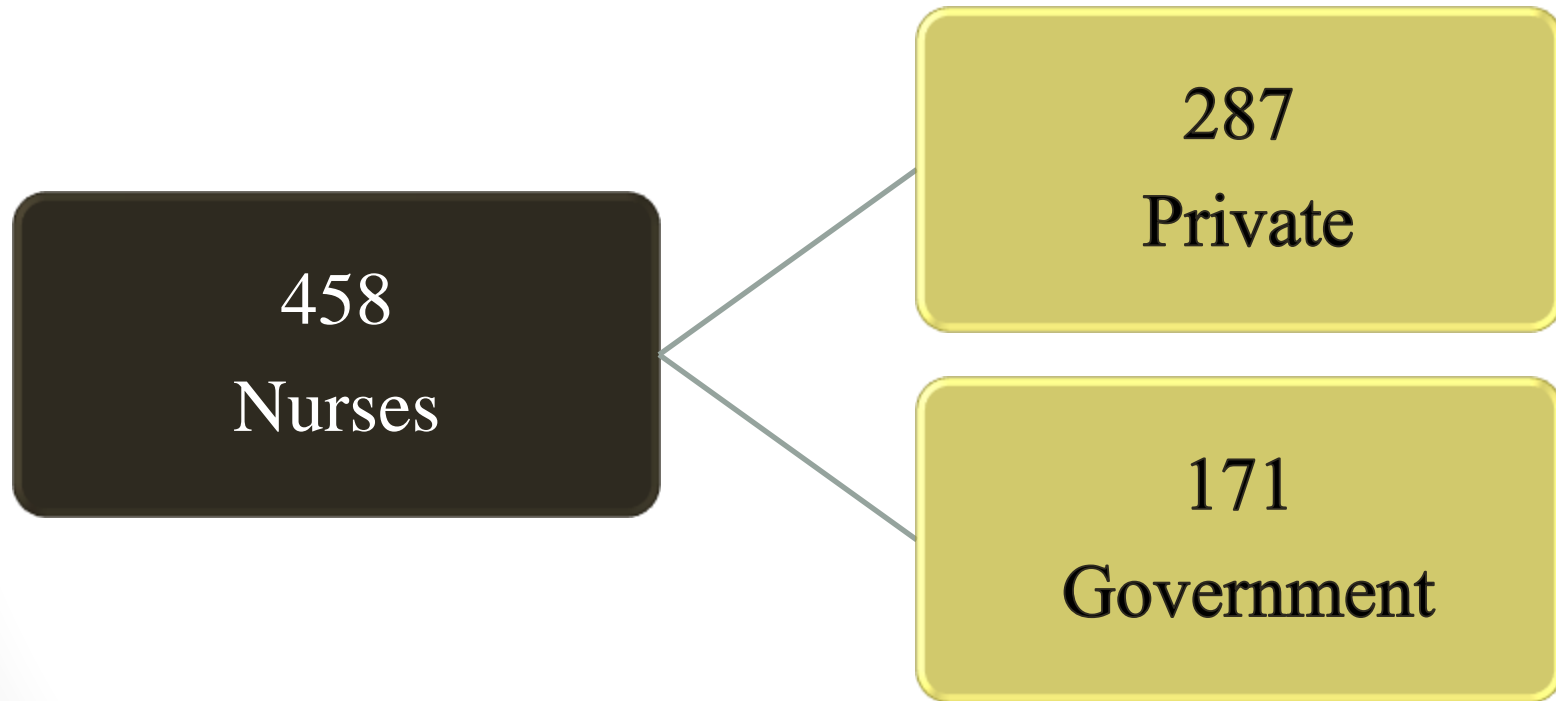
(AbuAlRub et al., 2007)

Pakistan: **Not Estimated**

# Aim of the study

To identify the prevalence and characteristics of physical violence, verbal abuse, bullying/mobbing behavior, and sexual violence experienced by nurses.

# Study Sample



# WHO Instrument (2003)

Sections in the study instrument	Section used in the study	Number of questions
Section 1: Demographic and Professional characteristics	✓	16 questions
Section 2: Physical Violence	✓	3 questions with multiple subcomponents
Section 3: Psychological violence		
A : Verbal Abuse	✓	12 questions
B: Bullying mobbing behavior	✓	12 questions
C: Sexual Violence	✓	12 questions
D: Racial Violence	<b><i>Not Included</i></b>	
Section 4 Health Care Sector Employer		
Section 5: Opinions of workplace violence		

# Demographic and Professional Profile

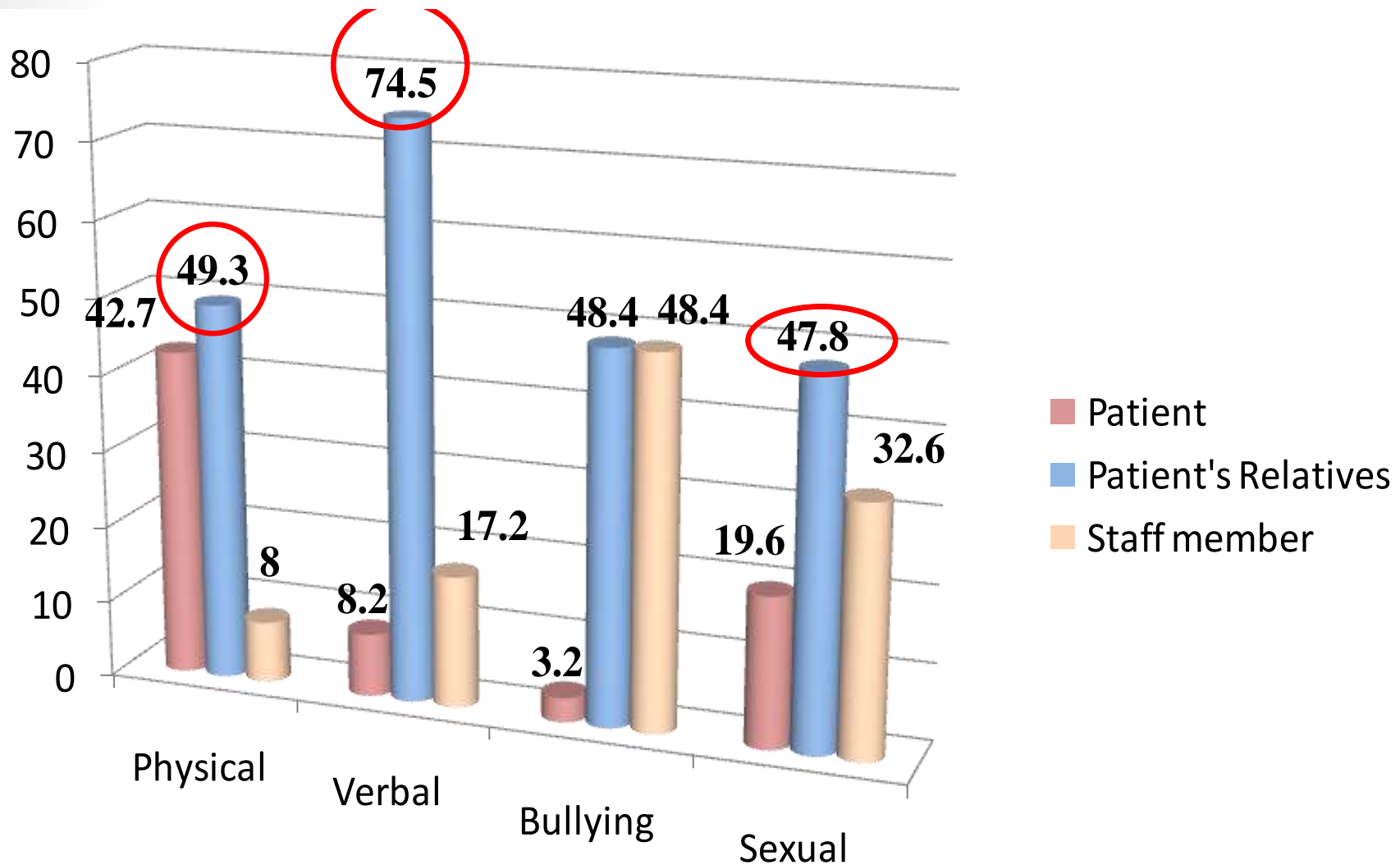
- Age 58% nurses' between 19-29 yrs
- Gender 76% female
- Marital status 52% single
- Work experience 54%  $\leq 5$  yrs

# Who are the Common Victims?

- Female nurses aged between 19-29 yrs
- Less than five years of work experience
- Those who work in shift duties
- Nurses in Medical Surgical units, Intensive Care units, Psychiatric and Emergency departments



# Who are the Common Perpetrators?



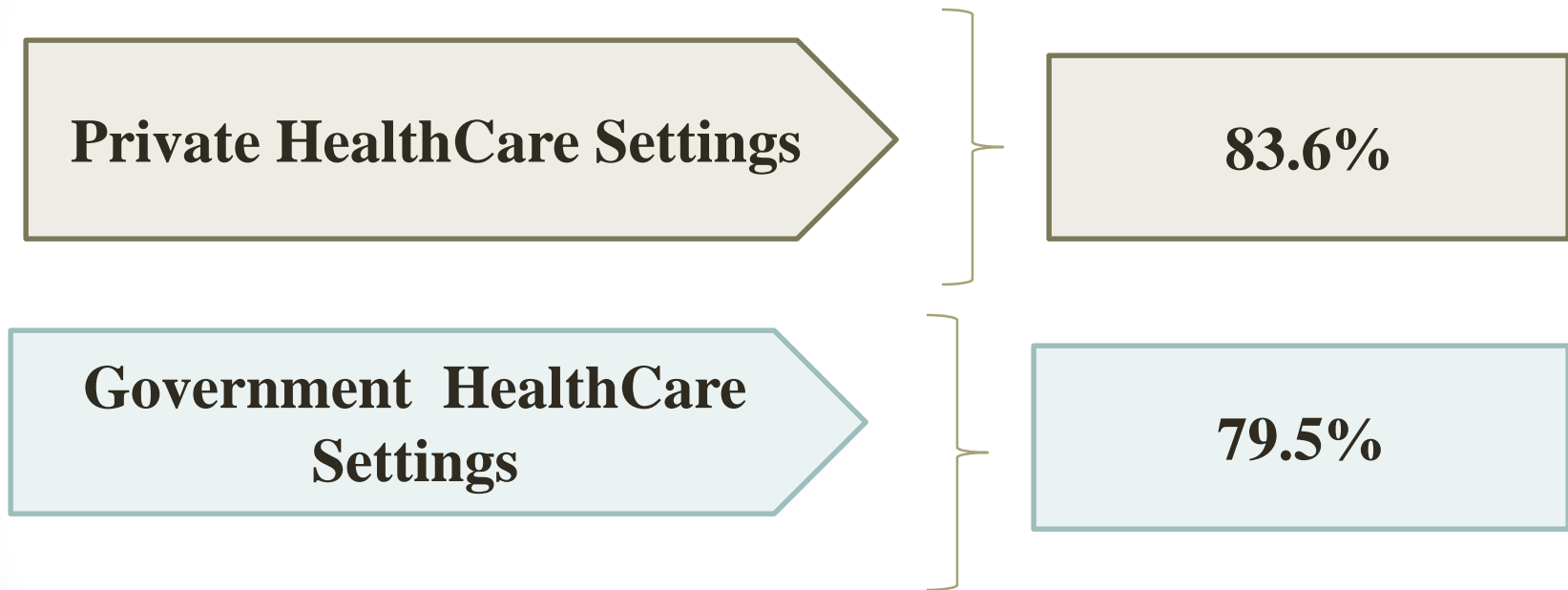
# Nurses' Responses

Variables	Physical Violence	Psychological Violence		
		Verbal Abuse	Bullying Mobbing	Sexual Abuse
	75/458 n (%)	353/458 n (%)	155/458 n (%)	46/458 n (%)
Took no action	16 (21.33)	116 (32.9)	71 (45.8)	21 (45.7)
Pretended it never happened	2 (2.7)	45 (12.7)	26 (16.8)	11 (23.9)
Asked to stop	26 (34.7)	89 (25.2)	25 (16.1)	14 (30.4)
Told friends and family	19 (25.3)	74 (21)	32 (20.6)	12 (26.1)
Sought counseling	2 (2.7)	27 (21)	10 (6.5)	02 (4.3)
Told a colleague	33 (44)	121 (34.3)	44 (28.4)	05 (10.9)
Reported to management	45 (60)	189 (53.5)	61 (39.4)	19 (41.3)
Took transfer	2 (2.7)	06 (1.7)	03 (1.9)	0 (0)

# Reasons for not Reporting

Variable	Physical Violence	Psychological Violence		
		Verbal Abuse	Bullying	Sexual Abuse
	40/75 n (%)	191/353 n (%)	105/155 n (%)	34/46 n (%)
It was not important	06 (15)	57 (29.8)	17 (16.2)	05 (14.7)
Felt ashamed	02 (5)	05 (2.6)	05 (4.8)	20 (58.8)
Felt guilty	02 (5)	07 (3.7)	02 (1.9)	04 (11.8)
Afraid of negative consequences	07 (17.5)	34 (17.8)	38 (36.2)	19 (55.9)
Useless	19 (47.5)	104 (54.4)	67 (63.8)	5 (14.7)
Did not know who to report	02 (5)	05 (2.3)	05 (4.8)	-

# Prevalence of workplace violence in Private and Government HealthCare Settings



# Comparison between Government and Private Settings

Characteristics	Government	Private
Type of Violence	High prevalence of <i>bullying</i> / mobbing behavior and <i>sexual abuse</i>	Greater prevalence of <i>physical violence</i> and <i>verbal abuse</i>
Perpetrators	Patients' relatives	Patients
Perpetrators of sexual abuse	Patients' relatives	Staff members
Reason for not reporting	Useless to report	Afraid of negative consequences

# Possible Factors of Workplace Violence

- Low image of women in the Society
- High prevalence of violence within the society
- Low Image of Nursing profession in the society
- Less Training Opportunities
- Workload for nurses
- Society and Co worker attitude towards women and nurses
- High job expectations
- Frontline position of nurses with over stressed patients

# Strengths

- Sampling (simple random)
- Increased Generalizability
  - Selection of the study sites
  - Sample size
  - Selection of study units
- Study Instrument (Kinds of violence assessed in the study)

# Limitations

- Recall Bias
- Under reporting
- Exclusion of student nurses from the sample



# Recommendations

## Government

- Budget allocation to develop mechanisms which can prevent incidents of violence in health care settings
- Positive image of nurses through media

# Recommendations *(continue)*

## Hospital Settings ( Nursing Services)

- Zero tolerance policy , “Harassment of Women at Workplace, Act 2010” , and awareness
- Trainings to assess, prevent and manage workplace violence
- Trainings for the management staff
- Structured reporting system
- Mentorship and competency based orientation for novice nurses
- Appropriate security measures

# Recommendations *(continue)*

## **Nursing Education**

- Workplace violence policy in Nursing Curriculum
- Violence free culture during the training program at School of Nursing

# Future Research


- Action research to evaluate the implementation of interventions with regard to workplace violence in the health care settings of Pakistan
- Qualitative research to explore the reasons of violent behavior by patients and their relatives

# Conclusion

“Probably the most important contribution to ending abuse and protecting the health of its victims is to  
**IDENTIFY AND ACKNOWLEDGE THE  
ABUSE”**

(American Medical Association)

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Thank you!