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ACTIONS OF HEALTHCARE WORKERS IN CASES OF VIOLENCE AND THE IMPACT OF VIOLENCE ON THEIR QUALITY OF LIFE AND WORKPLACE EXPERIENCE IN ROKISKIS MENTAL INSTITUTIONS

Authors: *Agnė Skvarnavičiūtė¹, Dominyka Martinėlytė¹*
Scientific research supervisor: *Benjaminas Burba²*

¹ *Faculty of Medicine, Lithuanian University of Health Sciences, Kaunas,
Lithuania*

² *Department of Psychiatry, Hospital of Lithuanian University of Health
Sciences, Kaunas, Lithuania*

Quick glance of the research

Background

Violence in the workplace, most commonly experienced in the healthcare sector, is a global problem and a cause for concern, but it is rarely reported. Violence caused by the mentally ill disturbs healthcare workers, therefore, in order to solve the problem of violence at work, it is important to find out the actions of healthcare workers in cases of violence and assess the impact of violence on their quality of life and general workplace experience.

Aim

To find out the actions of healthcare workers in cases of workplace violence and to assess the impact of workplace violence on the quality of life and workplace experience of healthcare workers in *Rokiskis* mental institutions.

Methods

The study was based on anonymous questionnaires and comprised healthcare workers of 2 *Rokiskis* mental institutions. The analysis of 58 questionnaires was performed.

Results (1)

- The mean age of the respondents was $47,4 \pm 12,2$ years. Subjects included 98.3% women and 1.7% men, 91.4% nurses, 8.6% psychiatrists.
- The results of the study indicate that at least one type of violence was experienced by 70.6% of the respondents.
- The majority of respondents reacted to the violence by telling the abuser to stop (42.3%) and calling for help (26.8%). Fewer respondents reported doing nothing in violent incidents (12.2%) or trying to pretend that nothing had happened (15.5%).
- After the violence 37.4% of the respondents told colleagues about the incident, 36.5% reported it to a head employee, 8.4% filled out an accident form and 10.3% took no action.

Results (2)

- Both physical and psychological violence affected the quality of life and workplace experience of medical staff.
- It was found that physical violence and sexual harassment have a long-term, 2 – 4 month or one-year (61.5%), negative impact on employee well-being and workplace experience.
- Results showed that 47.1% of subjects had experienced violence, 36.9% had suffered from poorer well-being (insomnia, tension, anxiety, fear, etc.), 24.3% were accompanied by unpleasant memories after experiencing violence.

Conclusions

1. Respondents who experienced any kind of violence were usually inclined to seek social support from colleagues, defended themselves by telling the abuser to stop, calling for help.
2. Physical violence and sexual harassment have a long-term negative impact on employee well-being and workplace experience.