

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**NASILNO VEDENJE PACIENTOV IN SVOJCEV NAD ZAPOSLENIMI
NA URGENTNEM ODDELKU**

**VIOLENT BEHAVIOUR OF PATIENTS AND THEIR RELATIVES
AMONG EMPLOYEES IN EMERGENCY DEPARTMENT**

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**Študijski program: VISOKOŠOLSKI STROKOVNI ŠTUDIJSKI
PROGRAM ZDRAVSTVENA NEGA**

CELJE, 2018

POVZETEK

Uvod: Nasilje postaja vse pogostejša tema tudi v zdravstveni dejavnosti. Najpogosteje je prisotno na urgentnih oddelkih in v psihiatričnih bolnišnicah. Veliko je razlogov za pojav nasilja med pacienti, vendar je pomembno, da so tudi zaposleni primerno usposobljeni za delo z nasilnimi pacienti in njihovimi svojci. Dobre komunikacijske sposobnosti, izkušnje, znanje ter dobra organizacija omogočajo bolj kakovostno delo. Namen raziskave je ugotoviti pogostost, posledice in vrste nasilja, ki se izvaja s strani pacientov in njihovih svojcev nad zdravstvenimi delavci na urgentnem oddelku.

Metoda: Za izdelavo diplomskega dela smo uporabili kvantitativni raziskovalni pristop z metodo deskripcije. Za pridobivanje podatkov smo uporabili tehniko anketiranja. Anketni vprašalnik smo oblikovali na osnovi pregleda domače in tuje strokovne ter znanstvene literature in ga razdelili na pet sklopov. Uporabili smo neslučajnostni, priložnostni vzorec, ki smo ga omejili na anketirane z najmanj enim letom delovne dobe, v kar smo vključili 120 anketirancev. Pravilno izpolnjenih je bilo 94 vprašalnikov, kar predstavlja 78-odstotno realizacijo vzorca. Podatki so bili zbrani in obdelani s programoma Excel in SPSS (verzija 23.0).

Rezultati: 94,7 % anketiranih se je na delovnem mestu že srečalo z nasilnimi situacijami, od tega 38,8 % redno vsak mesec. Po njihovi oceni so v povprečju izpostavljeni psihičnemu nasilju pacientov (PV = 4,32; SO = 0,90), pasivni agresiji pacientov (PV = 4,28; SO = 0,99) in psihičnemu nasilju svojcev (PV = 4,20; SO = 0,91). 39 % anketiranih se je o spoprijemanju z nasilnimi dogodki naučilo na podlagi lastnih izkušenj, 23,1 % od sodelavcev, 25,6 % pa pri izobraževanju v šoli, na seminarjih ali v službi. 91,5 % jih lahko predvideva, da se bo razvila nasilna situacija, vendar se jih 80,9 % ne počuti dovolj usposobljenih za obvladovanje le-te. Neposredno po nasilnem dogodku se poskuša 30,6 % anketiranih z osebo pogovoriti, 21,4 % obvestiti varnostno službo, 10,3 % jih pokliče na pomoč sodelavca, 8,9 % jih pokliče policijo ter 8 % jih uporabi rdeči gumb. 29 % anketiranih o dogodku obvesti nadrejenega in 15,9 % jih prijavi nasilen dogodek. Na 66 % anketiranih nasilne situacije vplivajo, a lahko nadaljujejo z delom, 33 % jih potem pri delu ni več zbranih. 66 % anketiranih meni, da imajo nasilne situacije velik vpliv tudi na zasebno življenje.

Razprava in sklep: Ugotavljamo, da se nasilje na urgentnem oddelku pojavlja zelo pogosto, posledično pa se zaposleni ne počutijo dovolj opremljene za pojav nasilja na delovnem mestu. Nasilne situacije v večini vplivajo na njihovo strokovno ali osebno življenje. Poleg tega ugotavljamo, da v nasilnih situacijah zaposleni poskušajo že sami umiriti situacijo ali poklicati na pomoč, kar je za začetek pri takšnem delu najpomembnejše. Vsekakor bi bilo potrebno organizirati izobraževanje zaposlenih na urgentnih oddelkih tako z vidika pravočasnega prepoznavanja nasilnih situacij kot ukrepanja (predvsem) z uporabo deeskalacijskih tehnik. Po dogodku je treba voditi razgovore, ki olajšajo stisko zaposlenih, kar ima velik vpliv na njihovo delo in zasebno življenje.

Ključne besede: nasilje, nasilni pacienti, nasilni svojci, urgentni oddelek

ABSTRACT

Introduction: Violence is becoming an increasingly common issue also in the field of health care. Violence is most common in emergency departments and psychiatric hospitals. There are many reasons why patients become violent, for this reason it is important that health care professionals are adequately trained to work with violent patients and their caregivers. Good communication skills, experiences, knowledge and good organization enable better quality and performance of work. The purpose of the research is to define frequency, consequences and types of violence caused by patients and their relatives to health workers in the emergency department.

Method: In the thesis a quantitative research approach was used along with the description method. We also used a questionnaire to obtain the desired data. Our questionnaire is drawn up on the basis of a review of domestic and foreign professional and scientific literature, and consists of five sections. We used a non-random, ad hoc sample for the survey. 120 respondents were included in the survey, all with at least one year of work experience. 94 questionnaires were correctly completed, which represents 78% of the sample realization. The data were collected and processed by using Excel and SPSS (version 23.0).

Results: 94.7% of health care professionals (employees) had already faced violence from patients or their relatives. 38.8% of them have to encounter violence on a monthly basis. According to their estimation, employees must most frequently face psychological violence (AV = 4.32; SD = 0,90), passive aggressive behaviour from patients (AV = 4.28; SD = 0,99) and psychological violence caused by patient's relatives (AV = 4.20; SD = 0,90). 39% of the respondents had learned how to deal with violent situations from their own experiences. 23.1% of them had learned it from their work colleagues, 25.6% through formal education, while attending seminars or on-the-job trainings. In general, 91.5% of the respondents can predict that a violent situation will develop, but 80.9% of them do not feel well enough trained to handle violent situations. Immediately after a violent situation, 30.6% of the respondents try to talk to the violent person, 21.4% of them inform the security service, 10.3% of them call a colleague for help, 8.9% of them call the police, and 8% of them use the red button. 29% of the respondents inform their superior about a violent incident and 15.9% of them report a violent situation. Violent situations have effect on 66% of the respondents, but they can continue their work. However, 33% of them are no longer focused on their work. Violent situations also affect the personal life of 66% of the respondents.

Discussion and conclusion: According to our research, violence is most commonly present in emergency departments where employees do not feel sufficiently equipped or trained for violent situations. Violent situations mostly influence their professional or personal lives. In addition, our research also shows that, in violent situations, employees are trying to calm a violent situation down or they call for help, which is an important thing to start with. It would be, by all means, necessary to organise adequate trainings for employees in emergency departments on how to timely identify a violent situation and how to take actions by use of de-escalation techniques when handling

violent people. After violent incidents, there should be some support available, f.e. in form of guided talks which would relieve the employees and their distress, and facilitate the quality of their work and private life.

Keywords: violence, violent patients, violent relatives, emergency department