

Nurses' experiences toward workplace violence and its consequences

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Abstract

Background: Aim: This study aimed to determine the prevalence and consequences of workplace violence against nurses and to assess nurses' attitude toward workplace violence. **Design:** It was used a descriptive design with two months of monitoring. **Setting:** the study conducted in two hospitals in the emergency departments, intensive care unit and the psychiatric department at Benha University and Benha psychiatric hospitals in Benha city. **Subject:** the purposive sample was in total (226) female nurses .**Tool:** Data were collected using Nurses' Workplace Violence Questioner: to measure nurses' exposure to workplace violence and its consequences, included (57) questions, which was composed of five parts. **Results:** The majority (68.1%) of the nurse had been exposed to psychological workplace violence. The patient was the most source of violence and the most causes were shortage of nurses leading to delays in care and the violence take place inside health institution. . The nurse manager not provide support to nurses .The most (76.4%&68.8%) of nurses were very dissatisfied with the violence handled. The most (69.1%) of the nurses had positive attitude toward workplace violence consequences. The most (72.6%) common policies used are; physical work place violence. As regard to the measures used to deal with workplace violence the most (46%) of nurses answered that improved surroundings is the most common measures used. **Conclusion:** The study conclude that there is a high rate of violence against nurses in psychiatric, emergency departments and intensive care units and its effect on the majority of nurses. The majority of nurses believed workplace violence had a negative impact on their work and may lead to decreased quality of care. **Recommendation:** Training program to manage violence in the workplace and reducing work-related assaults. Nurse managers dealing with violence events by given necessary support through counseling and medical consultation.

Key Words: Workplace violence, Consequences, Attitude, Psychological and Physical violence, Hospital policy and measure