

WNA Workplace  
Violence Survey  
Results Report  
6/5/2024

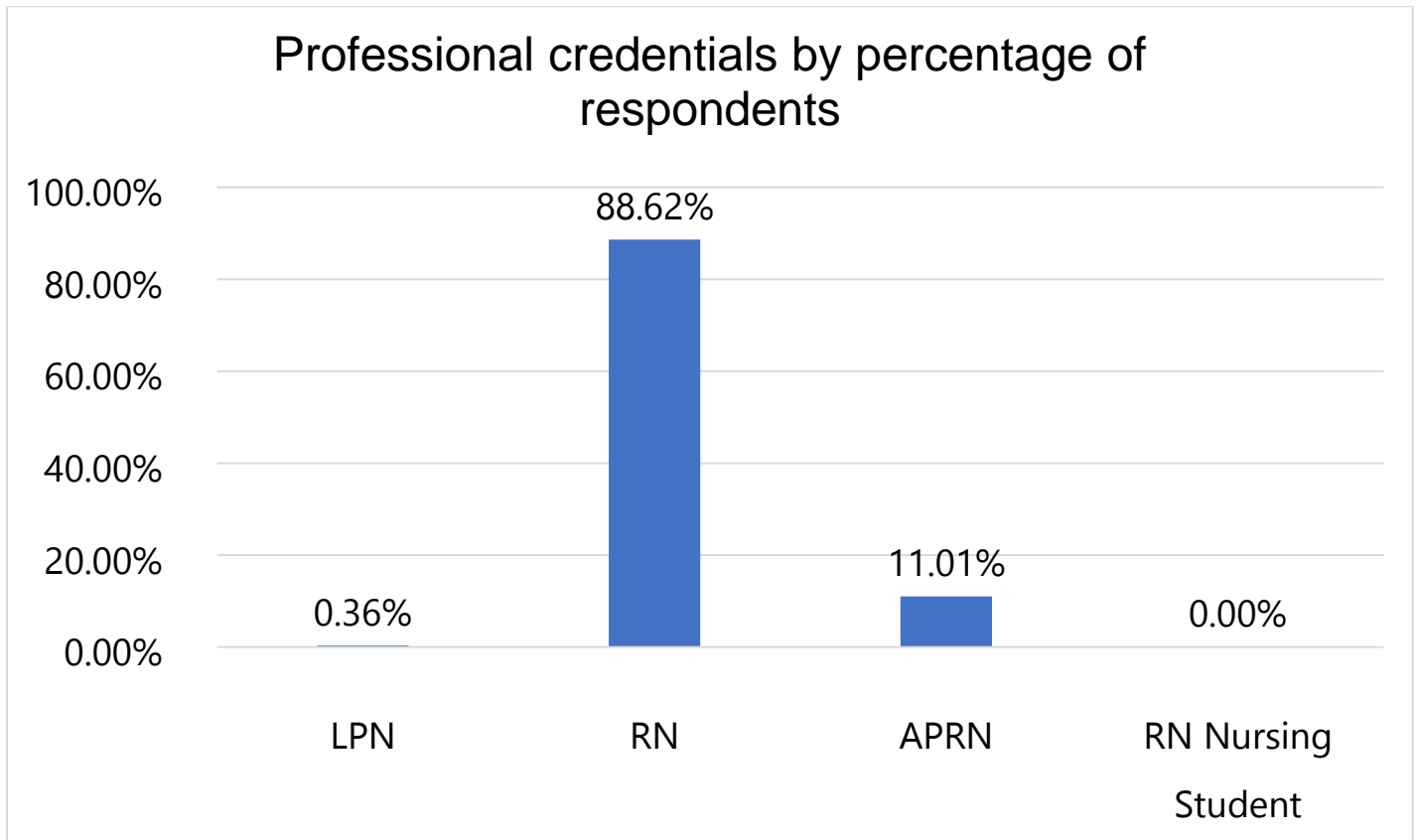
# Table of Contents

- Section 1: Survey Demographics
- Section 2: Workplace Violence Training & Education
- Section 3: Reporting Workplace Violence Incidents
- Section 4: Environmental Aspects of Workplace Violence Prevention
- Section 5: Workplace Violence Incidents
- Section 6: Workplace Violence Impact & Outcomes

# Section 1:

# Survey Demographics

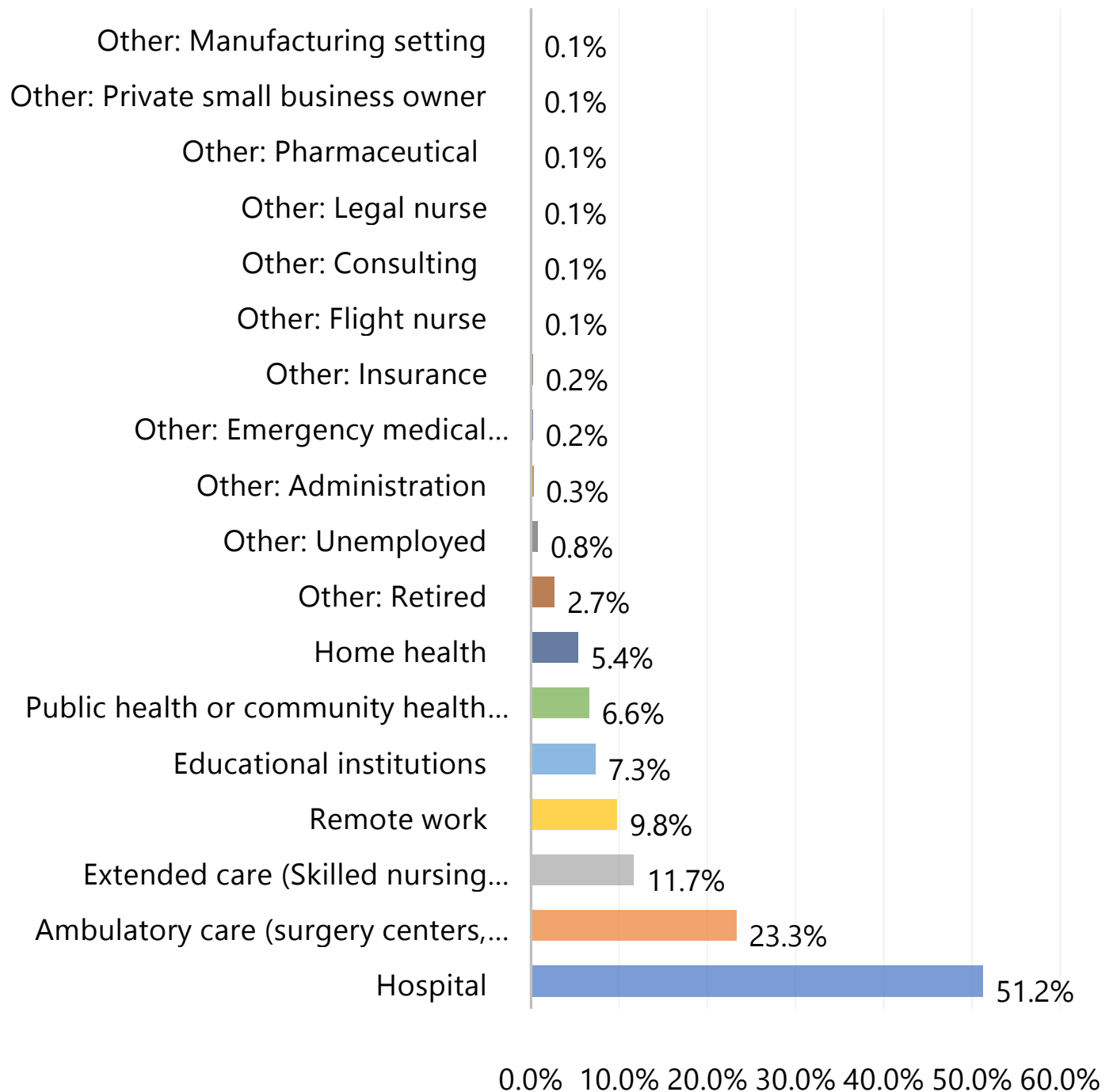
# Question 1: What are your professional credentials?



Healthcare professional credentials	Number of respondents	Percentage of respondents
LPN	5	0.4%
RN	1223	88.6%
APRN	152	11.0%
RN Nursing Student	0	0.0%
<b>Total respondents</b>	<b>1380</b>	<b>100%</b>

## Question 2: Over the last 12 months, in which areas have you worked?

Workplace by percentage of respondents



<b>Over the last 12 months, in which areas have you worked?</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Hospital	707	51.2%
Ambulatory care (surgery centers, clinics, etc..)	321	23.3%
Extended care (Skilled nursing facility, long-term care, corrections, hospice, etc..)	161	11.7%
Remote work	135	9.8%
Educational institutions	101	7.3%
Public health or community health (Case management, school nurses, etc..)	91	6.6%
Home health	74	5.4%
Other: Retired	37	2.7%
Other: Unemployed	11	0.8%
Other: Administration	4	0.3%
Other: Emergency medical technicians	3	0.2%
Other: Insurance	3	0.2%
Other: Flight nurse	2	0.1%
Other: Consulting	1	0.1%
Other: Legal nurse	1	0.1%
Other: Pharmaceutical	1	0.1%
Other: Private small business owner	1	0.1%
Other: Manufacturing setting	1	0.1%
<b>Total respondents</b>	<b>1380</b>	<b>100.0%</b>

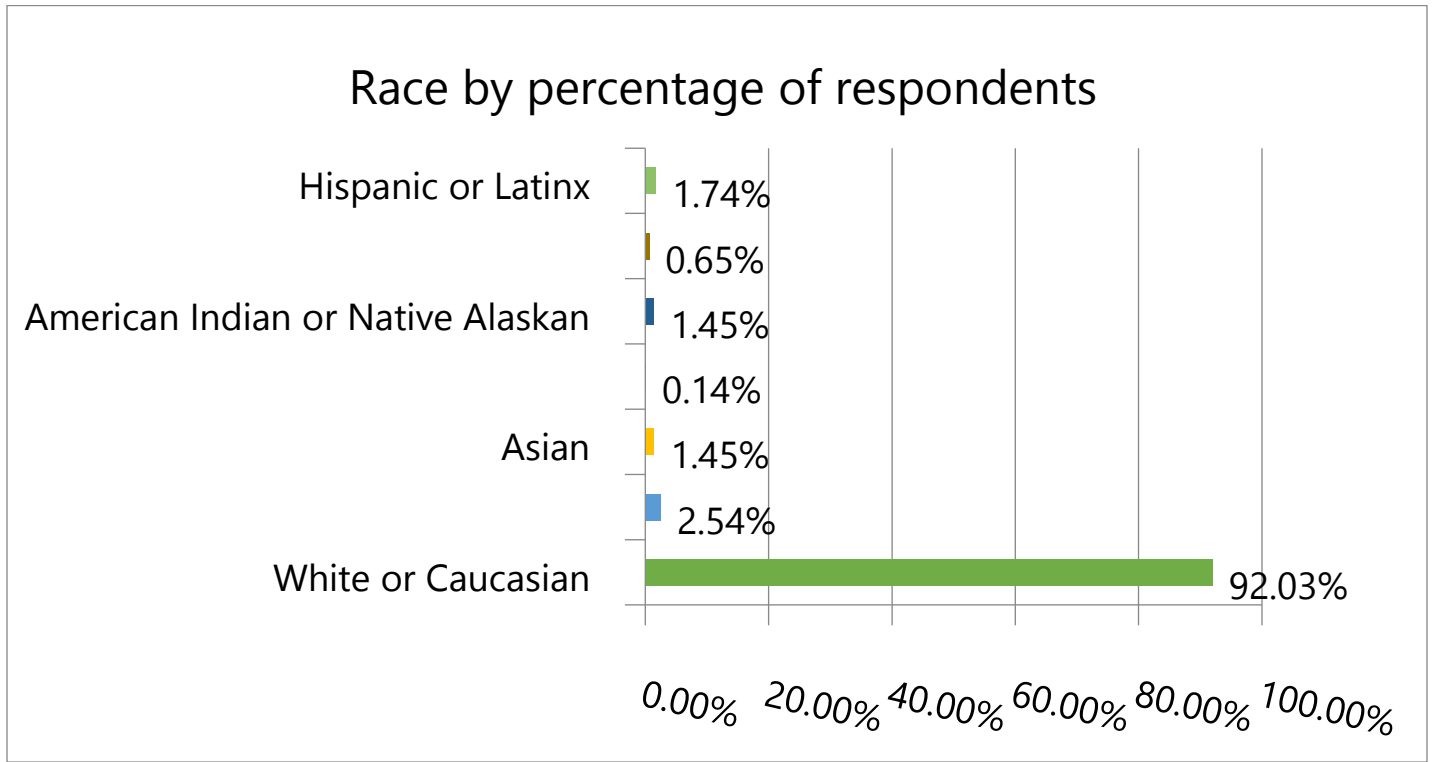
Note: Respondents could select multiple answers. The total reflects the number of individuals who selected at least one response.

## Question 3: How long have you been working in your current position?



How long have you been working in your current position?	Number of respondents	Percentage of respondents
0-1 years	144	10.4%
1-3 years	366	26.5%
3-5 years	207	15.0%
5-10 years	247	17.9%
10-15 years	127	9.2%
15+ years	289	20.9%
<b>Total respondents</b>	<b>1380</b>	<b>100%</b>

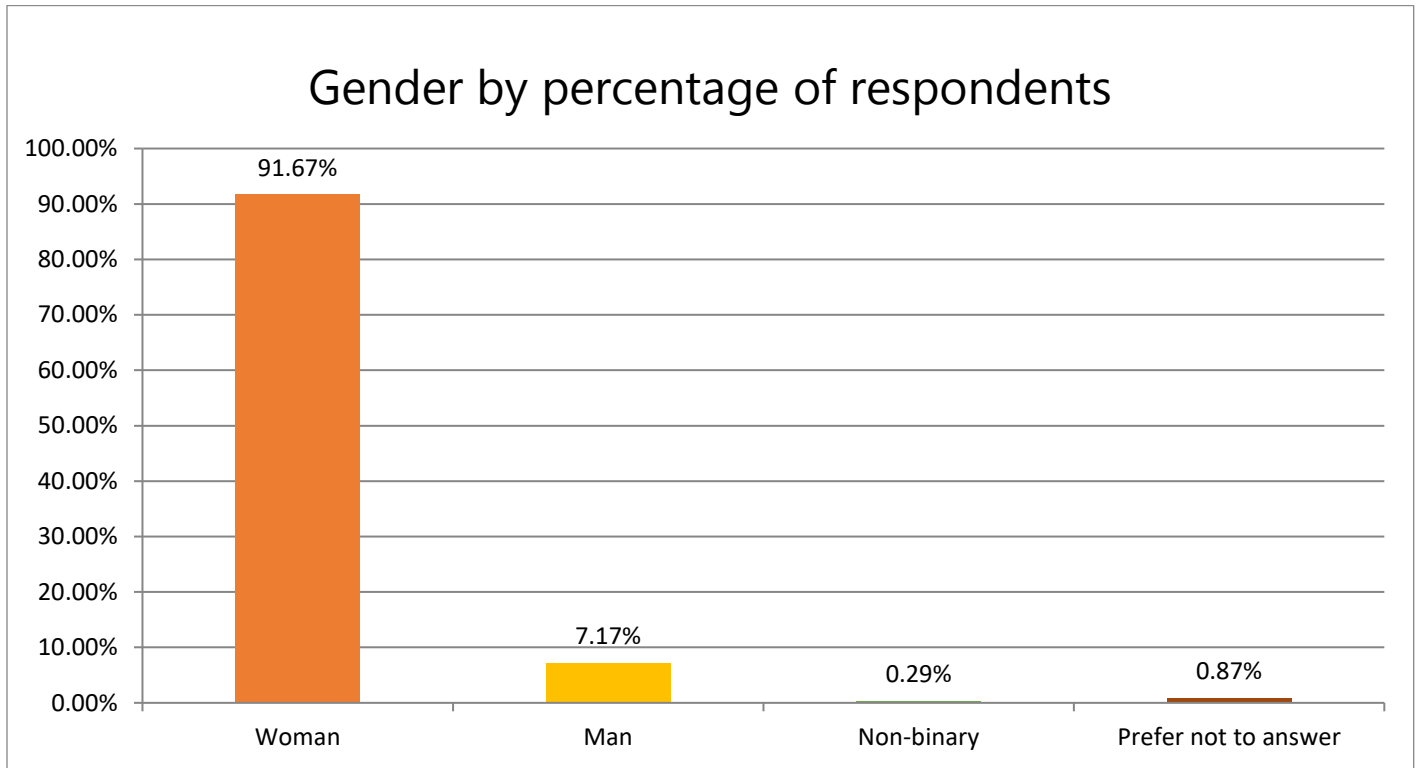
# Question 4: Which of the following best describes you?



Race	Number of respondents	Percentage of respondents
White or Caucasian	1270	92.0%
Black or African American	35	2.5%
Asian	20	1.5%
Native Hawaiian or Other Pacific Islander	2	0.1%
American Indian or Native Alaskan	20	1.5%
Multiracial	9	0.7%
Hispanic or Latinx	24	1.7%
<b>Total respondents</b>	<b>1380</b>	<b>100%</b>

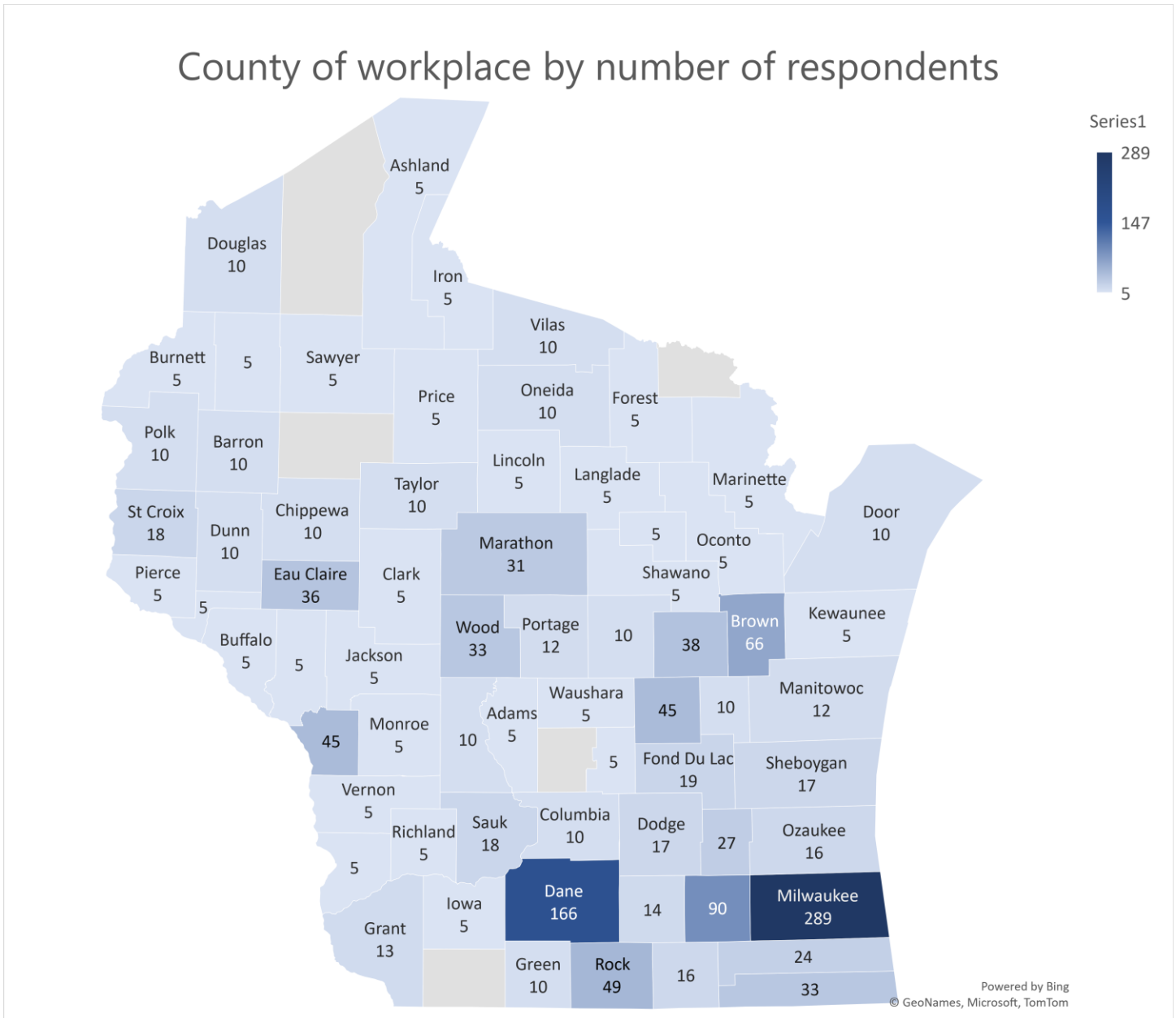


# Question 5: Which of the following best describes you?



Gender	Number of respondents	Percentage of respondents
Woman	1265	91.7%
Man	99	7.2%
Non-binary	4	0.3%
Prefer not to answer	12	0.9%
<b>Total respondents</b>	<b>1380</b>	<b>100%</b>

# Question 6: Select the county in which you work.



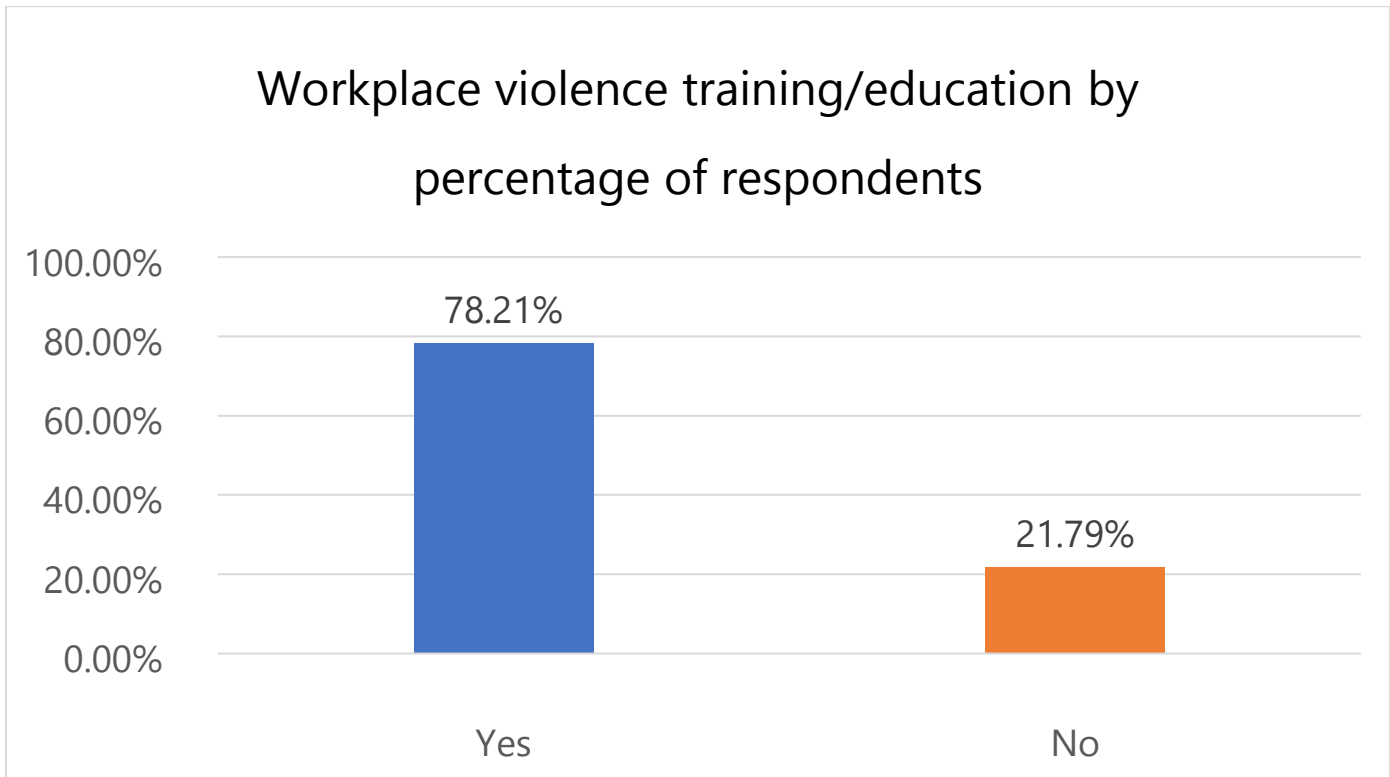
Note: Responses less than five are recorded as five. Responses between six to ten are recorded as ten.

# Section 2:

# Workplace Violence

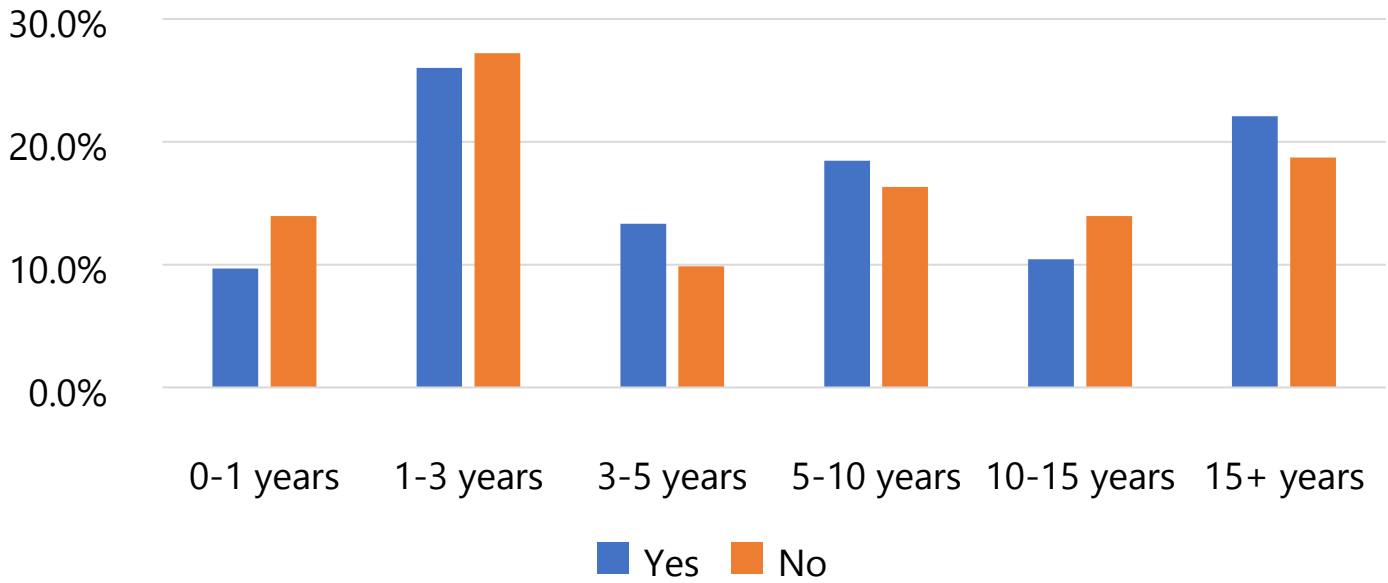
# Training & Education

# Question 7: Have you been provided training/education on workplace violence within the last 12 months?

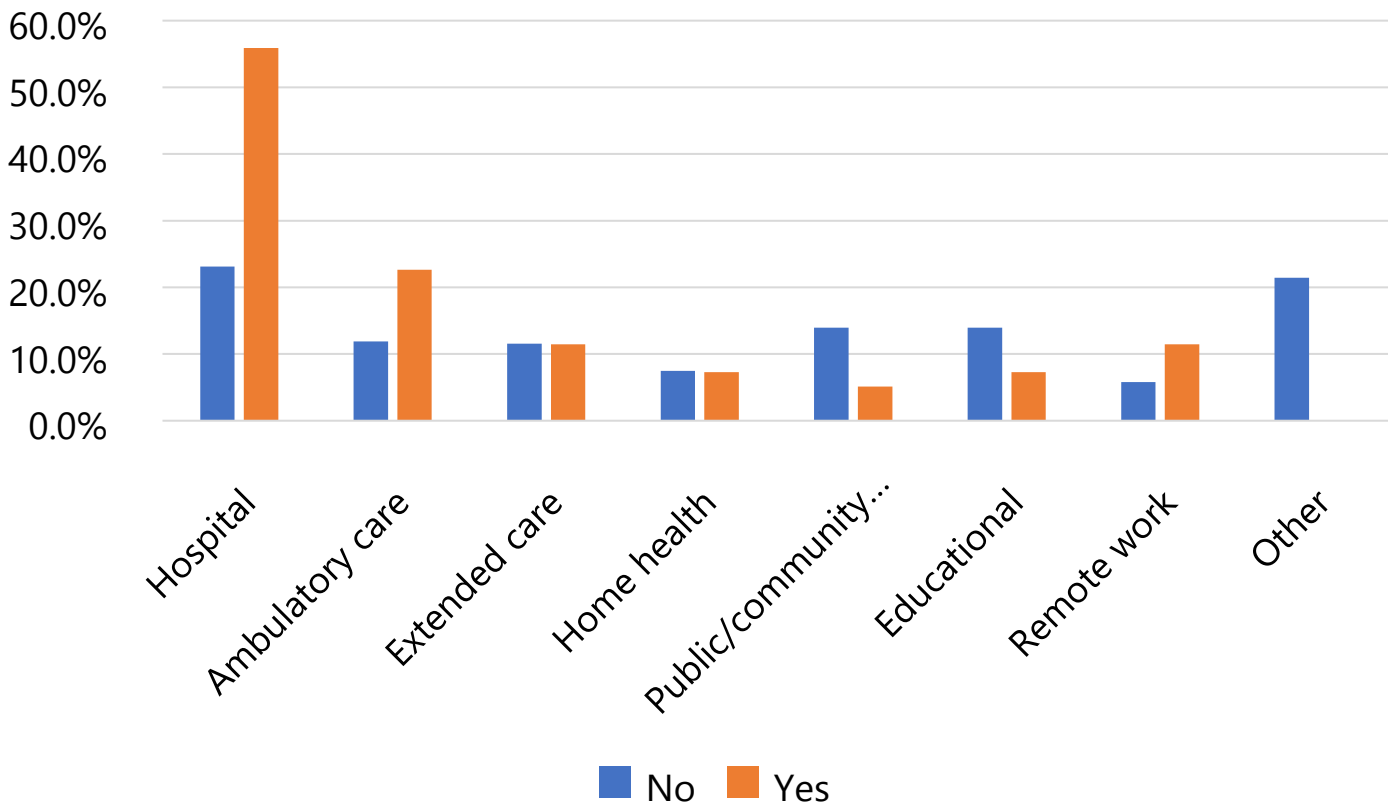


Have you been provided training/education on workplace violence within the last 12 months?	Number of respondents	Percentage of respondents
Yes	1066	78.2%
No	297	21.8%
<b>Total respondents</b>	<b>1363</b>	<b>100%</b>

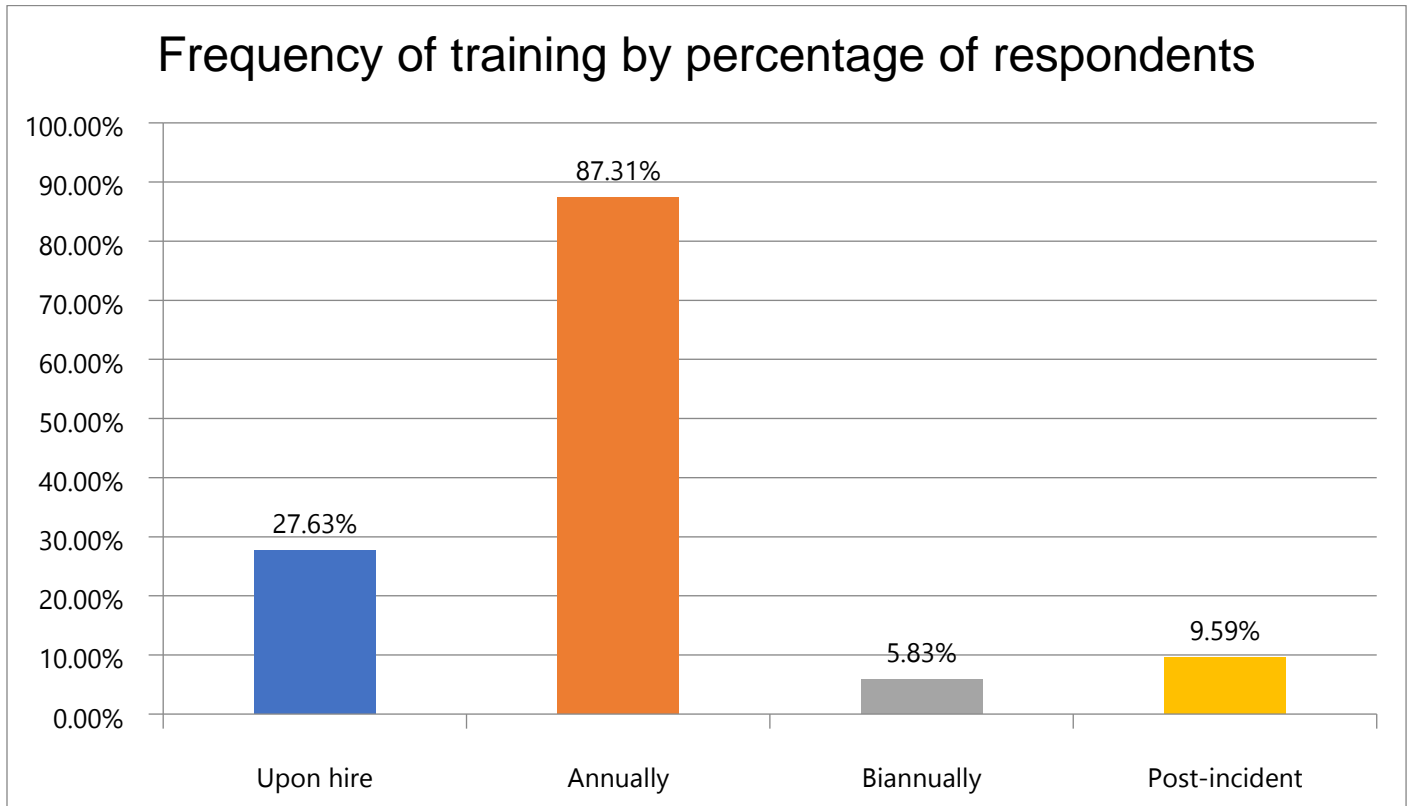
### Workplace violence training/education by years in current position



### Workplace violence training/education by workplace



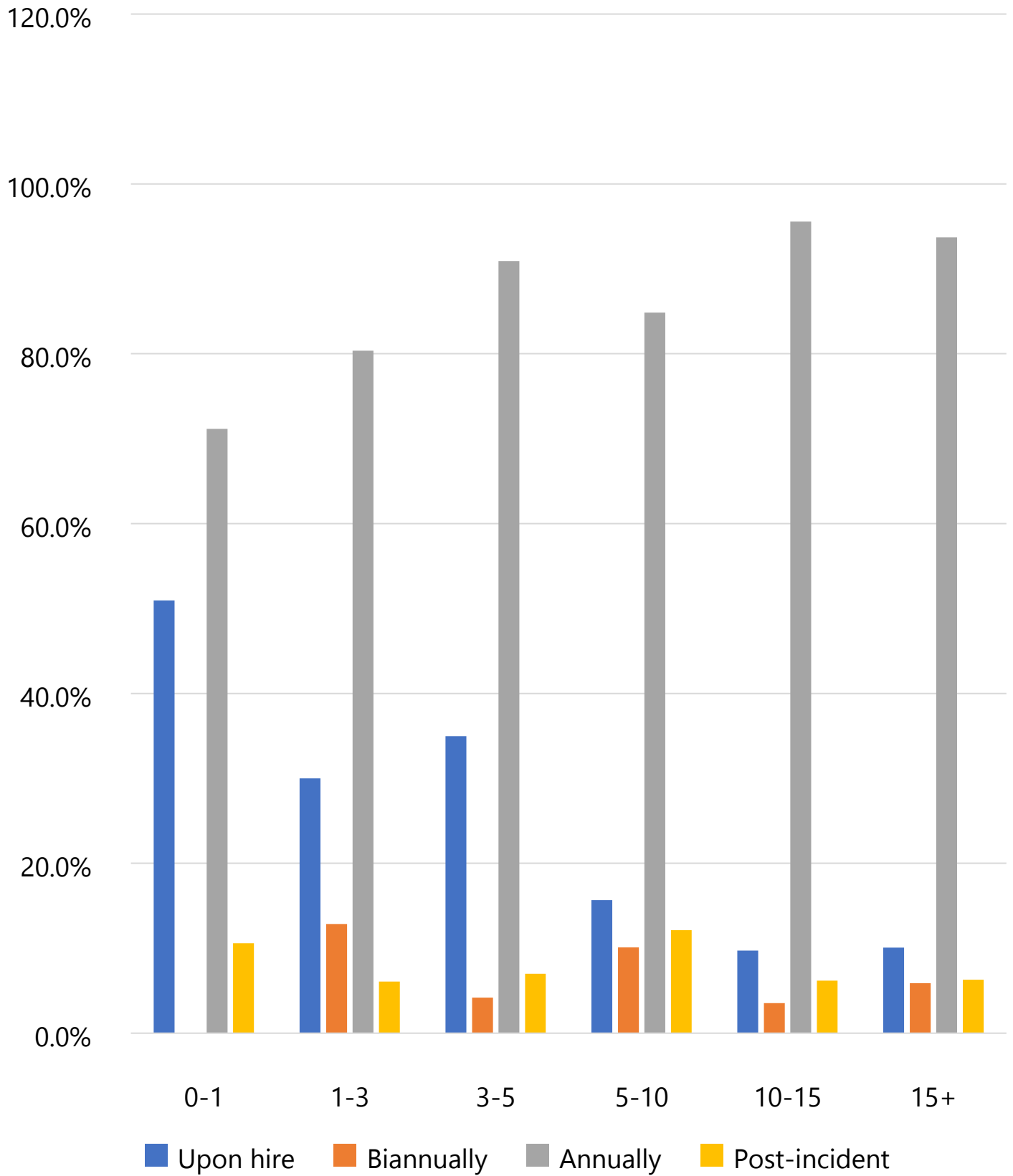
# Question 8: How often are you provided training/education on workplace violence?



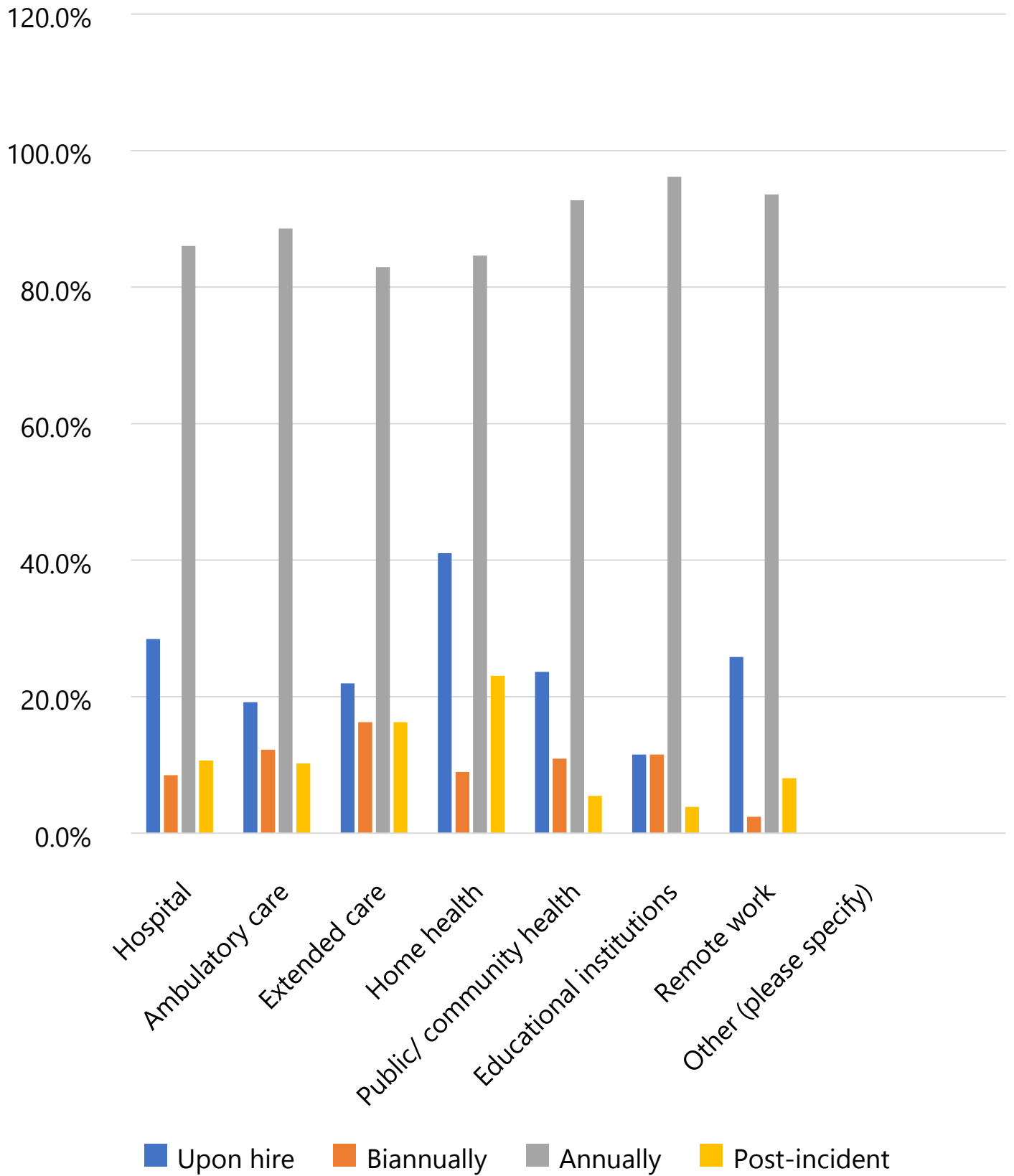
How often are you provided training/education on workplace violence?	Number of respondents	Percentage of respondents
Upon hire	294	27.6%
Annually	929	87.3%
Biannually	62	5.8%
Post-incident	102	9.6%
<b>Total respondents</b>	<b>1064</b>	

Note: Only respondents who answered "yes" to Question 7 answered this question. Respondents could select multiple answers. The total reflects the number of individuals who selected at least one response

Frequency of training by years in current position

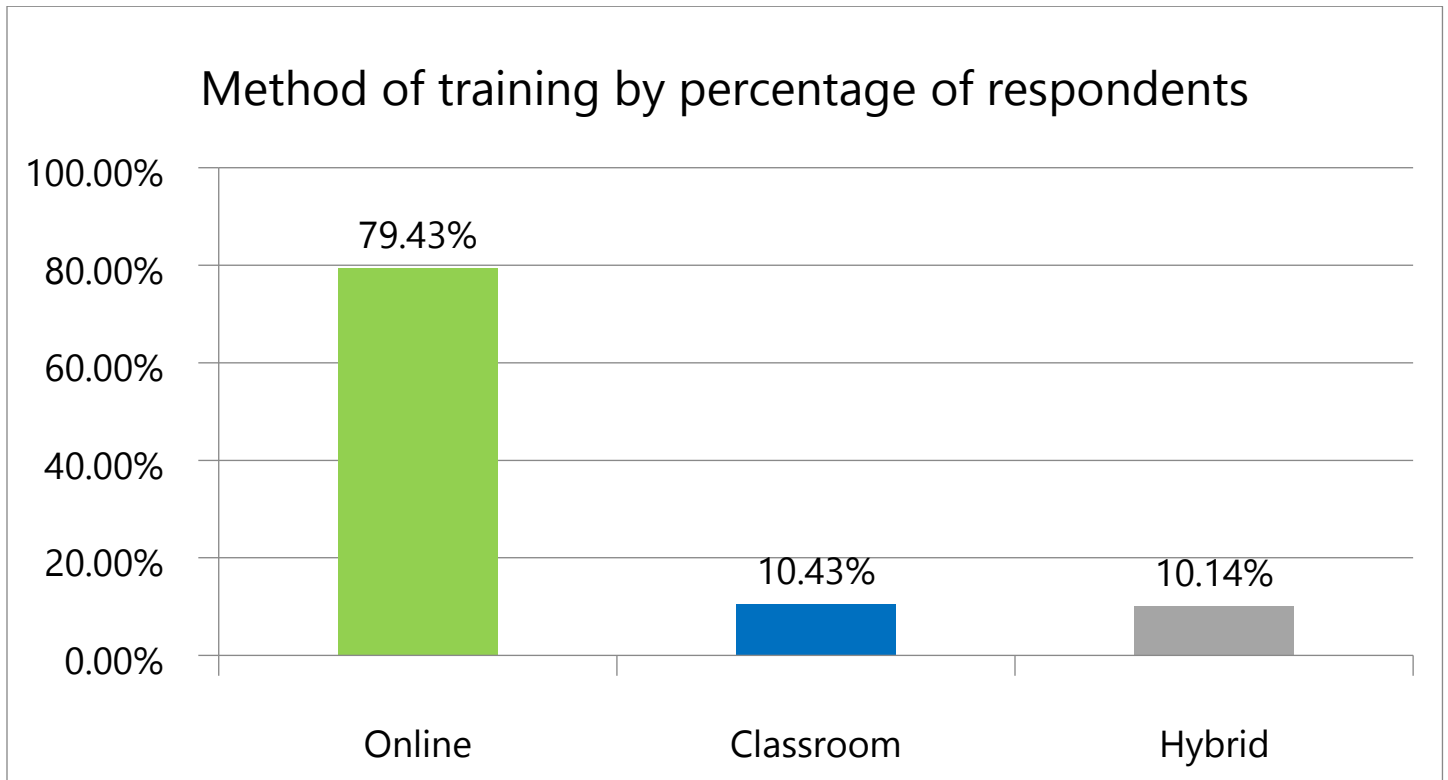


## Frequency of training by workplace





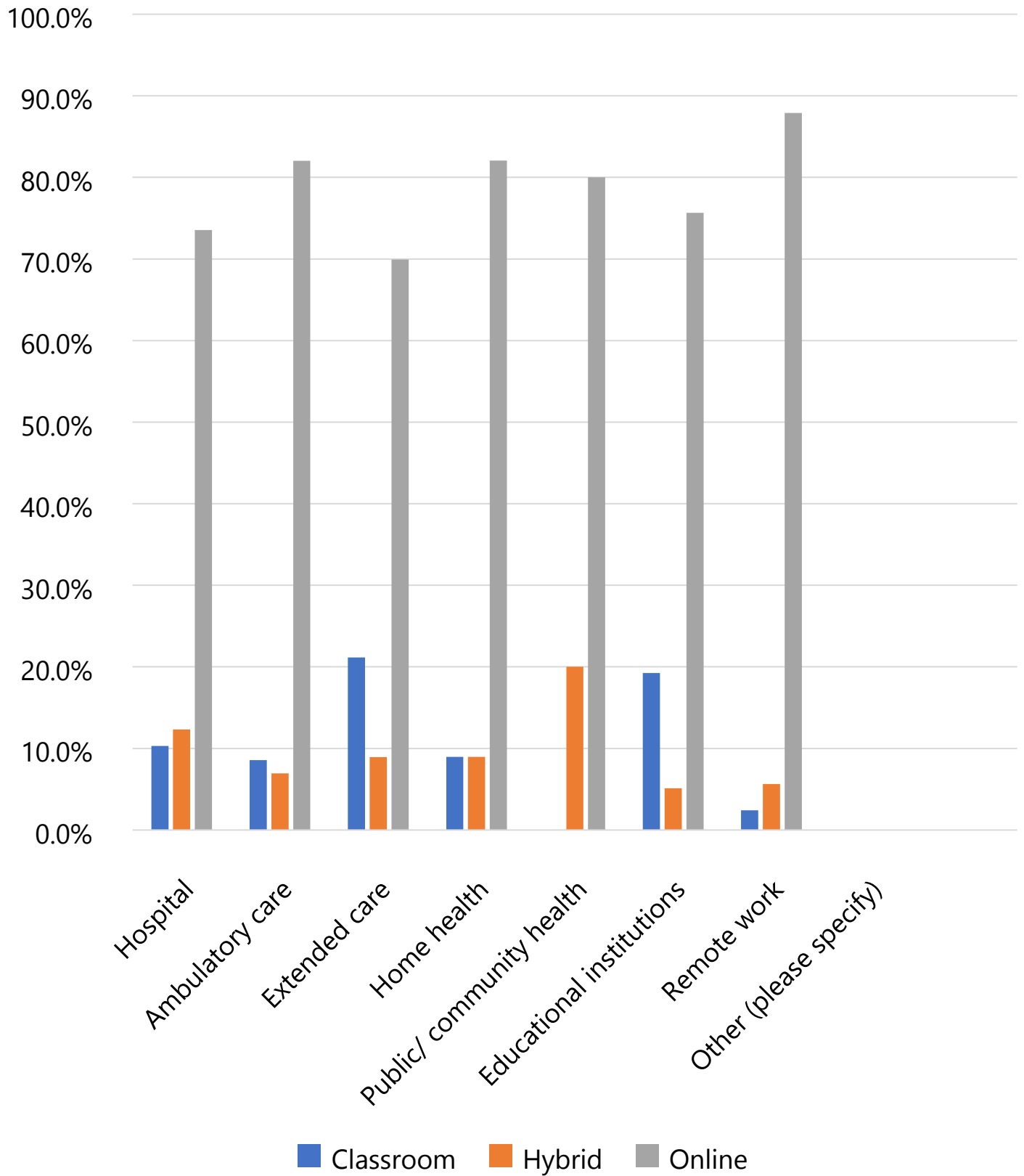
# Question 9: What method of training was most recently used for annual ongoing education?



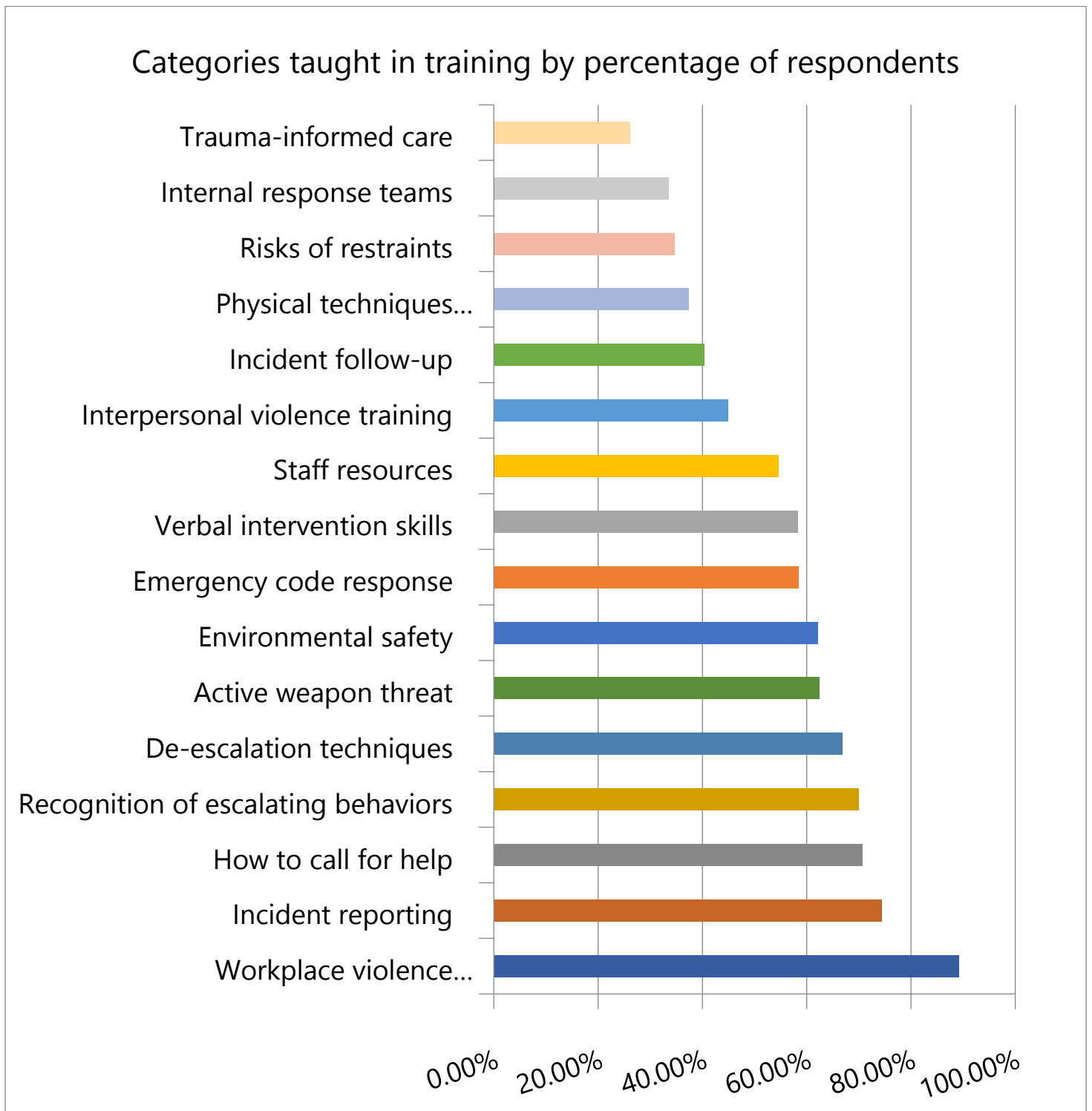
What method of training was most recently used for annual ongoing education?	Number of respondents	Percentage of respondents
Online	830	79.43%
Classroom	109	10.43%
Hybrid	106	10.14%
<b>Total respondents</b>	<b>1045</b>	<b>100%</b>

Note: Only respondents who answered "yes" to Question 7 answered this question.

## Method of training by workplace



# Question 10: What categories were taught in the training?



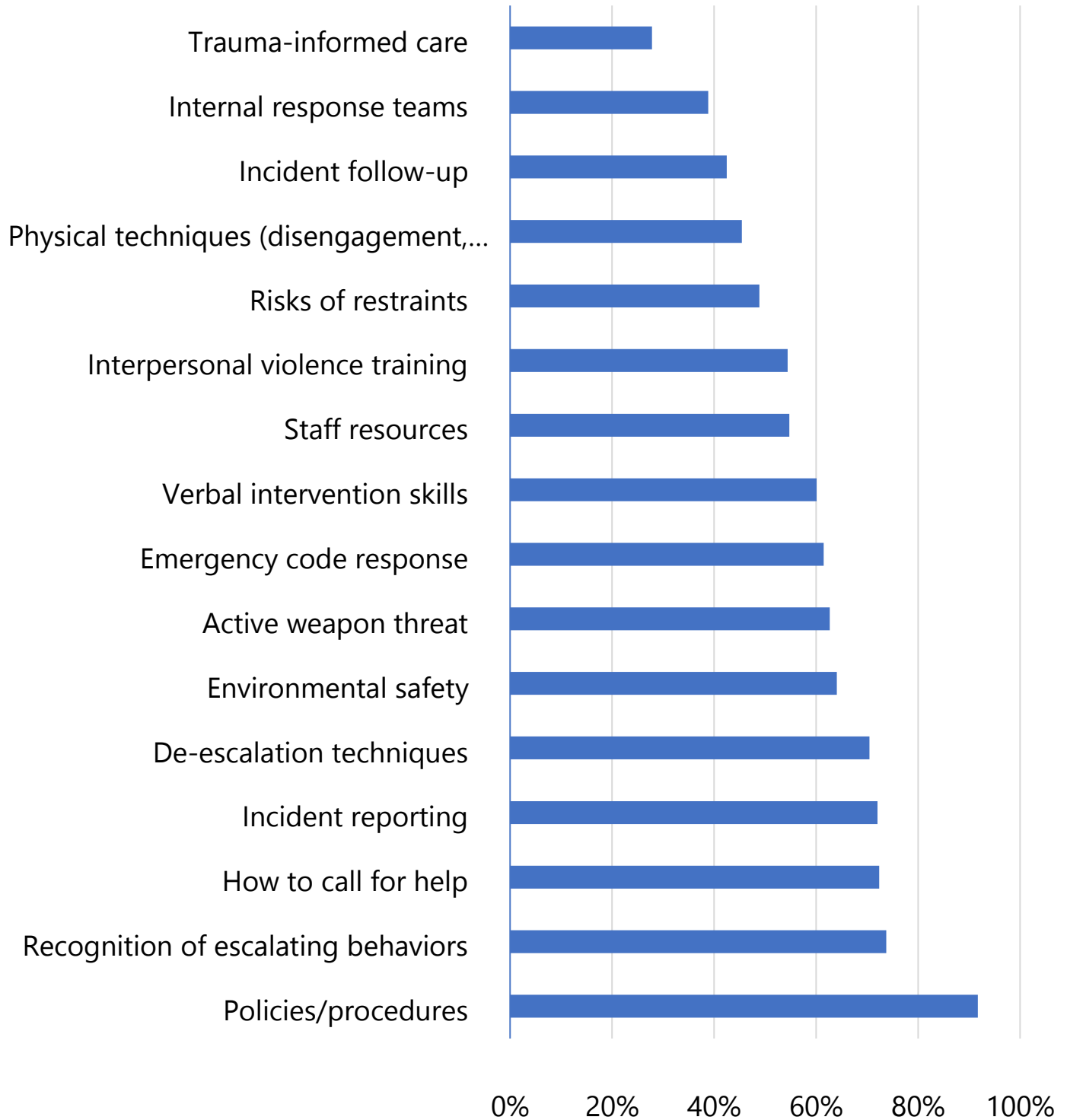
<b>What categories were taught in the training? Select all that apply.</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Workplace violence policies/procedures	932	89.19%
Incident reporting	777	74.35%
How to call for help	739	70.72%
Recognition of escalating behaviors	731	69.95%
De-escalation techniques	698	66.79%
Active weapon threat	653	62.49%
Environmental safety	650	62.20%
Emergency code response	611	58.47%
Verbal intervention skills	610	58.37%
Staff resources	571	54.64%
Interpersonal violence training	470	44.98%
Incident follow-up	422	40.38%
Physical techniques (disengagement, escapes, holds, etc.)	390	37.32%
Risks of restraints	362	34.64%
Internal response teams	350	33.49%
Trauma-informed care	273	26.12%
<b>Total respondents</b>	<b>1045</b>	

Note: Only respondents who answered "yes" to Question 7 answered this question. Respondents could select multiple answers. The total reflects the number of individuals who selected at least one response

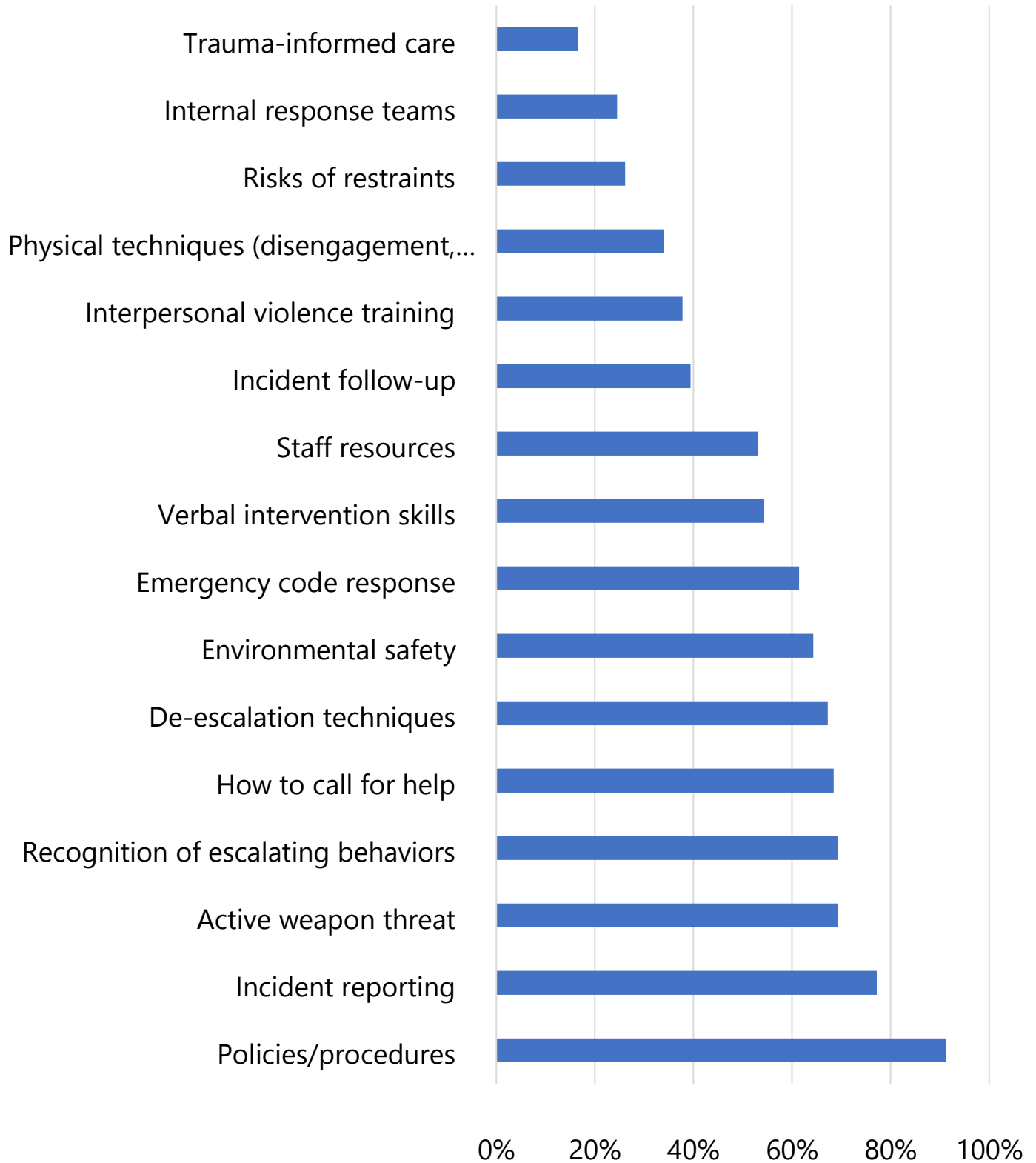


## Categories taught in training by workplace

(Hospital)



## Categories taught in training by workplace (Ambulatory care)



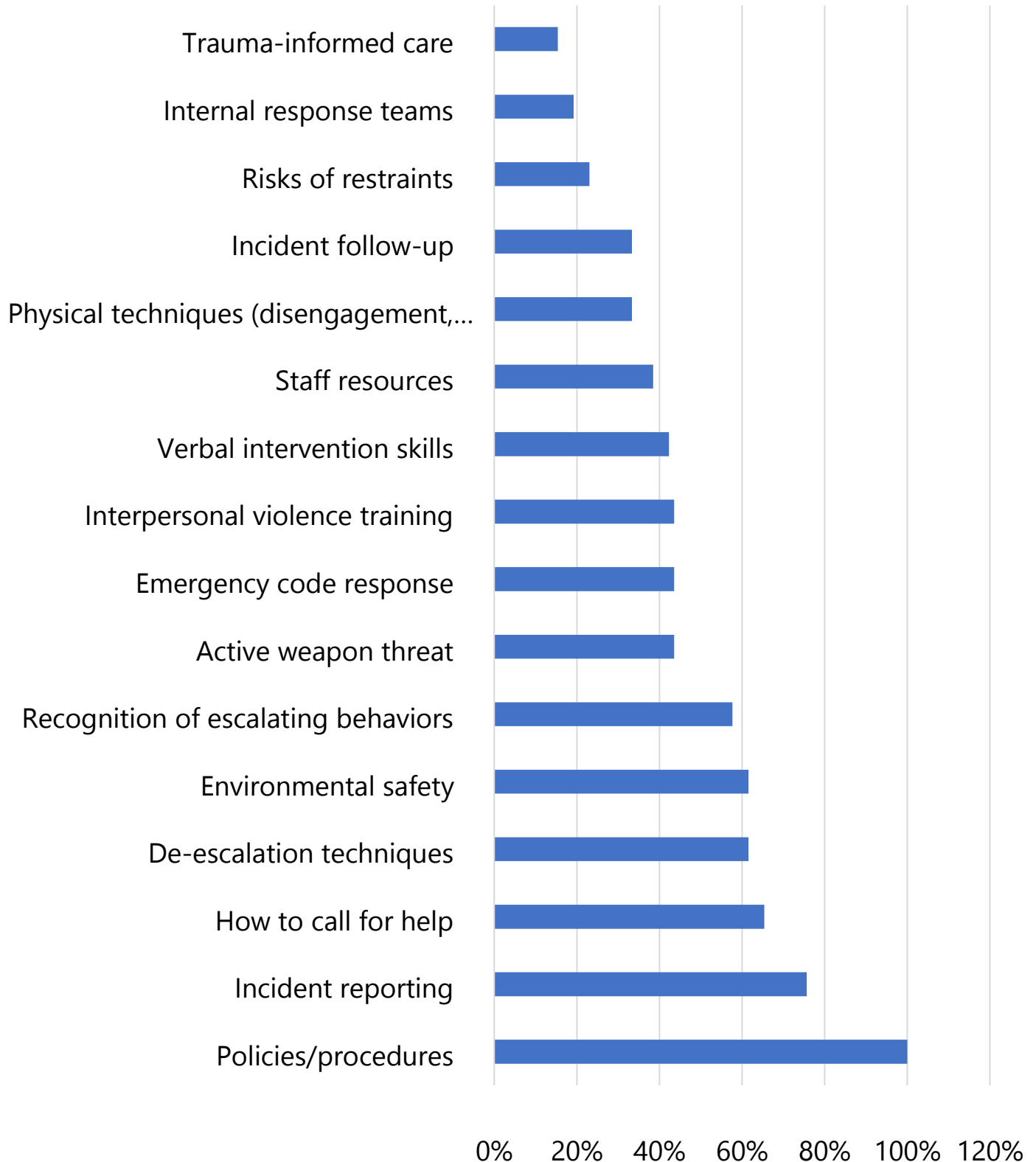
## Categories taught in training by workplace

(Extended care)

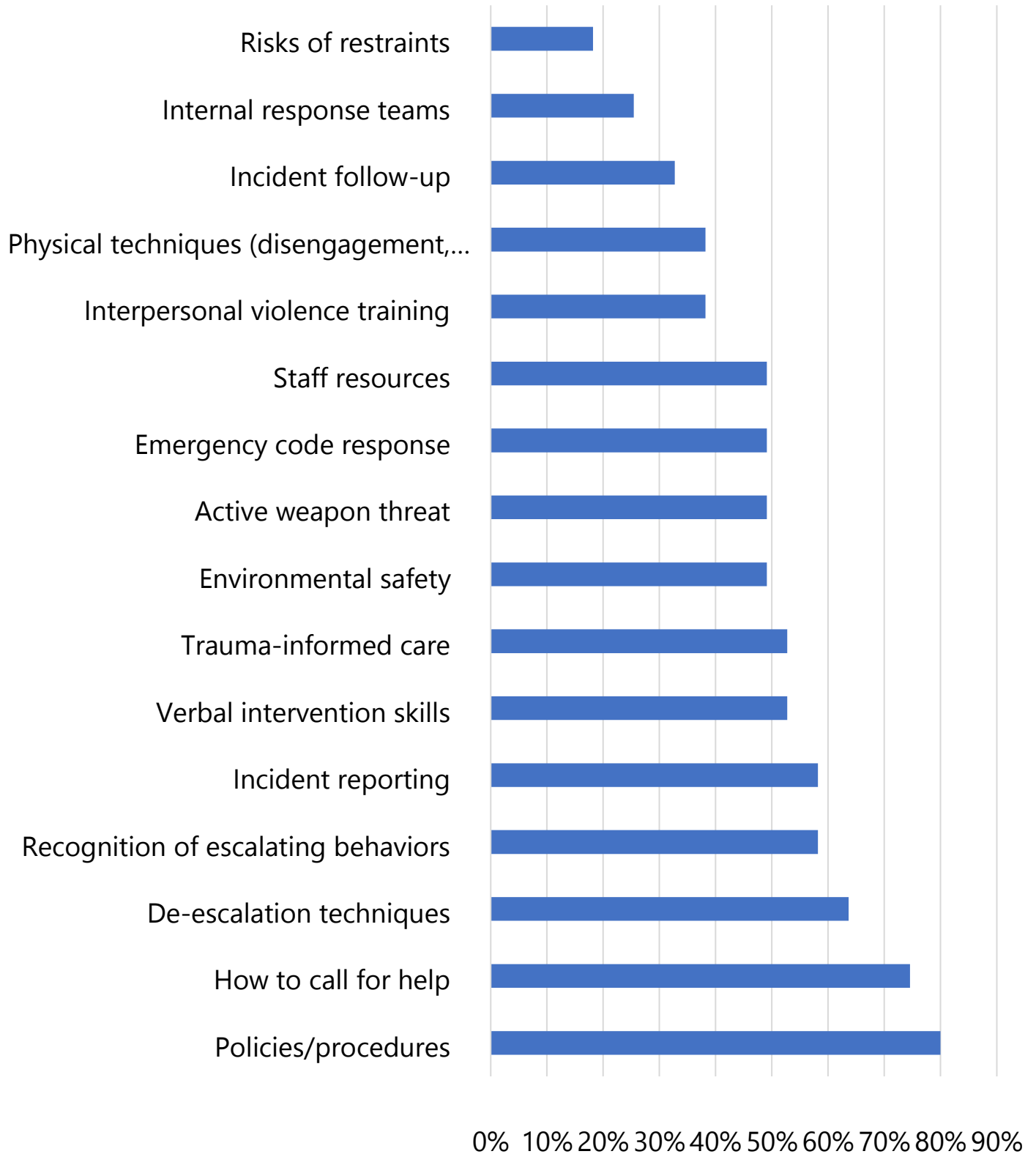




## Categories taught in training by workplace (Home health)



## Categories taught in training by workplace (Public/ community health)



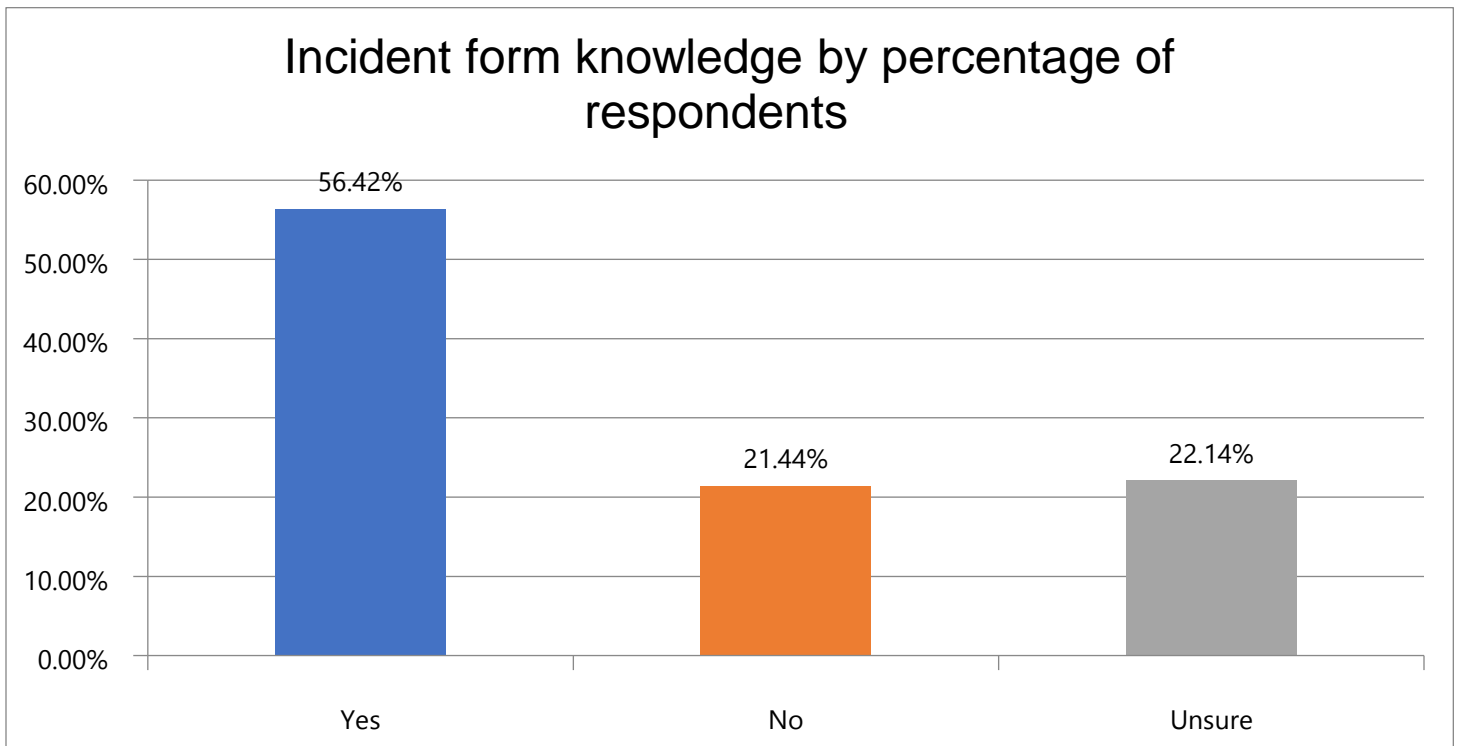
## Categories taught in training by workplace (Educational institutions)



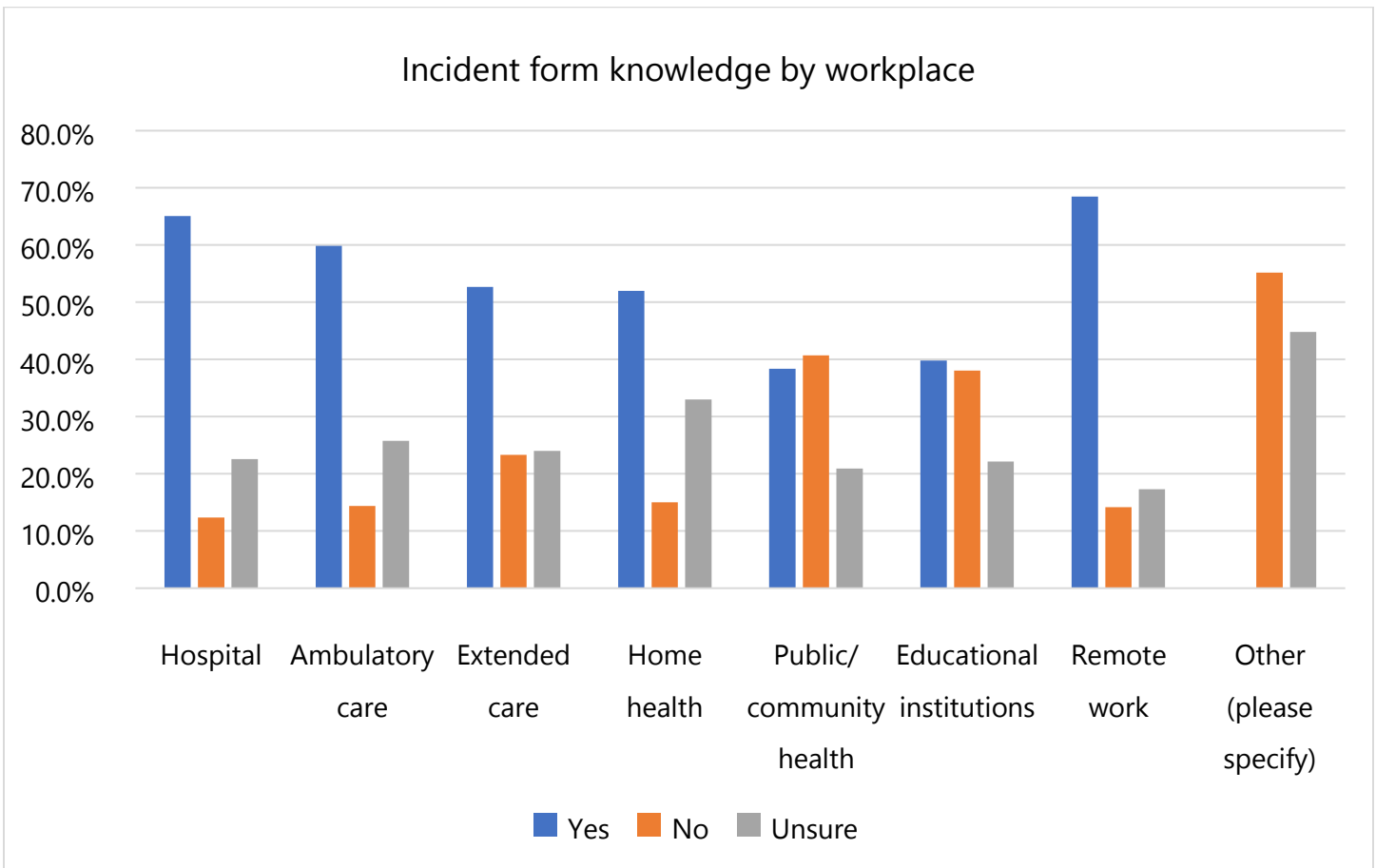
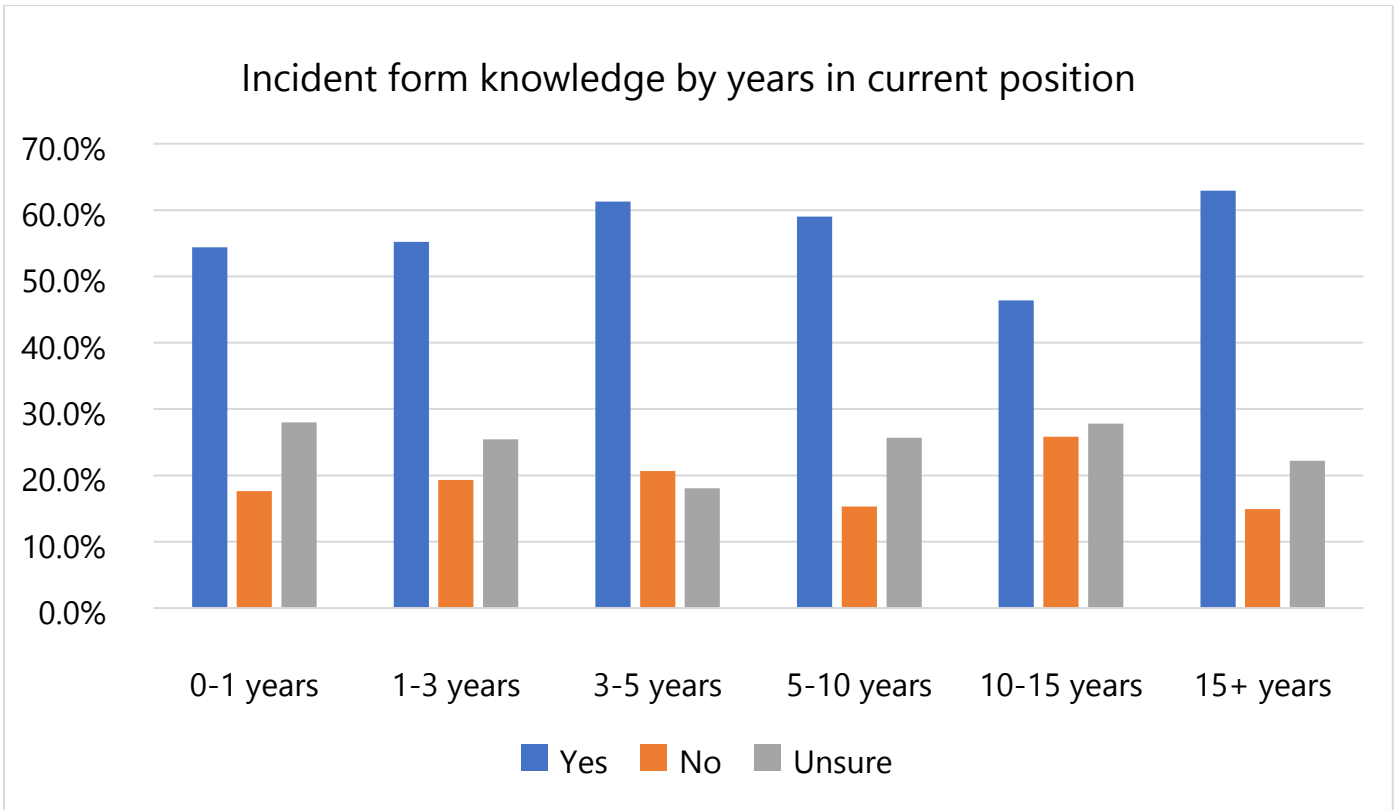
# Section 3:

# Reporting Workplace Violence Incidents

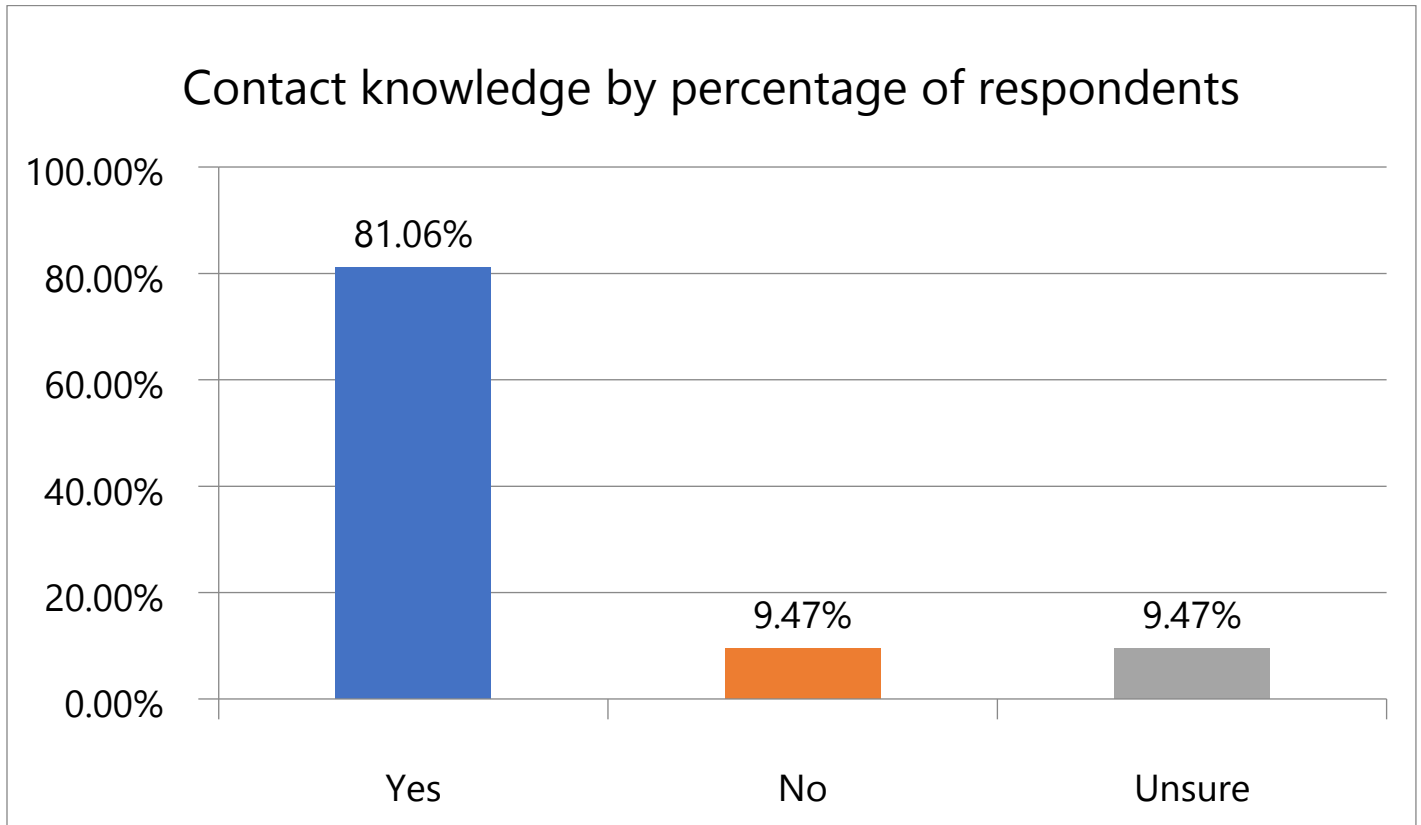
Question 11: I have received instructions on where to locate the workplace violence incident form and understand how to fill it out.



<b>I have received instructions on where to locate the workplace violence incident form and understand how to fill it out.</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Yes	721	56.42%
No	274	21.44%
Unsure	283	22.14%
<b>Total respondents</b>	<b>1278</b>	<b>100%</b>

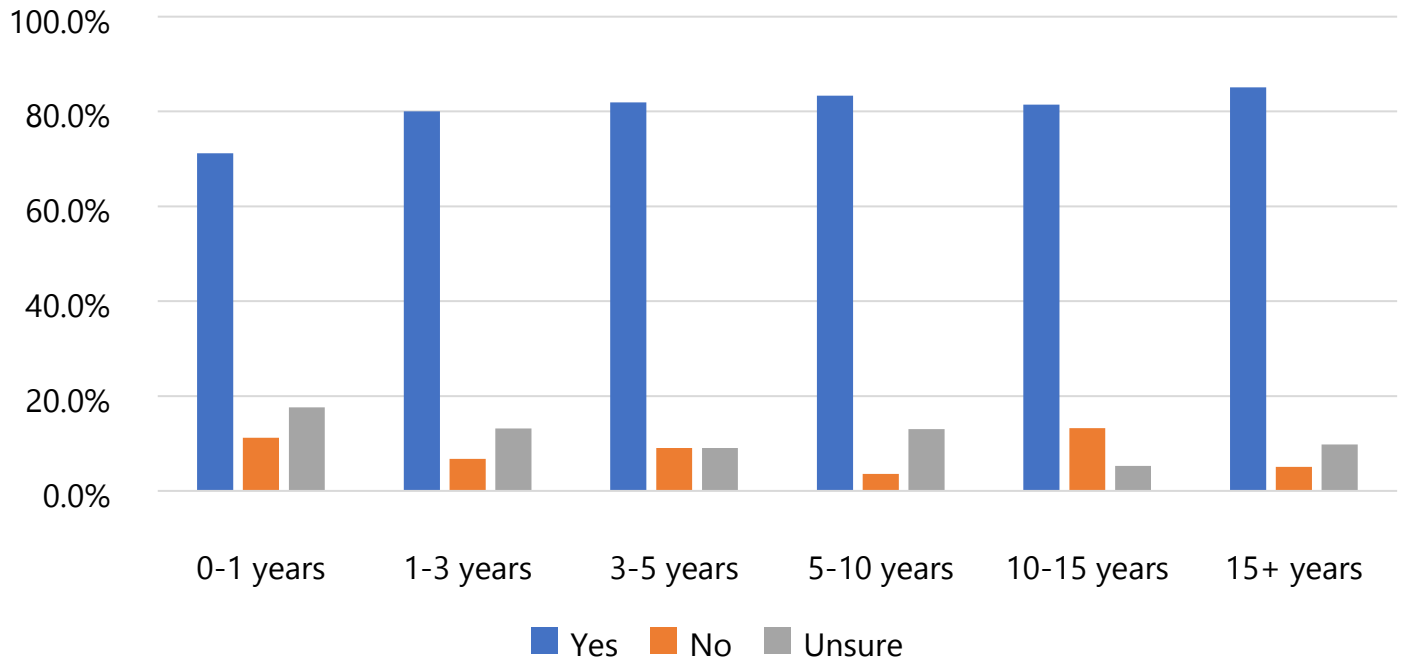


# Question 12: I know who to contact to report a workplace violence incident.

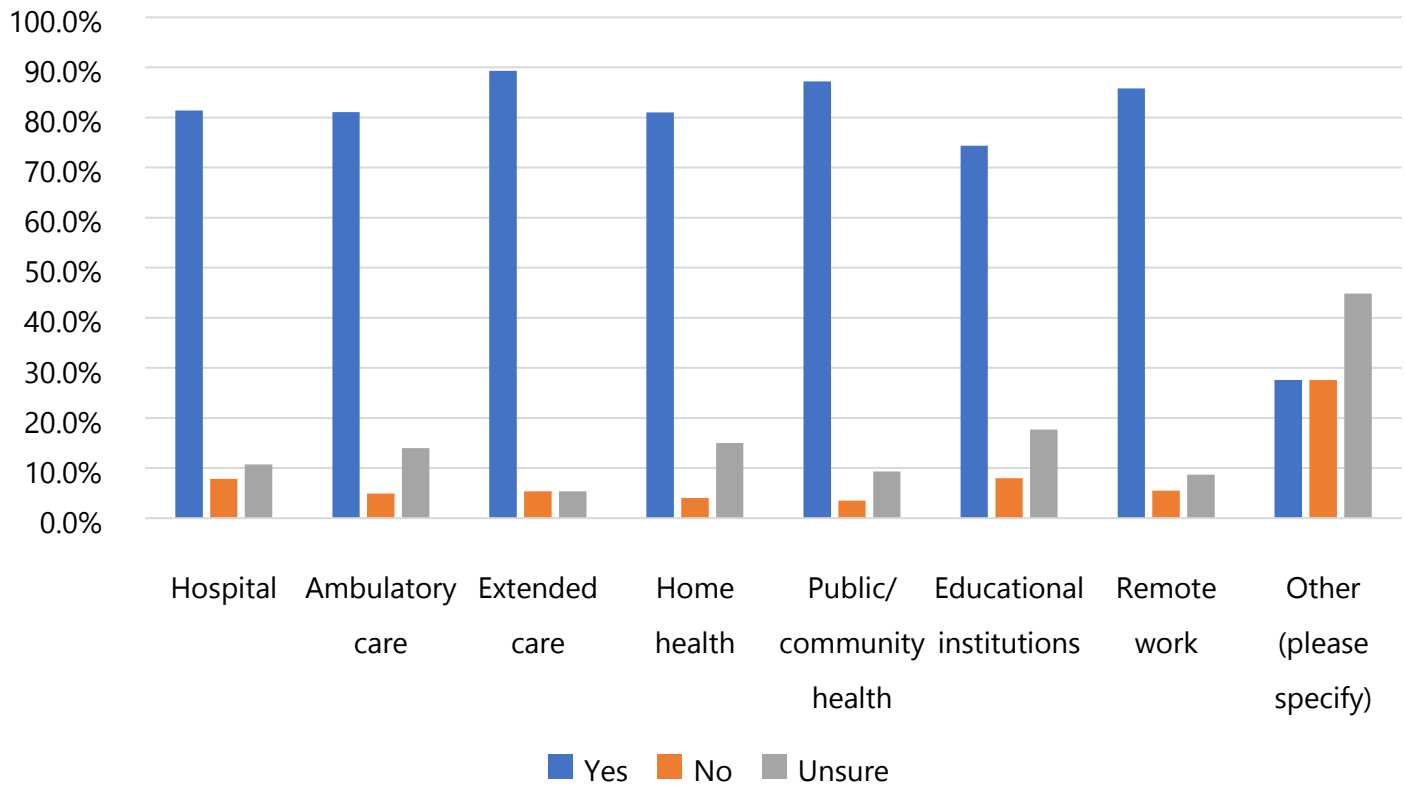


<b>I know who to contact to report a workplace violence incident.</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Yes	1036	81.06%
No	121	9.47%
Unsure	121	9.47%
<b>Total respondents</b>	<b>1278</b>	<b>100%</b>

### Contact knowledge by years in current position

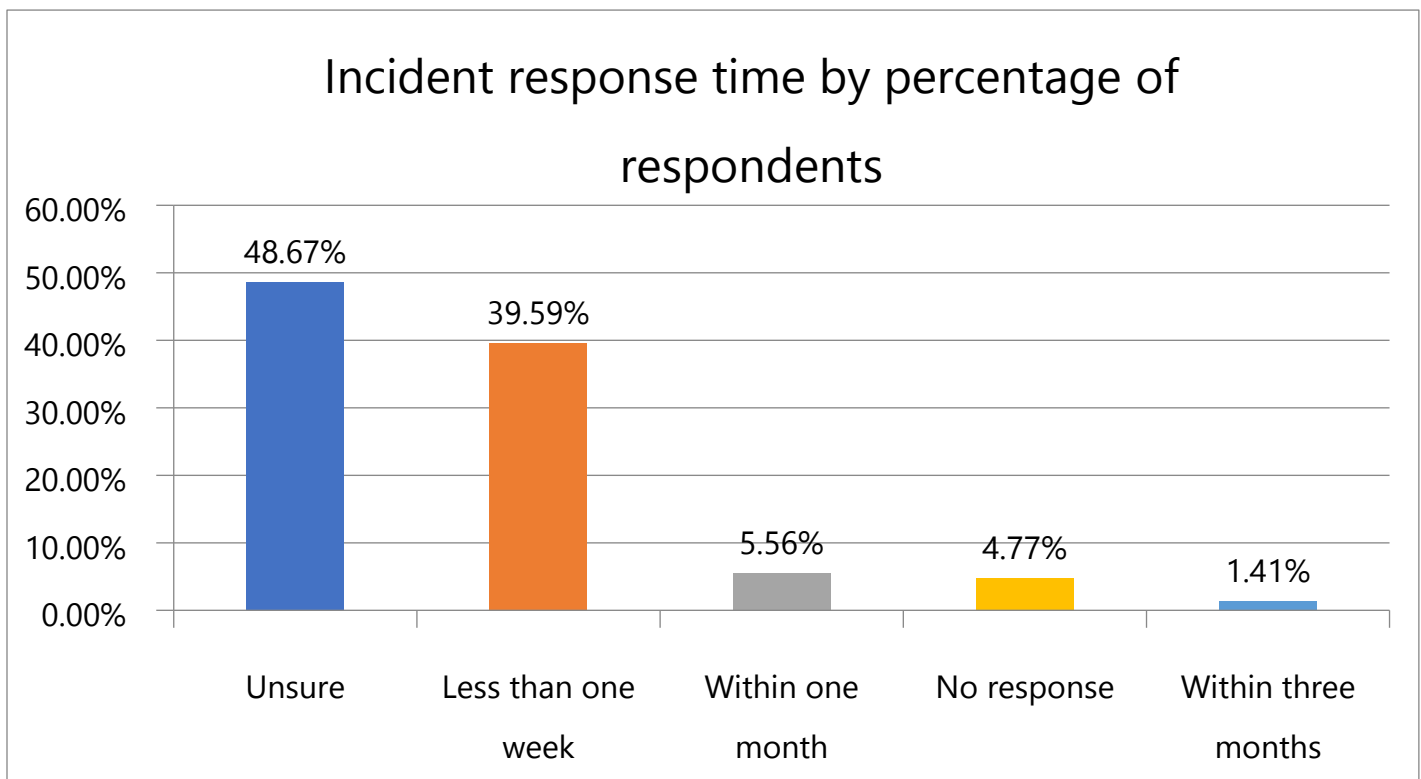


### Contact knowledge by workplace

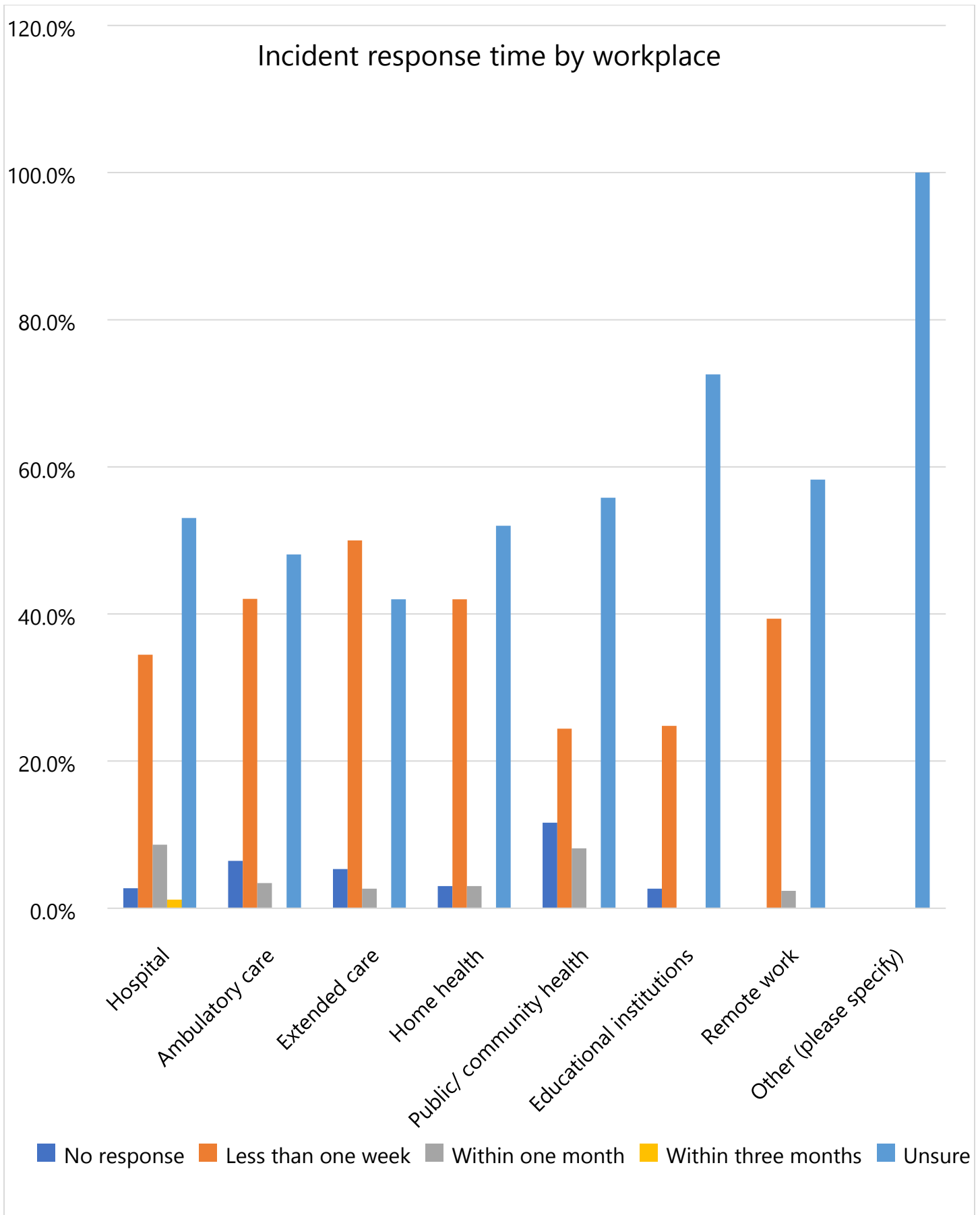




# Question 15: How long does it take your organization to respond to any reported incident?

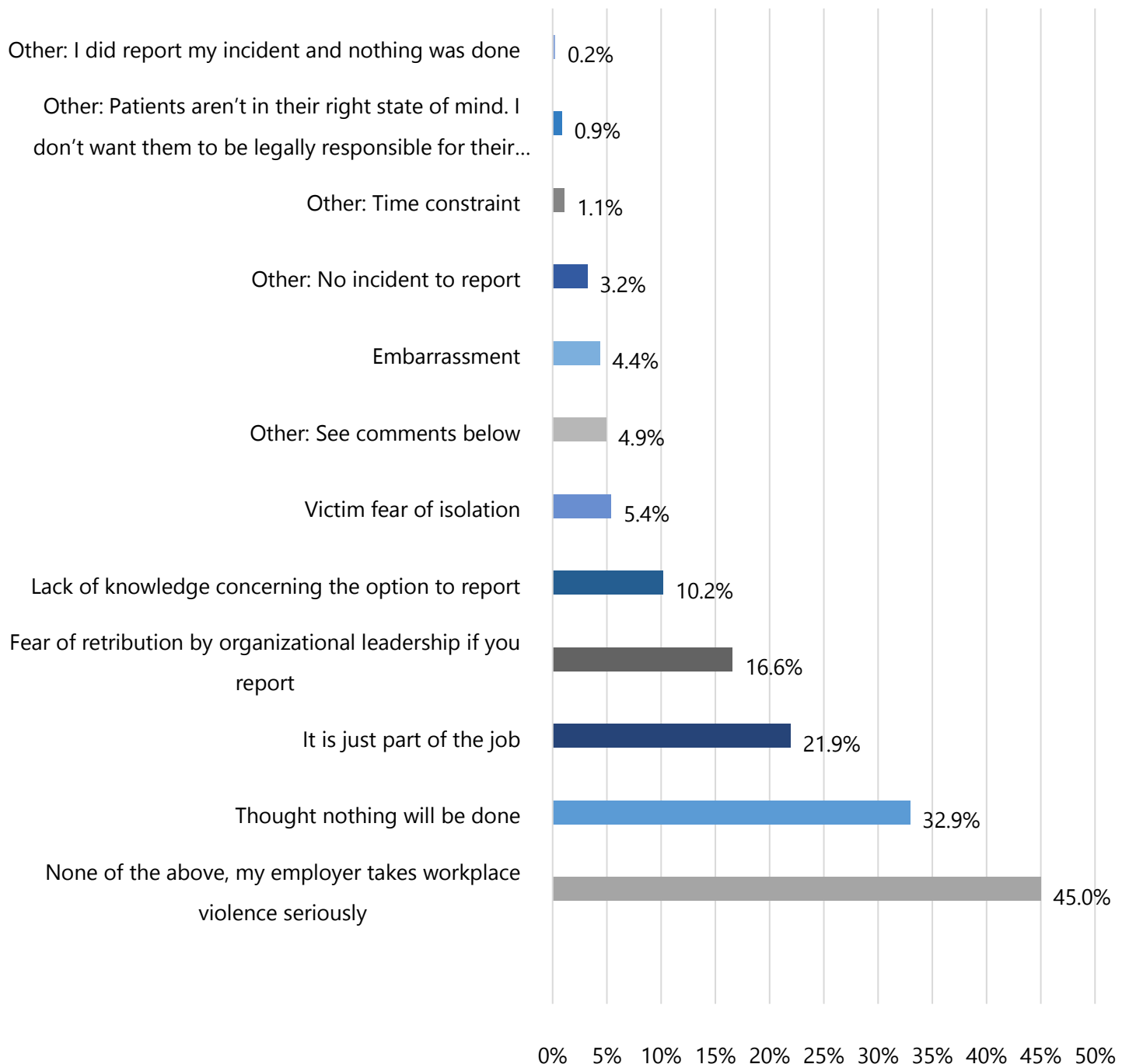


How long does it take your organization to respond to any reported incident?	Number of respondents	Percentage of respondents
Unsure	622	48.67%
Less than one week	506	39.59%
Within one month	71	5.56%
No response	61	4.77%
Within three months	18	1.41%
<b>Total respondents</b>	<b>1278</b>	<b>100%</b>



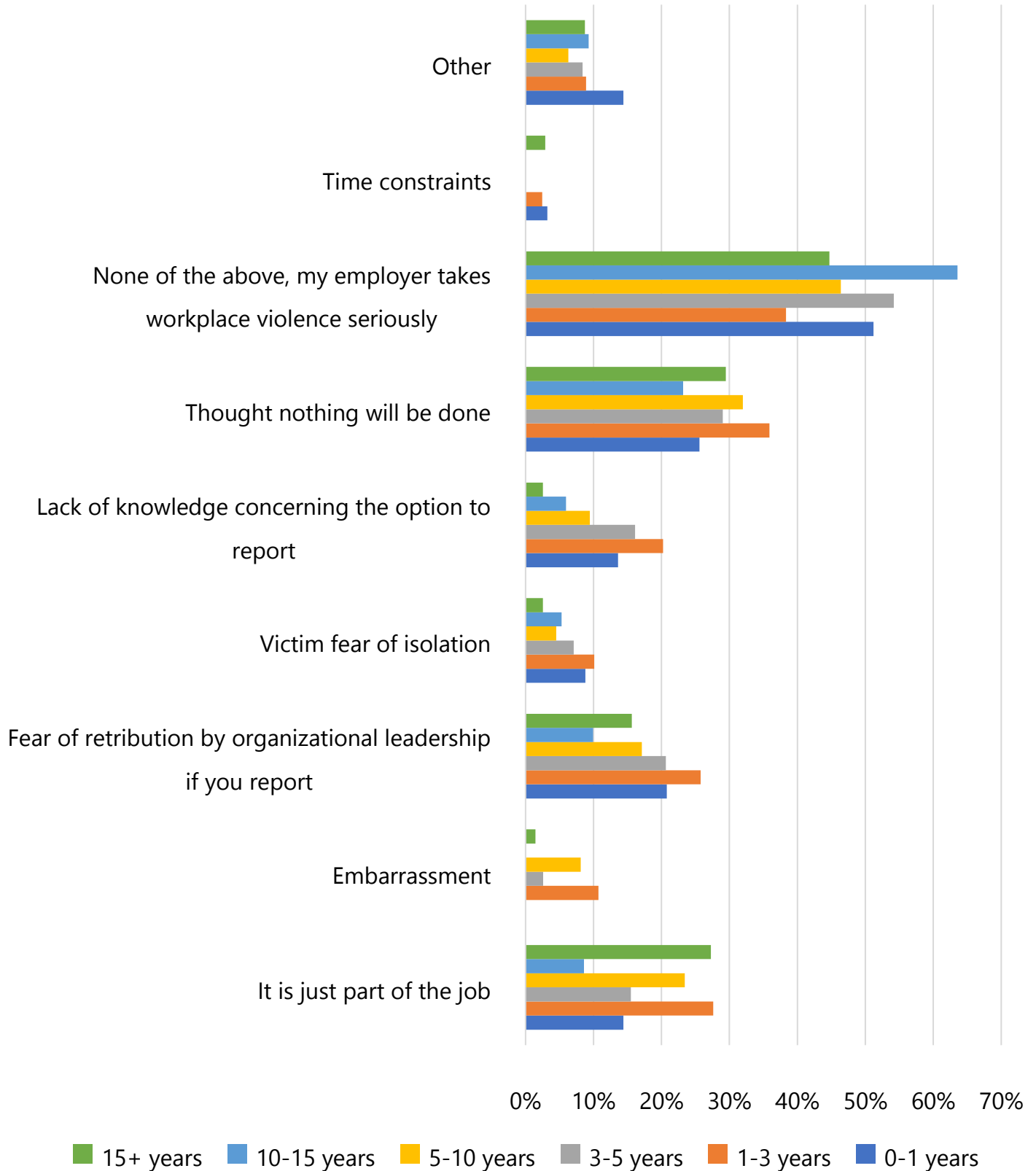
# Question 16: What reason(s) prevent you from reporting a workplace violence incident?

Reason(s) for not reporting by percentage of respondents

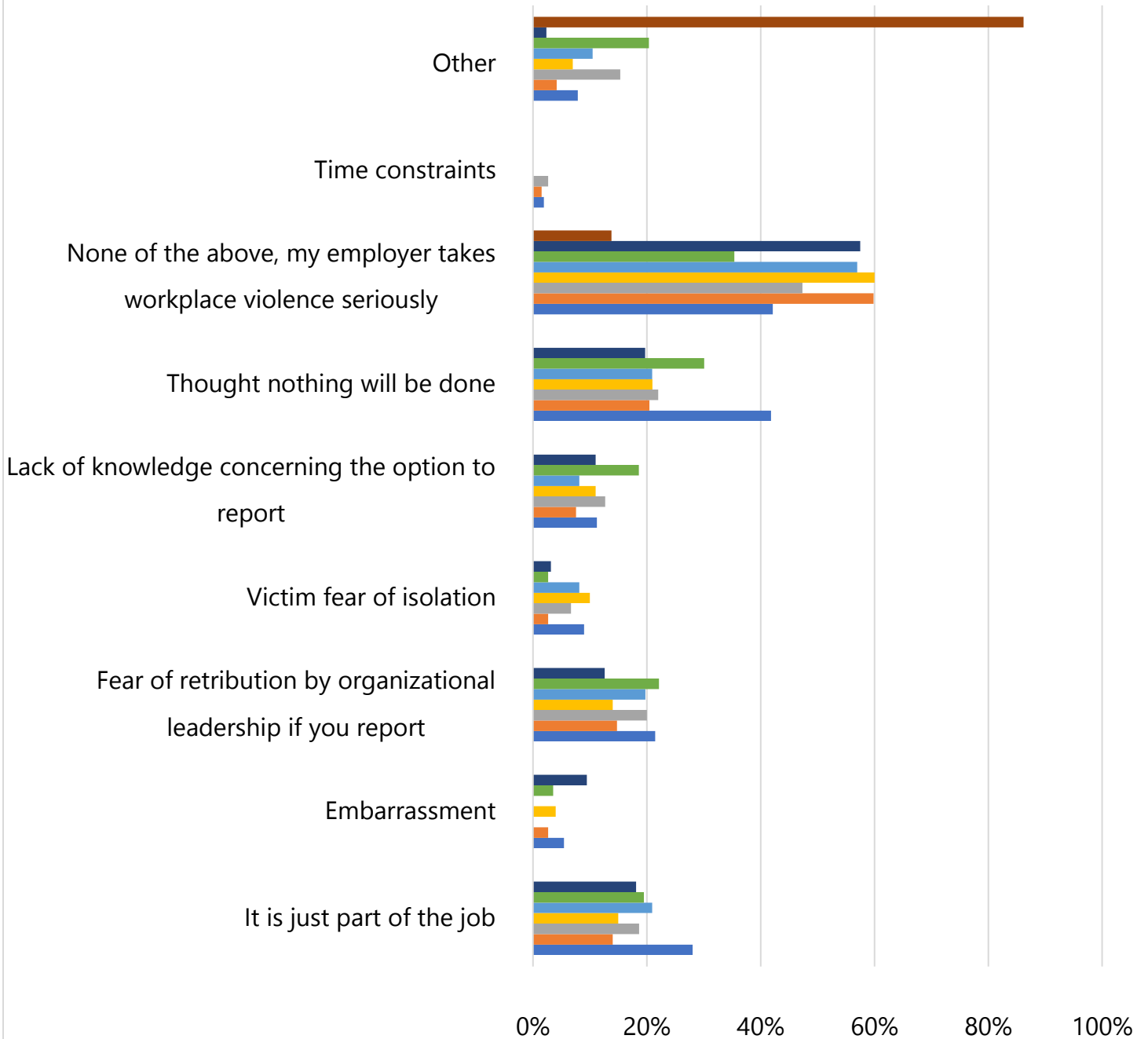


<b>What reasons prevent you from reporting a workplace violence incident? Select all that apply.</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
None of the above, my employer takes workplace violence seriously	575	45.0%
Thought nothing will be done	421	32.9%
It is just part of the job	280	21.9%
Fear of retribution by organizational leadership if you report	212	16.6%
Lack of knowledge concerning the option to report	130	10.2%
Victim fear of isolation	69	5.4%
Other: See comments below	63	4.9%
Embarrassment	56	4.4%
Other: No incident to report	41	3.2%
Other: Time constraint	14	1.1%
Other: Patients aren't in their right state of mind. I don't want them to be legally responsible for their behavior.	11	0.9%
Other: I did report my incident, and nothing was done	3	0.2%
<b>Total respondents</b>	<b>1278</b>	
Note: Respondents could select multiple answers. The total reflects the number of individuals who selected at least one response		

## Reasons for not reporting by years in current position



## Reasons for not reporting by workplace



- Other (please specify)
- Remote work
- Educational institutions
- Public/community health
- Home health
- Extended care
- Ambulatory care
- Hospital

# Reasons for not reporting workplace violence incidents

## **Too busy to report incidents**

- The ones doing this are overworked and have a lot of stress.
- There's little time to go through the process of filling out incident paperwork when I asked for help/support knowing there would likely be an incident only to have it not taken seriously until someone is hurt.
- Too busy and burned out to do any more paperwork.
- Cumbersome reporting requirements.
- Overworked, not enough time to report.

## **Too afraid to report incidents**

- Fear of losing job and fear that client will continue to tolerate the violence to stay out of skilled facility.
- Fear of retribution outside of the work environment.
- Fear of retaliation.
- Fear of retribution from ED providers for reporting intimidating behavior from providers to nurses.

## **The workplace culture is to not report incidents**

- They happen so often, why bother.
- Nothing will happen. No follow up.
- It is so common.
- I do not think it is "just part of the job," but that is the overwhelming attitude most people seem to have adopted.
- No reason. It is a moral responsibility.

## **Encouraged to not report by management**

- My employer does not want to know because they do not want bad press about the hospital.
- I've reported it before and had negative reactions from my nurse manager.
- Pressing charges is not encouraged by hospital management.
- We have reported about providers we are told basically to deal with it. "Just do your job."
- I have no difficulty reporting violence despite the reaction of leadership.

## **Lack of education on incident reporting process**

- Most of the abuse I get is verbal abuse from patients and this has increased by 100% since covid. Patients seek free medicine and have become very verbally abusive. My place of employment does not have any education regarding this. I am a triage nurse.
- No guidance on patients to nurse harassment.
- We never receive feedback from our nursing director who says she reads all the incident reports.
- I currently work in a college clinic and was treated very poorly when after 18 months and frustrated that zero information was shared, sent an email using capital letters and after 29 years with the organization I was given the this will be your only warning. On my evaluation, I was told that I should be cautious about the passion I express when frustrated. Shortly after, people from the campus talked to us but with a promise that we would have more training and information about the protocols for this campus, nothing happened.

## **Abusers are part of the legally protected population**

- Minimization by my organization or siding with the abuser "they weren't in their right mind so they can't be held accountable."
- She is over 100 years old and with dementia, but quicker than I was.
- Students have IEPs and are often legally protected when they harm staff.



## **Inadequate response by police/security**

- Police have always turned down our request to do something.
- Poor security team who doesn't take threats/violence seriously.
- Law enforcement can't do anything. Superiors are afraid of HIPAA laws.
- Our security team has been very dismissive of situations in the past and not supportive when staff have wished to press charges.
- While my employer is supportive, local law enforcement is not.
- Nothing will be done. The District Attorney in Milwaukee does not convict.
- Being told now we will not be able to charge the person that caused harm.

## **Inadequate process on addressing violence from patient to staff**

- Clinic has limitations on banning patients.
- We fill out the forms. They just don't do much to keep us safe.
- When I was assaulted by a patient my workplace said my ER visit was not justified and the bill went to collections because they refused to pay it
- Patients may get a slap on the wrist, but we are still expected to care for them. They have more rights than the staff. It's a shame.
- It is reported but nothing comes from it. Especially in an ER setting. You abuse or charge a police officer on the street, and you are going to be going away in handcuffs. You assault a nurse, and a police report gets filed that usually ends up with nothing happening on a judicial level. The hospital can put up a violence banner and check the patient when they arrive, but it doesn't prevent it from happening again.
- Some verbal abuse appears to be tolerated by the institution and I don't feel they do enough to support their nurses.
- All incidents I experienced were not reported. I am reporting based on what I can tolerate in terms of verbal aggression (e.g., use of profanity) for verbs.
- Previously did not report (10+ years ago) because it was viewed as part of the job, or the patient was just upset.

## **Inadequate process on addressing lateral violence in workplace**

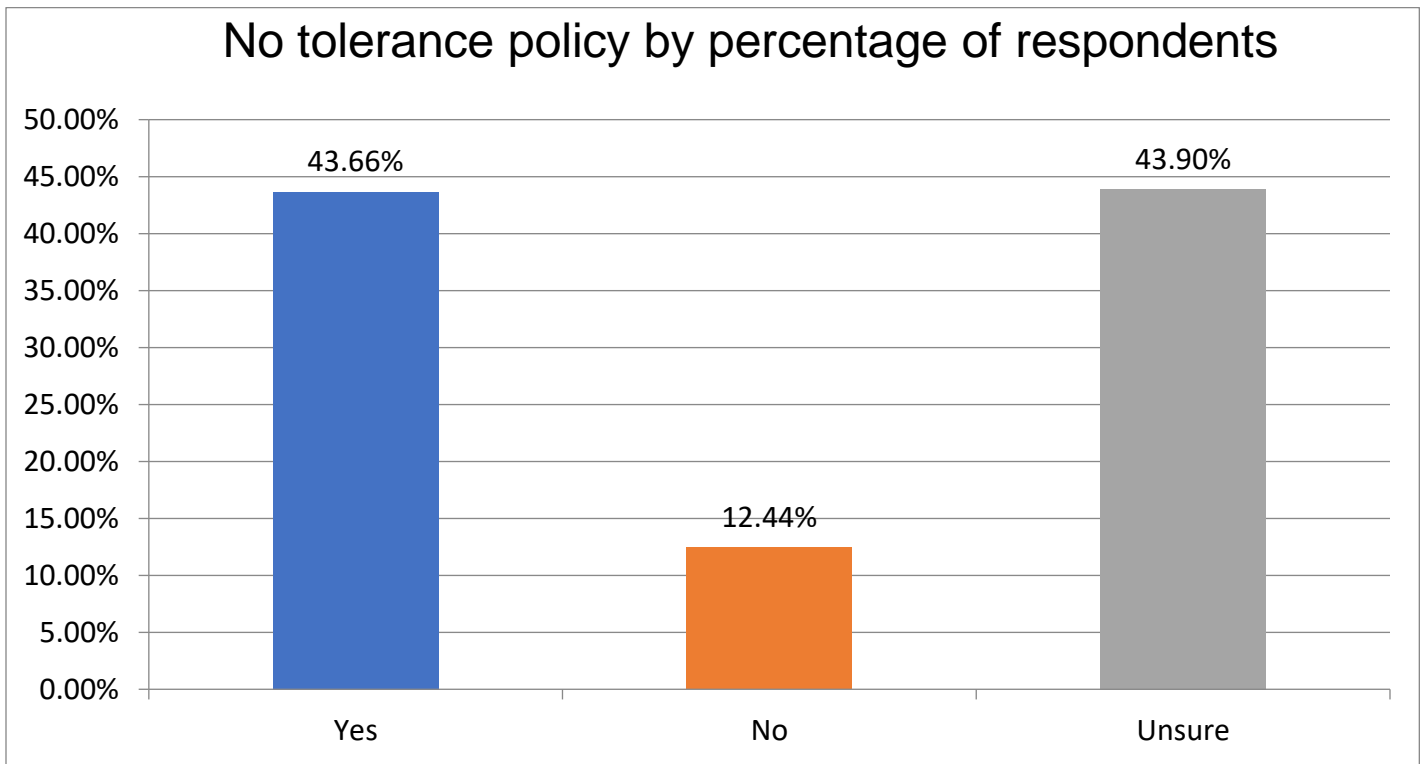
- Reported harassment to HR and nothing was done, and I was retaliated against.
- Ruined reputation with coworkers and doctors
- The violence that has occurred is harassment of other nurses in the union, where they bully and try to get you fired... for not going along with their work ethic or lack of one. They report anything they can and complain and try to get you fired, as they sit there and try to trick management. Who to go to? If you report it will only get worse.
- I spoke up concerning being a victim of bullying within the department. Nothing was done.
- Horizontal workplace violence from peers or providers.
- Most of the workplace violence I experience is in the form of institutional violence that is perpetrated by those in power, i.e., administration.

## **Left position due to workplace violence**

- I have reported an incident which happened in the DOC and haven't heard an outcome yet. DOC contacted me to let me know the investigation started. There was retribution and I ended up quitting my job there because of it.
- Had to leave this job. Harassment.
- I had to quit because of corporate compliance, I was bullied/harassed out of the facility by HR.

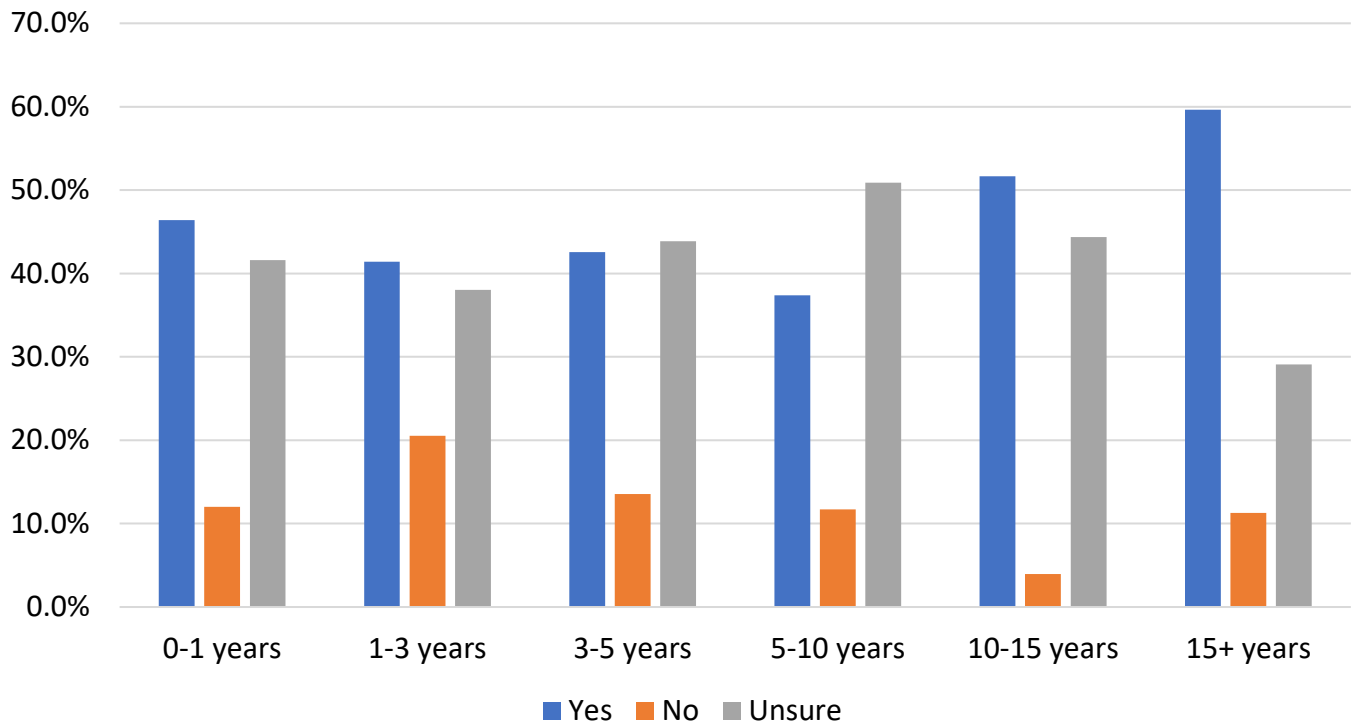
# Section 4: Environmental Aspects of Workplace Violence Prevention

# Question 14: My organization has a no tolerance policy for workplace violence in the patients' bill of rights document.

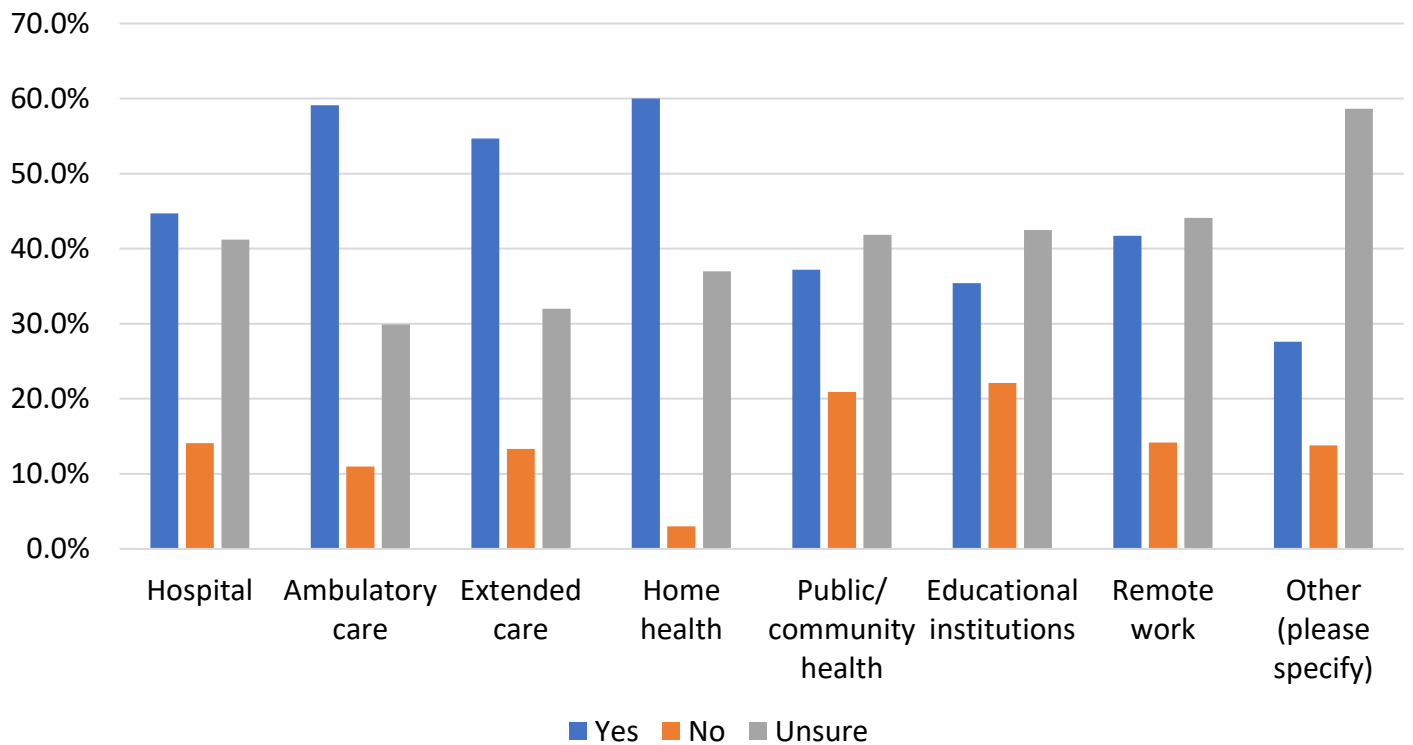


<b>My organization has a no tolerance policy for workplace violence in the patients' bill of rights (patient responsibilities) document.</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Yes	558	43.66%
No	159	12.44%
Unsure	561	43.90%
<b>Total respondents</b>	<b>1278</b>	<b>100%</b>

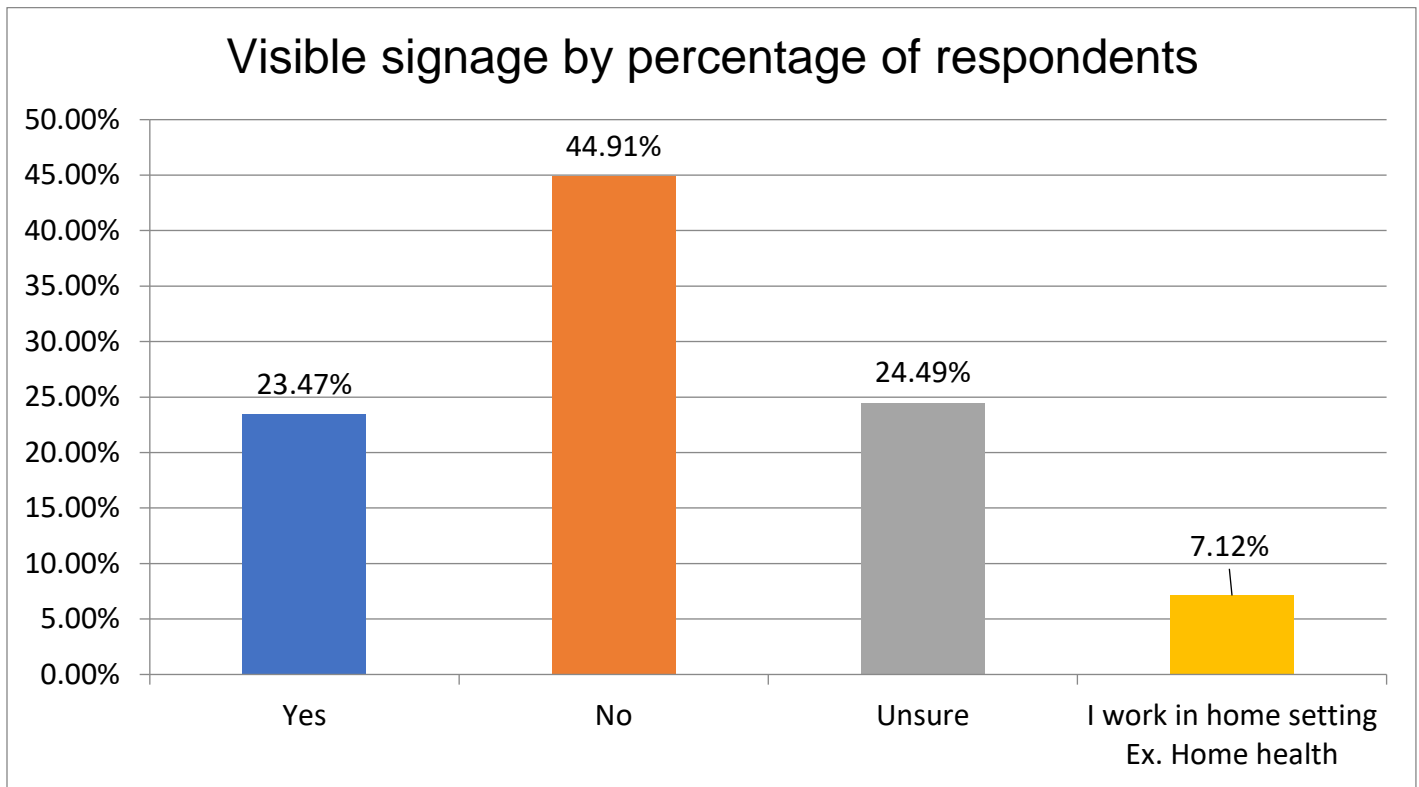
### No tolerance policy by years in current position



### No tolerance policy by workplace

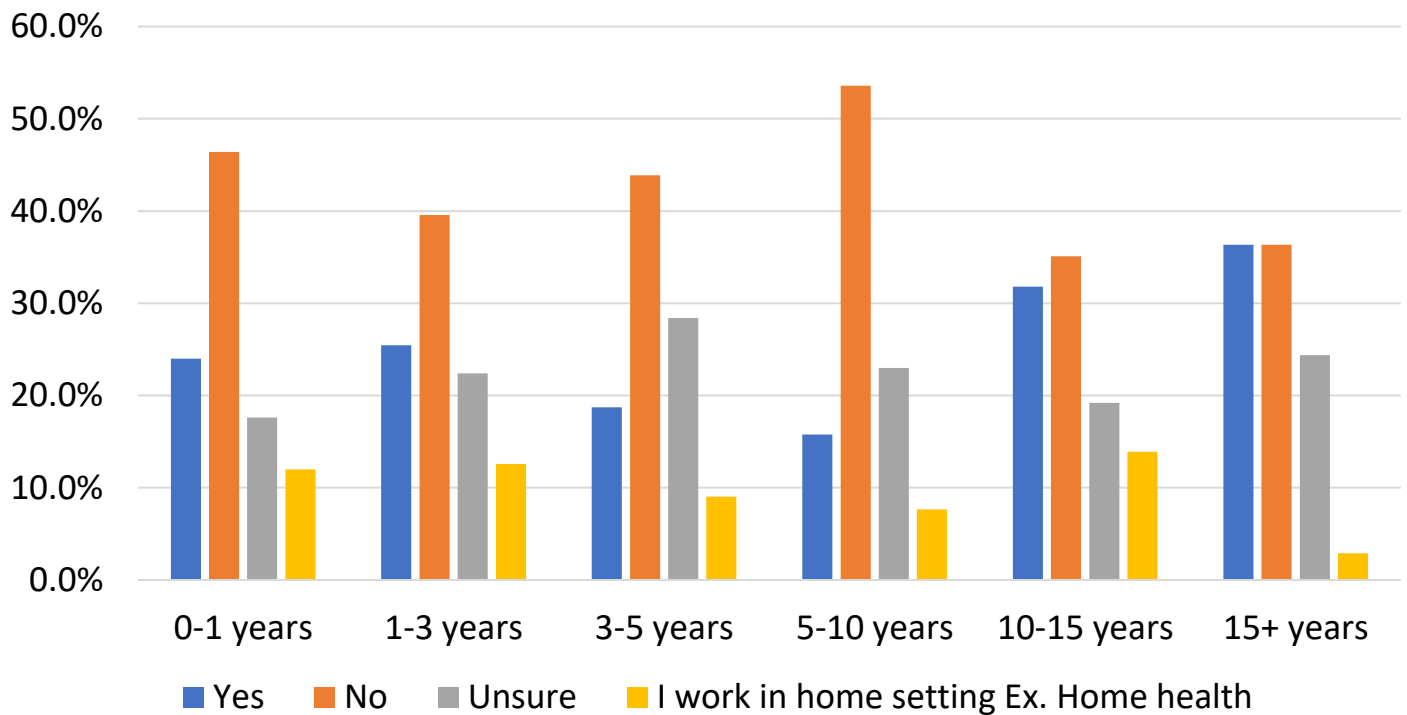


# Question 13: My organization has visible signage regarding felony charges for physical abuse to healthcare workers.

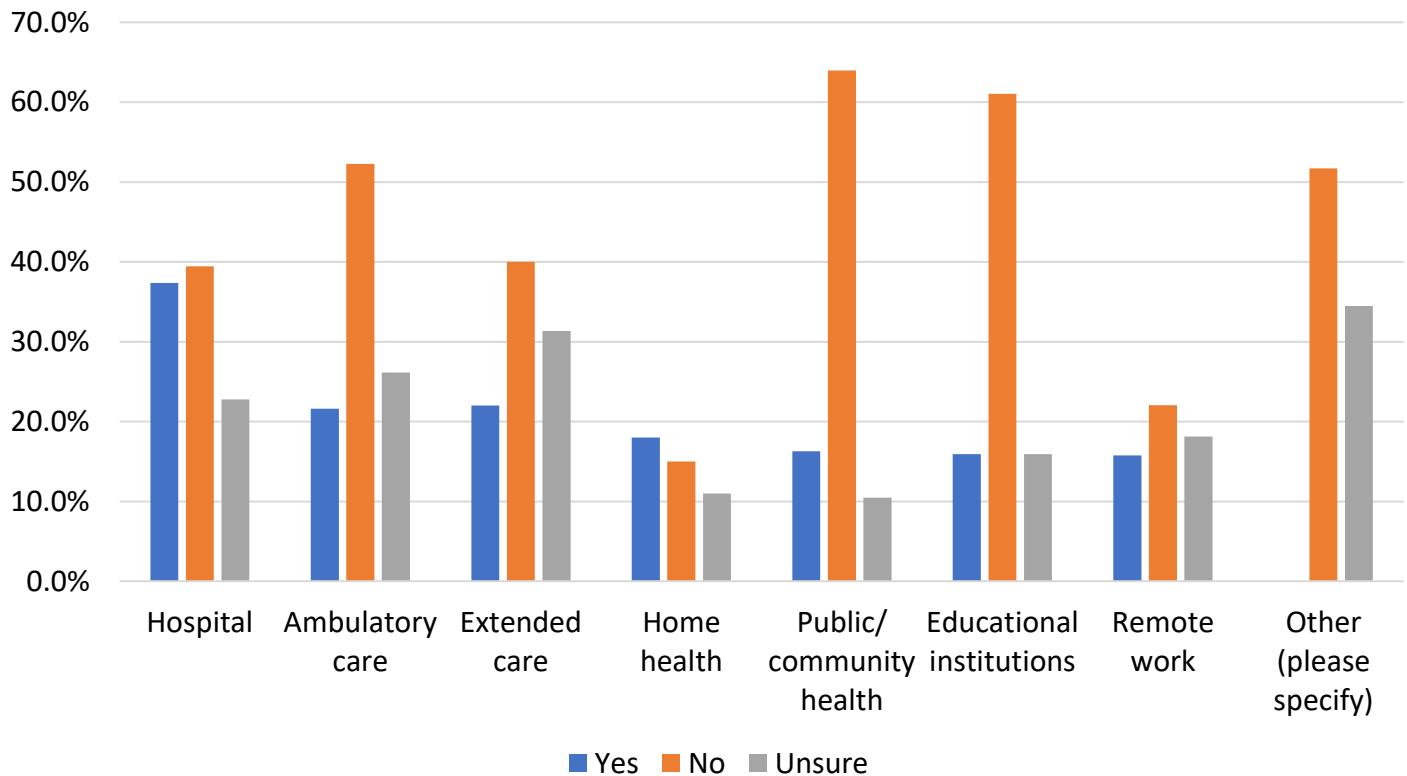


<b>My organization has visible signage regarding felony charges for physical abuse to healthcare workers.</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Yes	300	23.47%
No	574	44.91%
Unsure	313	24.49%
I work in home setting Ex. Home health	91	7.12%
<b>Total respondents</b>	<b>1278</b>	<b>100%</b>

### Visible signage by years in current position

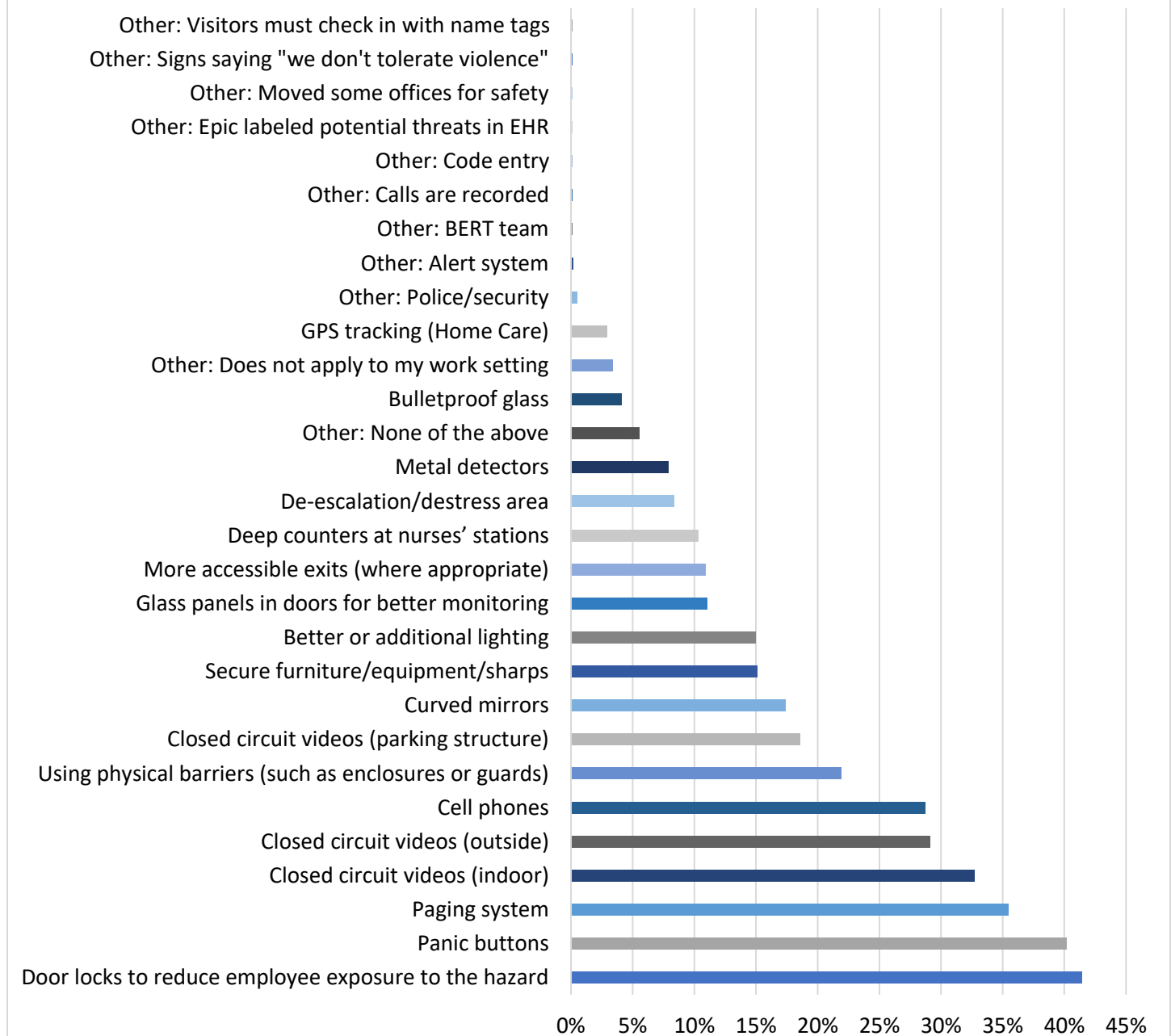


### Visible signage by workplace



# Question 17: What structural equipment does your organization have to prevent workplace violence?

Structural equipment by percentage of respondents





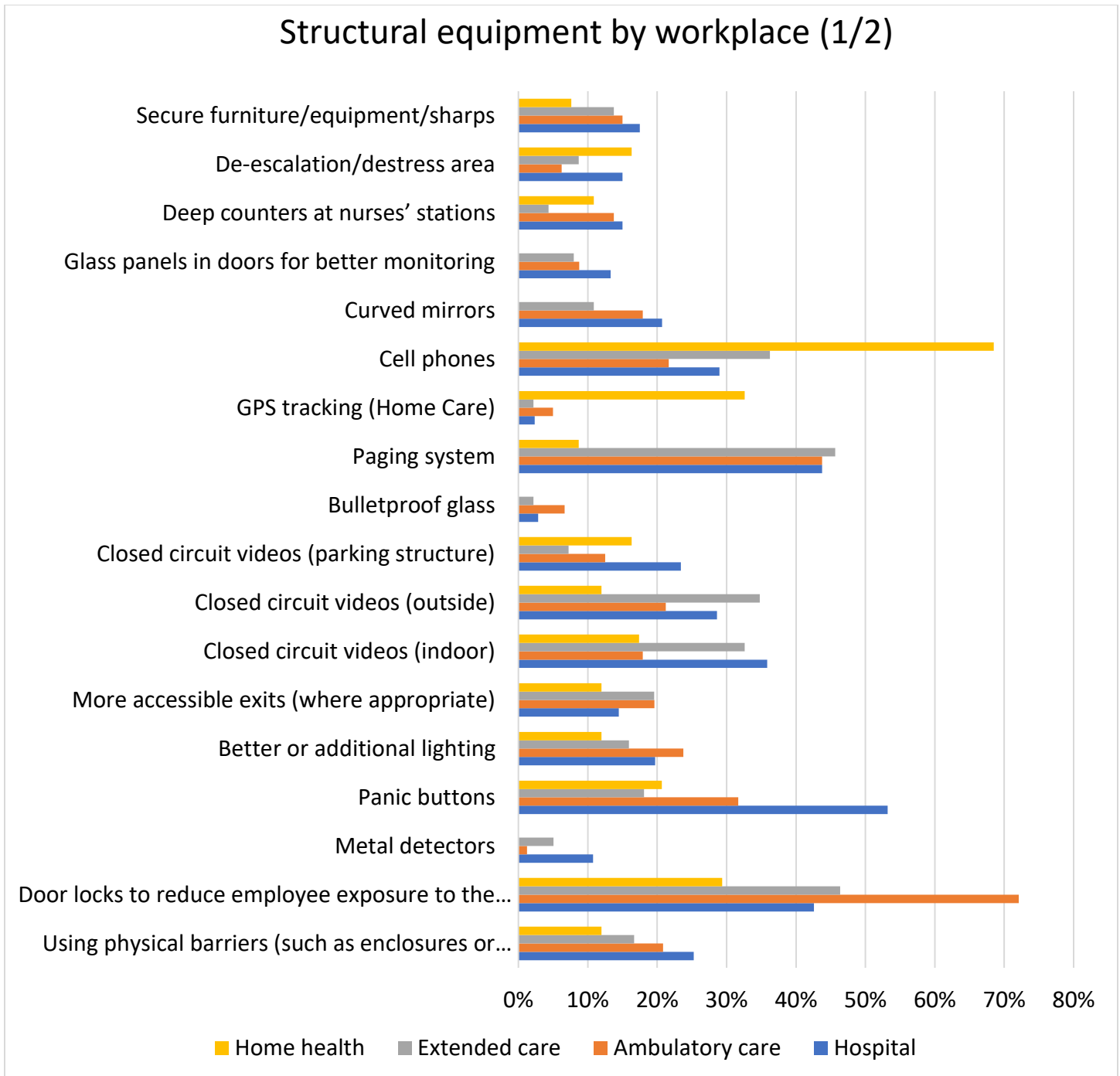
<b>What structural equipment does your organization have to prevent workplace violence? Select all that apply.</b>	<b>Number of respondents</b>	<b>Percent of respondents</b>
Door locks to reduce employee exposure to the hazard	529	41.4%
Panic buttons	513	40.1%
Paging system	453	35.4%
Closed circuit videos (indoor)	418	32.7%
Closed circuit videos (outside)	372	29.1%
Cell phones	367	28.7%
Using physical barriers (such as enclosures or guards)	280	21.9%
Closed circuit videos (parking structure)	237	18.5%
Curved mirrors	222	17.4%
Secure furniture/equipment/sharps	193	15.1%
Better or additional lighting	191	14.9%
Glass panels in doors for better monitoring	141	11.0%
More accessible exits (where appropriate)	139	10.9%
Deep counters at nurses' stations	132	10.3%
De-escalation/destress area	107	8.4%
Metal detectors	101	7.9%
Other: None of the above	71	5.6%
Bulletproof glass	52	4.1%
Other: Does not apply to my work setting	43	3.4%
GPS tracking (Home Care)	37	2.9%
Other: Police/security	6	0.5%
Other: Alert system	2	0.2%
Other: BERT team	1	0.08%
Other: Calls are recorded	1	0.08%
Other: Code entry	1	0.08%
Other: Epic labeled potential threats in EHR	1	0.08%
Other: Moved some offices for safety	1	0.08%
Other: Signs saying "we don't tolerate violence"	1	0.08%
Other: Visitors must check in with name tags	1	0.08%
<b>Total respondents</b>	<b>1278</b>	

Note: Respondents could select multiple answers.

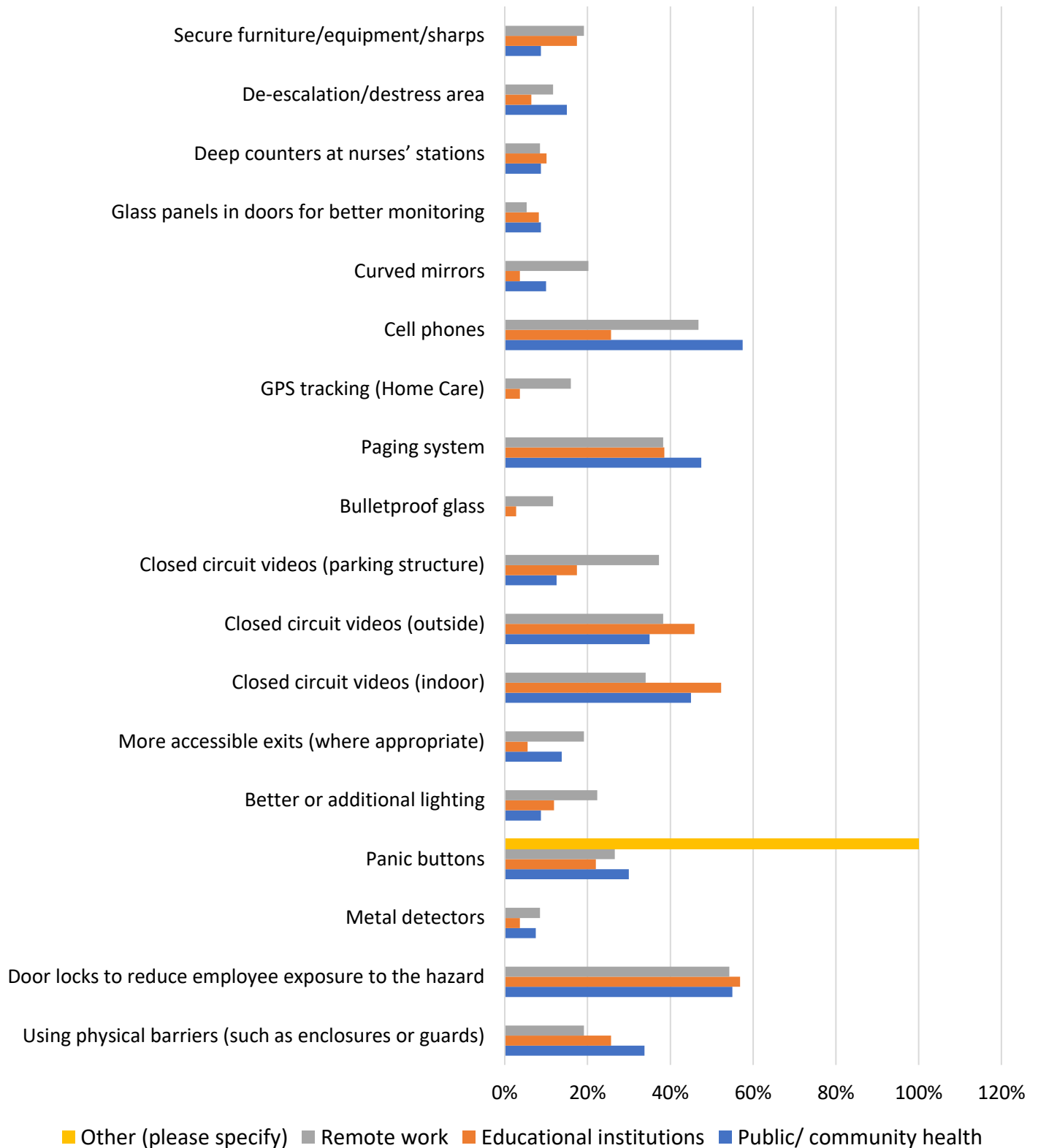
The total reflects the number of individuals who selected at least one response.

## Noteworthy Comment:

My clinic has no security. I have been asking for over 5 years. No cameras at all, no panic buttons and unlocked doors from the lobby to our urgent care, unlocked doors from the breakroom that lead into lab and radiology.



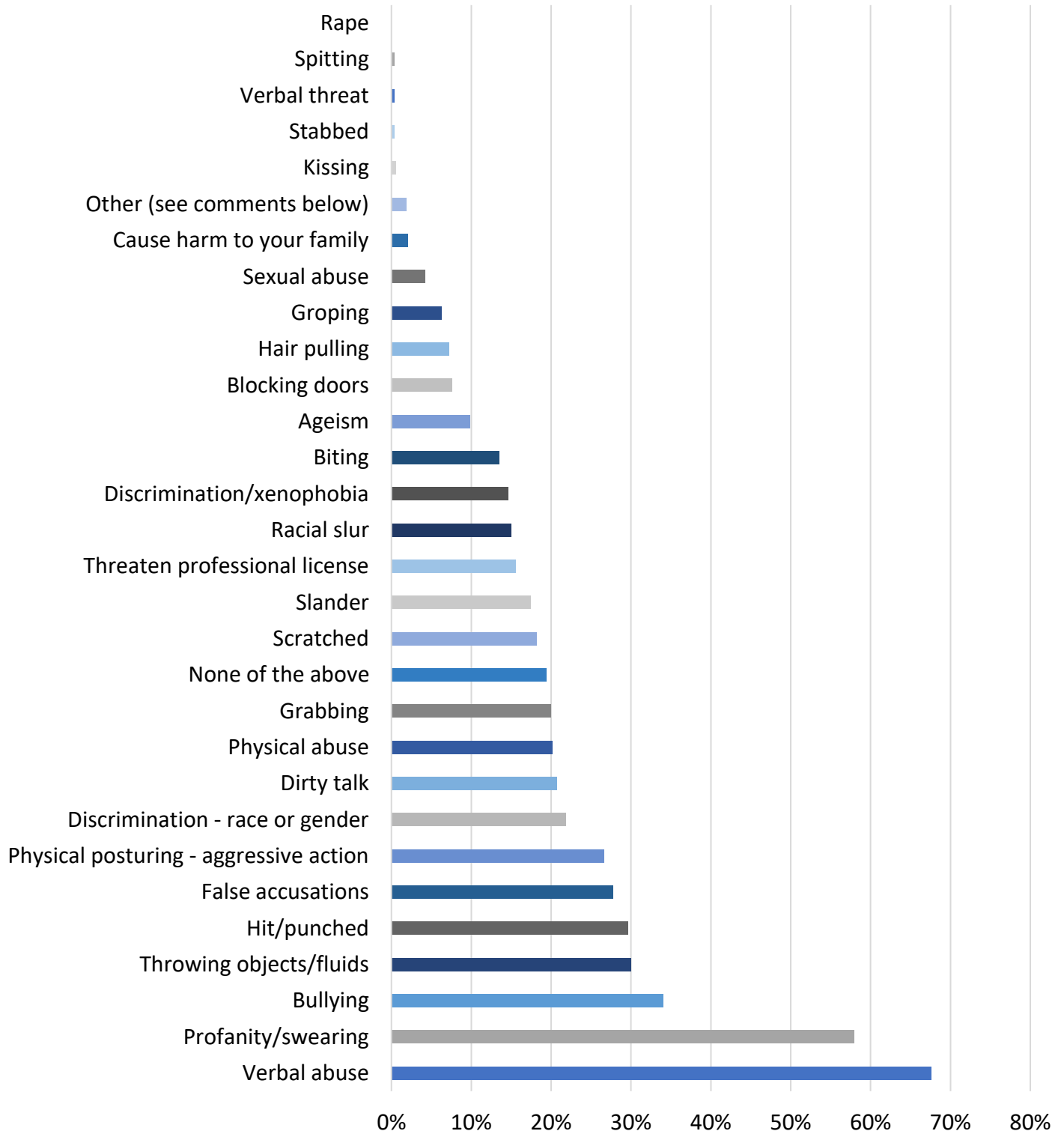
## Structural equipment by workplace (2/2)



# Section 5: Workplace Violence Incidents

Question 18: What types of violence have you witnessed or experienced in the workplace in the last 12 months?

## Type of violence by percentage of respondents



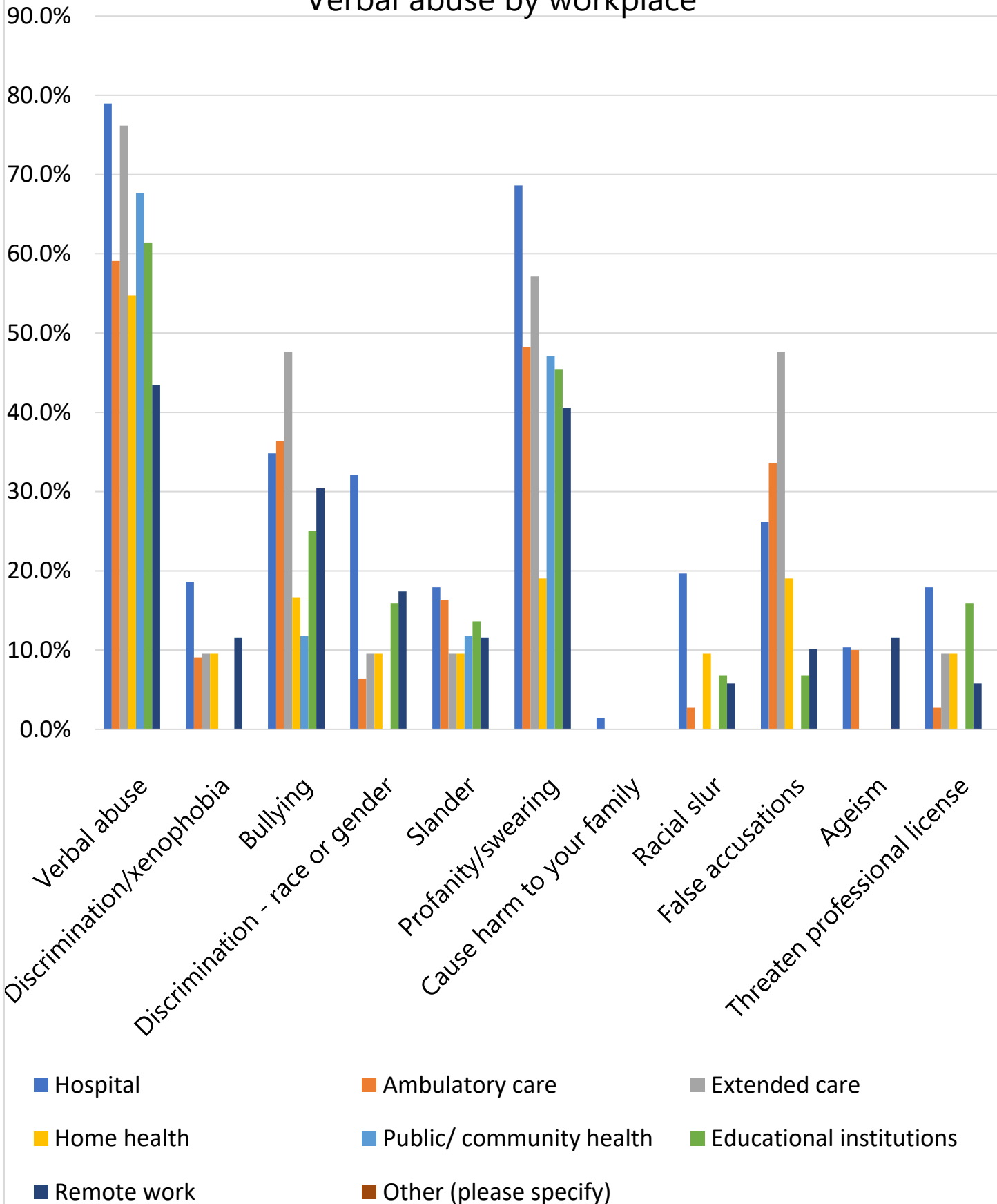
<b>What types of violence have you witnessed or experienced in the workplace in the last 12 months?</b>	<b>Number of respondents</b>	<b>Percent of respondents</b>
Verbal abuse	365	67.6%
Profanity/swearing	313	58.0%
Bullying	184	34.1%
Throwing objects/fluids	162	30.0%
Hit/punched	160	29.6%
False accusations	150	27.8%
Physical posturing - aggressive action	144	26.7%
Discrimination - race or gender	118	21.9%
Dirty talk	112	20.7%
Physical abuse	109	20.2%
Grabbing	108	20.0%
None of the above	105	19.4%
Scratched	98	18.1%
Slander	94	17.4%
Threaten professional license	84	15.6%
Racial slur	81	15.0%
Discrimination/xenophobia	79	14.6%
Biting	73	13.5%
Ageism	53	9.8%
Blocking doors	41	7.6%
Hair pulling	39	7.2%
Groping	34	6.3%
Sexual abuse	23	4.3%
Cause harm to your family	11	2.0%
Other (see comments below)	10	1.9%
Kissing	3	0.6%
Stabbed	2	0.4%
Verbal threat	2	0.4%
Spitting	2	0.4%
Rape	0	0.0%
<b>Total</b>	<b>540</b>	

Note: Respondents could select multiple answers. Respondents who selected "None of the above" ended the survey. The total reflects the number of individuals who reported at least one outcome.

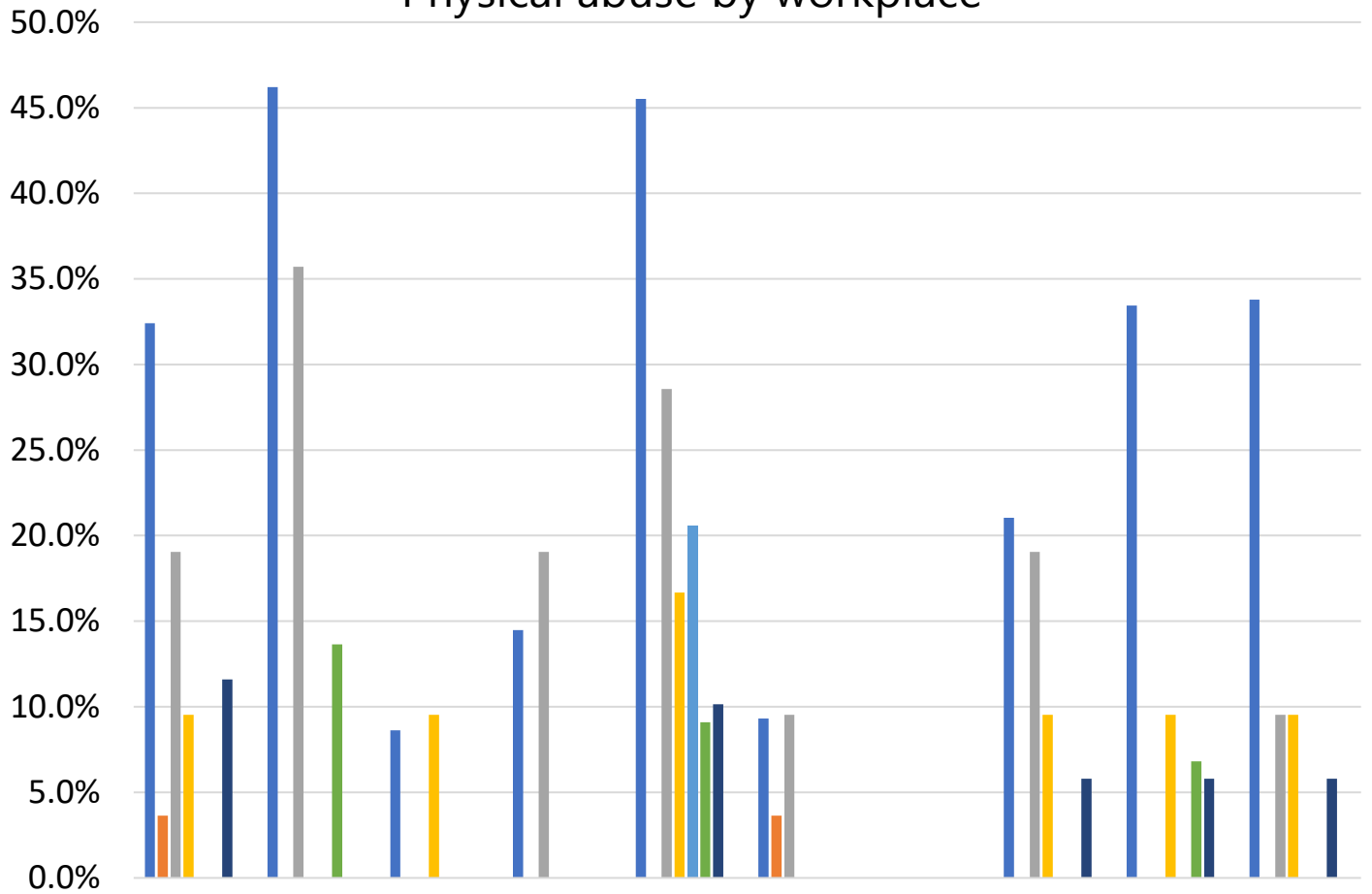




## Verbal abuse by workplace

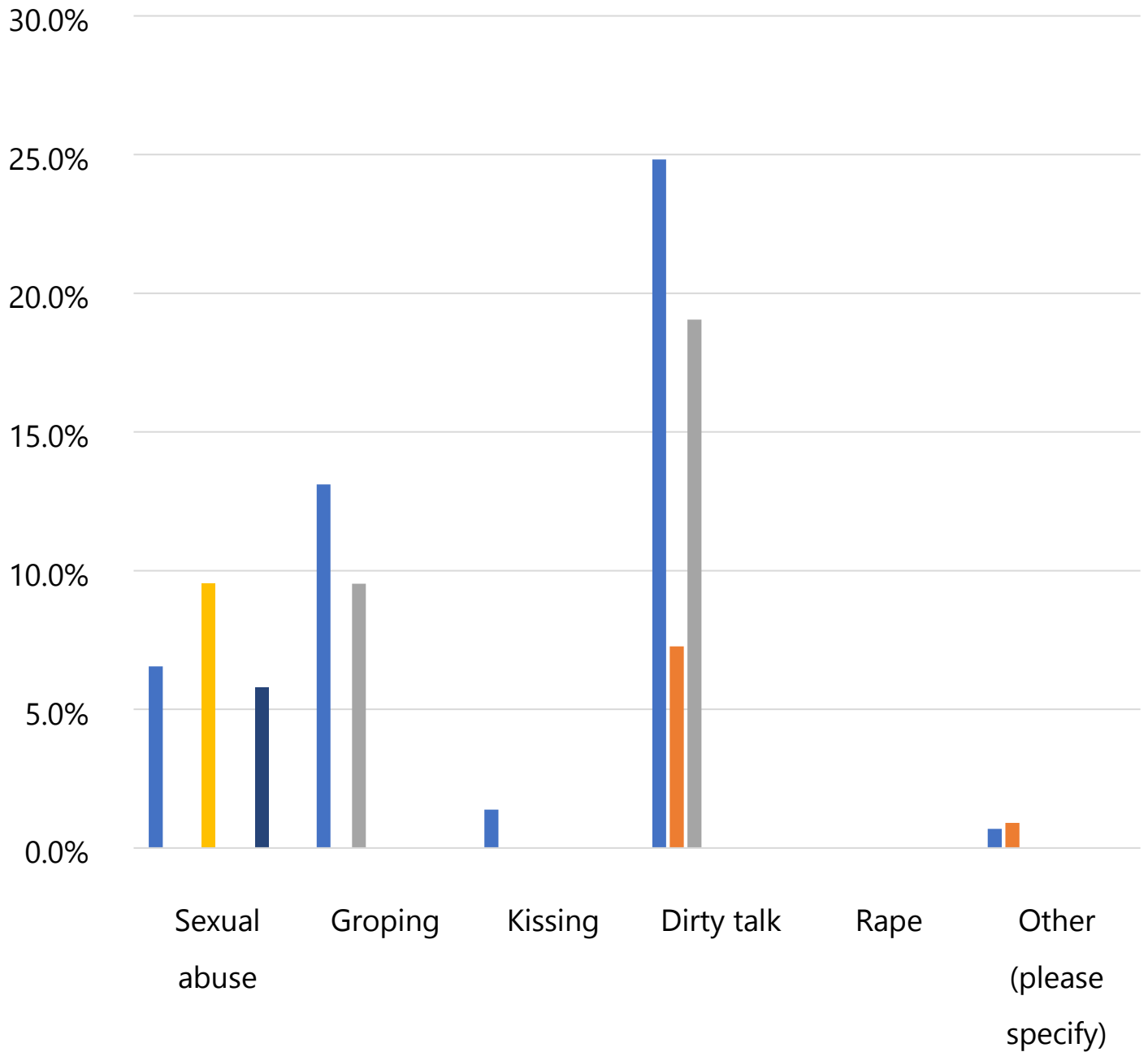


## Physical abuse by workplace



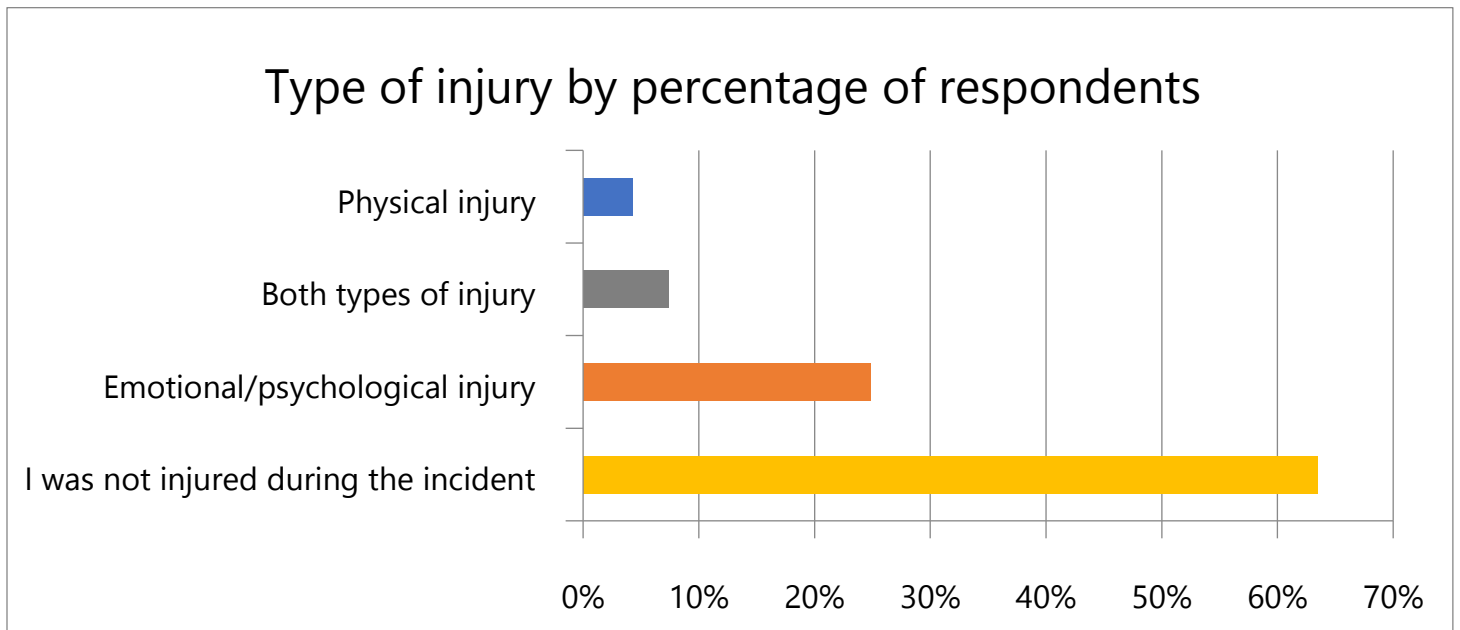
- Hospital
- Ambulatory care
- Extended care
- Home health
- Public/ community health
- Educational institutions
- Remote work
- Other (please specify)

## Sexual abuse by workplace



- Hospital
- Extended care
- Public/ community health
- Remote work
- Ambulatory care
- Home health
- Educational institutions
- Other (please specify)

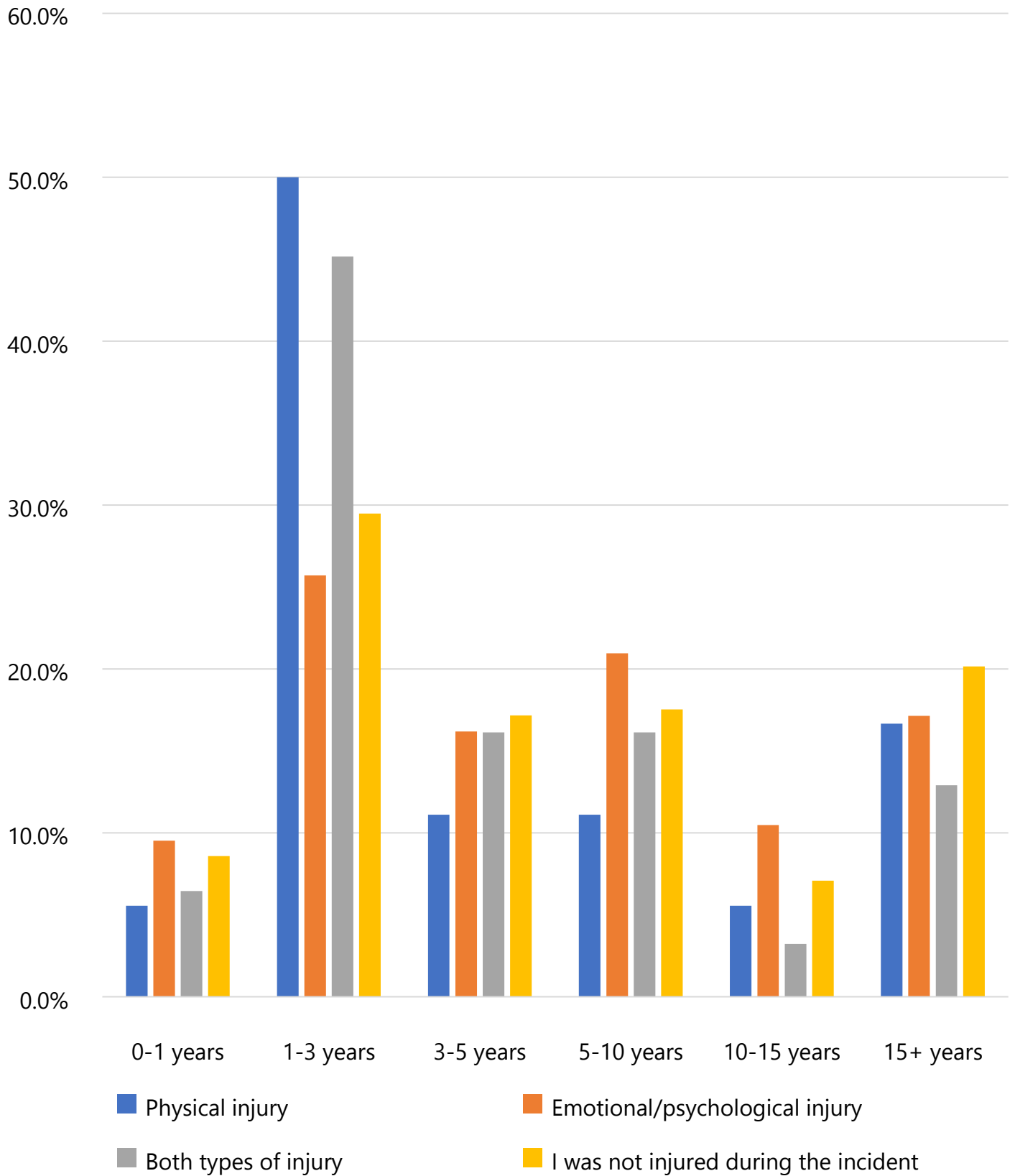
Question 19: Consider your most notable incident in the last 12 months. Were you injured during the incident? If so, what type of injury did you receive?



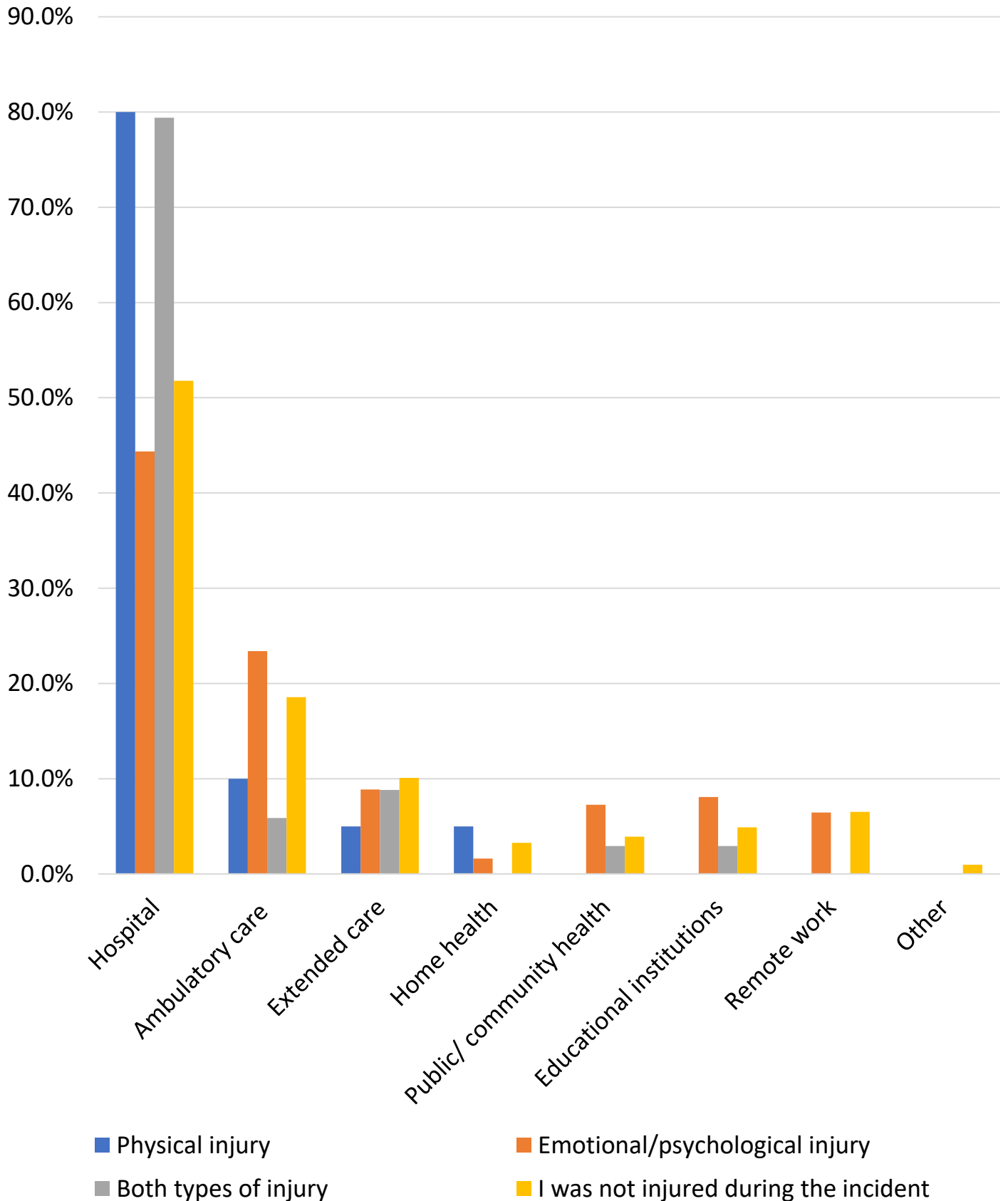
Were you injured during the incident? If so, what type of injury did you receive?	Number of respondents	Percent of respondents
I was not injured during the incident	268	63.51%
Emotional/psychological injury	105	24.88%
Both types of injury	31	7.35%
Physical injury	18	4.27%
<b>Total respondents</b>	<b>422</b>	<b>100%</b>

Note: Respondents who selected anything other than "None of the above" in Question 18 were able to answer all the following questions.

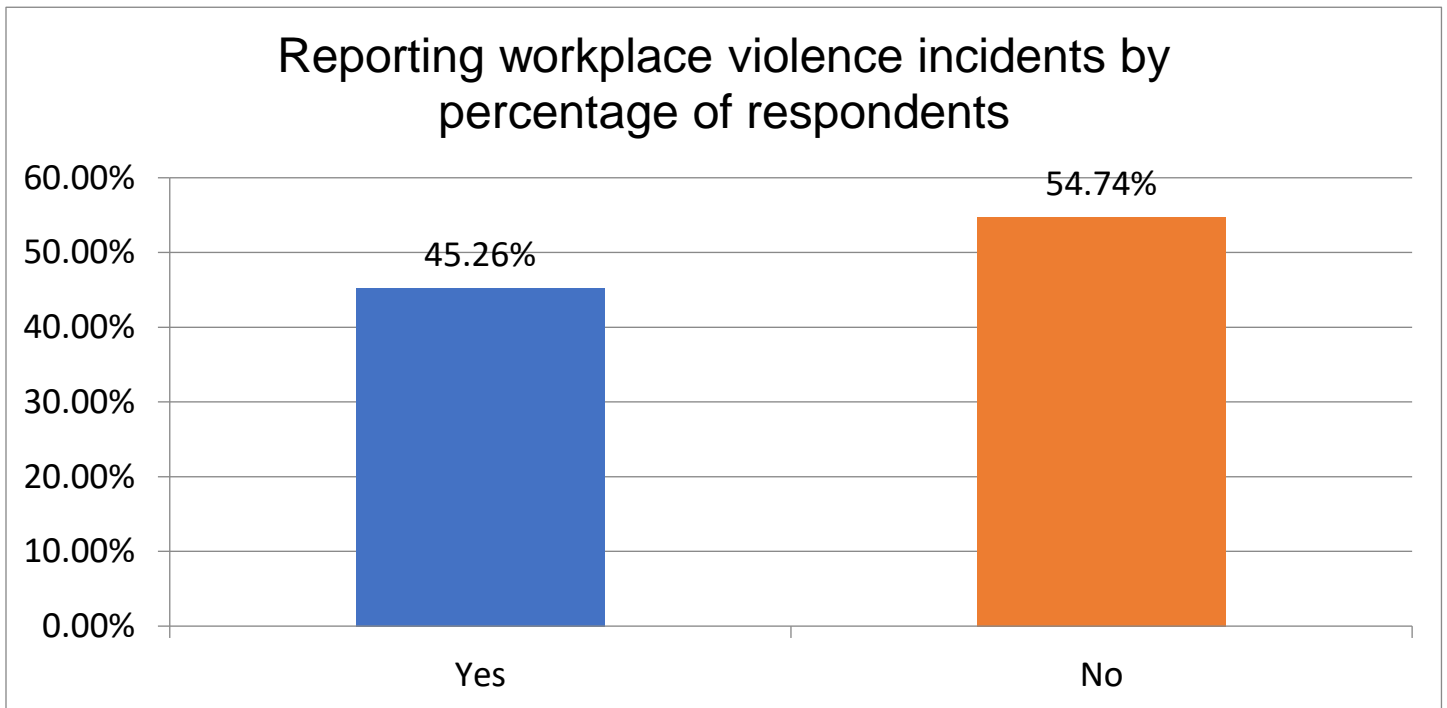
## Type of injury by years in current position



## Type of injury by workplace

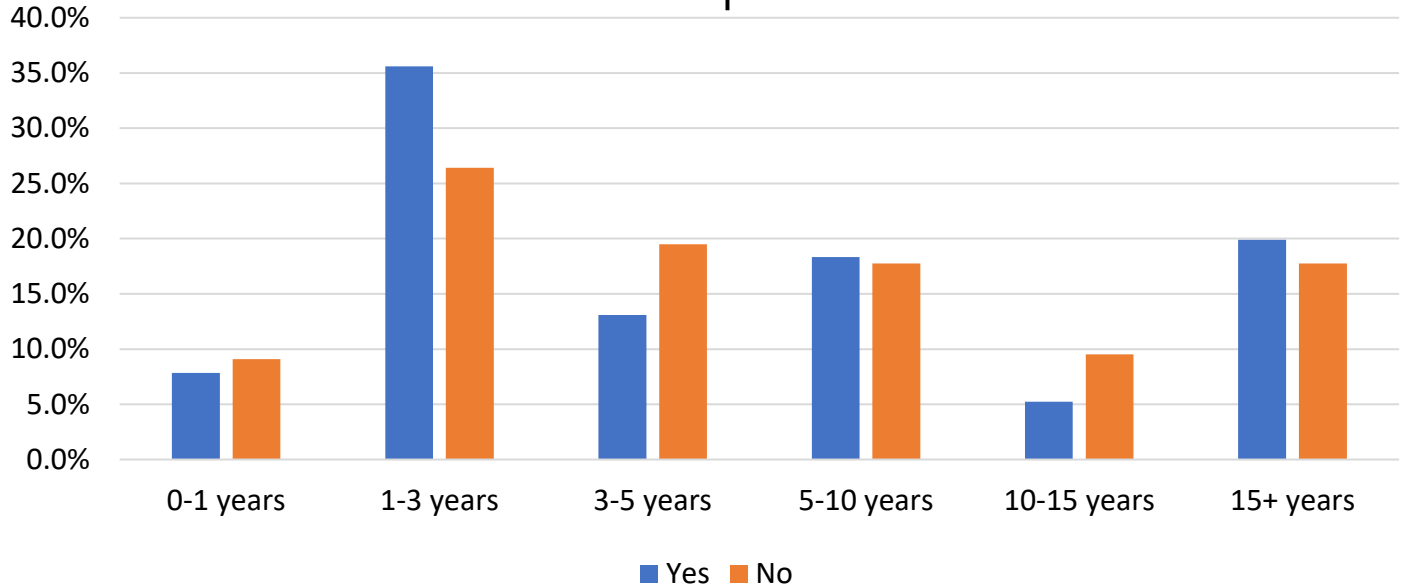


# Question 20: Have you reported any of the workplace violence situations that you experienced in the last 12 months?

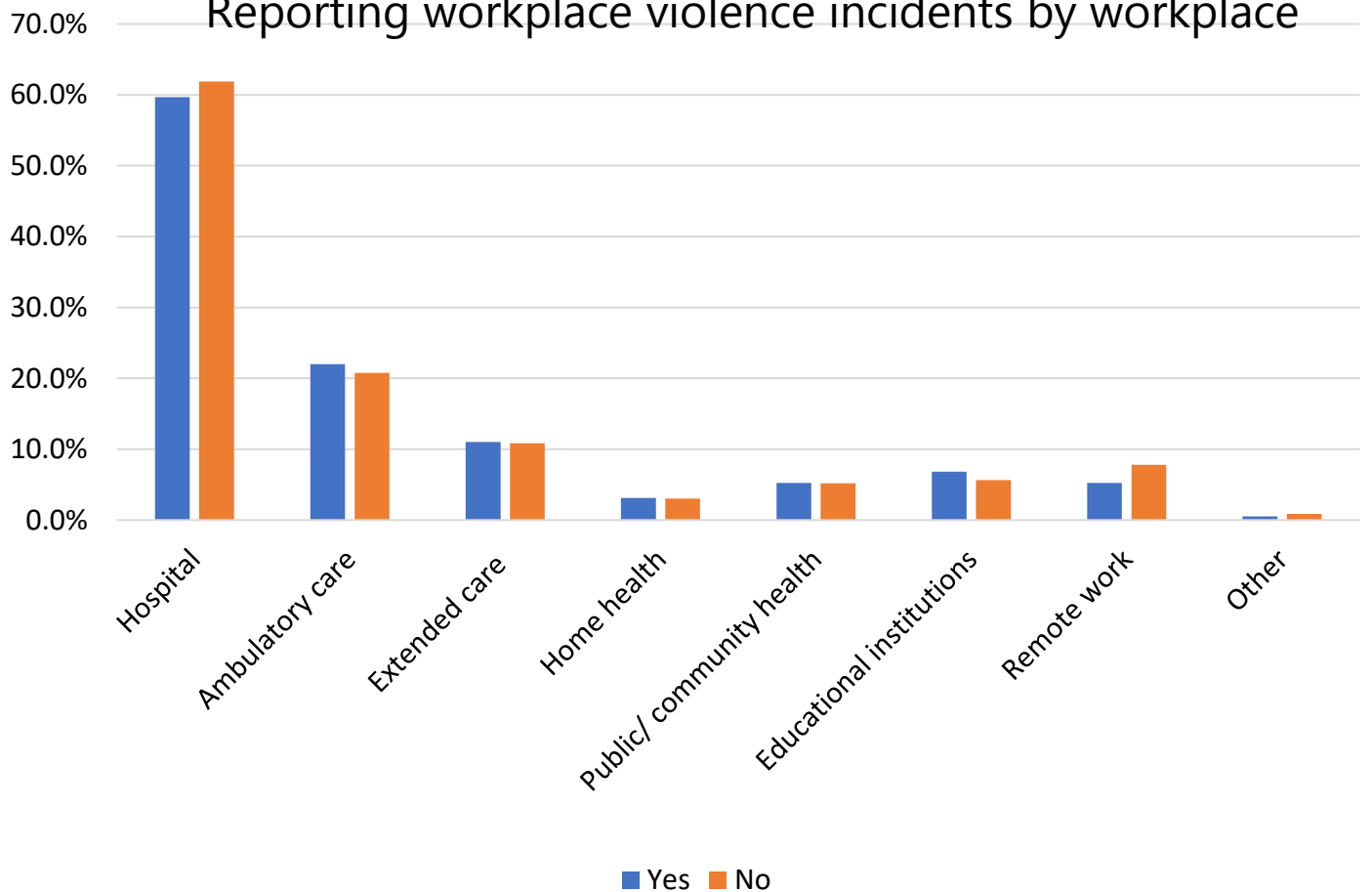


Have you reported any of the workplace violence situations that you experienced in the last 12 months?	Number of respondents	Percent of respondents
Yes	191	45.26%
No	231	54.74%
<b>Total respondents</b>	<b>422</b>	<b>100%</b>

## Reporting workplace violence incidents by years in current position

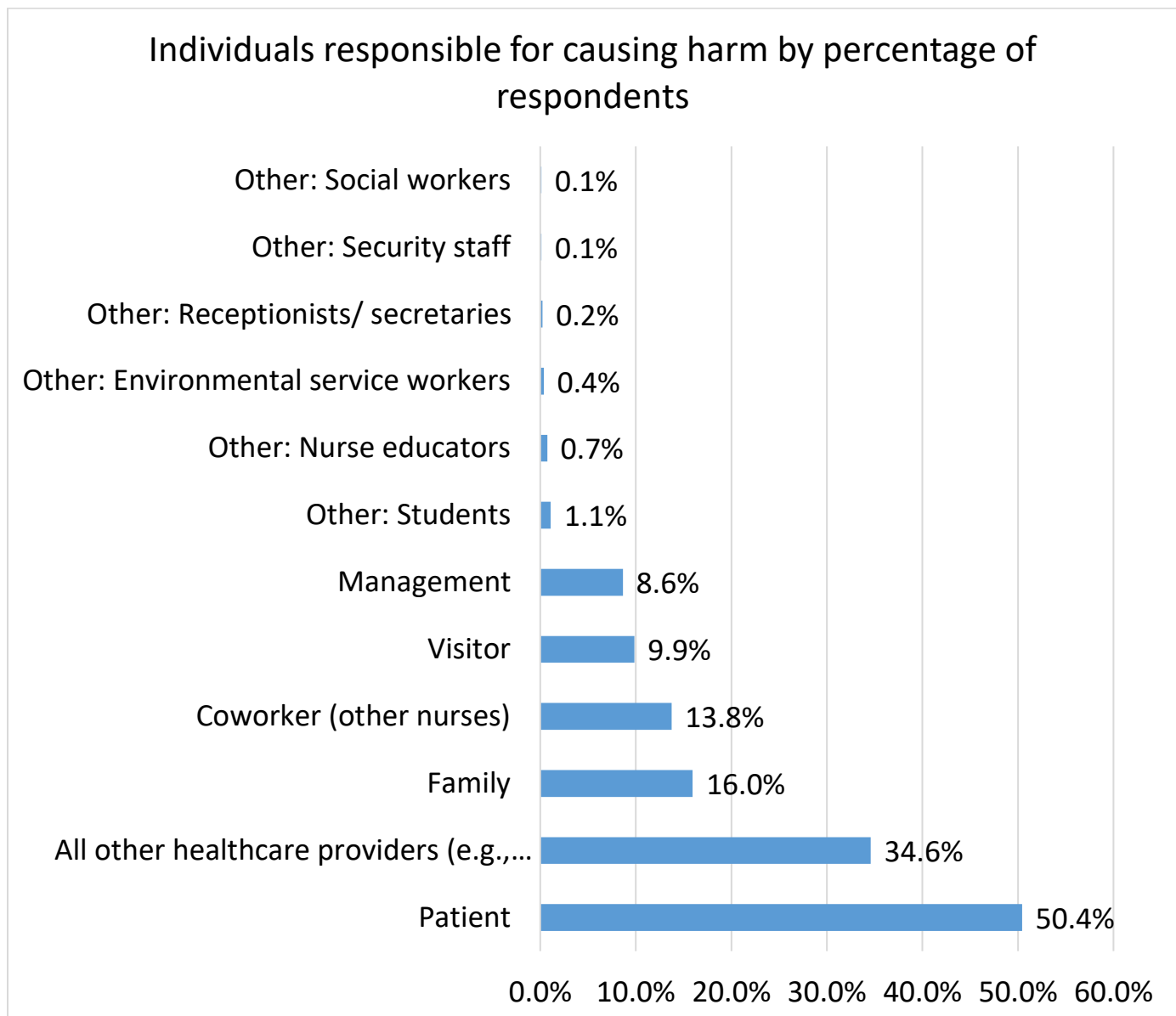


## Reporting workplace violence incidents by workplace



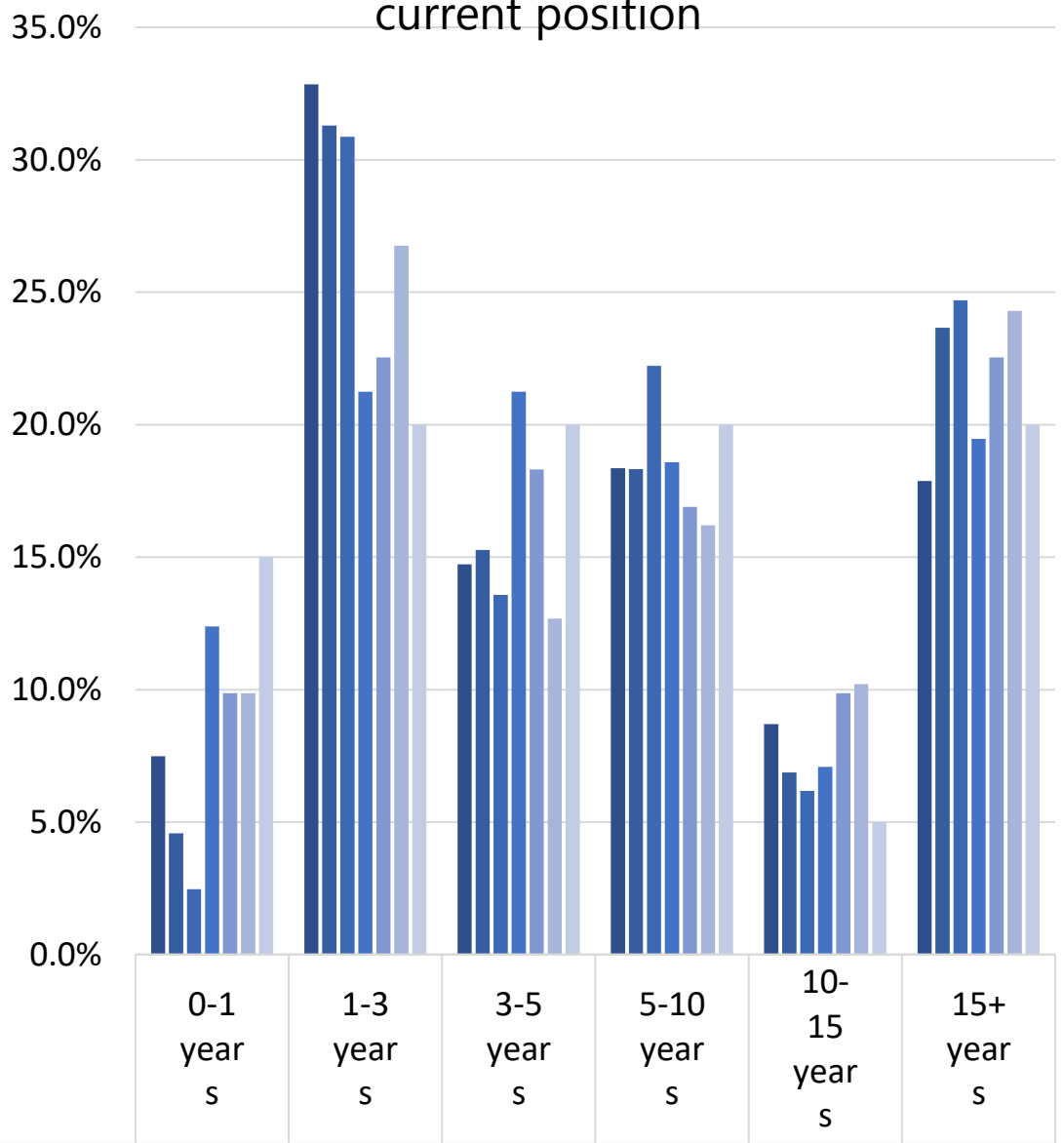


Question 21: For all incidents that you experienced in the last 12 months, who are the individual(s) responsible for, or who caused, the harm? Select all that apply.



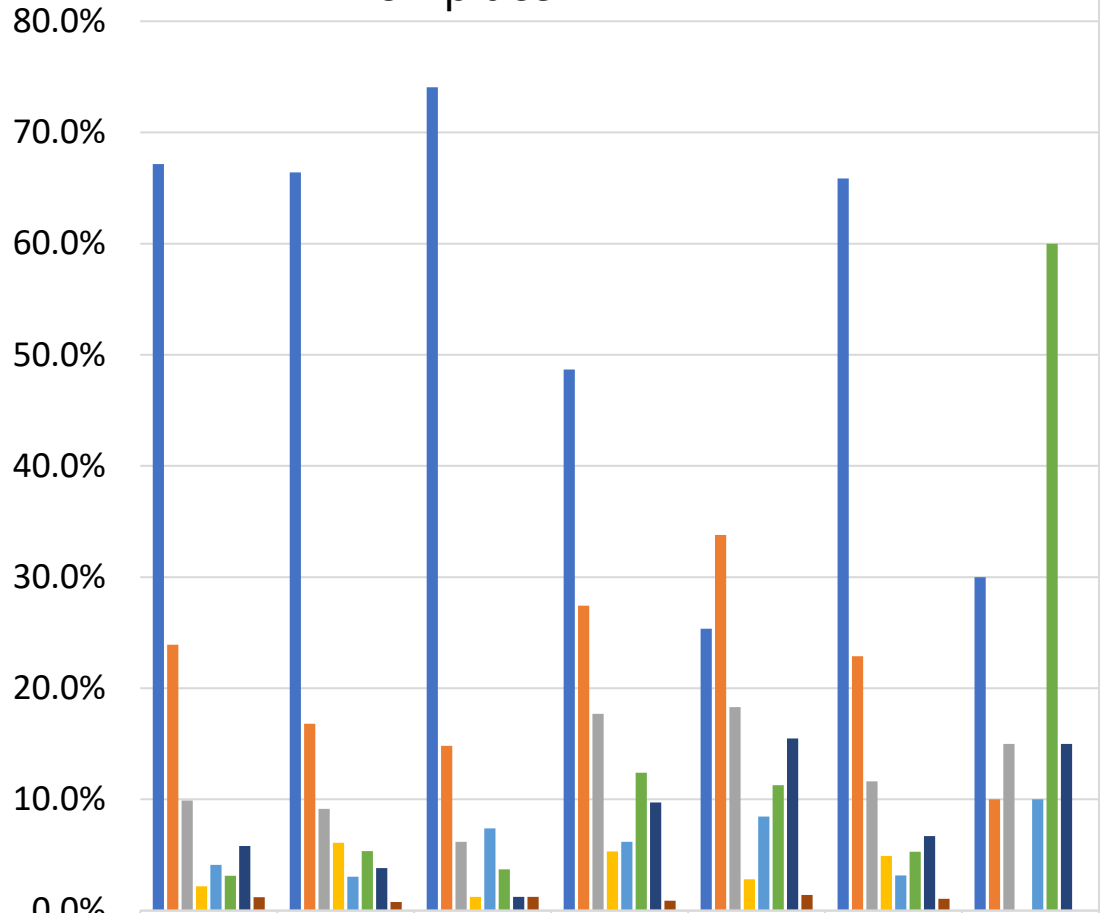
<b>For all incidents that you experienced in the last 12 months, who are the individual(s) responsible for, or who caused, the harm?</b>	<b>Number of respondents</b>	<b>Percent of respondents</b>
Patient	414	50.4%
All other healthcare providers (e.g., physician, APRN, PA, pharmacist)	284	34.6%
Family	131	16.0%
Coworker (other nurses)	113	13.8%
Visitor	81	9.9%
Management	71	8.6%
Other (please specify)		
Other: Students	9	1.1%
Other: Nurse educators	6	0.7%
Other: Environmental service workers	3	0.4%
Other: Receptionists/ secretaries	2	0.2%
Other: Security staff	1	0.1%
Other: Social workers	1	0.1%
<b>Total</b>	<b>821</b>	
Note: Respondents could select multiple answers. The total reflects the number of individuals who reported at least one outcome.		

## Individuals responsible for causing harm by years in current position



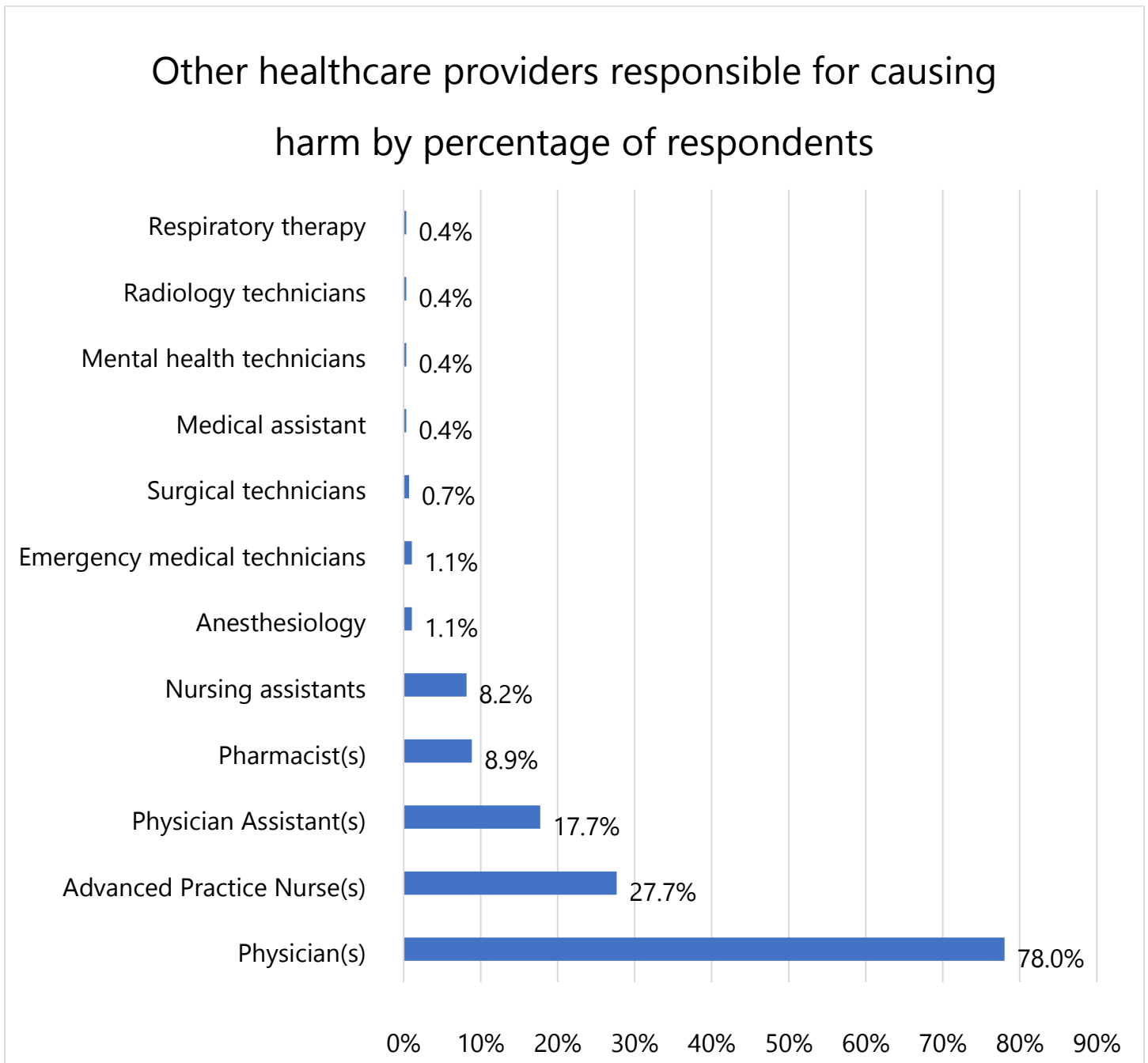
	0-1 years	1-3 years	3-5 years	5-10 years	10-15 years	15+ years
■ Patient	7.5%	32.9%	14.7%	18.4%	8.7%	17.9%
■ Family	4.6%	31.3%	15.3%	18.3%	6.9%	23.7%
■ Visitor	2.5%	30.9%	13.6%	22.2%	6.2%	24.7%
■ Coworker (other nurses)	12.4%	21.2%	21.2%	18.6%	7.1%	19.5%
■ Management	9.9%	22.5%	18.3%	16.9%	9.9%	22.5%
■ All other healthcare providers (e.g., physician, APRN, PA, pharmacist)	9.9%	26.8%	12.7%	16.2%	10.2%	24.3%
■ Other	15.0%	20.0%	20.0%	20.0%	5.0%	20.0%

## Individuals responsible for causing harm by workplace



	Patient	Family	Visitor	Coworker (other nurses)	Management	All other healthcare providers	Other
Hospital	67.1%	66.4%	74.1%	48.7%	25.4%	65.8%	30.0%
Ambulatory care	23.9%	16.8%	14.8%	27.4%	33.8%	22.9%	10.0%
Extended care	9.9%	9.2%	6.2%	17.7%	18.3%	11.6%	15.0%
Home health	2.2%	6.1%	1.2%	5.3%	2.8%	4.9%	0.0%
Public/ community health	4.1%	3.1%	7.4%	6.2%	8.5%	3.2%	10.0%
Educational institutions	3.1%	5.3%	3.7%	12.4%	11.3%	5.3%	60.0%
Remote work	5.8%	3.8%	1.2%	9.7%	15.5%	6.7%	15.0%
Other	1.2%	0.8%	1.2%	0.9%	1.4%	1.1%	0.0%

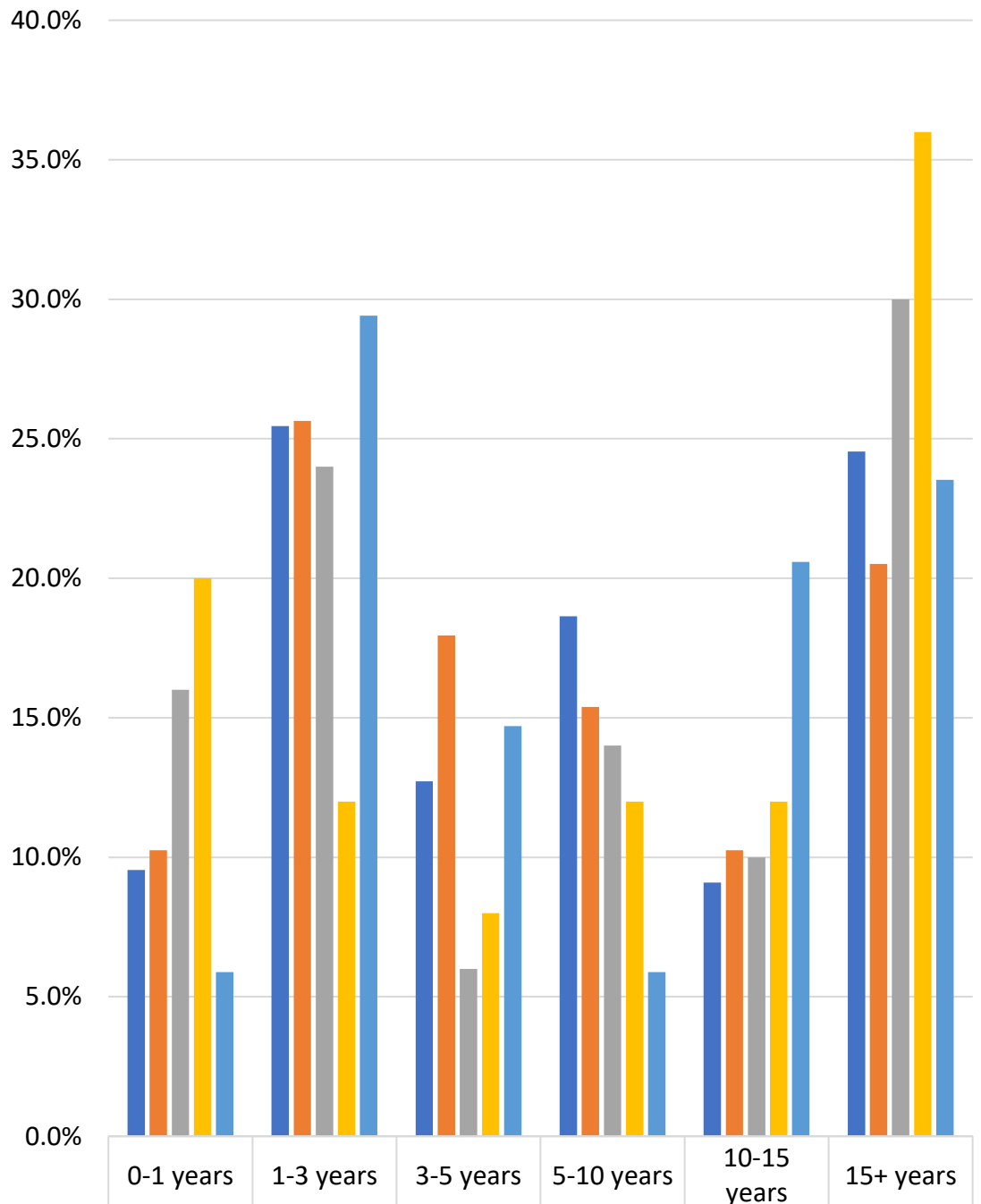
# Question 22: Which other healthcare providers were responsible for, or caused, the harm?



<b>Which other healthcare providers were responsible for, or caused, the harm?</b>	<b>Number of respondents</b>	<b>Percent of respondents</b>
Physician(s)	220	78.0%
Advanced Practice Nurse(s)	78	27.7%
Physician Assistant(s)	50	17.7%
Pharmacist(s)	25	8.9%
Other (please specify)		0.0%
Nursing assistants	23	8.2%
Anesthesiology	3	1.1%
Emergency medical technicians	3	1.1%
Surgical technicians	2	0.7%
Medical assistant	1	0.4%
Mental health technicians	1	0.4%
Radiology technicians	1	0.4%
Respiratory therapy	1	0.4%
<b>Total</b>	<b>282</b>	<b>100.0%</b>

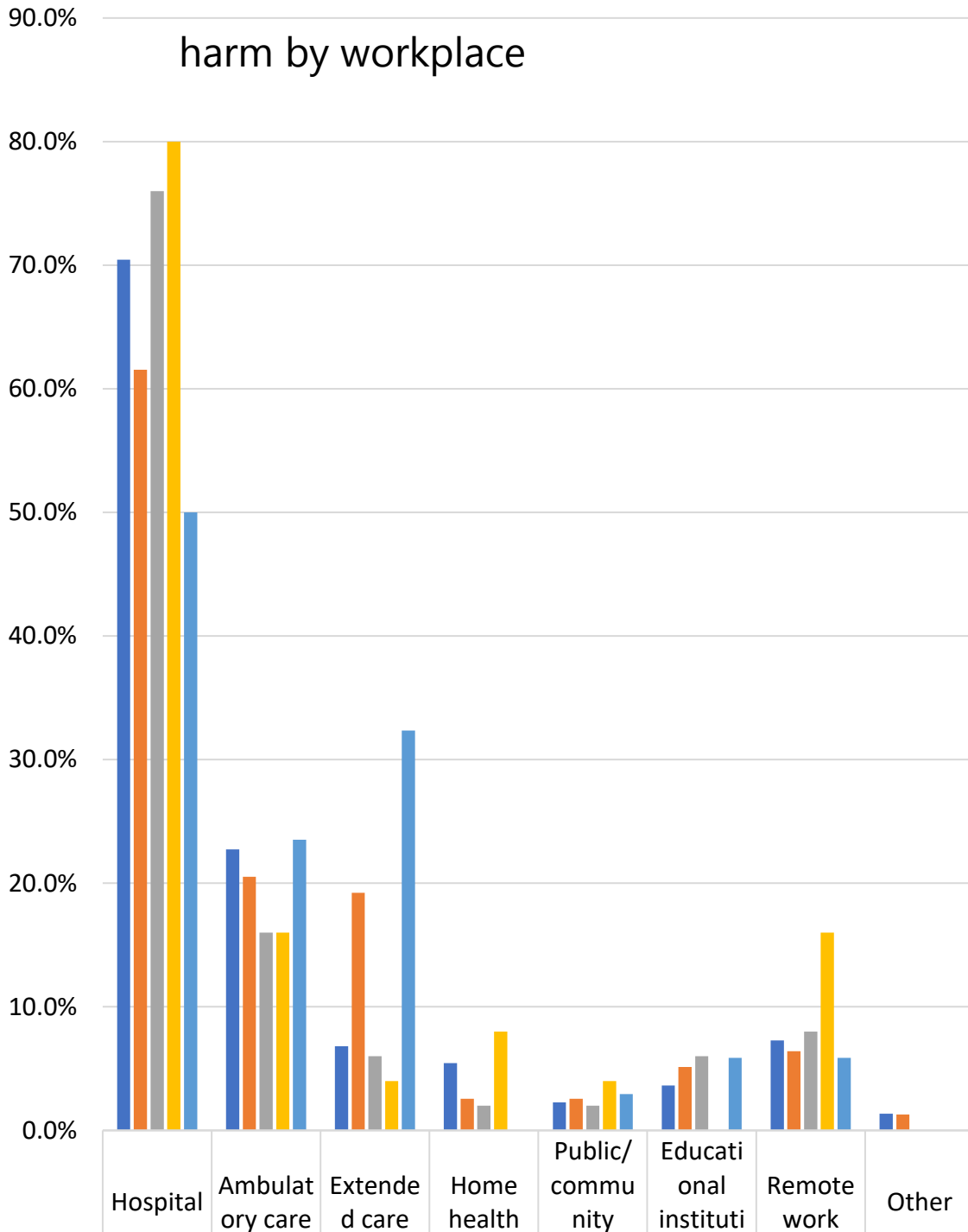
Note: Respondents could select multiple answers. The total reflects the number of individuals who reported at least one outcome.

## Other healthcare providers responsible for causing harm by years in current position



■ Physician(s)	9.5%	25.5%	12.7%	18.6%	9.1%	24.5%
■ Advanced Practice Nurse(s)	10.3%	25.6%	17.9%	15.4%	10.3%	20.5%
■ Physician Assistant(s)	16.0%	24.0%	6.0%	14.0%	10.0%	30.0%
■ Pharmacist(s)	20.0%	12.0%	8.0%	12.0%	12.0%	36.0%
■ Other	5.9%	29.4%	14.7%	5.9%	20.6%	23.5%

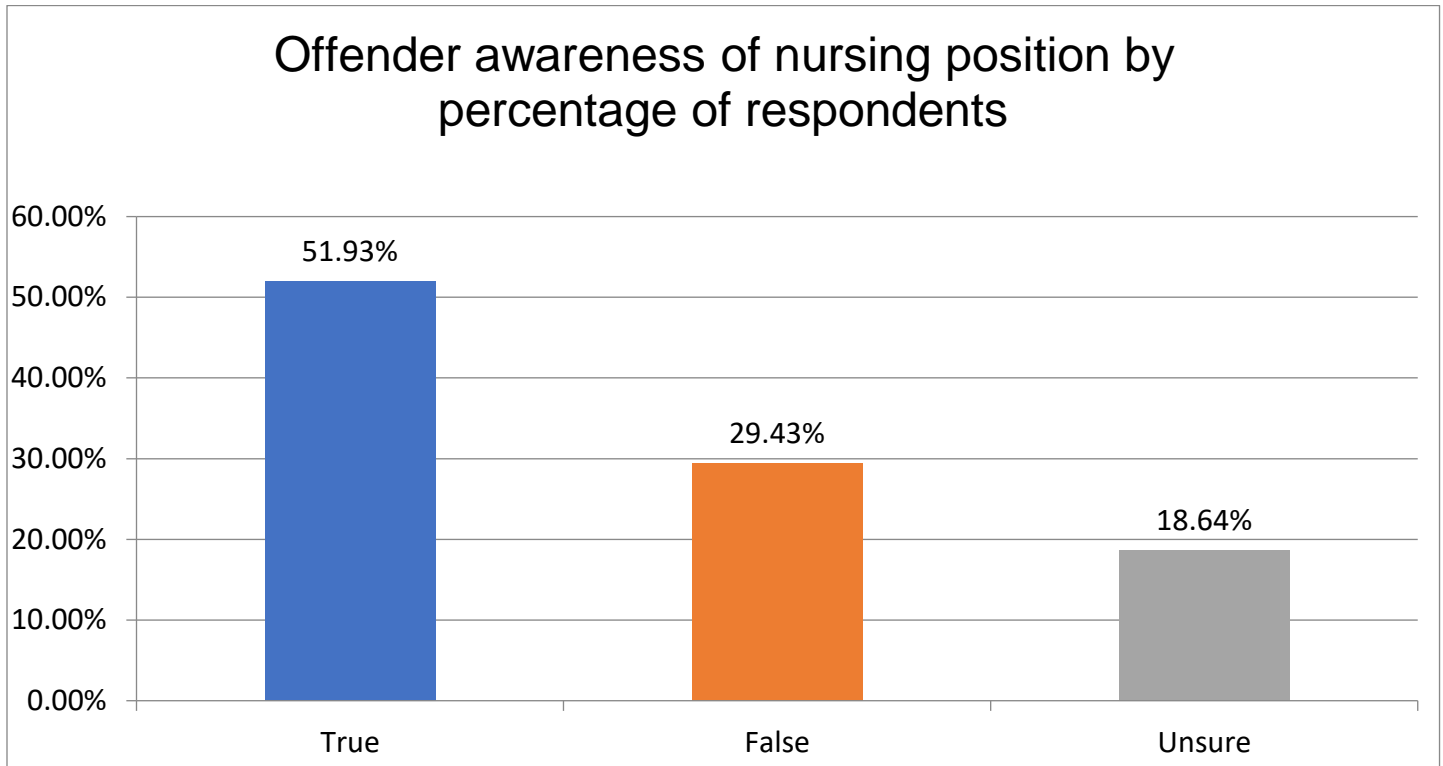
## Other healthcare providers responsible for causing harm by workplace



■ Physician(s)	70.5%	22.7%	6.8%	5.5%	2.3%	3.6%	7.3%	1.4%
■ Advanced Practice Nurse(s)	61.5%	20.5%	19.2%	2.6%	2.6%	5.1%	6.4%	1.3%
■ Physician Assistant(s)	76.0%	16.0%	6.0%	2.0%	2.0%	6.0%	8.0%	0.0%
■ Pharmacist(s)	80.0%	16.0%	4.0%	8.0%	4.0%	0.0%	16.0%	0.0%
■ Other	50.0%	23.5%	32.4%	0.0%	2.9%	5.9%	5.9%	0.0%

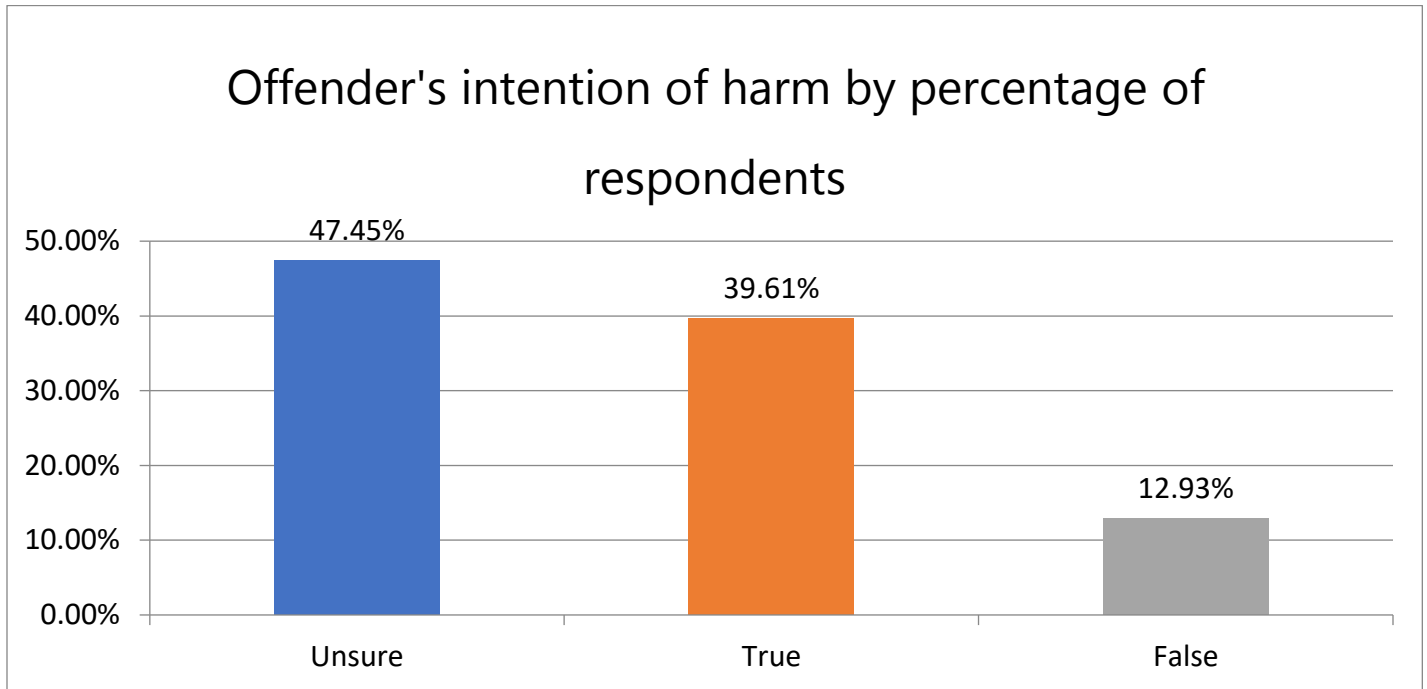


# Question 23: The offender knew I was a nurse



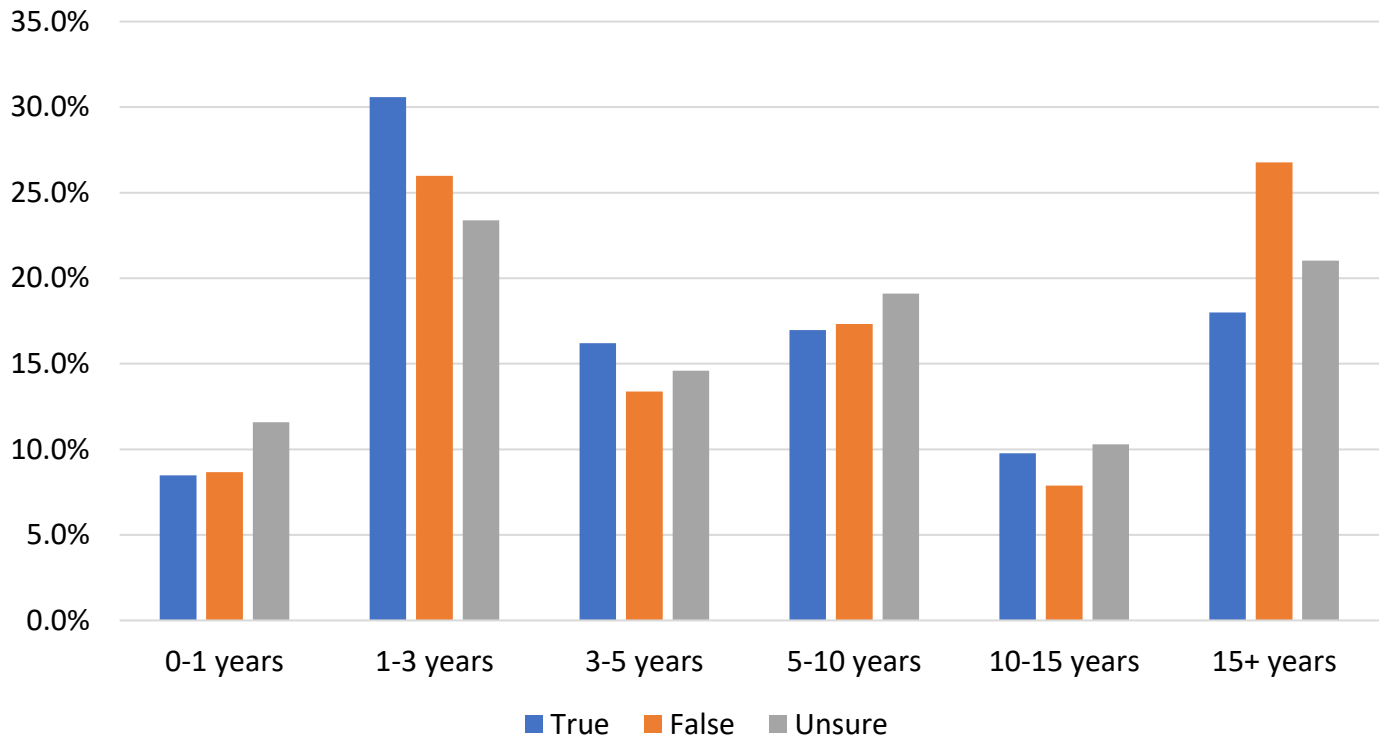
The offender knew I was a nurse at the time of the incident	Number of respondents	Percent of respondents
True	510	51.93%
False	289	29.43%
Unsure	183	18.64%
<b>Total respondents</b>	<b>982</b>	<b>100%</b>

# Question 24: The offender intended to cause harm.

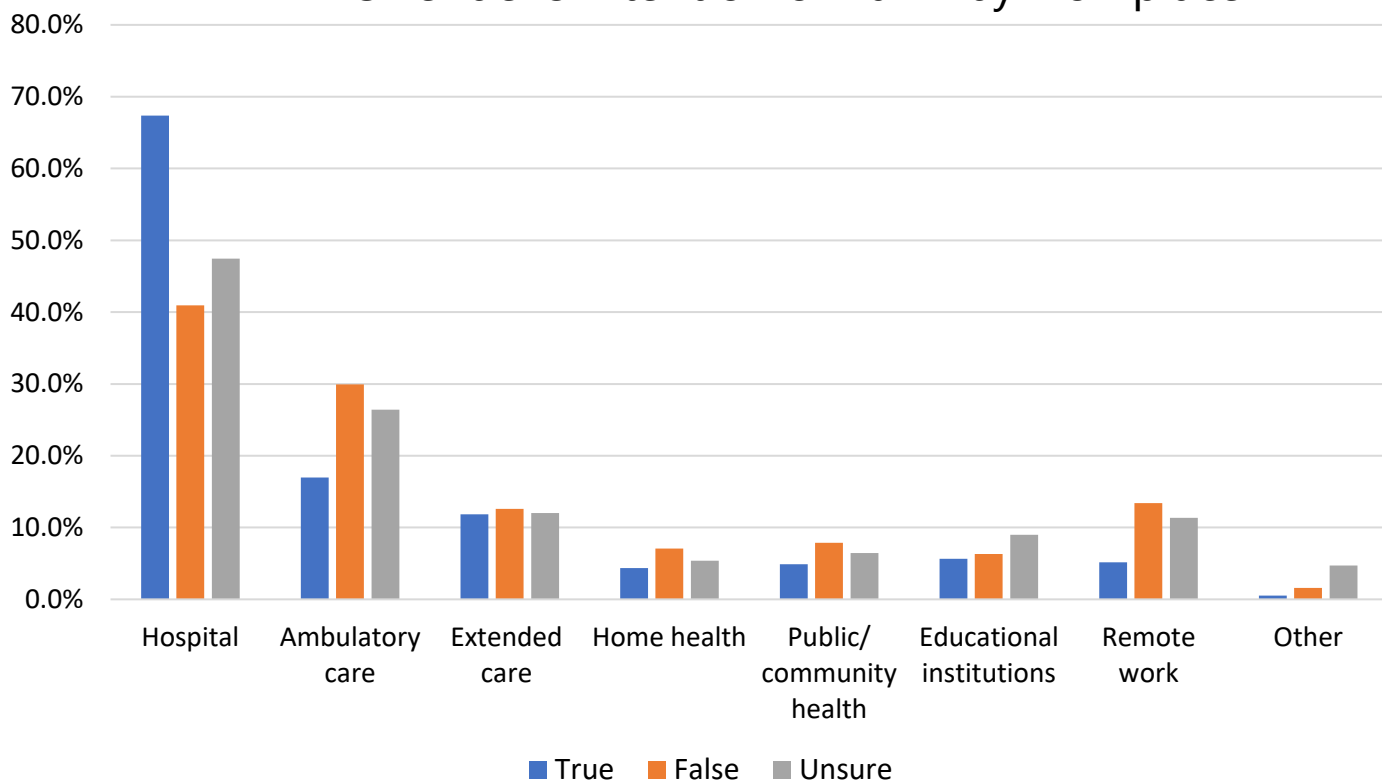


The offender intended to cause harm.	Number of respondents	Percent of respondents
Unsure	466	47.45%
True	389	39.61%
False	127	12.93%
<b>Total respondents</b>	<b>982</b>	<b>100%</b>

### Offender's intention of harm by years in current position



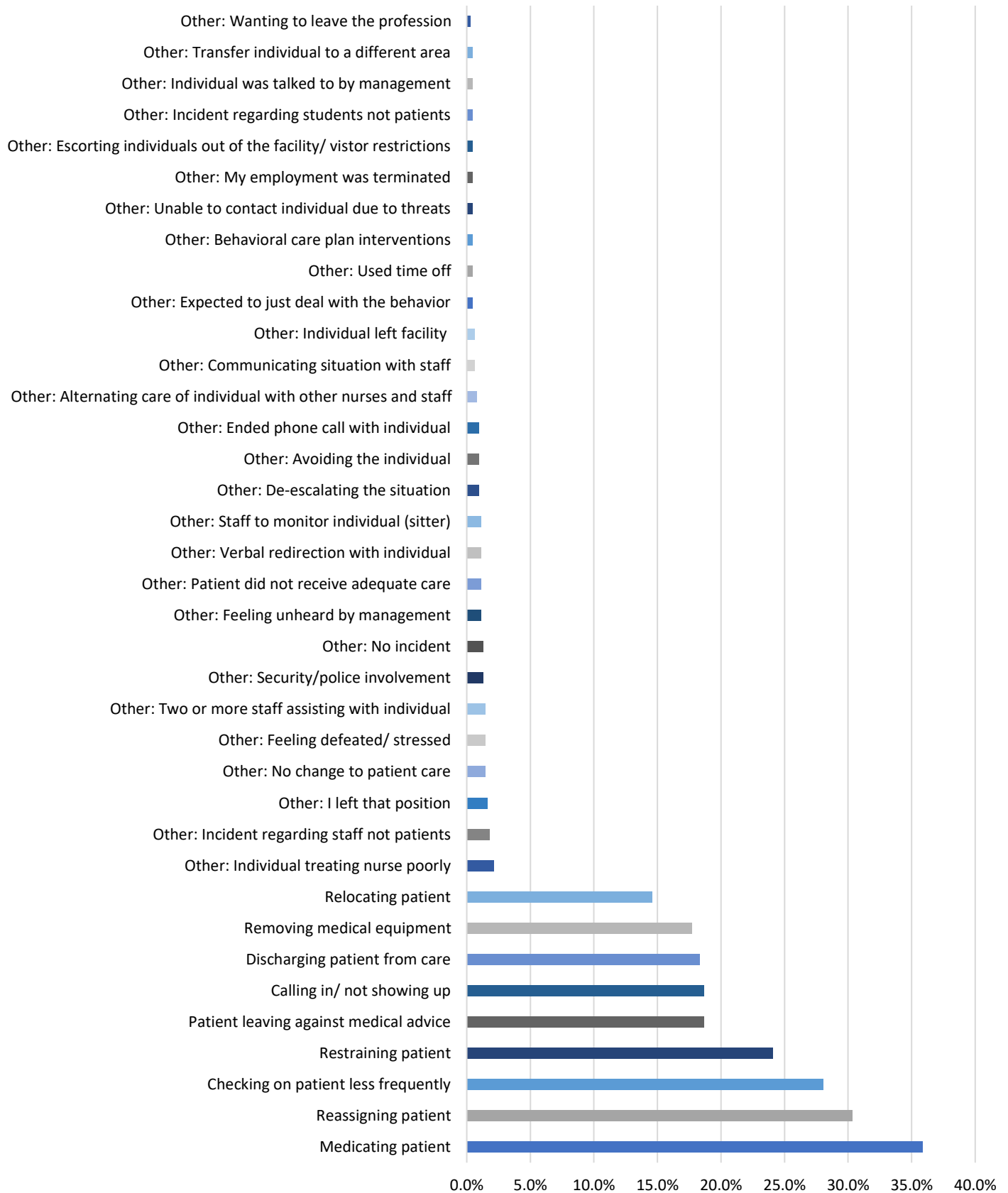
### Offender's intention of harm by workplace

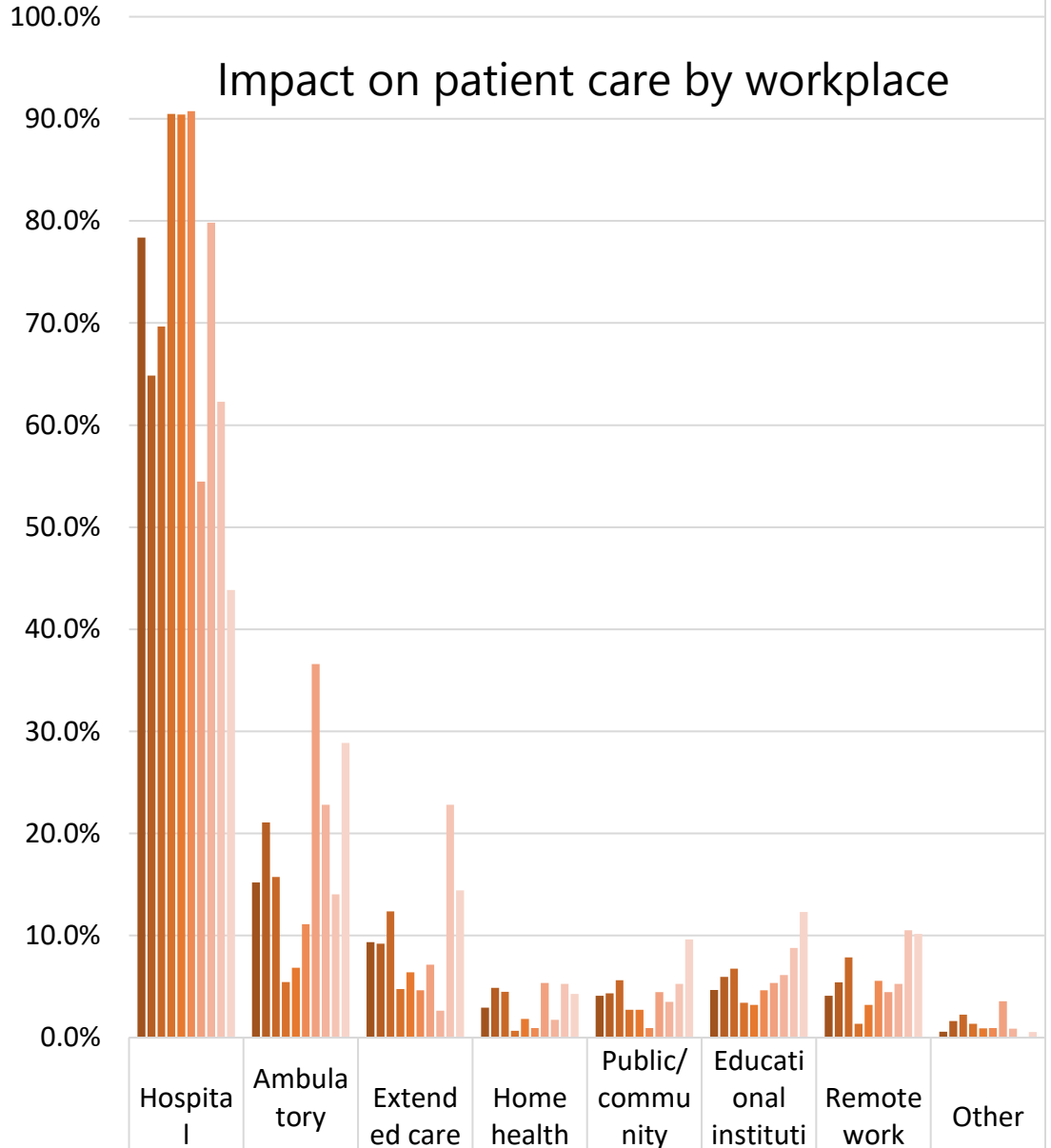


# Section 6: Workplace Violence Impact & Outcomes

Question 25: What was the impact on  
patient care?

## Impacts on patient care by percentage of respondents





	Hospital	Ambulatory care	Extended care	Home health	Public/community health	Educational institutions	Remote work	Other
Checking on patient less frequently	78.4%	15.2%	9.4%	2.9%	4.1%	4.7%	4.1%	0.6%
Reassigning patient	64.9%	21.1%	9.2%	4.9%	4.3%	5.9%	5.4%	1.6%
Relocating patient	69.7%	15.7%	12.4%	4.5%	5.6%	6.7%	7.9%	2.2%
Restraining patient	90.5%	5.4%	4.8%	0.7%	2.7%	3.4%	1.4%	1.4%
Medicating patient	90.4%	6.8%	6.4%	1.8%	2.7%	3.2%	3.2%	0.9%
Removing medical equipment	90.7%	11.1%	4.6%	0.9%	0.9%	4.6%	5.6%	0.9%
Discharging patient from care	54.5%	36.6%	7.1%	5.4%	4.5%	5.4%	4.5%	3.6%
Patient leaving against medical advice	79.8%	22.8%	2.6%	1.8%	3.5%	6.1%	5.3%	0.9%
Calling in/ not showing up	62.3%	14.0%	22.8%	5.3%	5.3%	8.8%	10.5%	0.0%
Other	43.9%	28.9%	14.4%	4.3%	9.6%	12.3%	10.2%	0.5%

<b>What was the impact on patient care? Select all that apply.</b>	<b>Number of respondents</b>	<b>Percent of respondents</b>
Medicating patient	219	35.9%
Reassigning patient	185	30.3%
Checking on patient less frequently	171	28.0%
Restraining patient	147	24.1%
Patient leaving against medical advice	114	18.7%
Calling in/ not showing up	114	18.7%
Discharging patient from care	112	18.4%
Removing medical equipment	108	17.7%
Relocating patient	89	14.6%
Other: Individual treating nurse poorly	13	2.1%
Other: Incident regarding staff not patients	11	1.8%
Other: I left that position	10	1.6%
Other: No change to patient care	9	1.5%
Other: Feeling defeated/ stressed	9	1.5%
Other: Two or more staff assisting with individual	9	1.5%
Other: Security/police involvement	8	1.3%
Other: No incident	8	1.3%
Other: Feeling unheard by management	7	1.1%
Other: Patient did not receive adequate care	7	1.1%
Other: Verbal redirection with individual	7	1.1%
Other: Staff to monitor individual (sitter)	7	1.1%
Other: De-escalating the situation	6	1.0%
Other: Avoiding the individual	6	1.0%
Other: Ended phone call with individual	6	1.0%
Other: Alternating care of individual with other nurses and staff	5	0.8%
Other: Communicating situation with staff	4	0.7%



Other: Individual left facility	4	0.7%
Other: Expected to just deal with the behavior	3	0.5%
Other: Used time off	3	0.5%
Other: Behavioral care plan interventions	3	0.5%
Other: Unable to contact individual due to threats	3	0.5%
Other: My employment was terminated	3	0.5%
Other: Escorting individuals out of the facility/ visitor restrictions	3	0.5%
Other: Incident regarding students not patients	3	0.5%
Other: Individual was talked to by management	3	0.5%
Other: Transfer individual to a different area	3	0.5%
Other: Wanting to leave the profession	2	0.3%
Other: Injury occurred to staff	2	0.3%
<b>Total</b>	<b>610</b>	

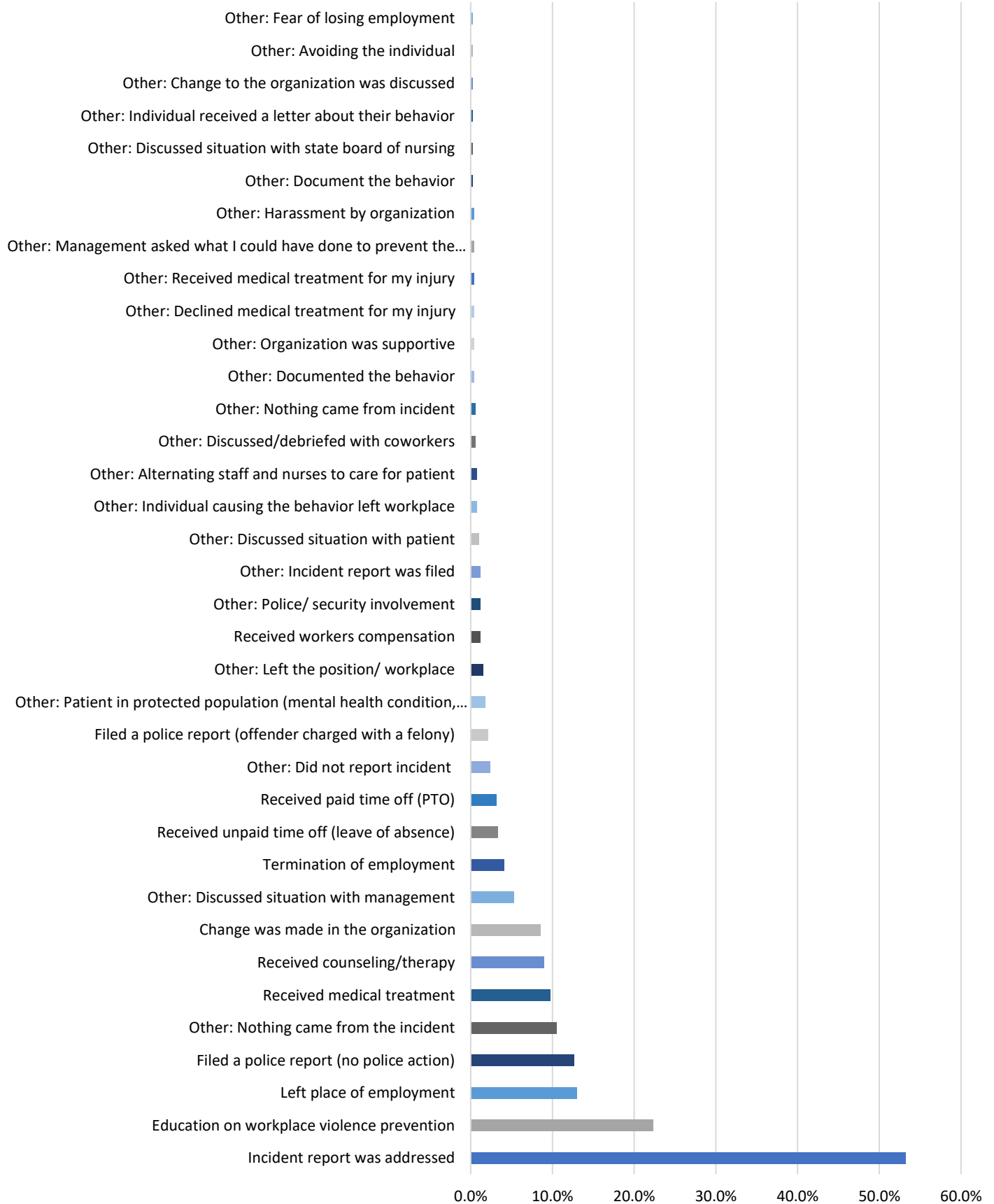
Note: Respondents could select multiple answers. The total reflects the number of individuals who reported at least one outcome.

**Noteworthy comments:**

- The patients have been very demanding, rude and verbally abusive generally I discontinue the phone call. However, the patient can then file a report on me regarding hanging up on them. I have been a nurse for 40 years, first an LPN then an RN. This behavior seems to be tolerated by others as nurses we need to stand together to not allow the verbal and physical abuse.
- No impact on patient care - occurred in an area without patients where someone broke in attempting to harm staff

Question 26: What was the outcome of your personal incident?

## Outcomes of incidents by percentage of respondents

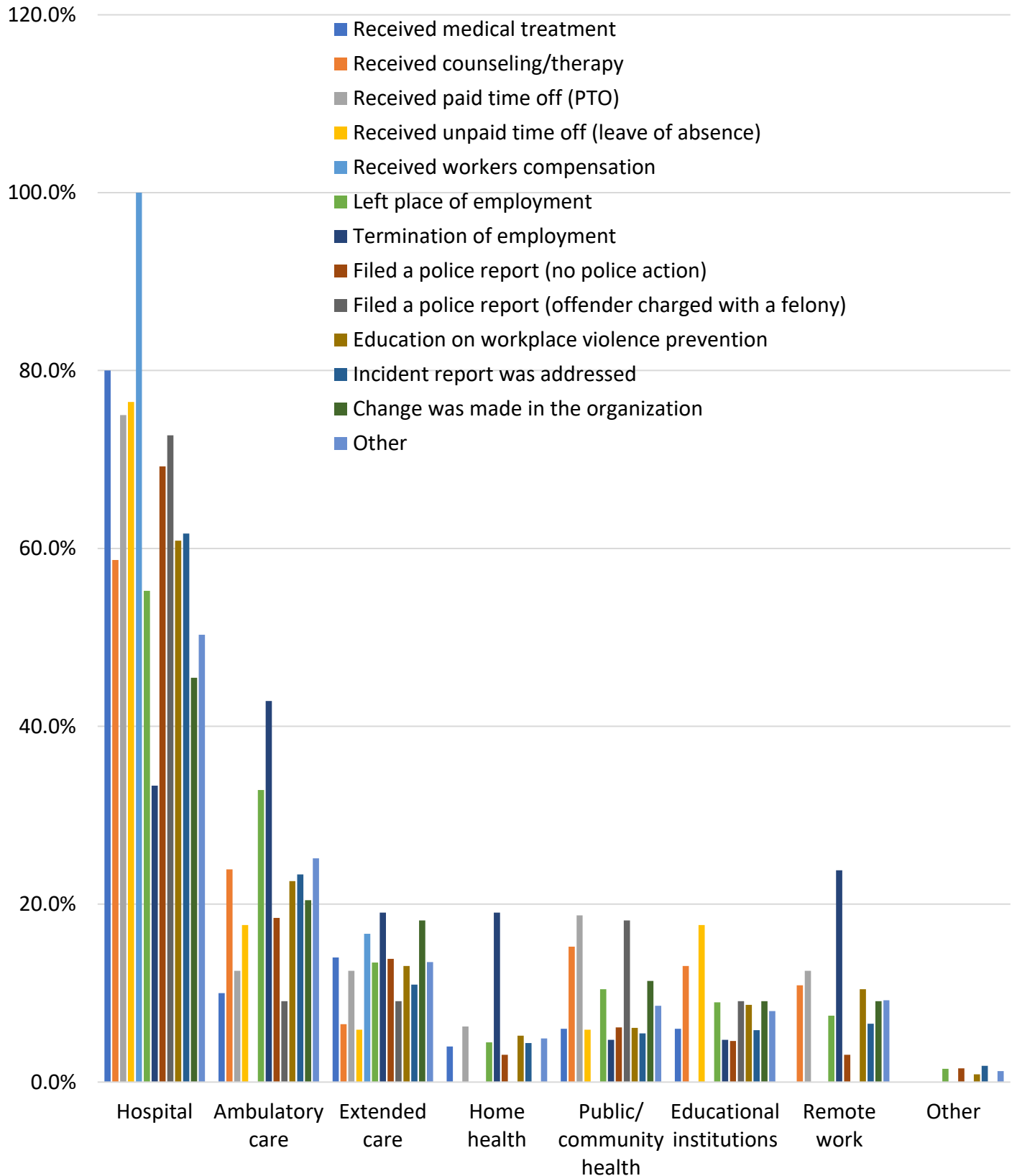


<b>What was the outcome of your personal incident? Select all that apply.</b>	<b>Number of respondents</b>	<b>Percent of respondents</b>
Incident report was addressed	274	53.2%
Education on workplace violence prevention	115	22.3%
Left place of employment	67	13.0%
Filed a police report (no police action)	65	12.6%
Other: Nothing came from the incident	54	10.5%
Received medical treatment	50	9.7%
Received counseling/therapy	46	8.9%
Change was made in the organization	44	8.5%
Other: Discussed situation with management	27	5.2%
Termination of employment	21	4.1%
Received unpaid time off (leave of absence)	17	3.3%
Received paid time off (PTO)	16	3.1%
Other: Did not report incident	12	2.3%
Filed a police report (offender charged with a felony)	11	2.1%
Other: Patient in protected population (mental health condition, memory problems) so nothing could be done	9	1.7%
Other: Left the position/ workplace	8	1.6%
Received workers compensation	6	1.2%
Other: Police/ security involvement	6	1.2%
Other: Incident report was filed	6	1.2%
Other: Discussed situation with patient	5	1.0%
Other: Individual causing the behavior left workplace	4	0.8%
Other: Alternating staff and nurses to care for patient	4	0.8%
Other: Discussed/debriefed with coworkers	3	0.6%
Other: Nothing came from incident	3	0.6%
Other: Documented the behavior	2	0.4%
Other: Organization was supportive	2	0.4%

Other: Declined medical treatment for my injury	2	0.4%
Other: Received medical treatment for my injury	2	0.4%
Other: Management asked what I could have done to prevent the situation	2	0.4%
Other: Harassment by organization	2	0.4%
Other: Document the behavior	1	0.2%
Other: Discussed situation with state board of nursing	1	0.2%
Other: Individual received a letter about their behavior	1	0.2%
Other: Change to the organization was discussed	1	0.2%
Other: Avoiding the individual	1	0.2%
Other: Fear of losing employment	1	0.2%
Other: Individual causing the behavior was promoted	1	0.2%
Other: My employment was terminated	1	0.2%
Other: Involving social services for individual's complaints	1	0.2%
Other: Had to pay medical bill for workplace injury	1	0.2%
<b>Total</b>	<b>515</b>	

Note: Respondents could select multiple answers. The total reflects the number of individuals who reported at least one outcome.

## Outcomes of incidents by workplace

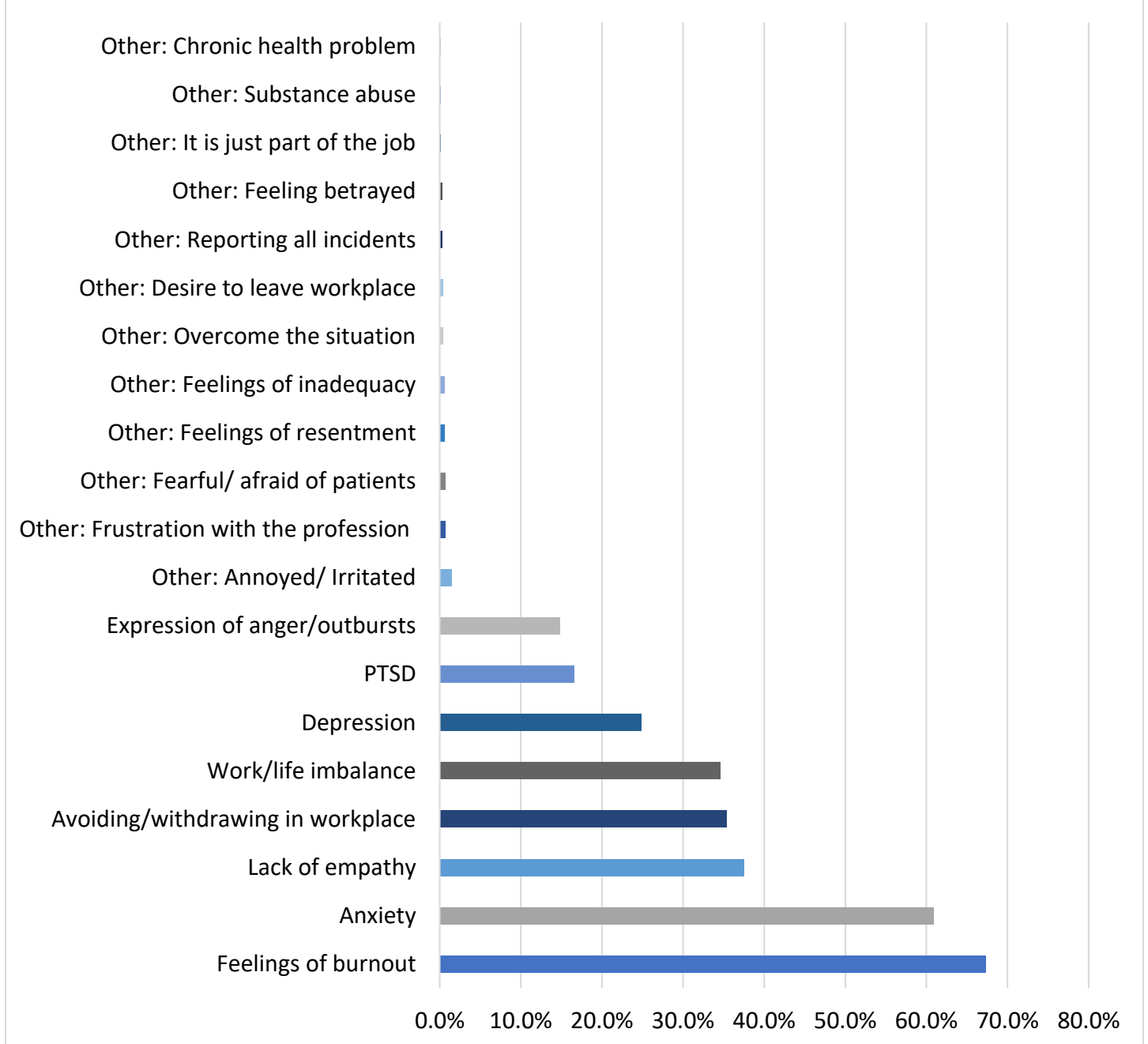


### **Noteworthy comments:**

- I chose to call in as long as that patient remained on our unit and I got pulled into a disciplinary meeting with my manager and her supervisor where I felt greatly bullied, and that I was at risk of losing my job, so I chose to leave my unit and applied within the same health organization but at a different area, and no longer bedside nursing. They changed the title to the meeting to a counseling session, but told me I couldn't discuss the meeting with anyone. Suggestions I provided to improve patient and staff safety were laughed at. I was told during the meeting by my manager's supervisor that "If I became a nurse thinking I would never get hit, that was naive".
- Absolutely nothing. I have filed multiple police reports after being struck or attacked by patients that were of sound mind. Nothing happened. My cases were always dropped by the DA. I was always spoken to by my manager stating "what could you have done differently in that situation to prevent the patient from becoming violent towards you?" Nothing was asked towards me in the nature of "how are you doing? Do you need time off to mentally or emotionally recover from the incident?" Nothing.
- I work at an Indian Health Organization. I was physically assaulted by a patient who was a Tribal member (punched). The incident went in front of the Tribal Council. The Tribal Council elected not to punish the Tribal member.
- I am the manager. I take verbal abuse from patients too and it is very upsetting to me to see my nurses be physically and verbally abused by patients. I struggle with my passion for nursing and my anger that our nurses have to endure this.
- None - organization and police stated patient was not in their right mind and could not be held accountable. During assessment by police, patient "seemed fine" so it "wasn't actionable".

# Question 27: What was the impact of this incident on your mental health?

Impact on mental health by percentage of respondents

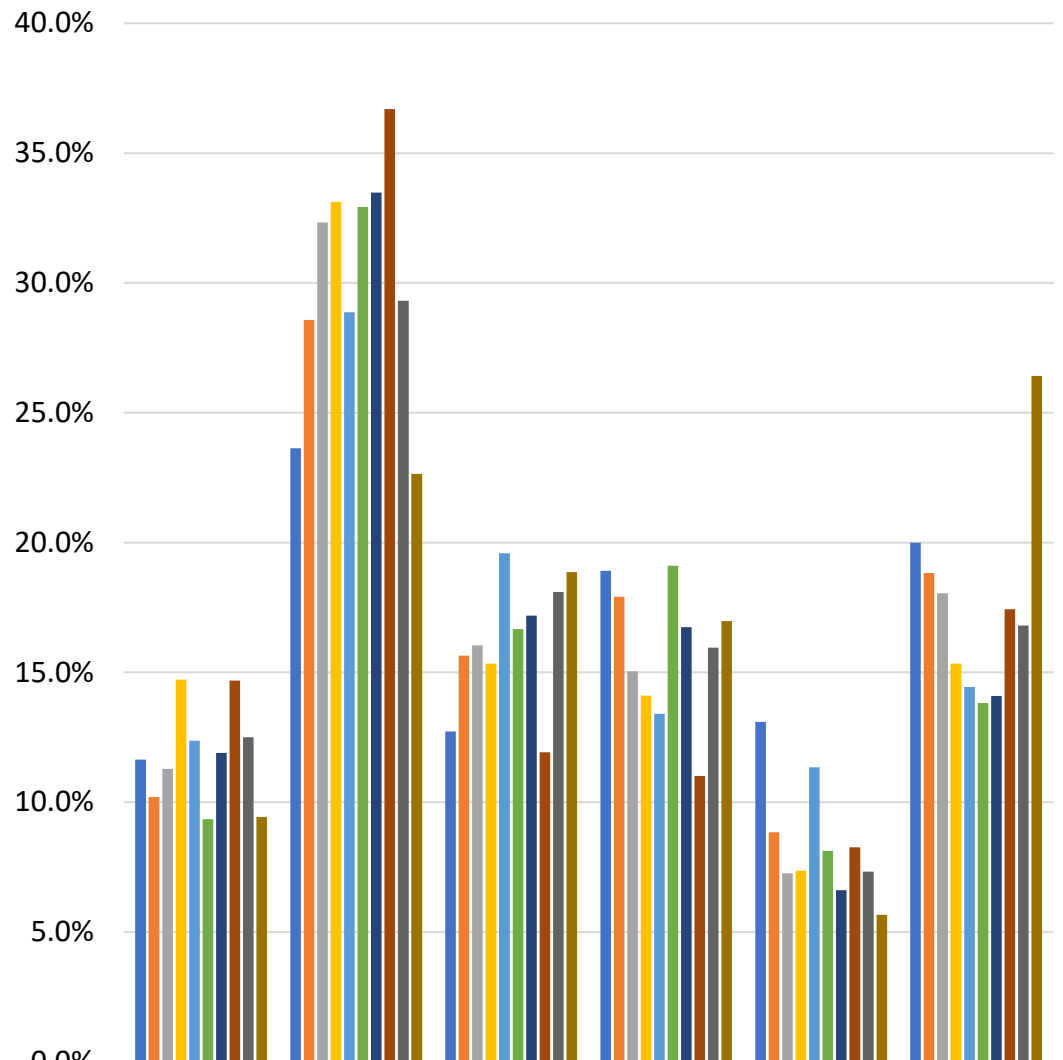




<b>What was the impact of this incident on your mental health? Select all that apply.</b>	<b>Number of respondents</b>	<b>Percent of respondents</b>
Feelings of burnout	441	67.3%
Anxiety	399	60.9%
Lack of empathy	246	37.6%
Avoiding/withdrawing in workplace	232	35.4%
Work/life imbalance	227	34.7%
Depression	163	24.9%
PTSD	109	16.6%
Expression of anger/outbursts	97	14.8%
Other: Annoyed/ Irritated	10	1.5%
Other: Frustration with the profession	5	0.8%
Other: Fearful/ afraid of patients	5	0.8%
Other: Feelings of resentment	4	0.6%
Other: Feelings of inadequacy	4	0.6%
Other: Overcome the situation	3	0.5%
Other: Desire to leave workplace	3	0.5%
Other: Reporting all incidents	2	0.3%
Other: Feeling betrayed	2	0.3%
Other: It is just part of the job	1	0.2%
Other: Substance abuse	1	0.2%
Other: Chronic health problem	1	0.2%
Other: Being protective of others	1	0.2%
<b>Total</b>	<b>655</b>	

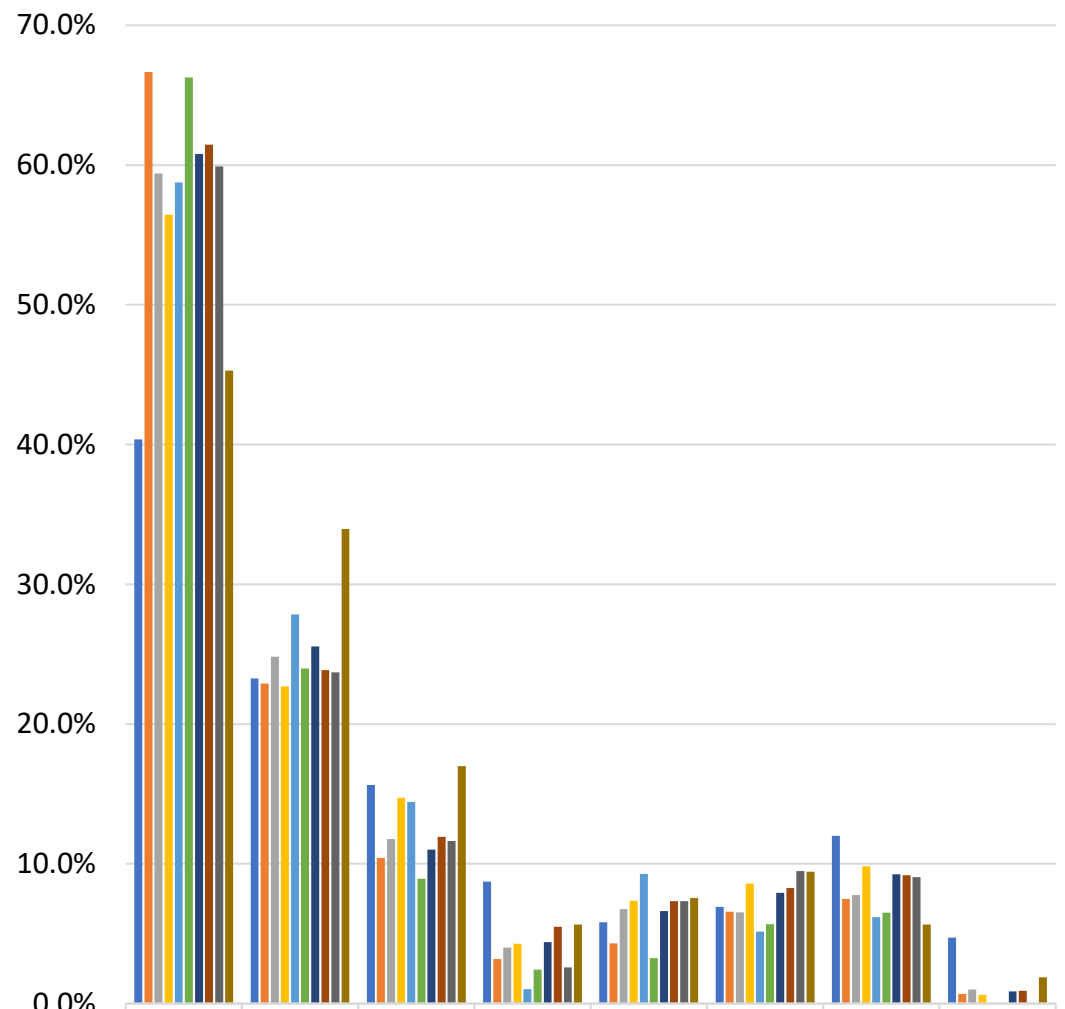
Note: Respondents could select multiple answers. The total reflects the number of individuals who reported at least one outcome.

## Impact on mental health by years in current position



	0-1 years	1-3 years	3-5 years	5-10 years	10-15 years	15+ years
None of the above	11.6%	23.6%	12.7%	18.9%	13.1%	20.0%
Feelings of burnout	10.2%	28.6%	15.6%	17.9%	8.8%	18.8%
Anxiety	11.3%	32.3%	16.0%	15.0%	7.3%	18.0%
Depression	14.7%	33.1%	15.3%	14.1%	7.4%	15.3%
Expression of anger/outbursts	12.4%	28.9%	19.6%	13.4%	11.3%	14.4%
Lack of empathy	9.3%	32.9%	16.7%	19.1%	8.1%	13.8%
Work/life imbalance	11.9%	33.5%	17.2%	16.7%	6.6%	14.1%
PTSD	14.7%	36.7%	11.9%	11.0%	8.3%	17.4%
Avoiding/withdrawing in workplace	12.5%	29.3%	18.1%	15.9%	7.3%	16.8%
Other	9.4%	22.6%	18.9%	17.0%	5.7%	26.4%

## Impact on mental health by workplace



	Hospital	Ambulatory care	Extended care	Home health	Public/community health	Educational institutions	Remote work	Other
■ None of the above	40.4%	23.3%	15.6%	8.7%	5.8%	6.9%	12.0%	4.7%
■ Feelings of burnout	66.7%	22.9%	10.4%	3.2%	4.3%	6.6%	7.5%	0.7%
■ Anxiety	59.4%	24.8%	11.8%	4.0%	6.8%	6.5%	7.8%	1.0%
■ Depression	56.4%	22.7%	14.7%	4.3%	7.4%	8.6%	9.8%	0.6%
■ Expression of anger/outbursts	58.8%	27.8%	14.4%	1.0%	9.3%	5.2%	6.2%	0.0%
■ Lack of empathy	66.3%	24.0%	8.9%	2.4%	3.3%	5.7%	6.5%	0.0%
■ Work/life imbalance	60.8%	25.6%	11.0%	4.4%	6.6%	7.9%	9.3%	0.9%
■ PTSD	61.5%	23.9%	11.9%	5.5%	7.3%	8.3%	9.2%	0.9%
■ Avoiding/withdrawing in workplace	59.9%	23.7%	11.6%	2.6%	7.3%	9.5%	9.1%	0.0%
■ Other	45.3%	34.0%	17.0%	5.7%	7.5%	9.4%	5.7%	1.9%

**Noteworthy comments:**

- Feelings of anger or stress before even going to work, constant wondering of what accusations were going to be stated that day from those stated people when everyone else had only compliments about my work performance.
- Being protective of others. We all purchased personal alarms, pepper spray and one manager has a taser.
- I'm leaving nursing. Maybe HIMT. I don't know. Maybe professional RN witness. I don't know. But I'm tired of vicious nurses. Not all people are vicious, but all nurses have the ability to be vicious to each other. When do we begin to show this elusive 'nursing compassion' to each other? I used to believe in compassion and support. That got beat out of me pretty early on. I stuck with it for over 20 years.
- I'm tired now. Now I'm not sure compassionate nurses exist. They are unicorns.
- Angered and annoyed. The police didn't really want to file the report, but I was kicked in the stomach and also 9 weeks pregnant at the time. My health outcomes were good but it's disheartening and made me upset at the time. It puts you on edge with other patients thinking something bad is going to happen again.
- I was accused of violence in the workplace because I used the word "fight" instead of "argue" during a heated discussion & I was terminated without being given the chance to explain my version of events. Immediately following the incident, i filled out an incident report. None of the witnesses were questioned. I worked there for 15 years! They denied me unemployment, but I won the court case against them. Just like the ban on abortion, each case needs to be evaluated for what is the best course of action. Not a hard black/white issue.