

## VIOLENCE AGAINST HEALTH WORKERS AND MEASURES TO PREVENT VIOLENCE

Senanur CAN<sup>1</sup>  \* Çiğdem Müge HAYLI<sup>2</sup> 

<sup>1</sup> Private Yesevi Vocational and Technical Anatolian High School, Eskişehir, Turkey,

<sup>2</sup> \* Cyprus Science University, Faculty of Health Sciences, Department of Nursing Program, Kyrenia, TRNC, Koç University of Health Sciences, Institute of Child Health and Nursing Ph.D. student Istanbul / Turkey

\*Corresponding author: cigdemhayli@csu.edu.tr

**Abstract:** *Violence in health, which constitutes a serious problem in Turkey and all over the world has become a global problem. It is admirable by every segment that healthcare professionals today struggle with a global problem such as coronaviruses or serve altruistically in every timed. Nevertheless, while providing services, they somehow experience communication problems with their patients and relatives, and they are subjected to physical, verbal, or psychological violence. In order to prevent violence for employees who are exposed to violence for many reasons; Work should be done on issues such as security, physical structure and equipment, communication, education, and making necessary revisions in the legal regulations on this subject motivates healthcare professionals. Health violence is not only caused by healthcare professionals, patients, or their relatives. The working system of the institutions, high density of the number of patients, the insufficient number of the personnel, the social and global factors, as well as the news in the media that we pay particular attention to in our study, can lead to the emergence of violence. The existence of violence in social life is a result of mass media's inevitably publishing the violence in health. This is why positive developments and negative events in the field of health are published in the media. The purpose of our study is to prepare a stress-free, worry-free working environment for our future healthcare professionals and us without understanding our colleagues.*

**Keywords:** *Violence, health communication, health journalism*

Received: April 23, 2020

Accepted: May 27, 2020

### 1. Introduction

Health, according to the World Health Organization; it is not only the absence of disease or disability, but the state of physical, social, and mental well-being. It is the expression of a person's physical and spiritual well-being. Health is vital for the individual to continue his life in society regularly. The person whose health is impaired cannot fulfill his role in society, family, and the institution he works for [1-2]. In this process, he may have to go to hospitals or other health institutions to gain health. The ill person waits for healthcare professionals to be understanding with themselves and to work to alleviate their illnesses and troubles. When these expectations are not met for various reasons

or if they are met late, the tension of the person may increase even more. In this process, tension can turn into violence [3].

**Violence:** Any attitude and behavior that results in physical, sexual, psychological, or economic damage or suffering of the individual. In general terms, it includes extreme emotional state, the intensity of a case, stiffness, rough and harsh behavior, abuse of body power, and activities that harm individuals and society [4]. According to the definition of the World Health Organization (WHO), violence is the threat of deliberate use of force that results in injury, death, psychological harm, developmental retardation, or neglect against the person, another person, or a group [5]. The increasing concept of violence has become an important phenomenon that needs to be emphasized recently. Violence in Health; It is called physical or verbal abuse by patients and their relatives to healthcare professionals [6]. Since verbal violence and physical violence are common in our country, people in our country do not know the definition of psychological violence [7]. Psychological violence is a type of violence that is exposed to humiliation, insults, and threats, that is, an outspoken person who exposes the other and harms him by putting pressure on him [7].

#### **Causes of violence**

**The causes of violence for those who practice violence;** violence was self-rightfulness, health policies implemented, disease psychology thought of neglect, poor communication, misunderstanding, dissatisfaction with treatment, excessive workload, long waiting time, alcohol drug effect, and bad news [8].

**Causes of violence occur because of the hospital;** insufficient security measures in the hospital, not supporting the manager after the violence, not being trained to deal with violence, not being informed about the functioning of the employee safety unit, not taking measures against workplace violence, not being informed about how to report violent incidents, having no crime and not working in the hospital. ranked [8].

Mobbing is a form of psychological violence. The word 'mob' means an irregular crowd or gang who engage in illegal English violence. Mobbing, which is the English form of action of the mobbing; psychological violence means siege, harassment, and discomfort or distress [9]. Mobbing is a concept frequently used by people working on organizational psychology recently. The concept of mobbing, which means intimidation, suppression, intimidation, ignoring, is seen as the source of organizational conflict, inefficiency, and unmotivated. When talking about violence, we should not only think of the type of violence that leaves a physical trace [10]. Because violence is not only physical in its rough form, but it also harms the individual in terms of psychology. On the other hand, the effects on healthcare workers negatively affect the profession by causing sleep disturbance and stress [11].

There are many reasons for violence in health. Some of these are long waiting times. There is a concept called triage about this. Triage; determining the priority of the patient. It is a system applied all over the world but unfortunately, there is no triage consciousness in our country. Later, low education levels, excessive desire, and dissatisfaction with patient relatives, inadequate security, communication problems such as being alone with patients and relatives, and misunderstanding are common causes [12]. Some of the factors that encourage violence are as follows; The trauma experienced by the individual in childhood, the habit of solving everything from childhood violently, watching the violent scenes on television, and the awareness of the person who applied violence as "justified" shows that violence has become unavoidable [13].

According to the researches, it has been determined that those working in the health field have been attacked more than 16 times than those working in other business fields. According to the data of the Ministry of Health, it is stated that the number of recorded violence cases between 2013 and 2017 is over 60 thousand [4]. Violence in the health sector, other differs from the violence in the sectors. Health employees must be in close contact with the patient and family, often under difficult conditions. Depending on the patient's medical condition, medications can act aggressively [14]. In pain and sadness, bad news, own impulse, and anger control due to problems that could not be brought to the hospital without their consent health professionals who need to contact people are at serious risk. In the world frequency of exposure to violence (any violence type: 22.0% - 88.6%; physical violence: 2.6% - 57.0%; verbal violence: 24.3% - 82.0%; sexual harassment: 1.9% -10.5%) [15].

In his study of Alçelik for health care workers and friends in Turkey, 60.3% of nurses are reported affected by the violence. In another study, it was determined that 68.5% of the nurses were subjected to verbal harassment, 47.8% to verbal intimidation, 10.5% to verbal sexual harassment, and 16% to physical attack. In this study, verbal harassment and verbal intimidation are mostly done by patient owners and companions (64% and 66.9%), followed by the patient and doctors, verbal sexual abuse (41.9%), and physical attack (48.8%). ) is mostly done by the patient himself [16].

Health violence in our country is seen in many regions and has become inevitable. Recently, violence in health has come to the fore a lot. Healthcare professionals react very much to this situation. Today, the White Code application is used to prevent violence in health [5].

The Ministry of Health launched the "precautionary" 113-White code application in 2012. This application is more; It is free legal support in the litigation process to the relevant health personnel against the attack against the health personnel exposed to violence [5]. White Code; It is an emergency reporting tool aimed at preventing violence against Healthcare Professionals. This code notifies hospital workers in case of risk, saves time for correct intervention, prevents panic, and helps institutions to ensure patient and employee safety. The white code number is known as 113 [17].

Violence incidents that healthcare workers are exposed to increase gradually. In order to prevent violence for employees who are exposed to violence for many reasons, studies such as security, physical structure, and equipment, communication, education should be made, and necessary revisions should be made in legal regulations on this issue [17]. Implementing the legal regulations regarding the criminal sanctions of violence, providing adequate legal and psychological support to the health worker who is the victim of violence, providing self-sacrificing working conditions in public spots, and using the communication tools of violence against the health worker, suggestions to be taken in the health system [18].

When we look at the reports about the place where the violence took place, it was shown that it was the most common in the emergency departments and the second in psychiatry clinics. In the study in which the employees working in health institutions in Eskişehir, Ankara and Kütahya were asked whether they have been subjected to any type of verbal, physical and sexual violence at least once in the last year of their profession; They stated that they encountered violence in emergency services and services, general practitioners and nurses in health institutions [19].

## 2. Conclusion and Suggestions

As a result; health care workers in Turkey and the world is faced with various hazards and risks to health services during the presentation. Although the phenomenon of violence that is encountered or accepted so often that can be considered normal is a risk for all occupational groups, it is much more common, especially in healthcare institutions. Physical actions that result from aggressive behaviors and lead to various injuries are described as violence. Patients' relatives generally resort to physical or verbal violence in health institutions. There must be a physical and social distance between hospitals and employees. It was observed that the relatives of the patients exerted violence against the healthcare workers by showing that the patients were urgent. Communication training should be provided to healthcare workers who are exposed to violence. The relatives of the patients who apply to verbal violence should be prevented from registering and providing a companion service.

**The compliance to the Research and Publication Ethics:** This study was carried out in accordance with the rules of research and publication ethics.

## References

- [1] Duğan, Ö., Sağlıkta şiddet haberlerinin basına yansımaları, Doktora Tezi, Selçuk Üniversitesi Sosyal Bilimleri Enstitüsü, 2015.
- [2] Bakanlık, T.C. S., "Sağlığın teşviki ve geliştirilmesi sözlüğü", *Bakanlık Yayın*, (814), 1, 2011.
- [3] Yavuzer, N. "İnsanın Saldırgan ve Yıkıcı Doğasını Anlamak", *İstanbul Ticaret Üniversitesi Sosyal Bilimler Dergisi*, (23), 43-57, 2013.
- [4] Adak, N. *Değişen Toplumda Değişen Aile*, Ankara: Siyasal Yayınevi, 2000.
- [5] Nesrin, A., Yılmaz, A., & Oğuz, I. "Sağlık çalışanlarına uygulanan şiddet: özel bir tıp merkezi örneği", *Ankara Sağlık Hizmetleri Dergisi*, 13(1), 1-12, 2014.
- [6] Özcan, F., & Yavuz, E., "Türkiye'de Sağlık Çalışanları Şiddet Tehdidi Altında", *The Journal of Turkish Family Physician*, 8(3), 66-74, 2017.
- [7] Bilişli, Y., & Hizay, D., "Sağlık Çalışanlarına Yönelik İşyerinde Şiddet: Üniversite Hastanesi Örneği", *The Journal of Academic Social Science*, 52, 473-486, 2016.
- [8] Milet, M., & Yanık, A., "Sağlık Çalışanlarına Karşı İşyeri Şiddeti", *Uluslararası Sağlık Yönetimi ve Stratejileri Araştırma Dergisi*, 3(2), 25-36, 2017.
- [9] Tınaz, R. "İş Yerinde Psikolojik Taciz (Mobbing): Kavram, Süreç, Tanı ve Çözüm Önerileri", *Ceza Hukuku Dergisi*, 4(11), 11-22, 2009.
- [10] Mimaroglu, H., & Özgen, H., "Örgütlerde güncel bir sorun: Mobbing", *Sosyal Ekonomik Araştırmalar Dergisi*, 8(15), 201-226, 2007.
- [11] Tutar, H., "İşyerinde psikolojik şiddet sarmalı: Nedenleri ve sonuçları", *Yönetim Bilimleri Dergisi*, 2(2), 85-108, 2004.
- [12] Kingma M., "Workplace violence in the health sector: a problem of epidemic proportion", *Int Nurs Rev*, 48(3):129-30, 2001.

- [13] Büyükbayram, A., & Okçay, H., “Sağlık Çalışanlarına Yönelik Şiddeti Etkileyen Sosyo-Kültürel Etmenler”, *Journal of Psychiatric Nursing/Psikiyatri Hemşireleri Derneği*, 4(1), 46-53, 2013.
- [14] Preventing Violence in health care: Five steps to an effective program -2000. WorkSafeBC, British Colombia, Canada, 2005.
- [15] Beech B, Leather P., “Workplace in the health care sector: A review of staff training and integration of training evaluation models”, *Aggress Violent Beh.*,11, 27-43, 2006.
- [16] Yeşilbaş, H., “Sağlıkta şiddete genel bakış”, *Sağlık ve Hemşirelik Yönetimi Dergisi*, 3(1), 44-54, 2016.
- [17] Avcı, N., Arslan, M. K., Timlioğlu, S. İ., Tay, S., Meriç, K., Ertenü, M., & Yekeler, İ. “2012-2015 Yılları arasında haydarpaşa numune eğitim ve araştırma hastanesi’ndeki beyaz kod bildirimleri”, *Sağlık Akademisyenleri Dergisi*, 2(4), 211-214, 2015.
- [18] İlhan, M. N., Çakır, M., Tunca, M. Z., Avcı, E., Çetin, E., Aydemir, Ö., Bumin, M. A., “Toplum gözüyle sağlık çalışanlarına şiddet: nedenler, tutumlar, davranışlar”, *Gazi Medical Journal*, 24(1), 2013.
- [19] Serin, H., Serin, S., Bakacak, M., & Ölmez, S. Sağlık Çalışanlarına Yönelik Şiddet. Sürekli Tıp Eğitimi Dergisi, 24(3), 109-113, 2015.