

Predisposing Factors of Violence against Nurse in Emergency Department from Nurses', Patients', and accompanies visitors' perspective

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ABSTRACT

Aim and background: Workplace violence is a warning phenomenon all over the world. Health caregivers, especially nurses in emergency department, are severely exposed to workplace violence. Therefore, this research has been done to determine risk factors of violence in the emergency room from the perspective of each group.

Method: A cross-sectional comparative-descriptive design is used In this study. Data were collected by using a researcher -made questionnaire. Confirming the content validity, we used the perspective of ten experts in nursing major with related expert and publications on phenomenon of interest. The alpha Cronbach's coefficient (93%) confirmed the reliability of this tool. 307 nurses, patients and patients' accompanies filled out the questionnaire. The data analyzed by SPSS software version 21 by using inferential statistics (Pearson correlation test, χ^2 test and descriptive statistics (frequency, percent).

Results: According to the findings from nurses' and their accompanies' viewpoint, small and crowded emergency department and from patients' viewpoint, long waiting time for diagnostic-therapeutic tests are the most important predisposing factors of violence. Among none of these three groups perspective in relation to the occurrence of violence against nurses no meaningful statistic relationship was found. But about environmental factors, a significant statistical relationship was found between nurses and patients views with ($r=0/221$) correlation coefficient.

Conclusions: According to the findings, responsible authorities in health system should consider some arrangements to prevent, control and reduce incidence of violence against nurses and consequently make these three groups satisfied with health system and ultimately lead to improve the quality of health care.

Key words: workplace violence, predisposing factors of violence, nurse, emergency