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Question: In Emergency Department nursing staff, how does an educational and training program compared with no program affect nurses' capacity to calculate risk and manage violent incidents?

Summary: Emergency Department nurses are part of a high-risk group that is exposed to workplace violence which is an important issue internationally. Workplace violence in healthcare poses significant costs on both the nurse and the agency due to burnout, decreased job satisfaction, mental exhaustion, lack of confidence, increased turnover, recruitment and retention costs, increased absenteeism, reduced performance at work, lower staff morale, and reduction in experienced staff (Casey, 2019). Nursing staff lacking an educational and training program may experience injuries, poor coping, and an expectation of violence resulting in hesitancy managing violent outbursts. The nursing staff may feel a lack of support from organizations that have unreliable means of preventative strategies such as metal detectors, security presence, panic alarms, and implementation of "zero-tolerance" policies (Ashton, 2018). Simulation type training programs have shown an improvement in nurses' confidence in coping and managing aggressive situations (Ming, 2019). Workplace violence is often underreported in healthcare settings for different reasons including time-consuming reports, expected patient behavior, and lack of injuries. The underreporting of these incidents shows that educational and training programs regarding workplace violence prevention and management are inadequate or nonexistent. Nurses experienced a significant increase in confidence, knowledge, and skills in managing patient aggression after participating in the educational Attitudes and Communication Techniques for Scripps Mercy Aggression and Reduction Program (Casey, 2019).

Conclusion: Implementation of a training program would increase the ability of nursing staff to assess the risk of aggression, and cope or manage violence with confidence. Nurses could become more prepared to manage aggressive behaviors through education about de-escalation techniques which would improve the safety of the environment, communication, and enhanced confidence in the management of patient violence (Casey, 2019). The lack of educational and training programs related to workplace violence in healthcare results in improper nurse assessments of the causes of violence and aggression resulting in reduced coping and proper response which has implications of further escalation of violence in the emergency department (Ashton, 2018). Education and training programs focusing on the prevention of workplace violence can help nurses calculate risk and manage aggression resulting in an increase in confidence, safety among the nursing staff, and the identification of volatile situations ultimately leading to more effective patient care and treatment.

References:**Primary article:**

Casey, C., (2019). Management of aggressive patients: Results of an educational program for nurses in non-psychiatric settings. *MEDSURG Nursing*, 28(1), 9-21. Retrieved from <https://search.ebscohost.com/login.aspx?direct=true&db=rzh&AN=134770997&authtype=sso&custid=ns247570&site=ehost-live&scope=site>

Secondary article:

Ming, J., Huang, H., Hung, S., Chang, C., Hsu, Y., Tzeng, Y., . . . Hsu, T. (2019). Using simulation training to promote nurses' effective handling of workplace violence: A quasi-experimental study. *International Journal of Environmental Research and Public Health*, 16(19), 3648. doi:10.3390/ijerph16193648

Tertiary article:

Ashton, R. A., Morris, L., & Smith, I. (2018). A qualitative meta-synthesis of emergency department staff experiences of violence and aggression. *International Emergency Nursing*, 39, 13-19. doi:10.1016/j.ienj.2017.12.004