

Princess Hernandez

N443

Journal # 9

To guide your journal entry, you can choose from some of the questions below:

- How does this journal article/current events/concept relate to the course material?
- What concepts from class did I easily master this week? Why were they easy?
- What concepts from class were difficult for me this week? Why were they difficult?
- Of everything I did this week, what am I most proud of?
- What have I learned this week about myself as a student nurse?

In this week's lecture, we talked about conflict, workplace violence, and negotiation.

According to Marquis & Huston (2021), workplace violence has intensely increased between 2004 to 2014, which contributed to healthcare workers suffering more workplace injuries than other professions. It also plays a factor in the nursing shortage nationwide. With this happening, Workplace violence has become a serious concern in hospitals and healthcare workers.

According to the article of Kim et al. (2021), healthcare workers experience verbal abuse more than physical violence from patients and more from the visitor or family members of the patient. Even though verbal abuse happens more frequently, reports of incidences of verbal abuse do not happen frequently. Workplace violence affects healthcare workers physically, but it can have more impact on a person's emotional and mental health. Also, the article says that hospital administrators focus more on the intervention for physical violence, and there is only a little focus on verbal abuse (Kim et al., 2021). Hospital administrators should also focus on planning or creating interventions for verbal abuse and how to improve the hospital's incident reporting system. Since workplace violence can affect a person's emotional and mental state, they should create strategies on how they can support and counsel all healthcare workers, improving their job performance, job satisfaction, and retention of workers.

Reference:

Kim, S., Mayer, C., & Jones, C. B. (2021). Relationships between nurses' experiences of workplace violence, emotional exhaustion and patient safety. *Journal of Research in Nursing*, 26(1–2), 35–46. <https://doi.org/10.1177/1744987120960200>

Marquis, B. & Huston, C. (2021). *Leadership roles and management functions in nursing*. (10th ed.). Wolters Kluwer.

All entries must be at least 200 words and use a scholarly source. The use of direct quotes is prohibited. Class participation is also incorporated into the journal grade. To maximize points for the journal, please participate in class discussion and attend class every week.

Criteria	Points Possible	Points Earned	Faculty Comments
Journal entry is relevant to class material and at least 200 words	9		
Class participation	5		
Scholarly source is published within the last 5 years, is cited correctly using APA format, no direct quotes are used	1		
TOTAL			