VIOLENCE AND HARASSMENT

These are incidents involving work-related abuse, threats or assaults among health workers including physical, sexual, verbal and psychological abuse and workplace harassment.

Key facts

☑️ Violence and harassment affect all health worker groups and work settings in the health sector.
☑️ Up to 62% of health workers have experienced workplace violence.
☑️ Verbal abuse (58%) is the most common form of non-physical violence, followed by threats (33%) and sexual harassment (12%).

Preventive measures:

☑️ Recognize violent incidents and identify risks of violence.
☑️ Take measures to improve work organization:
  - ensure optimal staffing levels, working time, supportive work teams and improved working conditions;
  - prevent staff from working alone and minimize patient waiting time;
  - provide timely information to patients and family to reduce stress;
  - restrict movement of the public in health facilities; and
  - alert security personnel if violence is threatened.

☑️ Provide security measures:
  - good lighting, security cameras, alarms and panic buttons, emergency signalling;
  - security escorts to the parking lots at night; and
  - lock drugs and valuables.

☑️ Prepare and support workers:
  - train workers in conflict resolution and managing assaults;
  - provide counselling to recognize the danger of violent behaviour and assistance to change the conduct/attitude; and
  - maintain physical fitness and emotionally stable psychical conditions.

☑️ Respond quickly and appropriately to incidents if they occur.
☑️ Encourage reporting, recording and monitoring of all incidents.
☑️ Ensure a confidential complaint or grievance procedure.
☑️ Monitor violence trends and the effectiveness of preventive measures.

Source:
https://www.who.int/tools/occupational-hazards-in-health-sector/violence-harassment