



CENA Research Committee
C/O Ms Karen Hammad
Chair, Research Committee
25th March 2013

Dear Ms Hammad,

Re: Study of Occupational Violence in Australian Emergency Departments

Thank you for supporting our study examining the perceptions of Nurse Unit Managers, triage nurses and other emergency nurses regarding violence in the emergency department. We had 447 responses from CENA members. The data has been collected and analysed, with some interesting results.

Study aims and findings

The aims of the study were:

1. To explore the prevalence and factors influencing violence and aggression in the ED from the perspective of nurses who undertake differing roles in the ED.
Findings: The factors which contributed to occupational violence in the emergency department were perceived differently by nursing staff in different areas of the ED. While Nurse Unit Managers and nurses working inside the ED perceived that security staff resolved violent incidents, triage nurses reported that ED staff, including security staff and the triage nurses themselves, often contributed to violence. Staff attitude including communication style, was reported to contribute to this.

2. To identify strategies to improve patient and staff safety in the ED.

Findings: Improved communication at triage and support from management to follow up episodes of violence were suggested as strategies to reduce violence in the ED. The enforcement of zero tolerance policies was also identified as an area for improvement. Participants believed that public awareness programs addressing the appropriate use of, and behaviour in, EDs, including examples of recent workplace violence, would act as a deterrent.

Study Outcomes

1. The findings from our study were presented by a member of our research team at the 11th International Conference for Emergency Nurses, held in Melbourne in October 2013.
2. A paper titled 'At the crossroads of violence and aggression in the Emergency Department: Perspectives of Australian emergency nurses' has been accepted for publication in the Australian Health Review. This journal was selected as it has a high readership among Australian hospital

management, and has influence on health policy. We hope that this publication will contribute to improvements in the way occupational violence is managed within Australian EDs.

If you have any further questions, please do not hesitate to contact our Project Manager Associate Professor Debra Griffiths on 03 9904 4640.

Yours sincerely,

Associate Professor Debra Griffiths, RN, RM, BA, LLB, LLM, Barrister & Solicitor(Vic), PhD
Julia Morphet, RN, Grad Dip Emergency Nursing, GCHPE, MN (Education)
Associate Professor Virginia Plummer, RN, RM, CertCritCare, BN, GradDipHlthAdmin, GCHPE,
GradCert EmergHth (Disaster Preparedness & Management), MSc (Hlth Policy & Mgmt), PhD
Dr Jill Beattie, BNurs (Ed), MNurs (Advan Prac), PhD
Kelli Innes, BN, GCHPE, MN (Emergency)
Robyn Fairhall, RN, RM, BAppSc(AdvNsg), MNst

School of Nursing and Midwifery

Faculty of Medicine, Nursing and Health Sciences
PO Box 527, Frankston, VIC3199, Australia
Building E, Peninsula Campus, McMahon's Road, Frankston
Telephone +61 3 9904 4260 Facsimile +61 3 9904 4655
www.med.monash.edu.au
ABN 12 377 614 012 CRICOS provider number 00008C