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Exploring emergency department nurses' attitudes toward patient violence and its management in Hong Kong

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The purpose of this study was to investigate the Emergency department nurses' perceived causes and attitudes towards management strategies in patient violence. A cross-sectional, descriptive correlational survey design with convenience sampling of 135 full-time ED nurses, from five of the 17 public EDs in Hong Kong was employed to investigate the perceived causes of patient violence, nurses' attitude towards management of violence strategies with two instruments included personal information sheet and MAVAS. The respondents considered "lengthy waiting time" (N=82) as the major contributing factor in patient violence; followed by "patients with mental health presentation" (N=37) and "patient is under the influence of alcohol" (N=33). In addition, the score of MAVAS indicated that nurse respondents disagree that communication with patients is the important component of prevention or effective management of patient aggression in ED. On the other hand, nurse respondents disagree that they perceived the intervention is effective, and they there was a pitfall of intervention, and they perceived need for intervention of patient aggression. Results of this study reflect the importance of developing appropriate strategies to establish reasonable waiting time in ED service provision. There is also a need to re-examine the contents of the training programs related to the management of patient violence. Future research may focus on how organizational issues may influence nurses' attitudes and how nurses make decisions in the management of patient violence.

Biography

Wai Kit Wong is a Deputy Director of Mental Health Nursing Program, School of Nursing, Hong Kong Polytechnic University. He is also a Council Member of Hong Kong Nursing Council (Examination subcommittee), (Co-pt) Council Member of Hong Kong Institute of Mental Health Care, and Member of the Sigma Theta Tau International Honor Society of Nursing. He obtained both General and Psychiatric Registered Nurses Licenses in Hong Kong.

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