

Table 2 Characteristics and types of workplace violence among health-care workers in emergency departments

Characteristics and types of violence	Physical		Verbal		Bullying		Sexual		Racial		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
	45	19	126	52	39	16	7	3	24	10	241	100
Shift time												
Morning	10	22.2	42	33.3	29	74.4	3	42.9	11	45.8	95	39.4
Evening	22	48.9	55	43.7	6	15.4	3	42.9	9	37.5	95	39.4
Night	13	28.9	29	23	4	10.3	1	14.3	4	16.7	51	21.2
Location												
Inside	40	88.9	123	97.6	38	97.4	7	100	24	100	232	96.3
Outside	0	0	1	0.8	1	2.6	0	0	0	0	2	0.8
Both	5	11.1	2	1.6	0	0	0	0	0	0	7	2.9
Frequency^a												
Once a year	24	53.3	39	31	21	53.8	5	71.4	10	41.7	99	41.1
Once a month	14	31.1	39	31	9	23.1	0	0	7	29.2	69	28.6
More than once per month	7	15.6	48	38	9	23.1	2	28.6	7	29.2	73	30.3
Offender identity												
Patient / client	24	53.3	65	51.6	0	0	2	28.6	11	45.8	102	42
Relatives	16	35.6	48	38.1	0	0	1	14.3	10	41.7	75	31.1
Staff member ^b	1	2.2	5	4	14	35.9	3	42.9	0	0	23	10
Management	0	0	1	0.8	22	56.4	0	0	3	12.5	26	10.8
External colleague	1	2.2	1	0.8	3	7.7	0	0	0	0	5	2
General public	3	6.7	6	4.8	0	0	1	14.3	0	0	10	4.1
Offender age												
< 20 years	0	0	3	2.4	0	0	0	0	0	0	3	1
21-45 years	42	93.3	100	79.4	30	76.9	7	100	18	75	197	82
≥ 46 years	3	6.7	23	18.3	9	23.1	0	0	6	25	41	17
Offender sex^a												
Male	23	51.1	40	32	18	46.2	5	71.4	9	37.5	95	39.42
Female	7	15.6	24	19	11	28.2	2	28.6	5	20.5	49	20.33
Both	15	33.3	62	49	10	25.6	0	0	10	41.7	97	40.25
Could have been prevented												
Yes	41	91.1	91	72.2	28	71.8	4	57.1	16	66.7	180	74.7
No	4	8.9	35	27.8	11	28.2	3	42.9	8	33.3	61	25.3
Consequences on attacker												
None	19	42.2	80	63.5	34	87.2	4	57.1	17	70.8	154	63.9
Verbal warning	13	28.9	29	23	2	5.1	3	42.9	4	16.7	51	21.2
Reported to police	9	20	7	5.6	0	0	0	0	0	0	16	6.6
Do not know	4	8.9	10	7.9	3	7.7	0	0	3	12.5	20	8.3
Consequences on HCW												
None	16	35.6	61	48.4	20	51.3	5	71.4	10	41.7	112	46.5
Reduce work performance	20	44.4	54	42.9	18	46.2	2	28.6	13	54.2	107	44.4
Incident form against HCWs	7	15.6	11	8.7	1	2.6	0	0	1	4.2	20	8.3
Injured	2	4.4	0	0	0	0	0	0	0	0	2	0.8

^aPercentage calculated from HCWs that could have been subjected to > 1 incidence of violence.

^bPhysicians, nurses, pharmacists, technicians and clerical workers.

HCW = healthcare worker.