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<https://www.stuff.co.nz/national/health/113367785/bashed-nurses-fed-up-with-inaction-following-hutt-hospital-assaults>

https://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=12250355

member feedback

'Having been assaulted yesterday, I reflected on the events that happened prior. It is so easy to normalise what happens, saying to ourselves that it comes with the job. I've noticed that some nurses have been assaulted so many times that they would go off ... then right back to work and carry on like nothing happened although you can see the emotional scars. No one is encouraged to lay assault charges or undergo a robust debrief session amongst staff so that everyone is aware of what's happening in order to work as a team to reduce assaults. It is a great opportunity during the debrief sessions to formulate new safety parameters/ideas in consultation with the mdt.

I realize that it is a public holiday today but not one manager has contacted me to find out if I'm ok. There needs to be more accountability and a show of equal and mutual respect, and dare I say compassion for all involved.

Regards

(ANONYMOUS) for now anyway'



Duty of care?

'At times those with dementia express both physical and verbal abuse and violence towards those caring for them - due to their dementia it would be wholly inappropriate to respond to the person in the same manner as for a patient that is intoxicated and not be added into the stats'

[HQSC zero seclusion infographic](#)

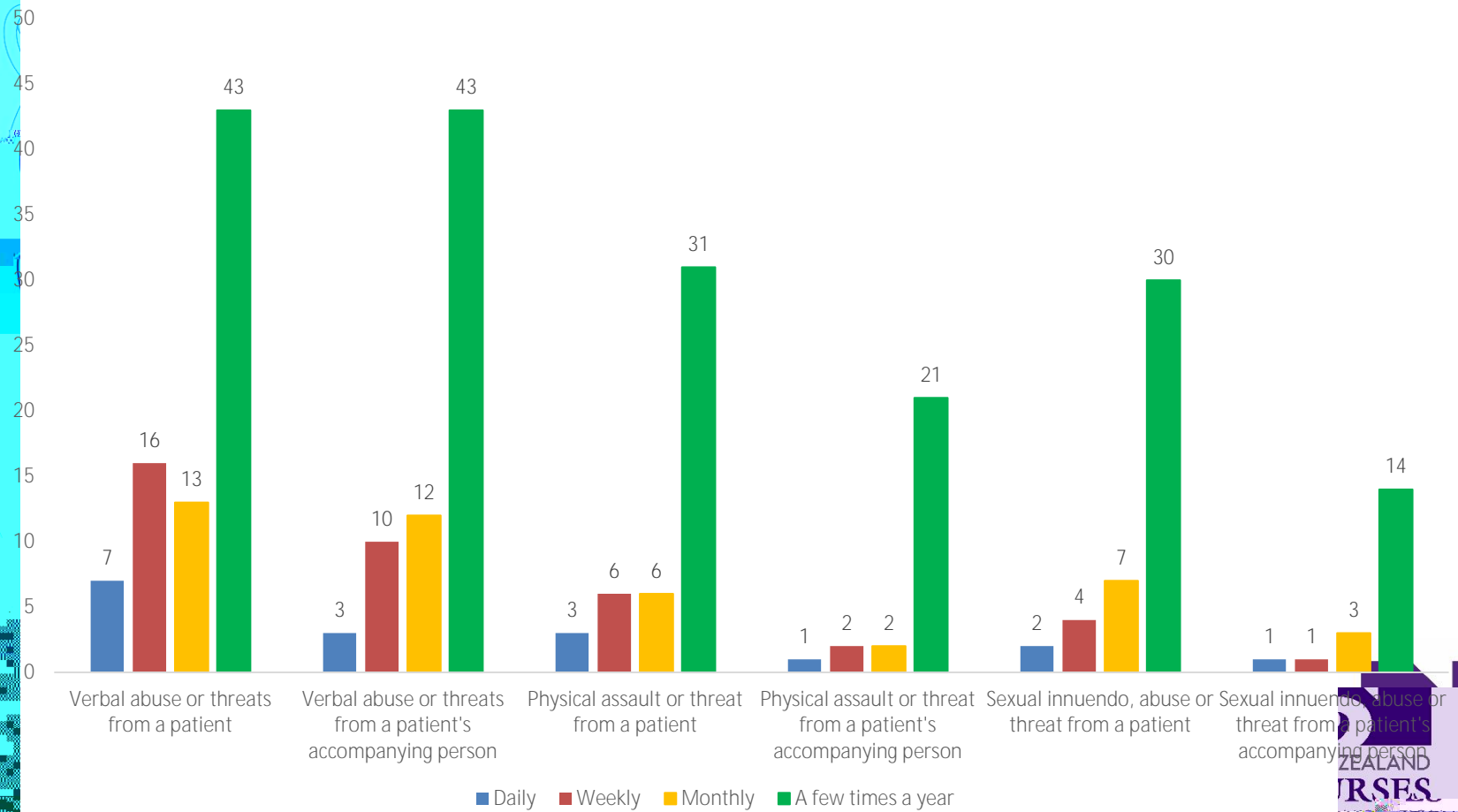
NZNOs work programme includes:

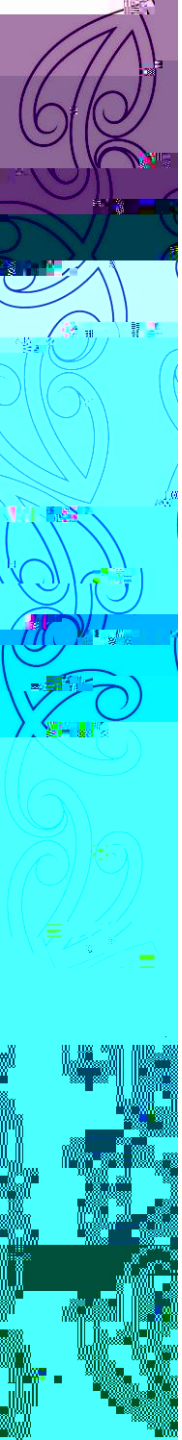
Questions in biennial NZNO member survey to establish the frequency of violence against nurses and other healthworkers

Position statement developed and now being edited for publication



FREQUENCY OF VERBAL ABUSE, PHYSICAL THREAT OR SEXUAL INNUENDO







	%	n
The patient did not know what he/she was doing	45.7	300
The patient was confused/demented	54.3	356
It's just part of the job	33.1	217
	20.1	132
	25.5	167
	22.3	146
	1.8	12
I thought I might be blamed for the incident	5.2	34
No one reports this type of incident	12.3	81
I wasn't physically injured	25.0	164
I didn't want to look weak or as if I can't cope	8.1	53
It might make me look as if I can't do my job	9.1	60

NZNOs work programme cont.

Collaborate with WorkSafe – the agency tasked with implementing the requirements of the Health and Safety at Work Act (2015)

A project plan developed including:

- Professional development for NZNO staff

- Adaption of Australian Nursing and Midwifery Federation (ANMF) 10-point plan

- NZNO call centre triage pathway

- Internal and external comms campaign

Australian Nursing and Midwifery Federation 10 point plan (ANMF, 2017)

1. Improve security
2. Identify risk to staff & others
3. Include family in the development of care plans
4. Report, investigate & act
5. Prevention through workplace design
6. Education & training for staff
7. Integrate legislation policies & procedures
8. Provide post incident support
9. Apply across all health disciplines
10. Empower staff to expect a safe workplace



Conclusions

How will the success of an impactful policy on violence and aggression towards nurses be measured?

A 'culture change' has been promoted – what does that look like and how is it achieved?

How can this policy development experience influence other organisational responses that demand research informed impactful policy development?

References

[Australian Nursing and Midwifery Federation \(2017\)](https://www.anmfvic.asn.au/~media/files/ANMF/OHS/10pointplan-guidance-A4-FA-Web.pdf)

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