

Table1 : Key demographic and occupational characteristics of the respondents (n=178)

Variables	N	%*
Age(years)		
≤25	81	46.6
>25	93	53.4
Gender		
Male	75	42.4
Female	102	57.6
Marital status		
Single	134	76.1
Married	40	22.7
Separated/Divorced	1	0.6
Widow/Widower	1	0.6
Occupation		
Nurse	29	16.3
Intern	70	39.3
Physicians	79	44.4
Experience working in ED		
<1	79	45.1
1-5	81	46.3
>5	15	8.6
Number of staff in the same work setting		
0-5	104	63.0
6-10	56	33.9
>10	5	3.0
Department		
Gynecology Ed	11	6.3
Pediatrics Ed	23	13.1
Toxicology Ed	14	8.0
Internal Medicine Ed	47	26.7
Surgery Ed	38	21.6
Burns Ed	3	1.7
Psychiatry Ed	5	2.8
More Than One Department	35	19.9
Non responses are excluded from the computations of percentages*		

Table 2: Prevalence of physical and Verbal violence and sexual harassment

	Physical		Verbal		Sexual	
	N	%	N	%	N	%
Attacked						
Yes	35	19.7	111	62.4	19	10.7
No	143	80.3	67	37.6	159	89.3
Who attacked*						
Patient	10	30.3	30	27.5	9	52.9
Relatives of patient	28	84.4	101	92.7	11	64.7
Colleague/worker	0	0	10	9.2	2	11.8
When*						
While the patient is being admitted	5	15.6	31	17.4	3	15.8
During examination/ treatment/ physical care	19	59.4	70	39.3	13	68.4
At conclusion of examination treatment	10	31.3	20	11.2	3	15.8
During patient transport	2	6.3	20	11.2	3	15.8
While patient is being discharged	4	12.5	26	14.6	4	21.1
Other	2	6.3	8	7.3	3	15.8
*multi-selected items, sum of percentages may exceed 100%						

Table 3: Immediate response of victims in the last violent incident experienced in the ED

	Physical		Verbal		Sexual	
	N	%	N	%	N	%
Victim response*						
Took no action	2	6.9	30	27.3	4	21.1
Tried to pretend it never happened	2	6.9	12	11.1	5	26.3
Told the person to stop	5	17.2	32	29.6	7	36.8
Called the police/security	16	55.2	41	38.0	4	21.1
Tried to defend myself physically	8	27.6	9	8.3	3	15.8
Told friends/family	1	3.4	8	7.4	2	10.5
Sought counseling	0	0.0	0	0.0	0	0.0
Told a colleague	2	6.9	9	8.3	1	5.3
Reported it to a senior staff member	10	34.5	12	11.1	1	5.3
Transferred to another position	0	0.0	0	0.0	0	0.0
Sought help from hospital administration	8	26.7	17	15.7	1	5.3
Sought help from the syndicate	0	0.0	0	0.0	0	0.0
Completed incident form/ pursued prosecution	2	6.9	2	1.9	0	0.0
Completed a compensation claim	0	0.0	0	0.0	0	0.0
Other	0	0.0	1	0.9	1	5.3

*multi-selected items, sum of percentages may exceed 100%

Table 4: Measures taken in response to last act of violence as reported by the victims

	Physical		Verbal		Sexual	
	N	%	N	%	N	%
Employer action						
Yes	17	50.0	15	13.6	2	11.1
No	16	47.1	86	78.2	15	83.3
Don't know	1	2.9	9	8.2	1	5.6
Who took action?						
Management	6	46.2	8	61.5	1	50
Syndicate	0	0.0	0	0.0	0	0.0
Police	7	53.8	5	38.5	0	0.0
Other	0	0.0	0	0.0	1	50
Consequences to perpetrator/ abuser						
None	4	25.0	3	21.4	1	50.0
Verbal warning issued	7	43.8	8	57.1	0	0.0
Care discontinued	1	6.3	2	14.3	0	0.0
Reported to police	4	25.0	1	7.1	0	0.0
Aggressor prosecuted	0	0.0	0	0.0	0	0.0
Other	0	0.0	0	0.0	1	50.0
Don't know	0	0.0	0	0.0	0	0.0

Table 5: Support given to the victims and reason for not reporting the act of violence

	Physical		Verbal		Sexual	
	N	%	N	%	N	%
Support by employer						
Counseling offered	10	32.3	21	20.6	2	11.8
Opportunity to speak	12	38.7	20	20.0	3	17.6
Other	6	19.4	12	12.1	2	11.8
Victim satisfaction with handling of incident						
1 Very dissatisfied	22	68.8	68	67.3	8	66.7
2	8	25.0	18	17.8	3	25.0
3	0	0.0	11	10.9	1	8.3
4	1	3.1	2	2.0	0	0.0
5 Very satisfied	1	3.1	2	2.0	0	0.0
Reasons for underreporting*						
It was not important	1	20	15	36.6	1	9.1
Felt ashamed	0	0.0	1	2.4	6	54.5
Felt guilty	0	0.0	0	0.0	0	0.0
Afraid of negative consequences	0	0.0	1	2.4	0	0.0
Useless	4	80.0	22	53.7	6	54.5
Did not know who to report to	1	20.0	3	7.3	2	18.2
Other	0	0.0	1	2.4	0	0.0
*multi-selected items, sum of percentages may exceed 100%						

Table 6 Existing measures to deal with violence

	Yes		No		Don't know		Total	
	N	%	N	%	N	%	N	%
Security measures e.g. guards, alert	131	74.9	39	22.3	5	2.9	175	100
Improve surroundings	45	25.4	125	70.6	7	4.0	177	100
Restrict public access	36	20.6	133	76.0	6	3.4	175	100
Registration of the patients, relatives/ friends who enter the work place	59	33.3	106	59.9	12	6.8	177	100
Special equipment or clothing	139	79.4	33	18.9	3	1.7	175	100
Reduced periods of working alone	35	20.1	123	70.7	16	9.2	174	100
Training on the procedures that should be followed	37	21.1	128	73.1	10	5.7	175	100
Training on how to deal with others in the work place	38	21.7	124	70.9	13	7.4	175	100
Changed shifts or rotas	66	37.3	97	54.8	14	7.9	177	100
Increased staff numbers	23	13.9	125	75.8	17	10.3	165	100

Table 7: Factors associated with different types of violence

variable	Physical			Verbal			Sexual		
	N	%	p-value	N	%	p-value	N	%	p-value
Age									
≤25	5	6.2	0.000**	41	50.6	0.001**	7	8.6	0.491
>25	29	31.2		70	75.3		11	11.8	
Gender									
Male	15	20.0	0.948	44	58.7	0.340	6	8.0	0.314
Female	20	19.6		67	65.7		13	12.7	
Occupation									
Nurse	10	34.5	0.000**	19	65.5	0.007*	2	6.9	0.672
Intern	3	4.3		34	48.6		7	10.0	
Physician	22	27.8		58	73.4		10	12.7	
Experience working in the ED									
<1	4	5.1	0.000**	38	48.1	0.001**	8	8.1	0.872
1-5	21	25.9		60	74.1		9	11.1	
>5	8	53.3		12	80.0		1	6.7	
Number of staff in the same work setting									
0-5	24	23.1	0.272	68	65.4	0.101	13	12.5	0.664
6-10	7	12.5		31	55.4		5	8.9	
>10	1	20.0		5	100.0		1	20	
*p-value <0.05									
**p-value < 0.001									