

00056 Learning Needs From Staffs on Management of Aggressive and Violent Patients in a Public General Hospital

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Aims: Aggression and violence directed to hospital frontline staffs are not uncommon in general hospital. Numbers of violent incidents along with the severity of incidents has been increasing. Development a training programme on management of aggression and violence is imperative.

The aim of this study is to identify the training needs of frontline staffs in a local general hospital for management of aggression, and provide recommendations to design an evidence based programme with the aim to equip staffs with adequate knowledge and skills in managing aggression.

Methodology: This study is a mixed qualitative and quantitative non-experimental design. A non-random purposive sample (N=1912) of hospital frontline staffs from a variety of healthcare professionals were included. Data was collected through self-reported questionnaires and focus group.

Quantitative data was analysed using Statistical Package for Social Sciences (SPSS) version 19, and qualitative data was analysed by performing thematic content analysis.

Result: Majority of the staffs (84.5%) have experienced aggression from patients, 56.9% identified they are not prepared adequately to manage aggressive patients, and 91.6% perceived the need for training. Staffs reported feeling of being traumatized, fearful, guilty, and inadequate when handling aggression.

Among the professionals, nurses reported the highest prevalence of all types of aggression ($p < .001$). Nurses from A&E, inpatient geriatric/rehabilitation units should be the priority to be trained. Needs for training in de-escalation techniques, crisis intervention, self-protection techniques, and legal aspect on handling of aggressive patients are highlighted. The preferred training methods are mixture of lecture and hands on practice.

Conclusion: Findings of the study indicated the urgent need for training of the staffs on management of aggression. It provides the direction in designing a constructive training programme preparing health care professions to be more competent in managing aggression, thereby reducing the incidence and minimising the risk of injury resulting from aggressive and violent patients.