

# Workplace Violence

Robert Imhoff  
President

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## Hospital Quality Institute

- 501(c)(3) Non-Profit Organization
- Part of California Hospital Association
- Independent Board of Directors
- 495 members
- 21 states

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## HQI Mission

- To support members in their pursuit of safe, quality care and the attainment of zero harm
- Provide value and benefit to our members



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## Workplace Violence Defined

*Any act of or threat of physical violence, harassment, intimidation or other threatening disruptive behavior that occurs at work.*



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## Relation to Patient Safety

*Workplace safety is inextricably linked to patient safety. Unless caregivers are given the protection, respect, and support they need, they are more likely to make errors, fail to follow safe practices, and not work well in teams.*



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## Frequency

- 44% of nurses subjected to physical violence
- 68% reported verbal abuse
- ED staff most like likely victims
  - 5x more likely than other areas
  - 56% nurses, 36% physicians



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## Forms

- Physical abuse
- Psychological abuse
  - Threats
  - Harassment
  - Verbal abuse
  - Bullying

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## Consequences

- Increases stress, burnout, absenteeism, and turnover
- Decreases employee satisfaction and results in disengagement from duties

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## Underreporting

- Majority of incidents go unreported
- Reporting systems are complicated
- Staff reluctant to hold patients accountable – excuse patient behavior
- Violence has become “part of the job”
- Law enforcement unwilling to get involved



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## HQI Programming

- White Paper: ***Workplace Violence in Hospitals: Issues, Trends, Prevention, and Response***
- Community of Practice (CoP) on Eliminating Hospital Workplace Violence – collaborative network for peer-to-peer learning and exchange
  - Monthly 1-hr virtual forums
  - In-person, half-day regional roundtables
  - Resource repository
- 2024 HQI Annual Conference: workforce wellness track



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**For More Information**

[hqinstitute.org](http://hqinstitute.org)

Programs → Eliminating Hospital  
Workplace Violence

Robert Imhoff

rimhoff@hqinstitute.org

