



# **Survey on violence against doctors**

## **General update**

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**CEOM – Timisoara – June 2018**



# Herinnering

- Parijs 12/2016: voorstelling van het thema geweld
- Modena 06/2017: - lancering van het waarnemingscentrum
  - bepaling van een werkmethode
- Brussel 09/2017: bekrachtiging van de vragenlijst
- Parijs 12/2017: voorstelling van de eerste resultaten
- Timisoara 06/2018: vervolg van de resultaten

→ Einde van Workpackage 1



# Vaststellingen

- Vertraging in de ontvangst van bepaalde vragenlijsten
  - Veel interessante informatie
  - Q1 et Q2 – Uiteenlopen van de antwoorden
    - Weinig vergelijkbare gegevens (referenties – ondervraagden...)
    - Gegevens artsen/alle gezondheidszorgbeoefenaars
    - 73 lijnen in Excel-referentietabel...
  - Q3 – Grote verscheidenheid van soorten voorstellen
  - Statistische globalisering moeilijk te realiseren
- Onmogelijk alle resultaten te analyseren en voor te stellen binnen de toegekende termijn !!!!



# Illustratie

1	CEOM FEEDBACK QUESTIONNAIRE AGRESSION 2017	GERMANY	SPAIN	BELGIQUE	AUSTRIA	CYPRUS	I
2							
3							
4	Data available?	yes	yes	yes	no	no	yes
	Means of gathering data	nationwide questionnaire survey	Council of physicians	National Council of Physicians aggression observatory since 07/2016 + University survey in 2017			
5	Year of reference	10/12 - 11/13	2016	07/2016-11/2017			
6	Number of reported cases	1281	495	105			
7	Place of aggression	office	yes	51%	50%		
8	Place of aggression	patient's home	yes	18%	18%		
9	Place of aggression	hospital	not included	17%	6%		
10	Place of aggression	telephone			14%		
11	Place of aggression	emergencies	not included	10%			
12	Type of aggression	verbal	yes	86,60%	42%		
13	Type of aggression	sexual	yes	no	0%		
14	Type of aggression	physical	yes	13,40%	25%		
15							
16	Type of aggression	psychological	yes	no	32%		
17	Type of practice	group	not included	8%	36%		
18	Type of practice	solo	yes	92%	40%		
19	Profile of physician	masculin	yes	42%	58%		
20	Profile of physician	feminin	yes	58%	42%		
21	Profile of physician	generalist			77%		
22	Profile of physician	specialist			13%		
23	Profile of physician	resident			5%		
24	Profile of physician	occupational			4%		
25	Profile of physician	ethnic background	yes	no			
26	Profile of physician	city or rural	yes	no			
27	Age of physician	<35	yes	15%			
28	Age of physician	36-45	yes	27%			
29	Age of physician	46-55	yes	30%			
30	Age of physician	56-65	yes	27%			
31	Profile of offender	masculin	yes	71%			
32	Profile of offender	feminin	yes	29%			
33	Profile of offender	known patient			50%		
34	Profile of offender	unknown patient			25%		

# Illustratie



1	CEOM FEEDBACK QUESTIONNAIRE AGRESSION	FRANCE	GREECE	ITALY	GD DE LUXEMBOURG	ROUMANIA	UK	SLOVENIA
2								
3								
4	Data available?	yes	no	yes	no	yes	yes	yes
5	Means of gathering data	National Council of Physicians aggression observatory since 2005		National Council of Physicians		national research in 2015 by National Council of Physicians		National Medical Chamber
6	Year of reference		seperate document???	2016-2017		2015	in general over het years	survey in 2008
7	Number of reported cases			30			15% of al NHS workers	36% of respondents (2161)
8	Place of aggression	office		medical guards			x	
9	Place of aggression	patient's home						
10	Place of aggression	hospital						
11	Place of aggression	telephone						
12	Place of aggression	emergencies						
13	Type of aggression	verbal				85% of all physicians		
14	Type of aggression	sexual			x			
15	Type of aggression	physical			physical, sometimes letal	10,2% of all physicians		
16	Type of aggression	psychological						x
17	Type of practice	group						x
18	Type of practice	solo		solo				
19	Profile of physician	masculin						
20	Profile of physician	feminin						
21	Profile of physician	generalist						
22	Profile of physician	specialist						
23	Profile of physician	resident						
24	Profile of physician	occupational						
25	Profile of physician	ethnic background						
26	Profile of physician	city or rural						
27	Age of physician	<35						
28	Age of physician	36-45			30-40			2 deaths
29	Age of physician	46-55						
30	Age of physician	56-65						
31	Profile of offender	masculin						2 deaths: males
32	Profile of offender	feminin						
33	Profile of offender	known patient						
34	Profile of offender	unknown patient						

# Illustratie



1	CEO M FEEDBACK QUESTIONNAIRE AGGRESSION 2017						
2							
3			GERMANY	SPAIN	BELGIQUE	AUSTRIA	CYPRUS
35	Profile of offender	other than patient			21%		
36	Profile of offender	criminal past			2%		
37	Profile of offender	substance abuse	yes	no	9%		
38	Profile of offender	mental disorder	not included	no	18%		
39	Reason for aggression	disagreement medical attention/intervention	not included	43%	10%		
40	Reason for aggression	delay	not included	15%			
41	Reason for aggression	disagreement prescription	not included	11%	18%		
42	Reason for aggression	disagreement decision			16%		
43	Reason for aggression	personal differences	not included	11%			
44	Reason for aggression	others	not included	18%	8%		
45	Reason for aggression	abuse			9%		
46	Reason for aggression	malfunctioning of centers	not included	5%			
47	Reason for aggression	financial					
48							
49							
50	Consequences of aggression	absence	not included	16%			
51		material damage	not included	10%	14%		
52		stress/fear			23%		
53		corporal injury			10%		
54							
55							

# Illustratie



1	CEOM FEEDBACK QUESTIONNAIRE AGRESSION	SPAIN	BELGIQUE	AUSTRIA	CYPRUS	FRANCE	GREECE	ITALY	GD DE LUXEMBOURG	ROUMANIA	UK
2											
3											
56	Prevention measures taken?										
	posters	Zero tolerance against health workers	yes	yes	yes	yes	no	yes	no	yes	yes
57	recommendations	Program of action against violence on doctors	recommendations from National Council of Physicians	only on hospital level	only on hospital level	seperate document			awareness campaigns in Bari and in hospitals		
58	recommendations	Instructions of the Ministry of the Internal Affairs against aggressions	Instructions of the Ministry of the Internal Affairs against aggressions								National Institute of Clinical Excellence has set up guidelines
59	recommendations										improve design of working environment
60	safety coordinator	in some hospitals	no			hospitals buy security services from private companies	safety coordinator at National Council of Physicians and security spokesmen in each Department				recording incidents
61	training in conflict management	yes	towards medical students, on demand	de-escalation training		National Council of Physicians has made an put at disposal 4 videos for local training		yes			provide training and info to staff, including conflict resolution training, telephone training
62	geolocation	no	no			tiral ongoing in Paris area					
63	other	legal advice in Medical Orders	national number for psychological aid						law 95/2006 on reform of health sector:		zero tolerance approach with yellow cards and a violent patient scheme with a special approach in case of persistent offenders
64	other	rules of action against aggressions	national contact point to declare aggressions						a fine or imprisonment from 6 months to 2 years for menaces (also in communication) against heath		redesign roles of staff members



# Bekomen antwoorden 13/16

Land	Vraag 1 (gegevens)	Vraag 2 (middelen/preventie)	Vraag 3 (voorstellen)
	JA		
	NEE		
	JA		
	NEE		
	JA		
	JA		
	NEE		
	JA		
	NEE		
	JA		



# Bekomen antwoorden 13/16

Land	Vraag 1 (gegevens)	Vraag 2 (middelen/preventie)	Vraag 3 (voorstellen)
	JA	NEE	
	NEE	NEE	
	JA	JA	
	NEE	JA	
	JA	JA	
	JA	JA	
	NEE	NEE	
	JA	JA	
	NEE	NEE	
	JA	JA	



# Bekomen antwoorden 13/16

Land	Vraag 1 (gegevens)	Vraag 2 (middelen/preventie)	Vraag 3 (voorstellen)
	JA	NEE	NEE
	NEE	NEE	JA
	JA	JA	JA
	NEE	JA	JA
	JA	JA	JA
	JA	JA	JA
	NEE	NEE	JA
	JA	JA	JA
	NEE	NEE	NEE
	JA	JA	JA
	JA	JA	JA
	JA	JA	NEE
	JA	JA	JA



# Volgende fase?

## Workpackage 2/3 → december 2018

- Eindanalyse van de bekomen resultaten
  - Aangepast model van verzameling gegevens?
    - Voorstellen van gemeenschappelijke preventiemiddelen?
  - Voorstel van verklaring van de CEOM



*Vă mulțumim pentru atenția dumneavoastră*



*Dank u voor uw aandacht*