



22 maggio 2019 | Villa Raby Corso Francia, 8 Torino

## LA VIOLENZA NEI LUOGHI DI CURA LE AGGRESSIONI CONTRO I LAVORATORI DELLA SANITÀ

# La violenza nei luoghi di cura: la dimensione del problema

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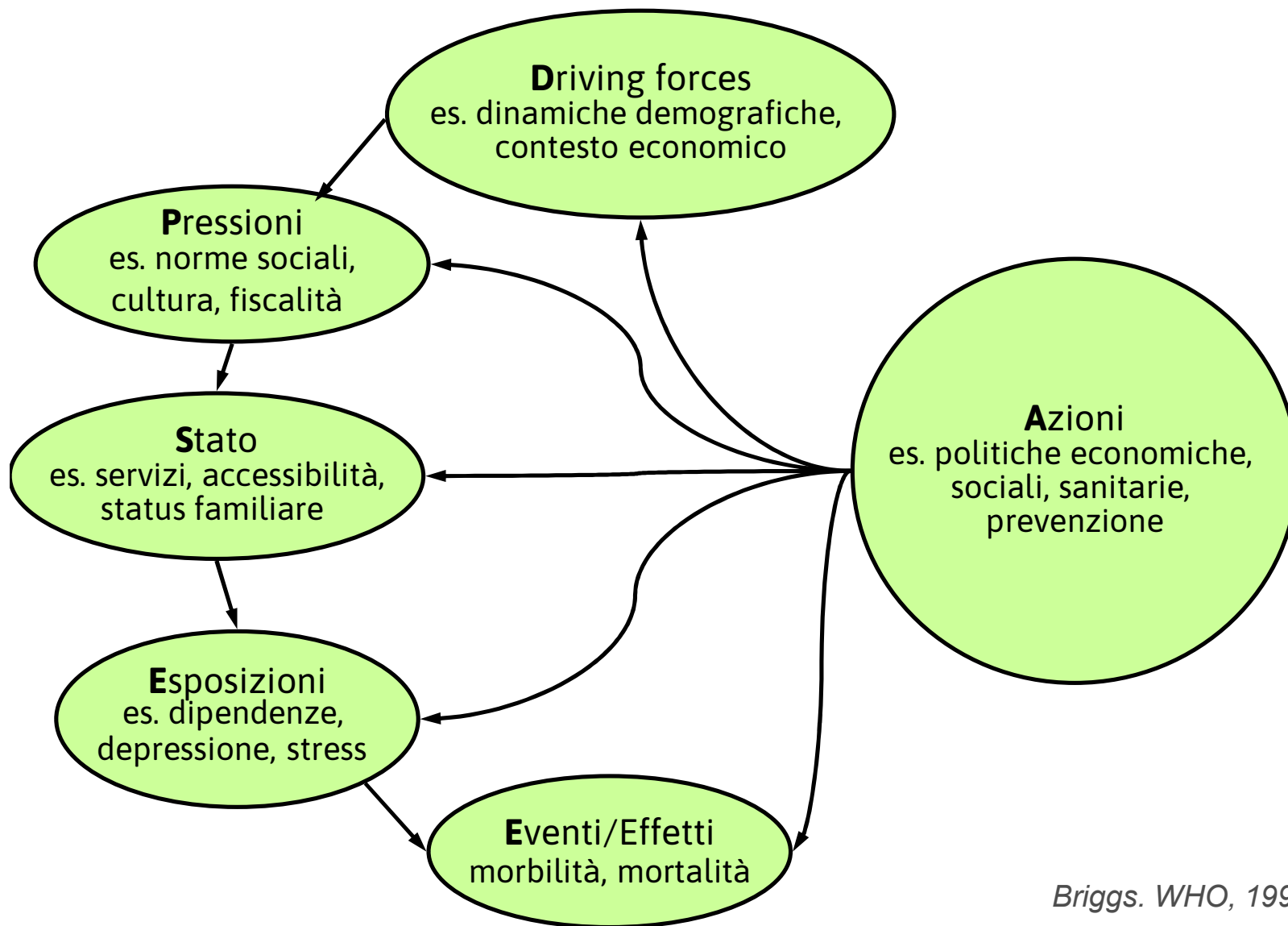
# Obiettivi

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- Presentare indicatori di violenza su operatori sanitari
- Discuterne i limiti di affidabilità
- Fornire spunti utili alla prevenzione



# Framework concettuale: fattori contestuali



# Fattori di rischio individuali e organizzativi

## ***Patient, Client and Setting-Related Risk Factors***

- Working directly with people who have a history of violence, abuse drugs or alcohol, gang members, and relatives of patients or clients;
- Transporting patients and clients;
- Working alone in a facility or in patients' homes;

## ***Organizational Risk Factors***

- Lack of facility policies and staff training for recognizing and managing escalating hostile and assaultive behaviors from patients, clients, visitors, or staff;
- Working when understaffed—especially during mealtimes and visiting hours;
- High worker turnover;
- Inadequate security and mental health personnel on site;
- Long waits for patients or clients and overcrowded, uncomfortable waiting rooms;
- Unrestricted movement of the public in clinics and hospitals; and
- Perception that violence is tolerated and victims will not be able to report the incident to police and/or press charges.

al design of the workplace that may vision or interfere with their escape from rooms, parking lots and other areas;<sup>4</sup> emergency communication; arms, knives and other weapons among families and friends; and neighborhoods with high crime rates.

# Workplace violence in different settings and among various health professionals in an Italian general hospital: a cross-sectional study

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Psychology Research and Behavior Management  
23 September 2016  
Number of times this article has been viewed

**Background:** Workplace violence (WPV) against health professionals is a global problem with an increasing incidence. The aims of this study were as follows: 1) to examine the frequency and characteristics of WPV in different settings and professionals of a general hospital and 2) to identify the clinical and organizational factors related to this phenomenon.

## REVIEW ARTICLE

# Review article: Workplace violence in the emergency department: A systematic review and meta analysis

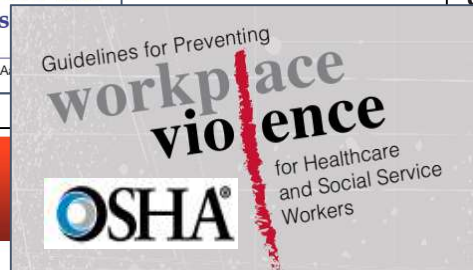
Shradha NIKATHIL<sup>1,2</sup> Alexander OLAUSSEN,<sup>1,2,3,4</sup> Robert A GOCENTAS,<sup>1,2</sup> Evan SYMONS<sup>5</sup> and Biswadev MITRA<sup>1,2,3</sup>

# BMJ Open Changes in prevalence of workplace violence against doctors in all medical specialties in Norway between 1993 and 2014: a repeated cross-sectional study

Ingrid Hjulstad Johansen,<sup>1</sup> Valborg Baste,<sup>1</sup> Judith Rosta,<sup>2</sup> Olaf G Aune,<sup>3</sup> Tone Morken<sup>1</sup>

# Violence and unsafety in a major Italian hospital: experience and perceptions of health care workers

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# Violenza nei confronti degli operatori sanitari

# Le aggressioni al personale sanitario, uno studio osservazionale nei medici dell'Ordine di Roma

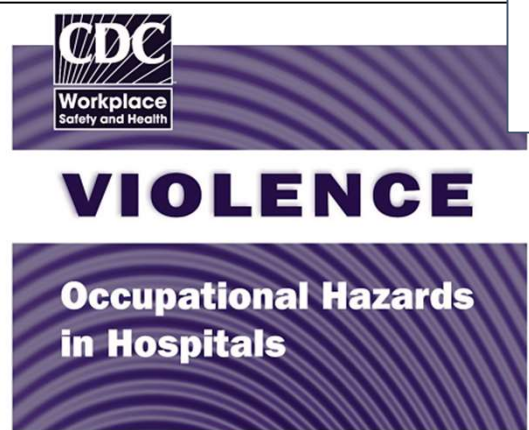
MARTE<sup>1</sup>, ERNESTO CAPPELLANO<sup>2</sup>, CRISTINA SESTILI<sup>1</sup>, ALICE MANNOCCI<sup>1</sup>,  
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## REVIEW ARTICLE

Dan L. Longo, M.D., Editor

# Workplace Violence against Health Care Workers in the United States

James P. Phillips, M.D.



Perpetrator, worker and workplace characteristics associated with patient and visitor perpetrated violence (Type II) on hospital workers: A review of the literature and existing occupational injury data<sup>☆</sup>

Lisa Pompeii<sup>\*</sup>, John Dement, Ashley Schoenfisch, Amy Lavery, Megan Souder, Claudia Smith, Hester Lipscomb  
The University of Texas, School of Public Health, 1200 Herman Pressler, RAS 6617, Houston, Texas 77030, USA



# Violence in the workplace: some critical issues looking at the health sector

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# Quanto è diffusa la violenza su operatori sanitari ospedalieri

	Rate per 100 FTEs
Work location	
University	4.82
Medical Center	1.58
Community	2.05
Hospital 1	
Community	1.53
Hospital 2	
Job title	
Public Safety	5.14
Nursing Aides	4.68
Nursing Inpatient	1.79
Respiratory Care	1.69
Physical/Occup Therapy	1.57
Radiology & Imaging	0.70
Other Clinical Tech/Prof	0.17
Work unit*	
Psychiatry	7.81
Police/Security	5.52
Float pool	4.48
Emergency	4.39
Neurology	3.43
Other adult inpatient	2.43
ICU/CCU	2.15
Respiratory care	1.76
PT/OT/Rehab	1.15

- Revisione 17 studi: 1,75 eventi/anno per 100 lavoratori
- Tassi più alti in:
  - lavoratori di sicurezza pubblica (5,14 per 100)
  - infermieri ausiliari (4,68 per 100)
  - infermieri di reparto (1,79 per 100)
  - medici o tecnici ( $\leq 2$  eventi per 100)

	Twelve-month prevalence	Physical Assault	Physical Threat	Verbal Abuse
		Adjusted PR (95% CI)	Adjusted PR (95% CI)	Adjusted PR (95% CI)
<b>Gender</b>				
Female	40.3 (1,728)	0.84 (0.67, 1.1)	1.0 (0.81, 1.3)	1.2 (1.0, 1.3)
Male	33.7 (341)	1.0	1.0	
<b>Race</b>				
Asian	41.1 (199)	0.77 (0.55, 1.1)	0.56 (0.38, 0.83)	0.95 (0.81, 1.1)
Black	28.7 (361)	0.64 (0.48, 0.86)	0.58 (0.43, 0.79)	0.87 (0.76, 1.0)
Hispanic/Latino	34.4 (144)	0.70 (0.46, 1.1)	0.50 (0.29, 0.84)	1.1 (0.90, 1.3)
Other	41.6 (52)	0.96 (0.54, 1.7)	0.72 (0.38, 1.4)	1.0 (0.79, 1.4)
Preferred not to answer	46.0 (217)	0.91 (0.66, 1.3)	1.1 (0.83, 1.5)	1.0 (0.89, 1.2)
White (ref)	42.8 (1,125)	1.0	1.0	1.0
<b>Age (years)</b>				
18 to 30	46.8 (449)	3.7 (1.8, 7.6)	2.8 (1.6, 5.2)	2.1 (1.5, 2.8)
31 to 40	45.3 (606)	3.6 (1.8, 7.2)	2.8 (1.6, 4.9)	1.9 (1.5, 2.5)
41 to 50	38.9 (559)	2.5 (1.2, 5.0)	2.1 (1.2, 3.5)	1.7 (1.3, 2.2)
51 to 60	31.3 (398)	1.9 (0.93, 3.8)	1.0 (0.57, 1.8)	1.4 (1.0, 1.8)
61 years and older (ref)	21.0 (71)	1.0	1.0	1.0
<b>Years in Profession</b>				
< 1	24.9 (97)	0.41 (0.24, 0.70)	0.30 (0.17, 0.54)	0.58 (0.46, 0.74)
1 to 5	44.9 (650)	1.1 (0.87, 1.4)	0.80 (0.61, 1.1)	1.0 (0.89, 1.2)
6 to 10	39.8 (344)	1.2 (0.92, 1.5)	0.79 (0.60, 1.1)	0.93 (0.81, 1.1)
11+ (ref)	37.6 (1,004)	1.0	1.0	1.0
<b>Occupational Group</b>				
Administrative (ref)	25.9 (177)		1.0	1.0
Food Service, Housekeeping	9.3 (26)	— <sup>d</sup>	— <sup>d</sup>	0.37 (0.24, 0.58)
Nurse	53.8 (1,063)	11.5 (5.4, 24.3)	4.1 (2.5, 6.6)	1.6 (1.4, 1.9)
Nurses Aide, Patient Sitter, Patient Transporter	45.8 (246)	13.4 (6.2, 28.8)	3.3 (1.9, 5.7)	1.3 (1.0, 1.6)
Nurse Manager, Unit Manager	42.1 (108)	4.9 (2.0, 12.2)	4.1 (2.4, 7.2)	1.3 (1.0, 1.6)
Pharmacist, Pharmacy Tech	10.5 (15)	— <sup>d</sup>	— <sup>d</sup>	0.33 (0.19, 0.59)
Physical Therapist, Med Tech, Patient Tech		5.6 (2.6, 12.3)	1.9 (1.1, 3.3)	0.83 (0.68, 1.0)
Physician, NP, PA <sup>e</sup>	46.1 (77)	2.9 (0.97, 8.4)	4.7 (2.6, 8.4)	1.3 (1.0, 1.8)

USA, 2015

Pompeii, 2015

# Violenze auto-riferite su medici

## Norvegia, 1993-2014

	Threats of violence							Real acts of violence						
	1993			2014			RR	1993			2014			RR
	Total	Experienced		Total	Experienced			Total	Experienced		Total	Experienced		
N	n	%	N	n	%		N	n	%	N	n	%		
<b>Gender</b>														
Male	1808	986	54.5	659	335	50.8	0.99	1770	461	26.0	654	158	24.2	0.93
Female	740	354	47.8	474	239	50.4	1.07	718	168	23.4	468	110	23.5	0.86
(Missing)	(80)			(25)				(140)			(36)			
<b>Age group</b>														
<35	548	290	52.9	129	63	48.8	0.93*	537	120	22.3	131	20	15.3	0.36
35-54	1657	924	55.8	567	280	49.4	0.93	1616	442	27.4	562	132	23.5	0.85
55+	330	120	36.4	437	233	53.3	1.28	322	66	20.5	429	117	27.3	1.20
<b>Specialty</b>														
General practice	848	546	64.4	272	167	61.4	0.95	828	232	28.0	270	68	25.2	0.77
Laboratory medicine	123	23	18.7	79	25	31.6	1.69	122	7	5.7	78	11	14.1	2.25
Internal medicine	391	151	38.6	319	128	40.1	1.04	382	65	17.0	318	57	17.9	1.01
Surgery	376	148	39.4	205	87	42.4	0.47	368	67	18.2	204	44	21.6	1.31
Psychiatry	148	118	79.7	143	107	74.8	0.94	145	92	63.4	141	65	46.1	0.75
Public health	147	92	62.6	54	33	61.1	0.98	139	48	34.5	52	11	21.2	0.56



# Quanto è diffusa la violenza in Italia?

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## Indagine ANAOO/Assomed 2018 (1.280 medici)

- 65% dichiara di essere stato vittima di aggressioni, di cui:
  - 66,2% riferisce aggressioni verbali
  - 33,8% riferisce aggressioni fisiche
  - dati più alti nel Sud e nelle Isole
  - medici più a rischio in Pronto soccorso e 118 (violenze in 80,2%)
- Rispetto alle aggressioni fisiche, particolarmente colpiti sono:
  - medici dei reparti di psichiatria/SERT (34,1% di tutte le aggressioni)
  - medici di Pronto soccorso/118 (20,3% di tutte le aggressioni)

# Rischi di violenze per reparto e qualifica

<b>Variable* (reference category)</b>	<b>Odds ratio</b>	<b>Standard error</b>	<b>Probability</b>	<b>Confidence interval 95%</b>
<b>Health units (service of psychiatric diagnosis and treatment)</b>				
Cardiovascular medicine	0.11	0.08	0.004	0.07–1.14
Metabolic medicine	0.04	0.03	0.000	0.02–0.48
Rehabilitation medicine	0.01	.01	0.000	0.00–0.20
Gastroenterology	0.16	0.13	0.031	0.00–0.08
Neurology	0.02	0.02	0.000	0.03–0.85
Cardiology/ cardiovascular rehabilitation	0.05	0.04	0.000	0.00–0.12
Geriatrics/post-acute geriatric treatment	0.16	0.12	0.013	0.01–0.23
Post-acute extensive phase rehabilitation	0.13	0.11	0.015	0.04–0.68
Orthopedics	0.12	0.11	0.016	0.02–0.67
Vascular surgery	0.05	0.04	0.000	0.02–0.67
General surgery	0.09	0.07	0.002	0.00–0.25
Neurosurgery	0.14	0.13	0.032	0.02–0.43
Neurological and post- surgery intensive care	0.05	0.03	0.000	0.01–0.20
<b>Health profession (physician)</b>				
Nurse	2.72	0.94	0.004	1.38–5.34
Nursing assistant	3.29	1.41	0.005	1.42–7.62

# Determinanti di violenze su medici

	Tutte le aggressioni OR (95%C)	Violenza fisica	Violenza verbale o psicologica	Atti di vandalismo
<b>Sesso</b>				
Femmine			1.53 (.16-2.02)	
Maschi (rif.)			1	
<b>Età</b>				
	0.97 (0.96-0.99)		0.98 (0.97-0.99)	
<b>Ospedale pubblico</b>				
No	1		1	
Yes	1.44 (0.98-2.11)		1.46 (1.10-1.95)	
<b>Ospedale privato</b>				
No	1			
Yes	1.89 (1.14 – 3.14)			
<b>Contratto a tempo ind.</b>				
No	1	1		1
Yes	2.11 (1.46-3.05)	2.10 (1.36-3.24)		2.57 (1.36-4.86)
<b>Contratto convenzionato</b>				
No	1			1
Yes	2.21 (1.46 – 3.33)			2.40 (1.19-4.83)
<b>Struttura terr. SSN</b>				
No	1	1	1	
Yes	2.08 (1.36 – 3.18)	1.63 (1.03-2.57)	1.48 (1.05-2.09)	
<b>Emergenza territoriale</b>				
No	1	1	1	
Yes	3.39 (1.14 – 10.05)	3.10 (1.40-6.81)	2.62 (1.19-5.78)	

Roma, 2014

Marte, 2019

# Violenze auto-riferite di MMG per setting

Form of aggression	Practice	House visit	Home visit	On-call service	
	4-10	20-23	30-32	Practice 95-100	House visit 70-77
	Ever/ 12 months	Ever/ 12 months	Ever/ 12 months	Ever/ 12 months	Ever/ 12 months
No aggression experienced	16%/38%	67%/86%	77%/91%	70%/84%	61%/81%
Verbal insult/abuse (l)	73%/48%	29%/12%	21%/6%	26%/13%	34%/17%
Threat/intimidation (m)	30%/17%	10%/3%	4%/2%	9%/4%	17%/7%
Slight physical violence (m)	9%/3%	4%/1%	4%/2%	2%/< 1%	7%/2%
Sexual harassment (m)	15%/9%	4%/1%	1%/1%	2%/1%	2%/1%
- Female doctors	25%/15%	6%/2%	3%/2%	5%/2%	4%/3%
- Male doctors	9%/5%	2%/1%	-/-	1%/< 1%	1%/< 1%
Damage to property, theft (m)	54%/34%	3%/1%	1%/< 1%	7%/4%	3%/1%
Reputational damage, libel/slander on the internet					
At least one form of moderate aggression	67%/44%	13%/4%	7%/4%	15%/8%	19%/8%
Pronounced physical aggression (s)	4%/2%	2%/< 1%	3%/1%	1%/-	3%/1%
Threat with object or weapon (s)	4%/1%	2%/< 1%	<1%/-	1%/< 1%	4%/1%
Attack with object or weapon (s)	2%/1%	1%/< 1%	1%/< 1%	1%/< 1%	2%/1%
Sexual abuse (s)	1%/< 1%	<1%/< 1%	<1%/< 1%	-/-	-/-
Stalking (s)					
At least one form of serious aggression	9%/3%	4%/1%	3%/1%	2%/< 1%	6%/2%

## Caratteristiche degli aggressori di MMG

Characteristic (No. of missing data)	Slight (n = 171)	Moderate (n = 185)	Serious/very serious (n = 93)	Total (n = 449)
Perpetrator: male sex(14)	81%	79%	81%	80%
Age of perpetrator in years (20)	48 (16)	44 (15)	43 (14)	45 (16)
<b>Group of persons (19)</b>				
- Patient	76%	69%	75%	73%
- Patient's relative	17%	23%	13%	18%
- Patient and relative	2%	2%	1%	2%
- Other	5%	6%	11%	7%
<b>Consciousness-altering factors in perpetrator (3)</b>				
- None	37%	28%	20%	30%
- Alcohol	12%	17%	13%	14%
- Drugs	7%	6%	4%	6%
- Mental illness	21%	21%	22%	21%
- Alcohol and drugs	2%	3%	4%	3%
- Alcohol and mental illness	4%	2%	8%	4%
- Drugs and mental illness	2%	2%	2%	2%

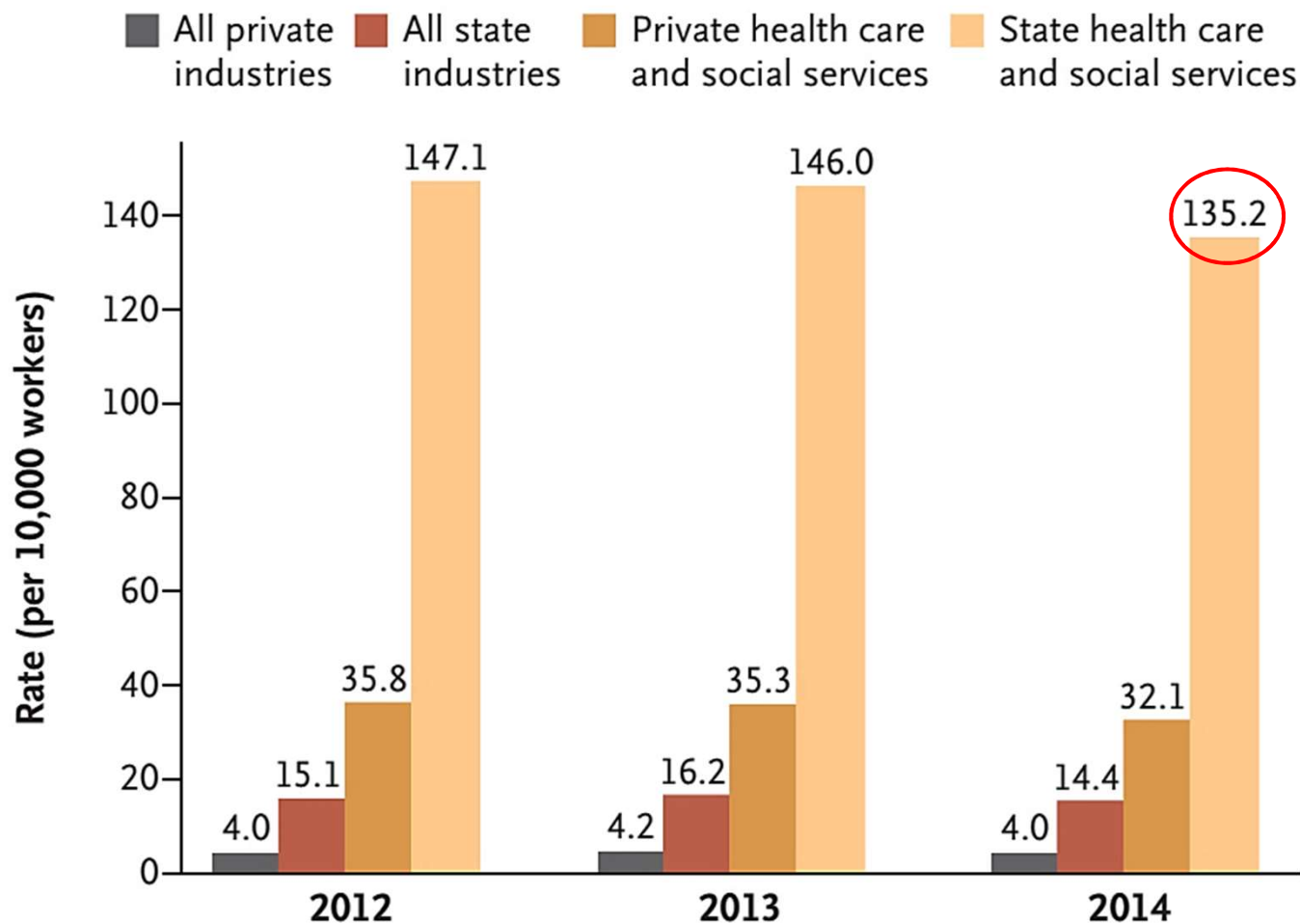
## Sottostima del problema

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- **Medici:** mancata notifica nel 75% dei casi
- **Infermieri:** mancata notifica nel 70%
- **Motivi:**
  - mancano attività di censimento mirate
  - non sono definite procedure standardizzate per la gestione
  - le vittime temono conseguenze professionali negative:
    - essere considerate incapaci di adattarsi alle situazioni o di stabilire buone relazioni con il paziente
- più probabile tacere se l'operatore abbia avuto la sensazione di non essere stato in precedenza adeguatamente ascoltato e tutelato

# Tassi di violenze con assenze dal lavoro

## USA, 2012-2014



Phillips, 2016

# Infortuni sul lavoro da aggressioni a operatori sanitari

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## Eventi riconosciuti INAIL. Piemonte

<b>Anno</b>	<b>n</b>	<b>% sul totale</b>
2010	289	7,7
2011	360	10,0
2012	348	10,6
2013	277	10,5
2014	219	8,6
2015	255	9,9
2016	228	9,3



# Infortuni sul lavoro da aggressioni a operatori sanitari

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## Eventi riconosciuti INAIL per qualifica professionale

<b>Qualifica Professionale</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Medici	2,4	1,7	4,0	4,3	2,3	3,1	2,6
Infermieri	23,5	17,2	14,7	15,5	11,9	12,9	14,5
Personale Tecnico	4,8	6,7	7,8	14,8	17,4	16,9	20,6
Ausiliari sanitari	58,8	64,7	61,8	59,6	63,0	62,4	57,9
Amministrativi	6,6	6,7	6,6	2,5	3,2	2,0	2,2
Altro	3,8	3,1	5,2	3,2	2,3	2,7	2,2
<b>TOTALE</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

# Infortuni sul lavoro da aggressioni a operatori sanitari

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## Eventi riconosciuti INAIL per setting lavorativo

<b>Ateco2007</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Ospedali, case di cura e studi medici	40,8	33,1	29,0	27,1	23,3	26,3	22,8
Strutture di assistenza residenziale	28,0	31,4	32,2	36,5	40,6	36,5	42,1
Assistenza sociale non residenziale	31,1	35,6	38,8	36,5	36,1	37,3	35,1
<b>TOTALE</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

# Esiti delle aggressioni a operatori sanitari

## Eventi riconosciuti INAIL 2016

<b>Esito</b>	<b>n</b>	<b>%</b>
Senza inabilità temporanea	3	84,6
Inabilità temporanea da 4 a 7 giorni	57	
Inabilità temporanea da 8 a 20 giorni	99	
Inabilità temporanea da 21 a 30 giorni	20	
Inabilità temporanea da 31 a 40 giorni	14	
Inabilità temporanea > 40 gg	17	15,4
Inabilità permanente fino a 5%	15	
Inabilità permanente da 6% a 15%	3	
Inabilità permanente da 16% a 33%	0	
Inabilità permanente maggiore da 34% a 59%	0	
<b>TOTALE</b>	<b>228</b>	<b>100</b>

# Riflessioni

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- trend probabilmente stabile ma elevato under-reporting
- aumenta la percezione di gravità del problema
- rilevante occorrenza di eventi al di fuori dei setting di cura
- importanza dei fattori organizzativi e di gestione degli eventi

