大台北地區急診護理人員受暴之先驅研究

A Pilot Study of Violence on Emergency Department Nurses in Taipei

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摘要

背景與目的：層出不窮的急診護理人員暴力事件為發展急診醫學之一大隱憂。本研究調查近一年內大台北地區急重症護理人員遭受暴力之盛行率，並探討急診護理人員暴力發生原因及其所遭受之暴力問題特性。方法：研究對象由台北縣（市）衛生局急救責任醫院資料中之醫院分層級隨機抽樣，針對急重症單位全體護理人員於民國九十五年二月至民國九十五年五月期間進行問卷調查。結果：急診護理人員受暴情況是顯著較為嚴重的。急重症護理人員於一年內曾受到暴力攻擊之盛行率分別為 65.1%及 33.6%，且皆以遭受到病患本人及病患家屬之暴力傷害居多。暴力型態在言語暴力以遭受到大聲辱罵最多；在身體暴力方面，急診護理人員主要是受到用手推及被以院內之物品攻擊（如病歷等）居多。在物品濫用方面，病人酒精(P<0.05)及藥物(P<0.05)使用為急診部門護理人員受暴之可能危險因子。在急診暴力發生地點以檢傷分類區(66.4%)和留觀區(44.3%)最多；暴力發生原因則以病人喝醉酒、等候看診醫師時間太久、質疑醫療處置不適當及醫師病患之間溝通不良為主。結論：急診護理人員於職場受暴情形是非常嚴重的。本研究之結果，可提供相關單位作為職場安全管理參考，促使急診護理人員遠離暴力。

Abstract

Background and Objectives: Violent events in the emergency department (ED) on the nursing staff have become a major issue for the improvement of health care safety in the work place. We investigated the percentage of nursing staff critically assaulted in the Taipei, Taiwan area during a 1-year period, and discussed the reasons for the violence on the ED nursing staff. Methods: Subjects in this study were chosen randomly from various levels of the ED according to the department of health of the Taipei city government and the public health bureau of the Taipei county government. The chosen samples were stratified sampling. The nursing staff from the ED and intensive care unit (ICU) were in the study from February 2006 through May 2006. Results: The findings of the violence experienced by the ED nursing staff were more serious than expected. The prevalence of the violent attacks suffered by the ED and ICU nursing staff within the year were 65.1% and 33.6%, respectively. Moreover, the violence mostly came from the patient himself/herself or from the family members of the patients. The nursing staff were attacked using objects such as the patients' medical history reports. In addition, alcohol and drug abuse were potential risk factors in the patients ($P < 0.05$). The main areas of the violent attacks were the triage area (66.4%) and the observation area (44.3%). The reasons for the violence included drunken patients, long wait times, and inappropriate communication and treatment between the patient and doctor. Conclusion: Violence in the work place is very serious for the ED nursing staff. The results of this study are crucial and provide evidence of violence to authorities and interested groups who need to know that safety in the work place is a serious concern. Meanwhile the main motivation for doing this study was to keep the ED nursing staff safe and away from the violence.