

Annex

Questionnaire on violence in emergency departments: Example of HPD UAS

Date

1. What is your gender?

Male Female

2. How old are you?

Under 25 years Between 25 and 35 years old Between 35 and 44 years old

Between 45 and 54 years old Over 55 years old

3. You are

Doctor Nurse Nurse's Assistant ASH Cashier Agent Stretcher Bearer Student Switchboard Operator

4. What department do you currently work in?

Emergencies Resuscitation Medicine

Surgery Psychiatry Block

5. How long have you been practising your profession?

1 year 1 - 5 years 5 - 10 years More than 10 years

6. How long had you worked in the emergency department?

1 year 1 - 5 years 5 - 10 years More than 10 years

7. Did you work in the emergency room of;

Day Night alternating day/night

8. Have you been a victim of violence in your workplace?

Yes No

9. Yes, number of times:

Once Twice Three or more times

10. What type of violence have you been exposed to?

Physical Verbal Threat by stabbing

Threat by firearm

11. Among the physical violence you suffered, was it about:

Blow Slap Shod Bite

Pinching spitting scratching

Stabbing wounds Firearm wounds

Damage to equipment Far-fetched

12. Among the verbal violence you suffered, was it about:

Of rudeness of insults threats

Aggressive gestures Intimidation Moral harassment

Sexual harassment Creeping Other (specify)

13. When were you attacked:

Day Night Both

14. The perpetrator of this attack was:

The patient A patient's parent A companion

Knowledge of the patient working in the hospital

A man a woman

15. What did you do in the face of this violence?

Nothing I got angry I asked the person to stop

I called a colleague I ran away

I spoke to my supervisor about it

I have spoken to the police/gendarmerie about it Others (Specify)

16. What did you do afterwards?

Nothing A written report to the hierarchy

File a complaint Consult a psychologist

Consult an occupational health practitioner

Report the assault as a workplace accident Other (Specify)

17. Do you think that the organization of your work encourages the occurrence of violence?

Yes No

18. If so, are the factors related to the service:

Insufficient material resources insufficient or inadequate staff

Low-skilled staff Insufficient or unsuitable space and premises

Lack of dialogue and communication between colleagues Lack of teamwork Lack of alarm system

Work in an open place violence Other (Specify)

19. If so, are the factors related to work:

Work overload Poorly organized staff turnover

Working alone Lack of experience

Everyone's task is ill-defined

Lack of training on violence management Other (Specify)

20. If Yes, what are the main situations of aggression?

Fear for one's life or that of one's parent/caregiver Long waiting time

Dissatisfaction of the patient/family/companions

Poor care of patients

Work with people in distress (psychiatric illness, drug addiction, alcohol, TS, handcuffed...)

Lack of dialogue, communication, information (staff/patients - family)

Poor patient reception conditions Uncomfortable waiting room

21. What were the immediate consequences of the attacks:

Stress Fear Feelings of guilt

Feeling insecure Other (specify)

22. What were the delayed consequences of the attacks:

Anxiety Depression Insomnia

Increased consumption of coffee, tea, sleeping pills, alcohol

Substance abuse exhaustion gastric disorders

Mistrust and/or fear of agitated patients post-traumatic syndrome

Loss of confidence and low self-esteem No

Other (specify)

23. What have been the consequences of the assaults on work:

Difficulty returning to the same job Sick leave Change of job Demotivation Decreased efficiency Repeated absences from work None

Other (Specify)

24. Do you think that medical and psychological care is necessary after such an event?

Yes No

Can you propose some measures/actions to prevent the occurrence of situations of violence?.

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