

BULLY AND HARASSMENT IN HEALTHCARE INDUSTRY: WHAT ARE OUR ROLES IN PREVENTION

Technical Update, Academy of Occupational &
Environmental Medicine, Malaysia (AOEMM)

16 July 2019

Auditorium Hospital Sungai Buloh, Selangor



DR. AZLIHANIS BINTI ABDUL HADI

Occupational Health Physician
Senior Principal Assistant Director UD56
Occupational Safety And Health Unit
Quality In Medical Care Section
Medical Development Division
Ministry of Health

- ❑ INTRODUCTION
- ❑ DEFINITION
- ❑ WORLDWIDE SCENARIO
 - ❑ INTERNATIONAL
 - ❑ LOCAL
- ❑ LAW RELATED TO WORKPLACE VIOLENCE (WPV)
- ❑ HOW TO DEAL WITH IT

INTRODUCTION

- ◎ Workplace violence (WPV) including harassment and bullying can impact an employee's psychological safety and the overall psychological health and safety of the workplace.
- ◎ In many jurisdictions, employers have a general duty to protect employees from risks at work. This duty can mean both physical harm and mental health.
- ◎ Health workers are at high risk of violence all over the world. Between 8% and 38% of health workers suffer physical violence at some point in their careers*. Many more are threatened or exposed to verbal aggression. Most violence is perpetrated by patients and visitors.

*World Health organization (WHO)

KEKERASAN FIZIKAL

SEMASA

Kontraktor tampar lengan doktor wanita dipenjara sebulan

Rabu, 9 Januari 2019 3:40 PM



KUALA LUMPUR: Seorang kontraktor dijatuhi hukuman penjara sebulan oleh Mahkamah Majistret Ampang kerana menampar lengan kiri seorang doktor wanita ketika cuba menenangkan lelaki itu semasa proses mengambil darah anaknya di Hospital Ampang.

Majistret Haslinda A. Raof menjatuhkan hukuman itu ke atas Shafudin Sulong, 40, selepas dia mengaku bersalah dengan sengaja mendatangkan kecederaan terhadap seorang doktor wanita berusia 32 tahun di Bilik 1, Zon Hijau Jabatan Kecemasan dan Trauma, Hospital Ampang, pada 3.20 pagi, 6 Jan lalu.

Mahkamah memerintahkan bapa anak satu itu menjalani hukuman penjara tersebut bermula hari ini.

Pertuduhan mengikut Seksyen 323 Kanun Keseksaan yang memperuntukkan hukuman penjara maksimum setahun atau denda maksimum RM2,000 atau kedua-duanya.

Terdahulu, Shafudin yang tidak diwakili peguam memohon mahkamah mengenakan hukuman denda ke atasnya dengan alasan dia hanya menolak lengan mangsa sahaja.

Bagaimanapun, Timbalan Pendakwa Raya Raihanah Abdul Razak memohon hukuman setimpal berbentuk pengajaran kerana kesalahan yang dilakukan tertuduh adalah serius selain doktor itu hanya cuba untuk menenangkannya.

Mengikut fakta kes, pada hari kejadian, tertuduh dan isterinya membawa anak lelaki mereka yang berusia lima tahun ke Hospital Ampang untuk mendapatkan rawatan sebelum mangsa yang merupakan doktor di hospital itu terdengar bunyi bising dari Bilik 1, Zon Hijau Jabatan Kecemasan.

Doktor wanita itu kemudian memasuki bilik itu dan melihat seorang jururawat sedang mengambil darah anak tertuduh, namun lelaki yang tidak berpuas hati dengan proses pengambilan darah itu bertindak

#VIRAL / TULAR DI MEDIA SOSIAL

[REDACTED] didakwa melakukan kelucahan melampau terhadap seorang pesakit lelaki berusia 20 tahun.



Pegawai perubatan didakwa lakukan kelucahan melampau

[REDACTED] didakwa melakukan kelucahan melampau terhadap seorang pesakit lelaki berusia 20 tahun.

[REDACTED]

Like · Comment · Share

👍 1,078 people like this.

Most Relevant

↪ 56 shares



Write a comment...



[REDACTED] I know this doctor so well..A very dedicated one..dia nk psg tiub kencing je..mmg kna pegang bahagian sulit tu..hbs tu nk dctor prmpuan ke yg psg?Ihaish...what a stupid story..boleh saman malu tu.

Like · Reply · 👍 112 · 15 hrs

↪ 1 Reply



#VIRAL / TULAR DI MEDIA SOSIAL



Kata Dato Norhizan, pihak JKN Kedah memandang serius tuduhan yang dilemparkan oleh lelaki tersebut dan satu siasatan menyeluruh telah diadakan bagi mendapatkan gambaran sebenar kejadian yang berlaku. Menurut kejadian, lelaki tersebut bersama-sama dengan isterinya yang hamil 37 minggu hadir ke Hospital Langkawi pada pukul 2.20 pagi pada 21 Mac untuk membuat pemeriksaan kerana mendakwa mengalami kesakitan

Selepas Cubaan Dimalukan Di Media Sosial Hingga Jadi Kes Polis, “Jururawat Di Sebalik Pintu” Dirai Penuh Beradab

By Almaswa Haji Cha Ros - April 4, 2018

448



DEFINITION & TERMINOLOGY

◎Violence (Kekerasan):

- Any conduct including **physical** assaults or **threat** of assault, **verbal** or **written** attacks intended to make **damage** or cause **psychological harm** to the victim

◎Harassment (Gangguan):

- Any form of unwanted behaviour through **oral, physical, touch** or others that usually performed **persistently** or **a single instance**

◎Staff Ministry of Health (MOH):

- Any employee who is in the Ministry of Health Malaysia regardless in the **public sector** or **contract** or **concessionaire**

◎Bully (Buli):

- Workplace bullying is unreasonable and **inappropriate behaviour** directed towards a worker or a group of workers that creates a risk to health and safety.
- By definition, bullying is behaviour that is **repeated over time** or occurs as part of a **pattern of behaviour**, rather than a single episode.
- It is about **psychological power**
- It includes behaviour that **intimidates, offends, victimizes, threatens, degrades, insults or humiliates**.
- Bullying can take psychological, social and physical forms.
- It is not the **perpetrator's intention**, but the **victim's perception**, that is key to determining whether bullying has occurred.

◎Harassment (Gangguan):

- Harassment is unwanted, unwelcome or uninvited behaviour that makes a person feel **humiliated, intimidated or offended**.
- Harassment can be related to a person's **ethnicity, gender, sexual orientation, disability**, or other factors such as whether a person has made a complain

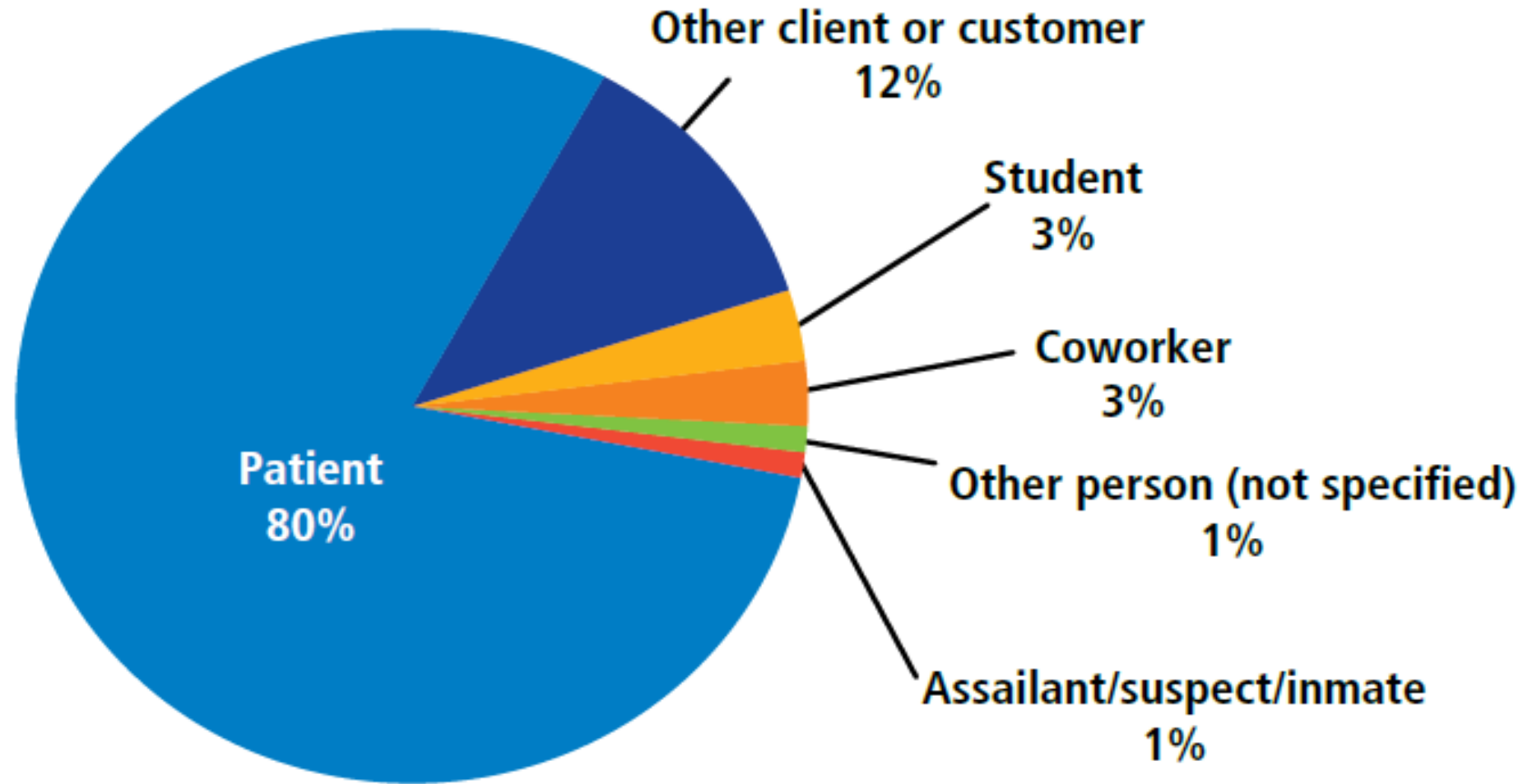
TYPES OF WORKPLACE VIOLENCE (WPV)

- Physical (hitting/vandalism/spitting)
- Verbal (*ancaman/ kata – kata kesat*)
- Writing (*surat ancaman/viral di media sosial*)
- Cyber bullying
- Sexual Harassment



WORLDWIDE SCENARIO

Healthcare Worker Injuries Resulting in Days Away from Work, by Source



Data source: Bureau of Labor Statistics (BLS), 2013 data. These data cover three broad industry sectors: ambulatory healthcare services, hospitals, and nursing and residential care facilities. Source categories are defined by BLS.

Prevalence of Workplace Violence Against Health-Care Professionals in China: A Comprehensive Meta-Analysis of Observational Surveys.

Lu L^{1,2}, Dong M^{1,2}, Wang SB^{3,2}, Zhang L^{4,5,6,2}, Ng CH⁷, Ungvari GS^{8,9}, Li J^{10,11}, Xiang YT¹.

⊕ Author information

Abstract

BACKGROUND: In China, workplace violence (WPV) toward health-care professionals has been a major concern, but no meta-analysis on this topic has been published. This study is a meta-analysis of the pooled prevalence of WPV against health-care professionals in China and its associated risk factors.

METHOD: English- (PubMed, PsycINFO, and Embase) and Chinese-language (Chinese National Knowledge Infrastructure, WanFang, and SinoMed) databases were systematically searched. Data on the prevalence of WPV and the subtypes of violence experienced by health-care professionals in China were extracted and pooled using random-effects models.

FINDINGS: A total of 47 studies covering 81,771 health-care professionals were included in the analyses. The overall prevalence of WPV from 44 studies with available data was 62.4% (95% confidence interval [CI] = [59.4%, 65.5%]). The estimated prevalence of physical violence, psychological violence, verbal abuse, threats, and sexual harassment were 13.7% (95% CI [12.2%, 15.1%]), 50.8% (95% CI [46.2%, 55.5%]), 61.2% (95% CI [55.1%, 67.4%]), 39.4% (95% CI [33.4%, 45.4%]), and 6.3% (95% CI [5.3%, 7.4%]), respectively. Males were more likely to experience WPV than females.

INTERPRETATION: WPV against health-care professionals appears to be a significant issue in China. Relevant policies and procedures related to WPV should be developed. Staff should be provided with adequate training, education, and support to implement violence management policies to ensure safety at the workplace.

KEYWORDS: China; health-care professionals; meta-analysis; workplace violence

WORKPLACE VIOLENCE (WPV) IS WIDESPREAD IN HEALTHCARE PROFESSIONS

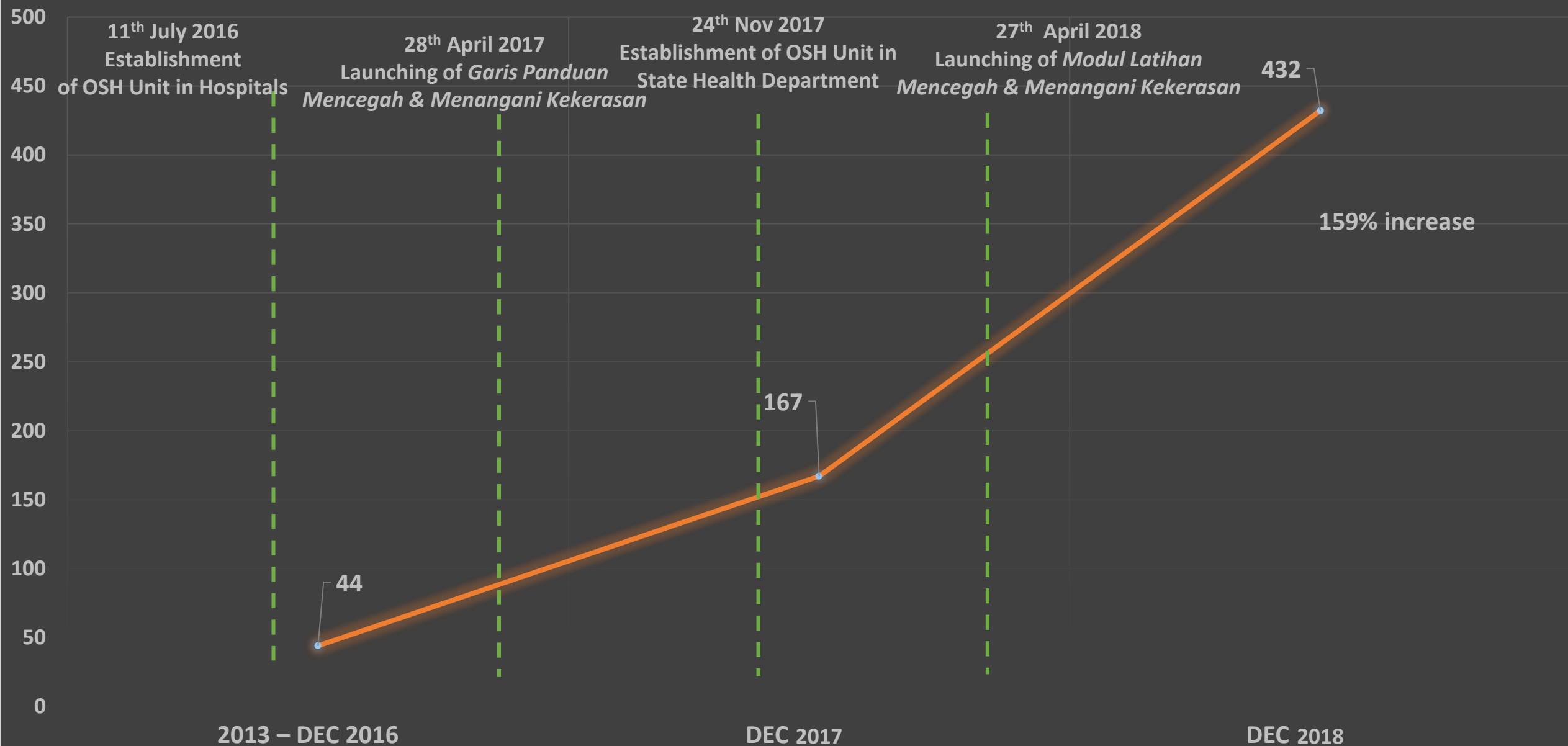
Prevalence Of WPV Among Healthcare Occupations:

- 21 percent of registered **nurses** and **nursing students** reported being **physically assaulted** - and over 50 percent **verbally abused** - in a 12-month period

- American Nurses Association's Health Risk Appraisal survey of 3,765 registered nurses and nursing students, 2014

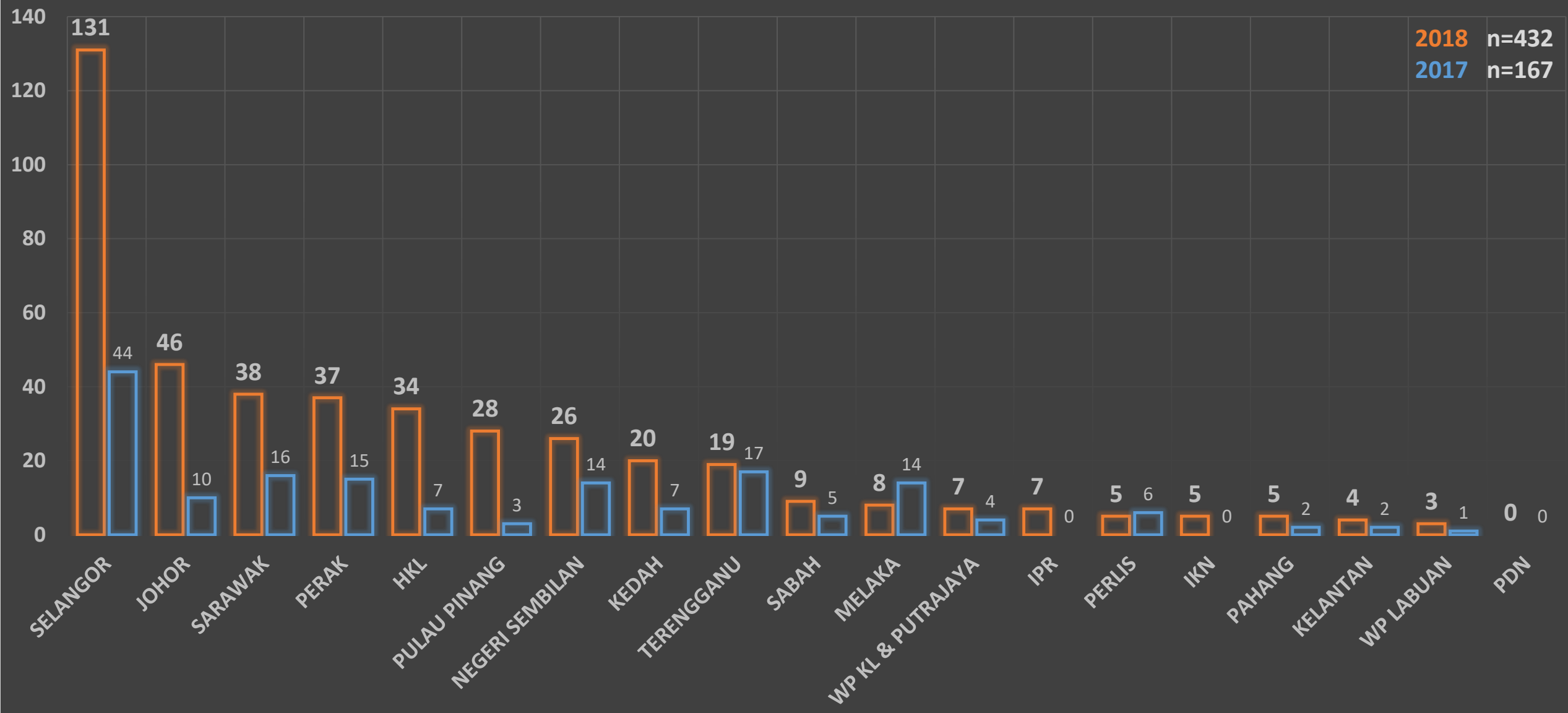
MALAYSIA SCENARIO

NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY YEARS

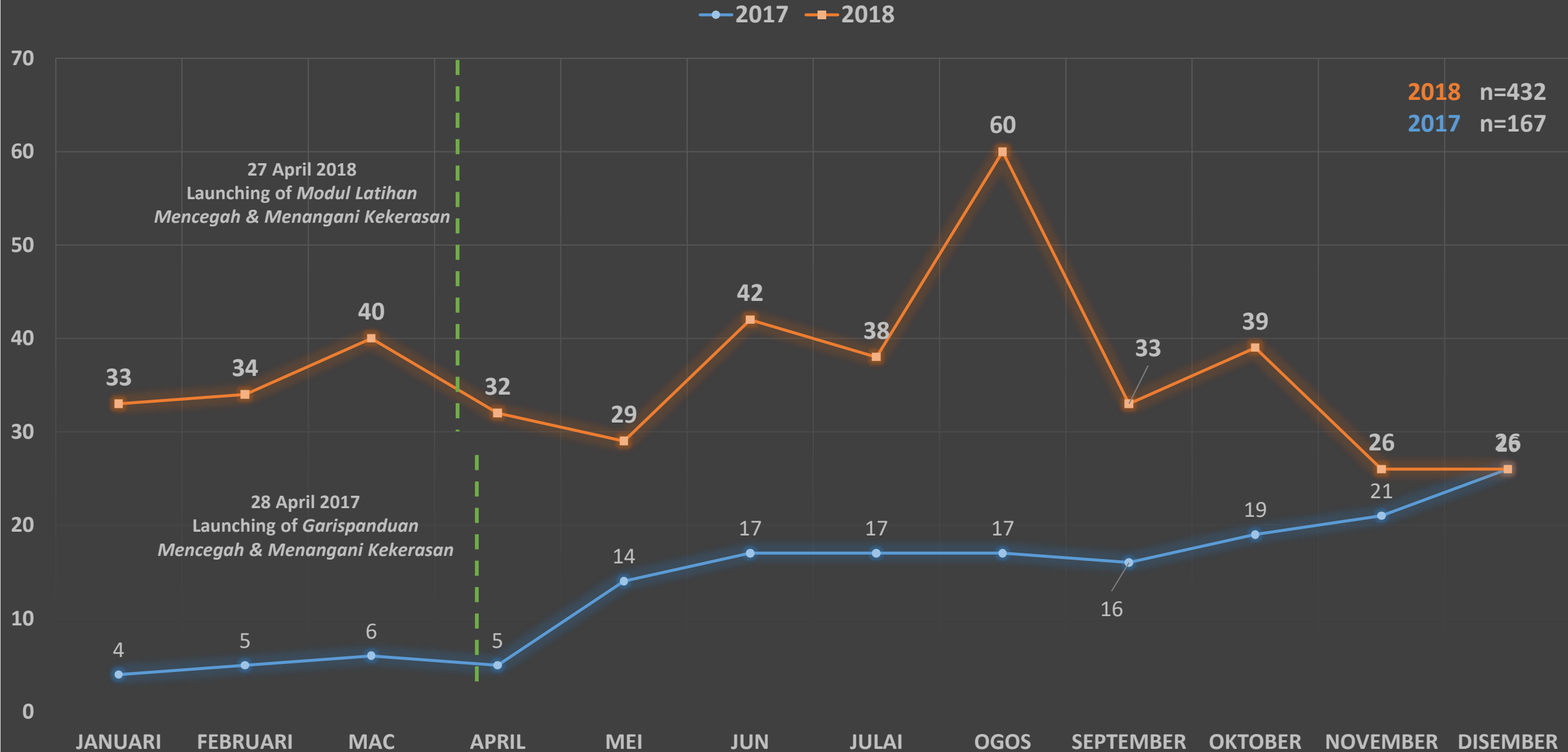


NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY STATE IN 2017 & 2018

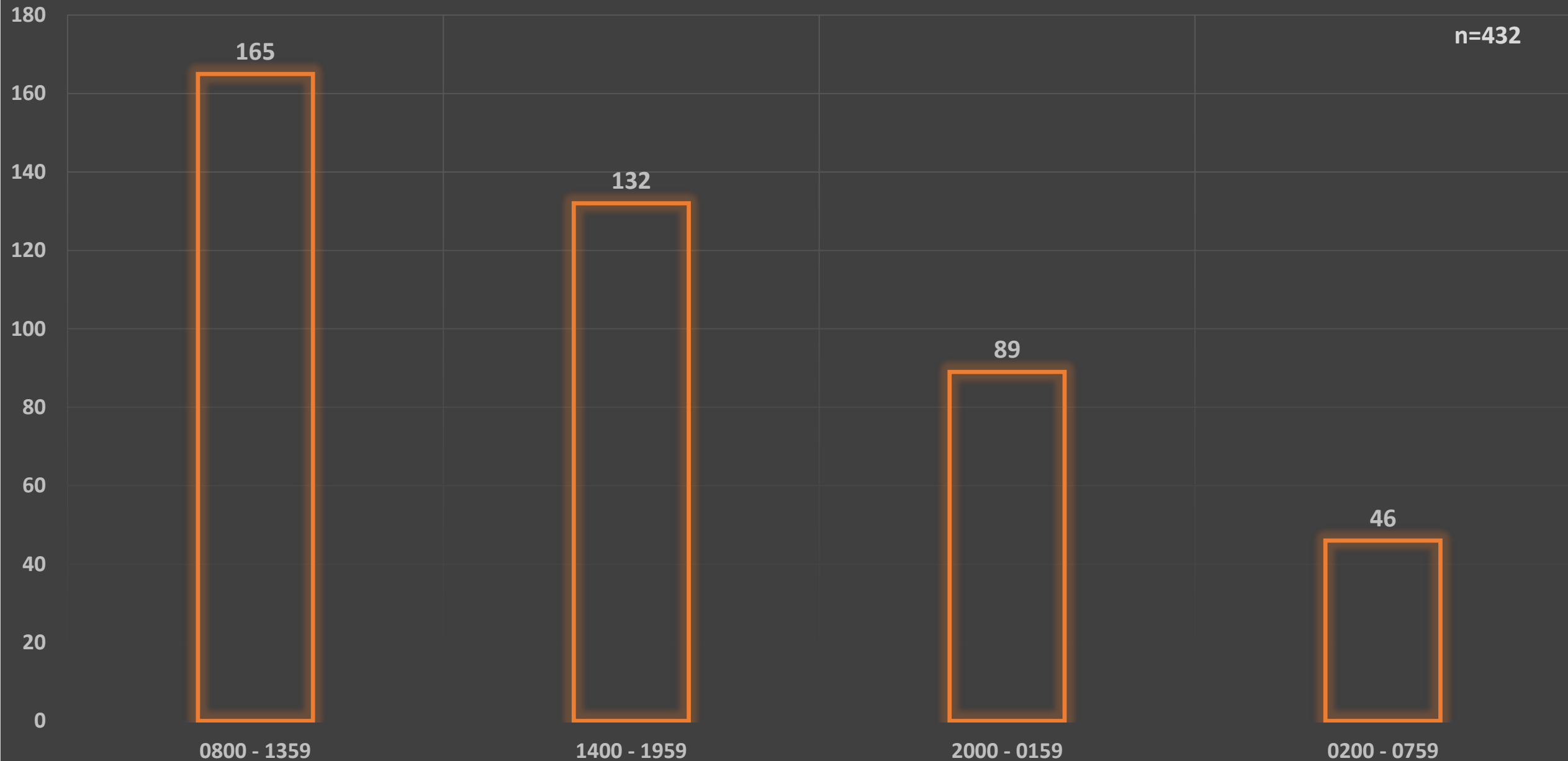
2018 2017



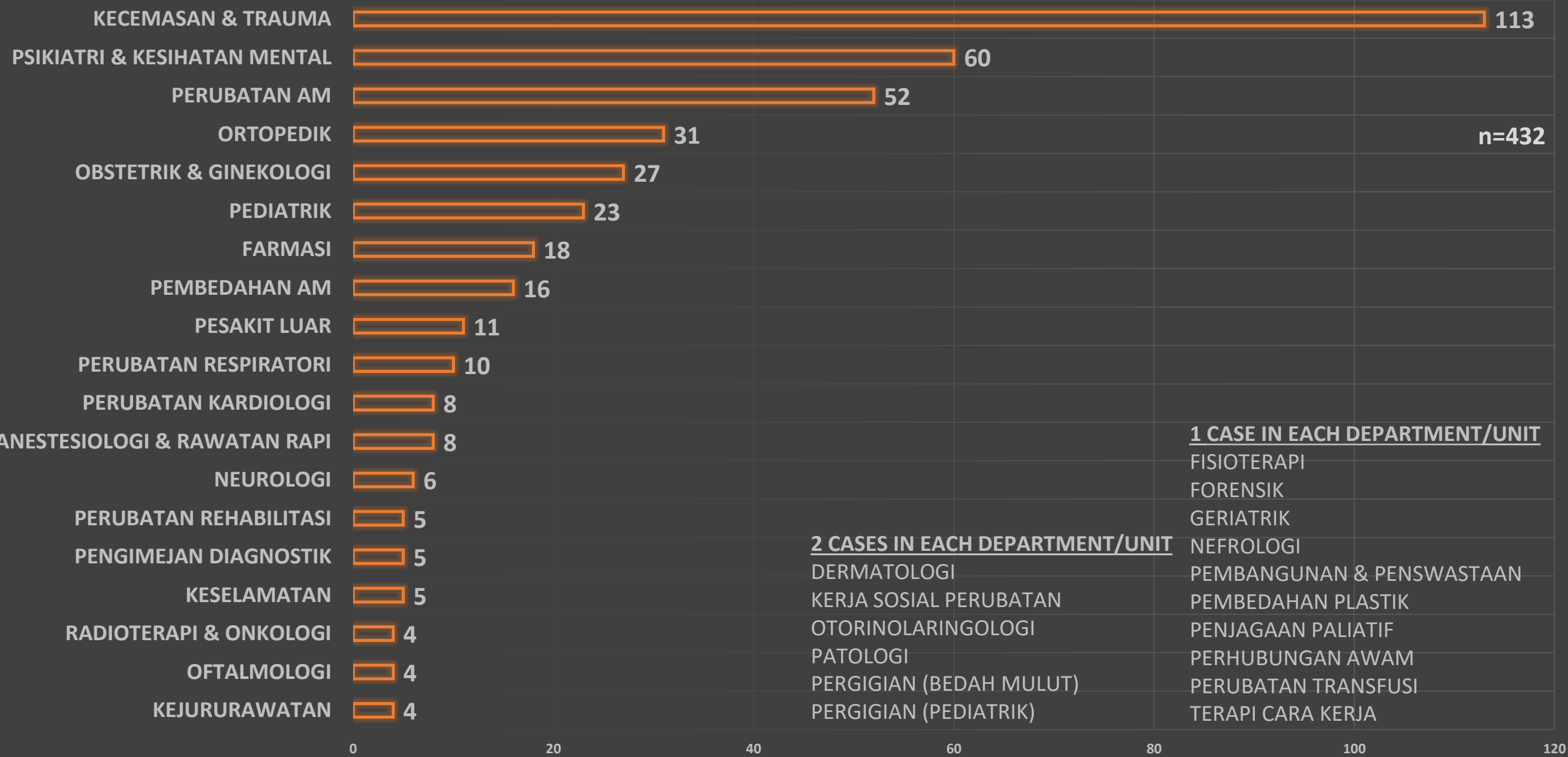
NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY MONTH IN 2017 & 2018



NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY TIME OF INCIDENT IN 2018

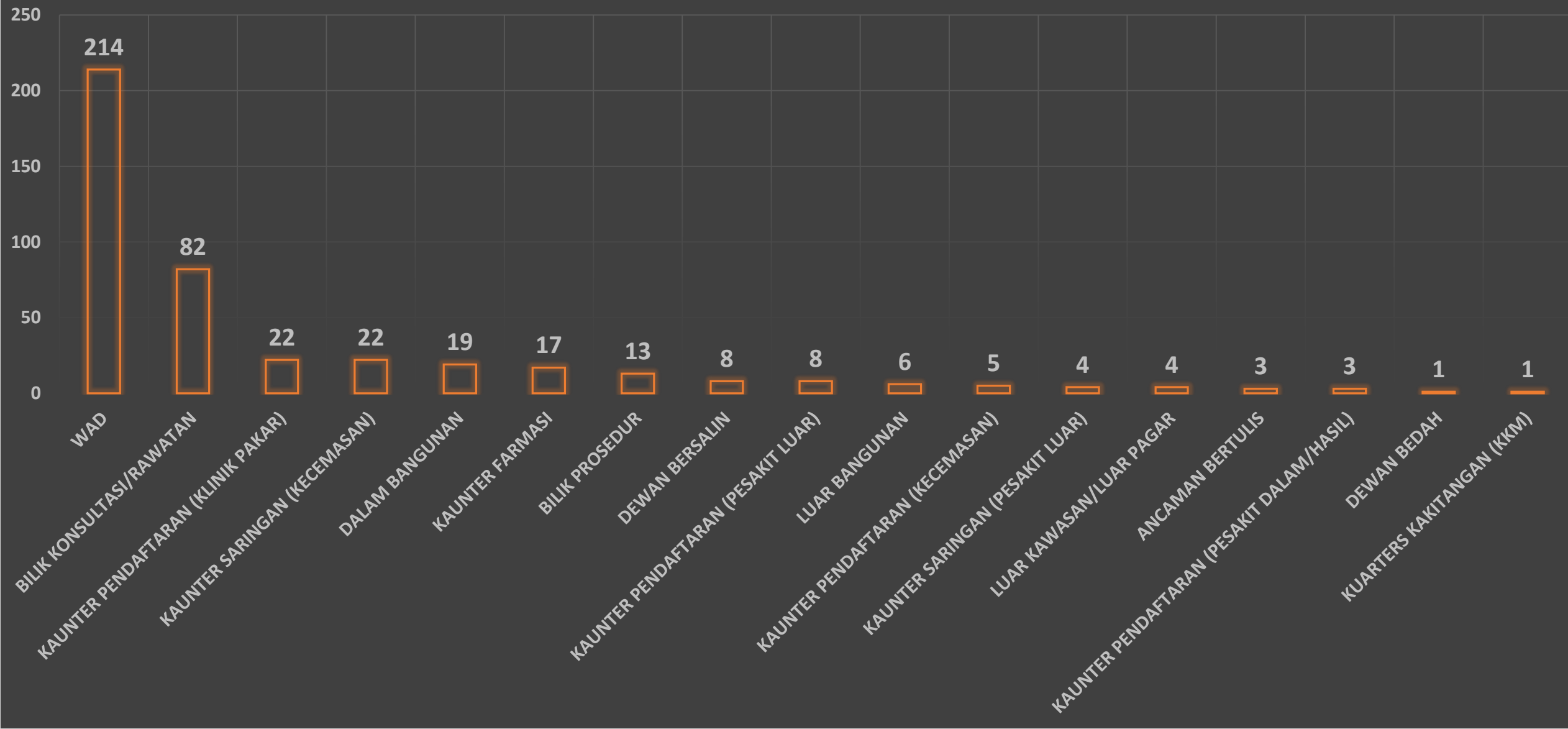


NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY DEPARTMENT/UNIT IN 2018



NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY LOCATION OF INCIDENT IN 2018

n=432



The Risk Factors of Workplace Violence among Healthcare Workers in Public Hospital

Nursyafiqah Zainal¹, Imiza Rasdi¹, Suhainizam Muhamad Saliluddin²

¹ Department of Environmental and Occupational Health, Faculty of Medicine and Health Sciences, Universiti Putra Malaysia, 43400 Serdang, Selangor, Malaysia

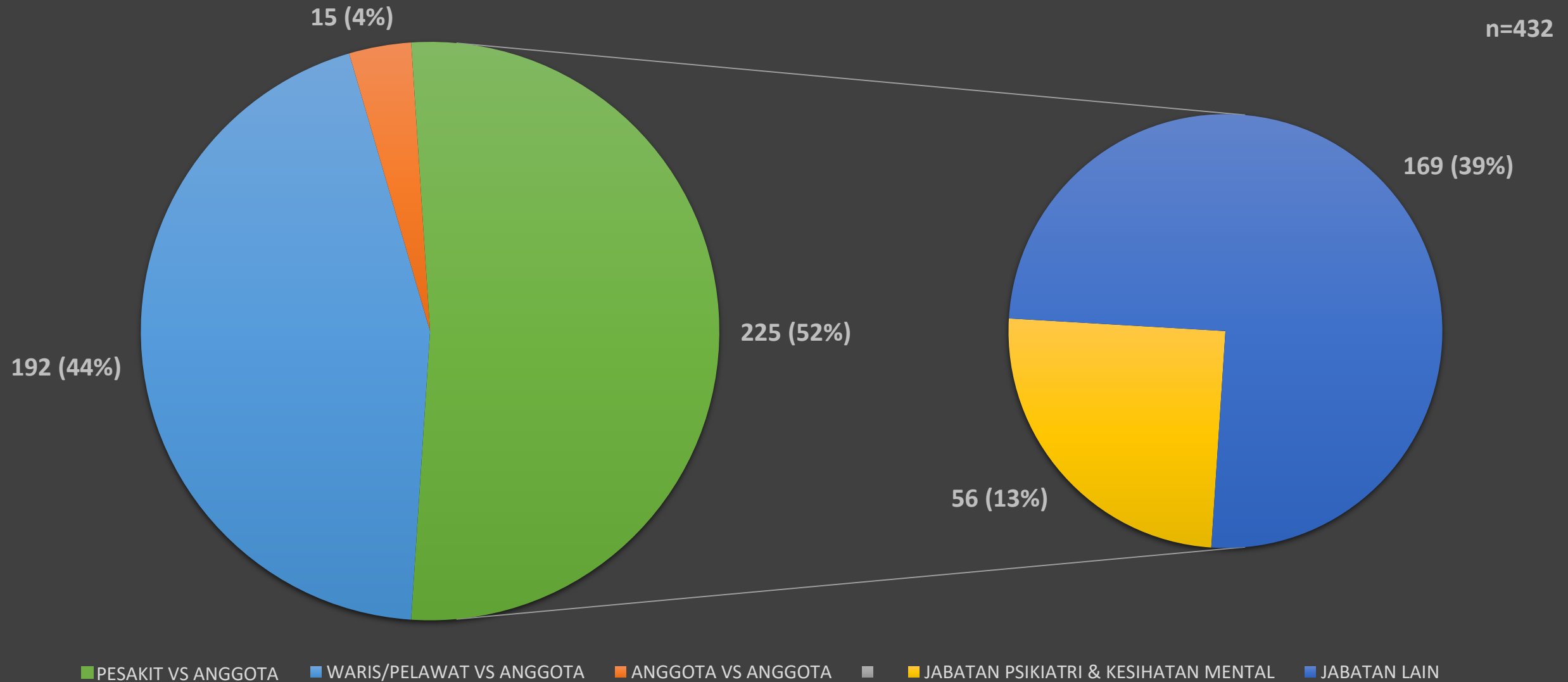
² Department of Community Health, Faculty of Medicine and Health Sciences, Universiti Putra Malaysia, 43400 Serdang, Selangor, Malaysia

ABSTRACT

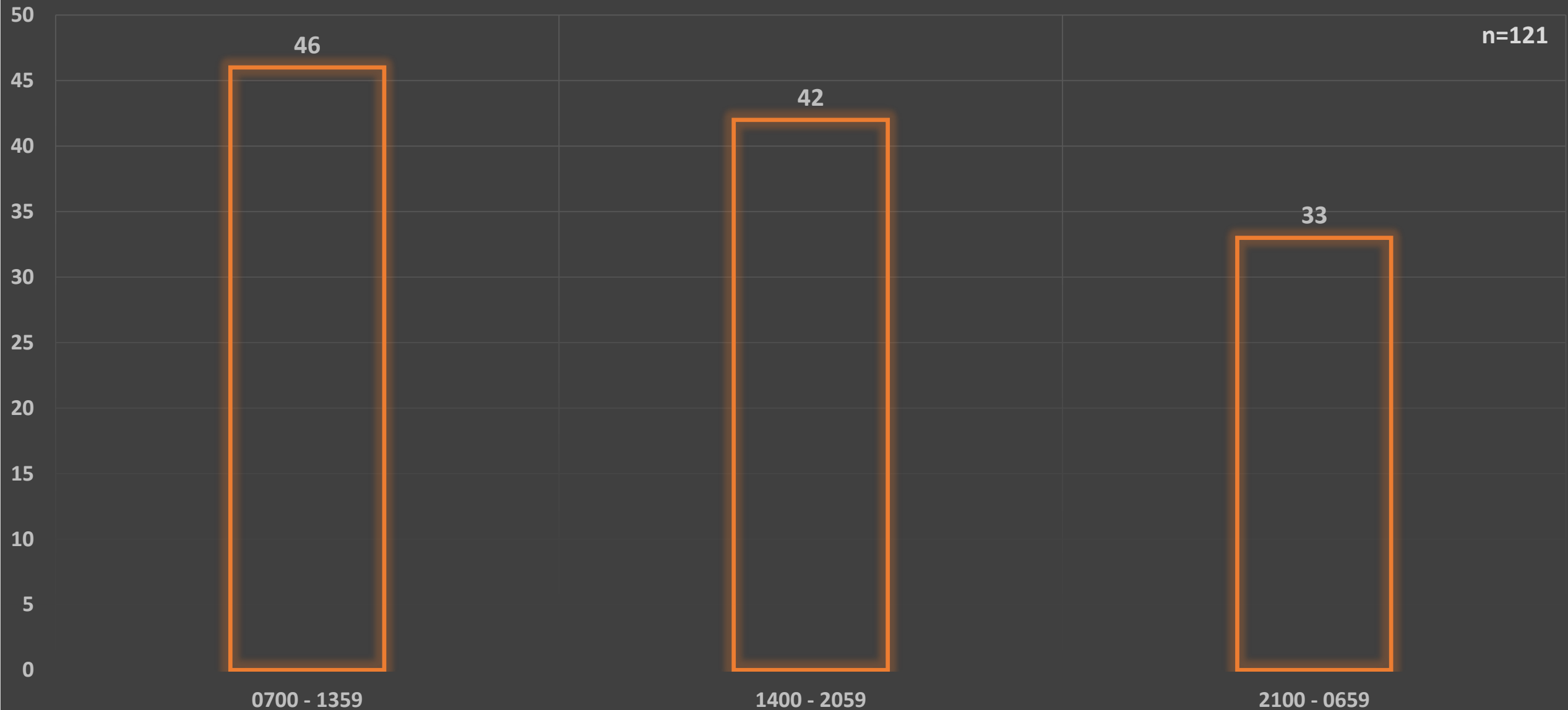
Introduction: Workplace violence become a global concern and perceived as a very serious safety and health hazard especially in healthcare setting. The aim of this study was to determine the prevalence of workplace violence and its associated risk factors among healthcare workers in public hospital. **Methods:** This was a cross-sectional study which involved 136 randomly selected respondents among doctors and nurses in a public hospital in Kuala Lumpur. Data was gathered through a self-administered questionnaire consisted of two standardized questionnaire; Workplace Violence (WPV) and Job Content Questionnaire (JCQ-27). **Results:** The response rate was 91%. The prevalence of reported WPV was 71.3% where nurses (73.2%) had slightly higher prevalence than doctors (69.2%). The most common forms of WPV was verbal abuse (70.6%), followed by bullying/mobbing (29.4%), physical violence (11.0%), and sexual harassment (6.6%). The perpetrators were mostly among relatives of patients and visitors followed by the patients. Multiple logistic regression shows that respondents working in Accident and Emergency (A&E) Department was 17 times more likely to report workplace violence than those working in Pediatric Department. Also, for every 1 year younger, respondents were 5 times more likely to experience workplace violence controlling for other factors. **Conclusion:** The prevalence of workplace violent among respondents were high and most common among young workers, especially nurses and those working in A&E Department. Hence, further assessment should be carried out to reduce the identified risk factors and to find ways of solving this issue.

Keywords: Healthcare workers, Clinical setting, Psychosocial hazard, Occupational aggression

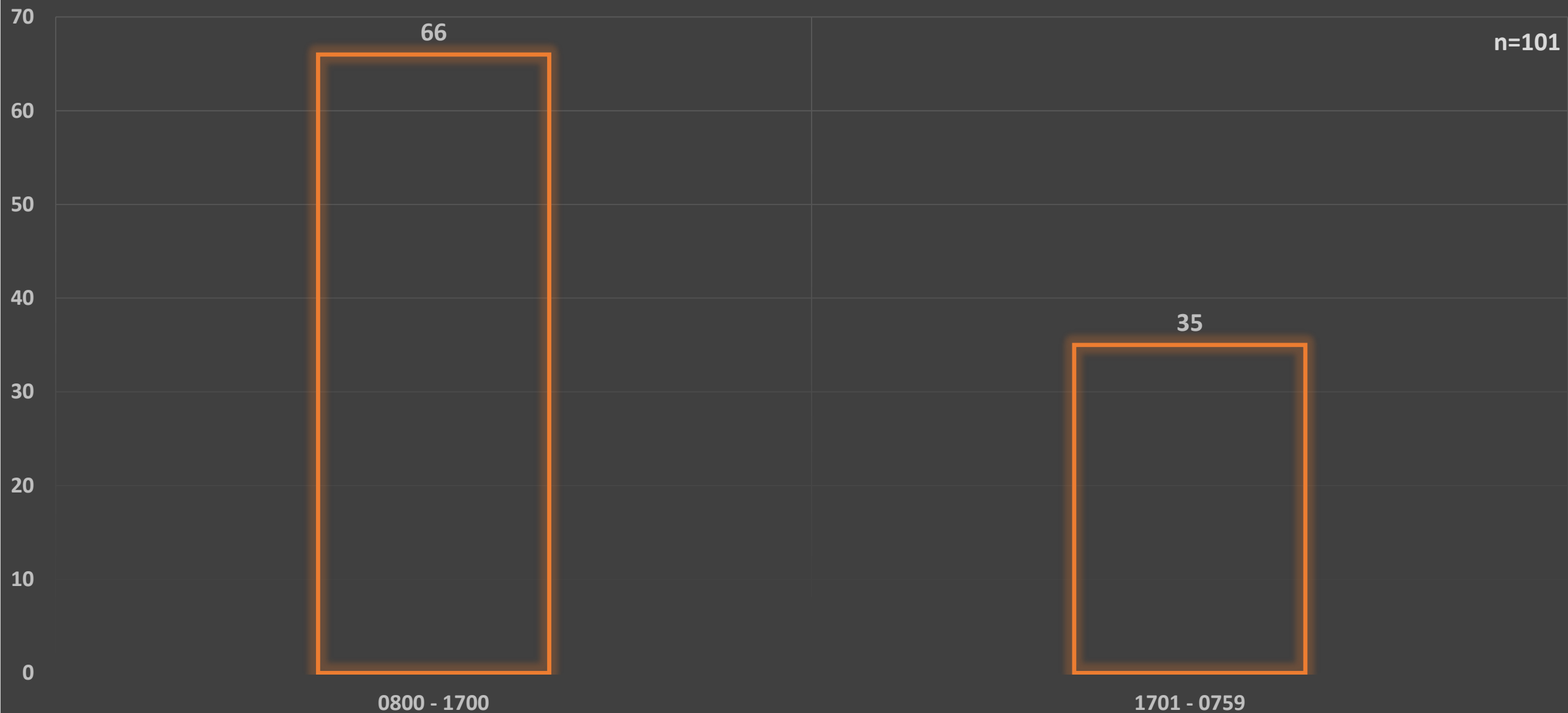
NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY PERPETRATOR CATEGORY IN 2018



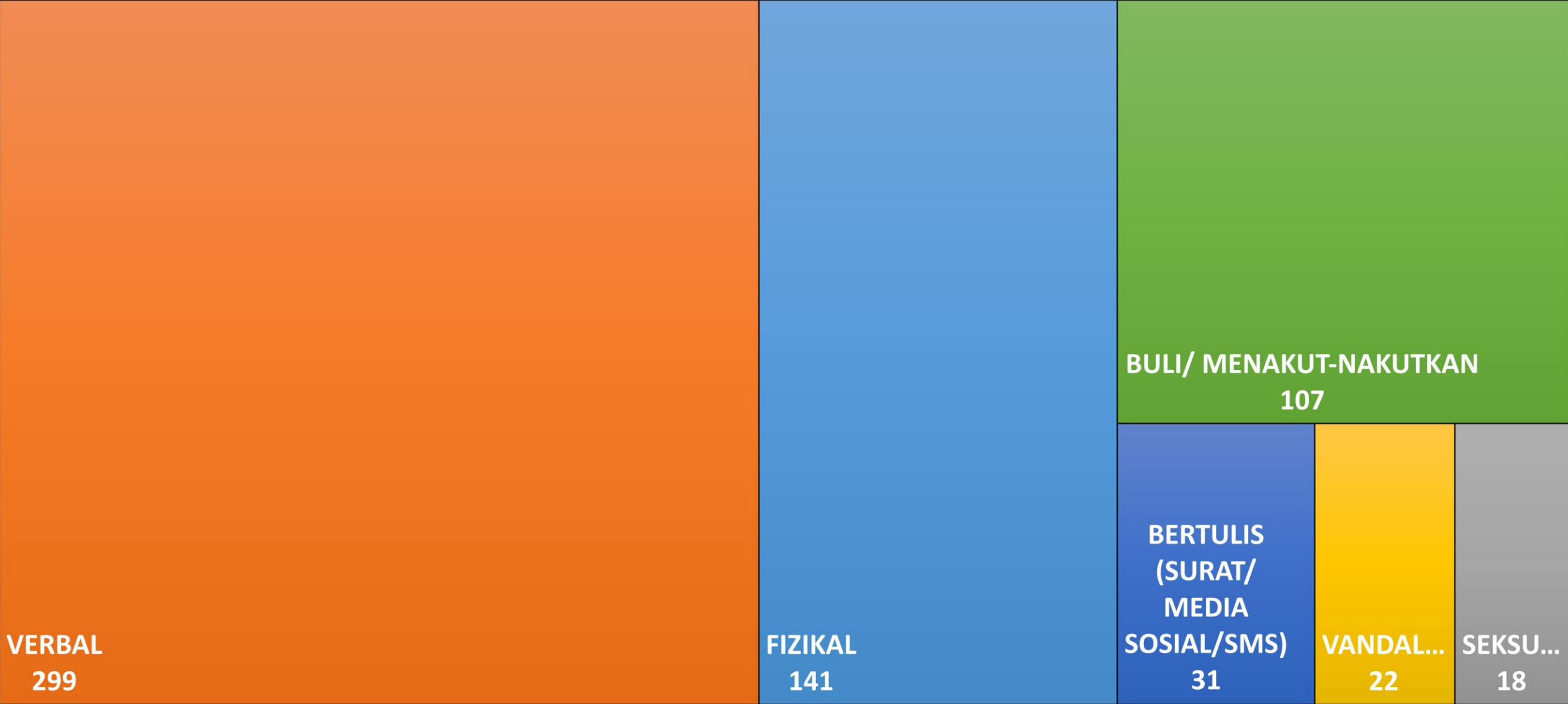
NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN
HOSPITAL & MEDICAL INSTITUTION (MOH) BY SHIFT (JURURAWAT TERLATIH)
IN 2018



NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY SHIFT (PEGAWAI PERUBATAN) IN 2018



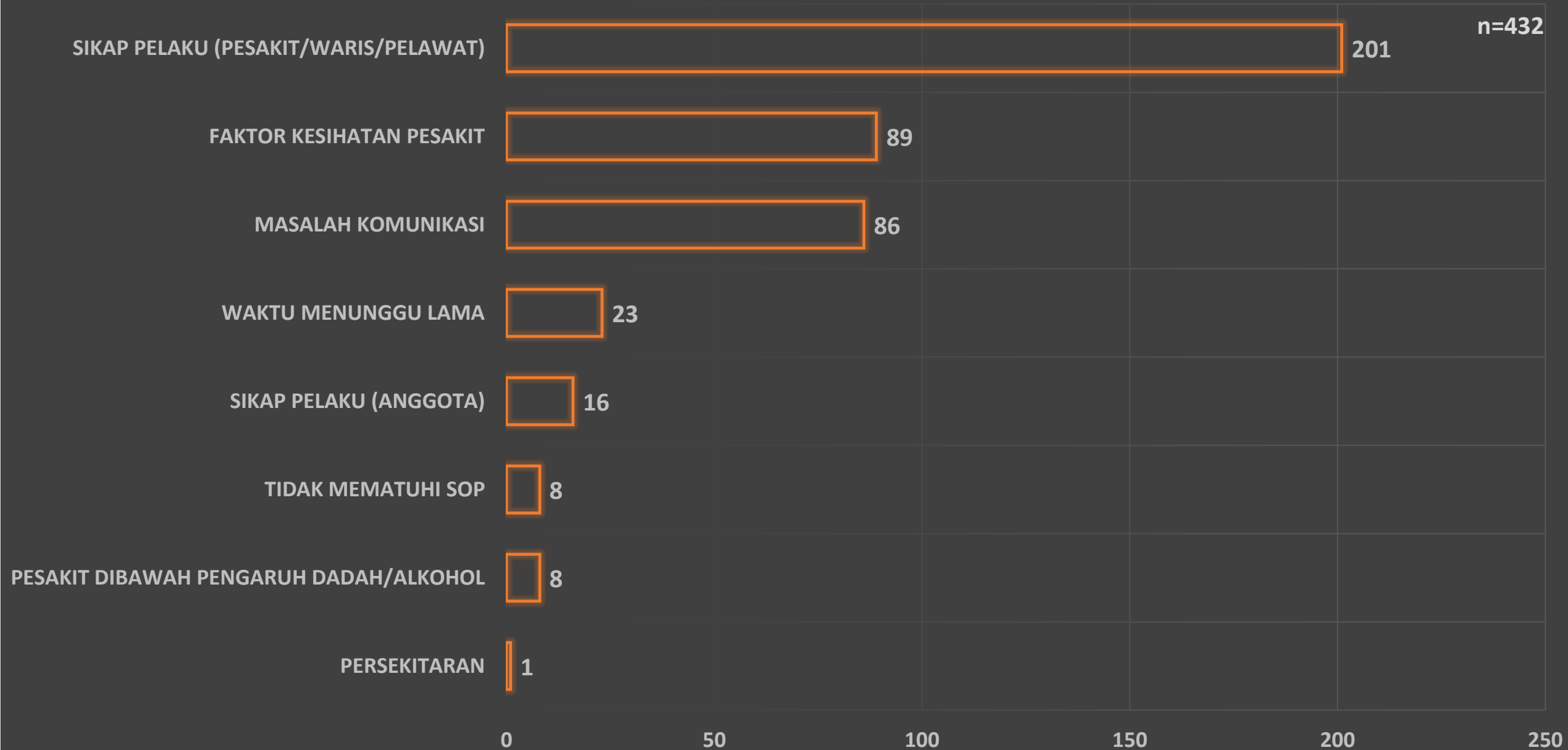
TYPES OF VIOLENCE TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) IN 2018



FIZIKAL VERBAL SEKSUAL VANDALISMA BERTULIS (SURAT/MEDIA SOSIAL/SMS) BULI/ MENAKUT-NAKUTKAN

**JUMLAH JENIS KEKERASAN MELEBIHI JUMLAH KES KERANA TERDAPAT KES KEKERASAN MELIBATKAN BEBERAPA JENIS KEKERASAN DALAM SATU MASA*

CONTRIBUTING FACTORS OF VIOLENCE TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) IN 2018



WORKERS' RIGHT!

1. Right to be respected
2. Safe and healthy workplace
3. Right to report any violent incident by clients
4. Right to defence themselves in any case of workplace violence (voice and/or video recording for evidence)
5. Job modification (deemed needed or necessary)
 - term of reference and responsibilities of the various parties involved (as explained in the guideline)

LAW RELATED TO WORKPLACE VIOLENCE (WPV)

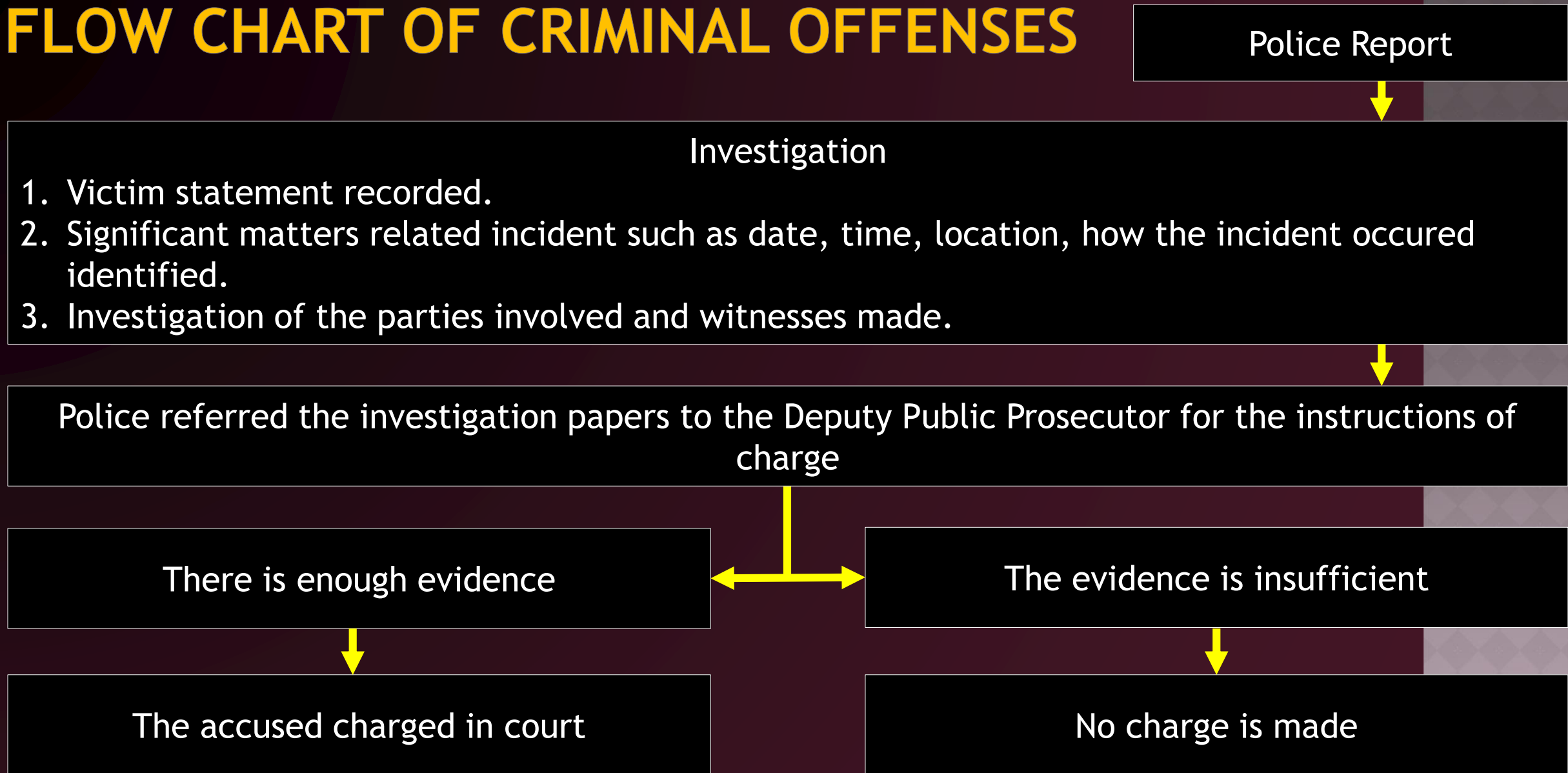
INTRODUCTION

In Malaysia, there are provisions under **criminal law** and **civil law** to address cases involving violent crimes.

CRIMINAL LAW VS CIVIL LAW

Criteria	Criminal	Civil
Action	Deputy Public Prosecutor decided to make a charge -prima facie	The plaintiff (victim) filed a suit against the accused
Laws	Penal Code 1936	Civil Law Act 1956
Implications	If found guilty, the accused will be sentenced to fine or imprisonment	If the lawsuit plaintiffs are allowed, the plaintiff will receive compensation

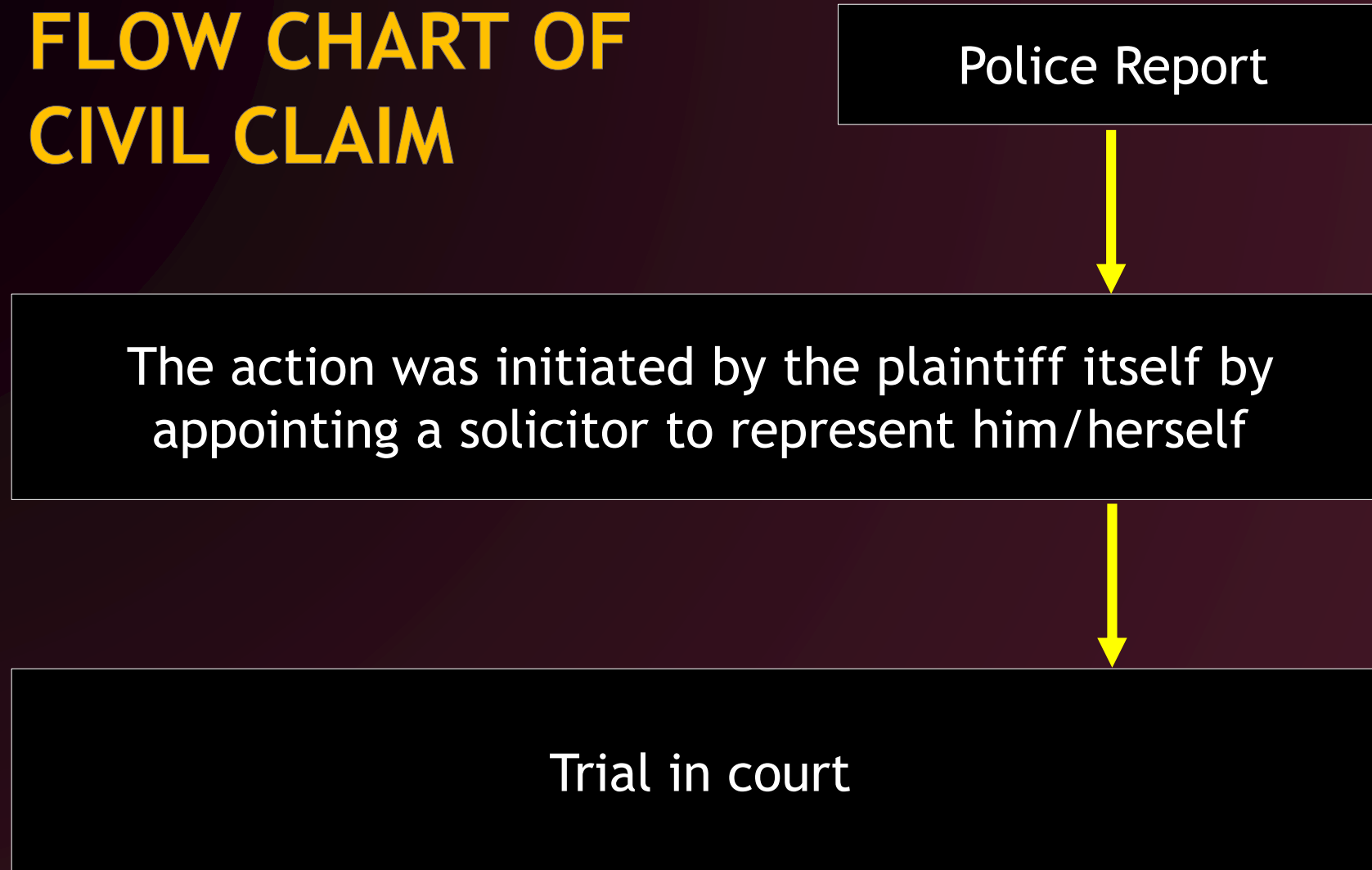
FLOW CHART OF CRIMINAL OFFENSES



***Government Proceedings Act (Act 359) - seksyen 5 & 6.**

Cases of civil claims involving civil servants will not be represented by government attorneys

FLOW CHART OF CIVIL CLAIM



***Government Proceedings Act (Act 359) - seksyen 5 & 6.**

Cases of civil claims involving civil servants will not be represented by government attorneys

WHY IN CIVIL CASES IS NOT REPRESENTED BY GOVERNMENT ATTORNEY?

- ❖ The limits outlined in the Government Proceedings Act 1956 (Act 359) (Part II - Section 5 & 6).
- ❖ The case does not involve the government requiring a summons action to be taken or sued
- ❖ Action taken on the "personal capacity" of a person and not as agent for the government and any compensation, received by the individual.
- ❖ The case does not involve any loss to the government

LAWS AND REGULATIONS RELATED TO WORKPLACE VIOLENCE

In Malaysia workers are protected from the WPV by several rules and regulations including:

- ✓ Penal Code 1936 (Act 574)
- ✓ Employment Act 1955 (Act 265)
- ✓ Minor Offences Act 1955 (Act 336)
- ✓ Civil Law Act 1956 (Act 67)
- ✓ Defamation Act 1957 (Act 286)
- ✓ Industrial Relations Act 1967 (Act 177)
- ✓ Peraturan-peraturan Pegawai Awam 1993 (Kelakuan Dan Tatatertib) P.U. (A) 395
- ✓ Occupational Safety and Health Act 1994 (Act 514)
- ✓ Communications and Multimedia Act 1998 (Act 588)

❑ Penal Code 1936 (Act 574)

- ❑ Section 189 - Threat of Injury to a public servant
- ❑ Section 323 - Punishment for voluntarily causing hurt
- ❑ Section 324 - Voluntarily causing hurt by dangerous weapons or means
- ❑ Section 351 - Assault
- ❑ Section 353 - Using criminal force to deter a public servant from discharge of his duty
- ❑ Section 354 - Assault or use criminal force to a person with intent to outrage modesty
- ❑ Section 499 - Defamation
- ❑ Section 503 - Criminal Intimidation
- ❑ Section 509 - Word or gesture intended to insult the modesty of a person

- ❑ **Communication & Multimedia Act 1998 (Act 588)** - improper use of network facilities or network service
- ❑ **Minor Offences Act 1955 (Act 336)** - Insulting behavior
- ❑ **Occupational Safety and Health Act 1994 (Act 514)**
 - ❑ Section 30 role & responsibility of OSH Committee
- ❑ **General Order (G.O. by Public Service Department)**
 - ❑ *Peraturan-Peraturan Pegawai Awam 1993 (Kelakuan Dan Tatatertib) P.U. (A) 395*

MINISTRY OF HEALTH INITIATIVE



GARIS PANDUAN MENCEGAH
& MENANGANI KEKERASAN
TERHADAP ANGGOTA DI
FASILITI KEMENTERIAN
KESIHATAN MALAYSIA 2017

(76.9 MB)

Launched by
Director General of
Health Malaysia on
28th April 2017



WEBSITE:

<http://medicaldev.moh.gov.my/ckpp/>

- List of existing **legislation** to protect MOH staff (pg. 11)
- Standardisation of notice/**signage** to MOH clients (pg. 28)
- Flow of **notification** (pg. 25 & 26)
- Procedure/**SOP** in case of abuse/assault/violence incidence (pg. 27)
- Notification & Investigation **form** (VRP-UKKP Bil.1/2017) (pg.29-33)
- **Role & responsibility** of MOH staff in handling violence (pg.18-20)

MINISTRY OF HEALTH INITIATIVE

© SIGNBOARD

FONT & FORMAT A2 (59.4 x 42.0CM)

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Black: RGB 000

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MINISTRY OF HEALTH INITIATIVE



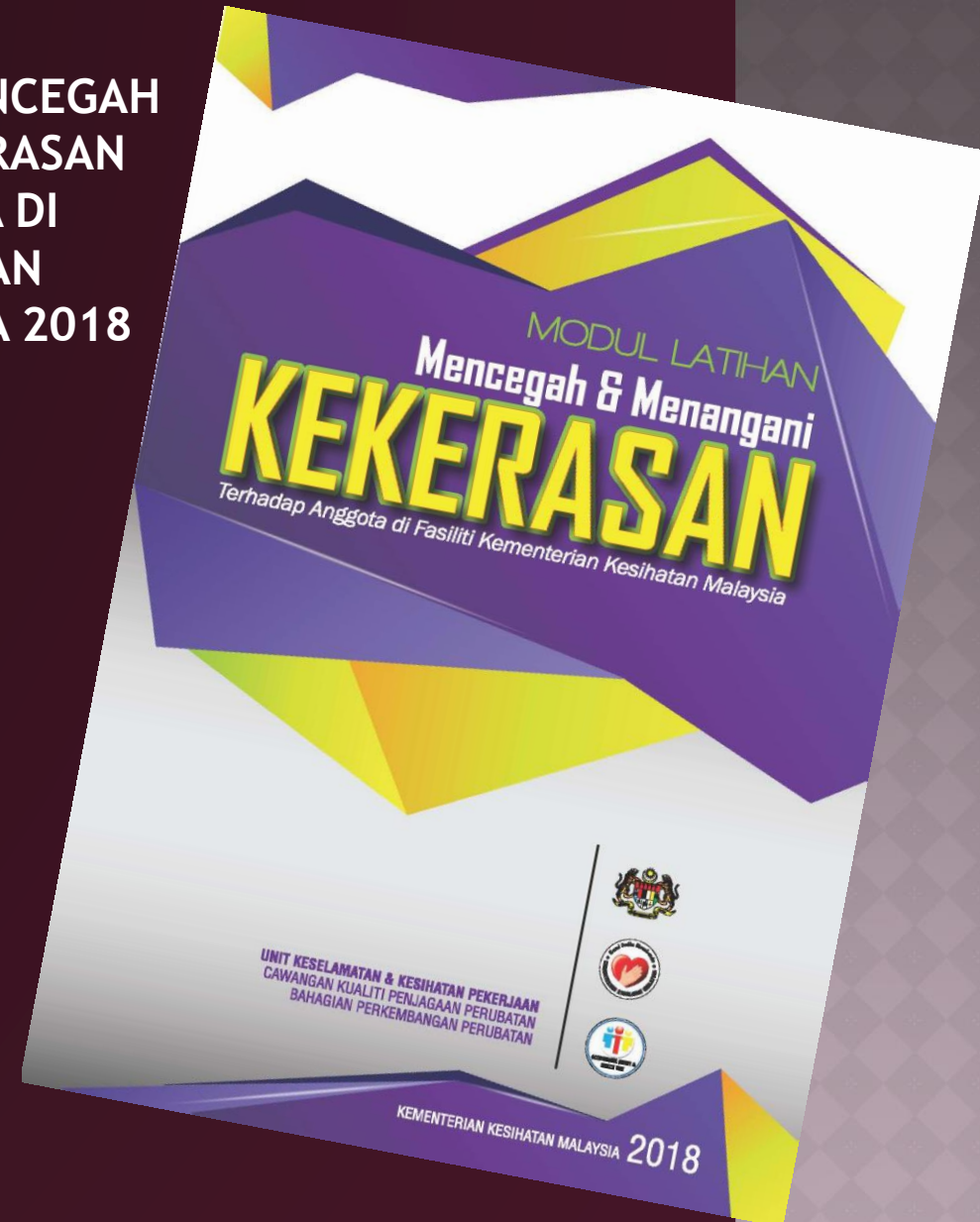
MODUL LATIHAN MENCEGAH
& MENANGANI KEKERASAN
TERHADAP ANGGOTA DI
FASILITI KEMENTERIAN
KESIHATAN MALAYSIA 2018

(76.9 MB)

Launched by
Director General of
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27th April 2018

WEBSITE:

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- ◎ Although several Acts, regulations and guidelines have been developed to protect employees from WPV, **awareness level among Malaysian employees and employers** on the detrimental effects of WPV and how to handle it **requires a lot of improvement**.
- ◎ These **initiatives will only be effective with the support from the top management** and the team in an organization.
- ◎ **Efforts are required** in **disseminating the information and sufficiently publicize** among employees.
- ◎ The **content of the related policies, procedures and guidelines** **needs to be clear, easily accessible** and **understood** by workers.

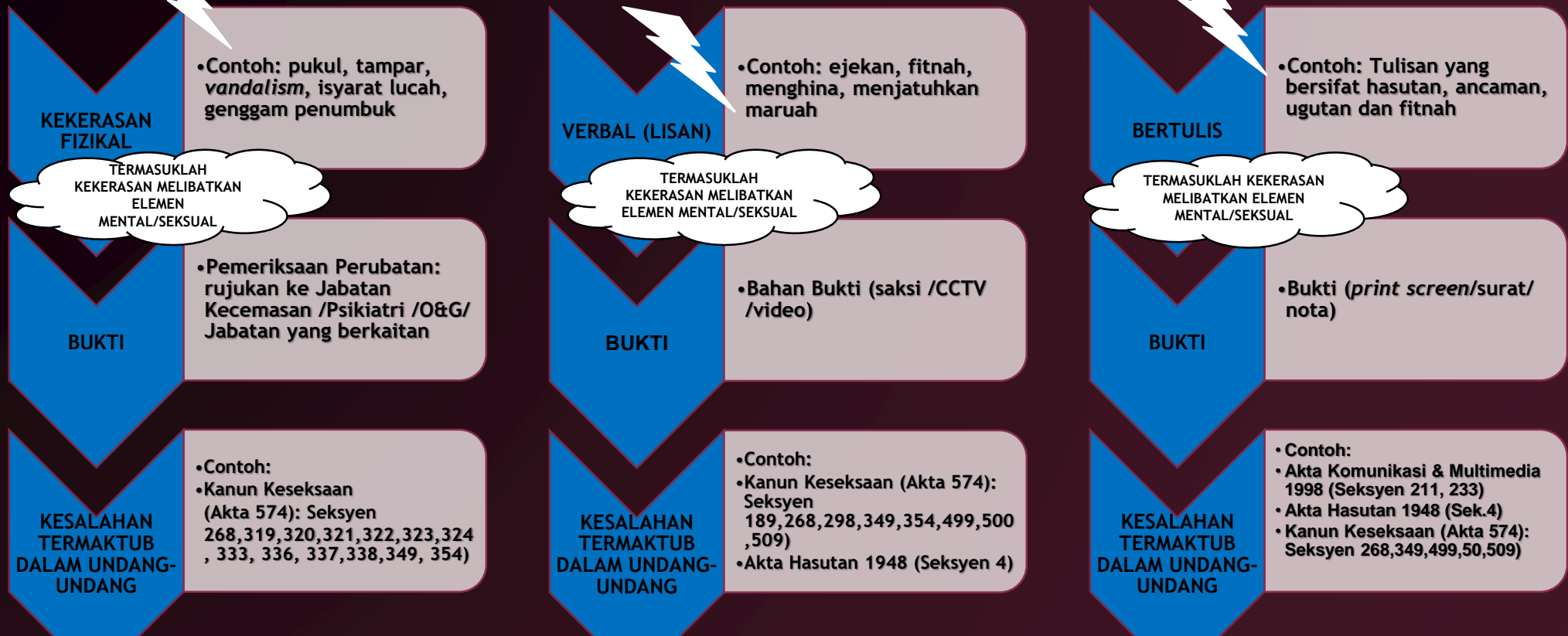
HOW TO DEAL WITH IT?

MANGSA DIKASARI

Example of cases

Evidence

Related laws



ADA

TIADA

LAPORAN POLIS

NOTIFIKASI KE UNIT KESELAMATAN & KESIHATAN PEKERJAAN HOSPITAL/KK/PKD

NOTIFICATION FORM



VIOLENT INCIDENT REPORTING FORM

LAMPIRAN III

Note:

1. Definition of 'violent incident': The attempted or actual exercise by a person, other than worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behavior which gives a worker reasonable cause to believe that the worker is at risk of injury.
2. Completed form must be forwarded to OSH Unit **WITHIN 24HRS** for further action.

I am a:

☐ Victim

☐ Witness

1. PERSONAL INFORMATION

Name :

IC Number :

Job Title :

Department:

Years in service :

2. DETAILS OF INCIDENT

Date & Time of incident:

Location of incident:

Assailant(s):	<input type="checkbox"/> Patient	<input type="checkbox"/> Workers
	<input type="checkbox"/> Patient's relatives	<input type="checkbox"/> Others:

Who was the assailant(s), if known (name and/or position):

1. (male/female)
2. (male/female)
3. (male/female)

Witness(es)(if any):

No.	Name	IC / Identity Number	Phone Number

WAY FORWARD

STOP BULLY & HARASS CALL CENTRE: MyHelp

Providing easy mechanism for any healthcare staff to report incident of bullying or harassment experienced at workplace directly to Ministry level

CONCLUSION

- ◎ **Prevalence of workplace violence – increasing trend**
- ◎ **Commitment from the top management is very important in addressing this issue**
- ◎ **Cooperation from all MOH staff is crucial to ensure the success and sustainability of the program**

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03- 88831215/1243



oshmedicaldev@gmail.com



fb.me/oshmedicaldev

Website

<http://medicaldev.moh.gov.my/ckpp/>

**UNIT KESELAMATAN DAN KESIHATAN PEKERJAAN (UKKP)
CAWANGAN KUALITI PENJAGAAN PERUBATAN
BAHAGIAN PERKEMBANGAN PERUBATAN**

THANK YOU

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OCCUPATIONAL SAFETY & HEALTH UNIT

QUALITY IN MEDICAL CARE SECTION

MEDICAL DEVELOPMENT DIVISION

MINISTRY OF HEALTH MALAYSIA

PUTRAJAYA

JULY 2019