

THE ASSESSMENT OF PSYCHOSOCIAL OCCUPATIONAL (AS WELL AS OCCUPATIONAL VIOLENCE) FACTORS OF VILNIUS CITY NURSES WORKING AT PSYCHIATRIC HOSPITALS, GENERAL PROFILE HOSPITAL PSYCHIATRIC DEPARTMENTS, AND PSYCHOLOGICAL HEALTH CENTRES

Project implementation period: 2013–2014.

Aim of the study – to assess the psychosocial occupational (as well as occupational violence) factors of Vilnius city nurses working at psychiatric hospitals, general profile hospital psychiatric departments, and psychological health centres.

Tasks: 1. To assess the spread of psychosocial occupational factors of nurses working at psychiatric hospitals, general profile hospital psychiatric departments, and psychological health centres. 2. To determine the occupational violence experience of nurses working at psychiatric hospitals, general profile hospital psychiatric departments, and psychological health centres and its risk factors. 3. To conceptualise the experience of patients' use of violence cases for nurses working in psychiatric hospitals and psychiatric departments.

Material and methods. Having received the Lithuanian Bioethics Committee permission in 2013 to conduct a study, an invitation to participate in the study was sent to all state Vilnius psychological health treatment institutions – psychiatric hospitals, general profile hospital psychiatric departments, and psychological health centres – providing psychiatric health services to adults, children, and teenagers. After handing out 363 questionnaires to nurses of patients and psychiatric health centres, 304 questionnaires were returned (responsiveness – 83.7%). Questionnaires filled out by 295 (254 hospital and 41 psychiatric health centre) nurses were included in the analysis. 7 nurses participated in interviews.

Main results. The quantitative research showed that in the workplaces of Vilnius psychiatric hospitals, general profile hospital psychiatric departments, and psychological health centres nurses are mostly frustrated by emotional work requirements, work-family conflict, rapid work temp, and the incapacity to influence the volume of assigned work. Hospital nurses experience emotionally disturbing situations and unfair treatment significantly more, their work problems are heard out by their direct manager significantly less often, as compared to nurses at psychiatric health centres. 45% of nurses experienced physical violence while 60.6% experienced psychological violence in the institutions the study was carried out in. Nurses working at psychiatric hospitals and departments suffer physical and psychological violence caused by patients or their relatives significantly more often as compared to nurses working at psychiatric health centres. The most frequent patients' or their relatives' physical violence risk factors in hospitals are work at night/in shifts/in whole days, the absence of measures ensuring safety, as well as the time of monitoring/examination/procedures. The most frequent psychological violence risk factors are the absence of measures ensuring safety, the time of monitoring/examination/procedures, as well as the patients' unwillingness to take their medication. By conceptualising the experience of patients' use of violence cases for nurses working in psychiatric hospitals and psychiatric departments with the use of qualitative research, a theoretical violence control resource model was created. The structure of the model consists of service provision in the department, team relations, nurses' internal resources and violence “desensitisation” categories.

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