

An Examination of Ambulance Worker Experiences Exposure to Violence and Burnout

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Editorial

Workplace violence is a serious problem that affects a wide range of professions, and the rates of violence in the health care sector appear to be on the rise. Workplace violence is defined as "any incidence or situation in which employees are abused, threatened, or assaulted in the course of their employment." Working closely with patients and their families, as well as providing round-the-clock care, are all scenarios that enhance the risk of violence in the healthcare business. Patients and their relatives perpetrate the majority of violence at health institutions, which takes the form of verbal abuse, psychological violence/mobbing, physical assault, and sexual abuse. Workplace violence is most common in psychiatric departments, emergency rooms, polyclinics/waiting rooms, and geriatric facilities, according to the literature [1]. The presence of negative variables such as in healthcare services, a lack of knowledge, insufficient personnel and equipment, and communication breakdowns raise the probability of aggressive conduct. In situations of emergency where personal or public health is at risk, ambulance workers are in charge of delivering prehospital service care. Ambulance personnel work in settings that are frequently unpredictable, demanding, and occasionally dangerous, and in which proper security is difficult to provide [2]. Ambulance crews frequently engage with mental, delirious, intoxicated, or forensic patients, all of whom have a higher risk of violence.

Many studies have been conducted on the occurrence of workplace violence in the health-care industry [3]. The most common kinds of violence are verbal threat and verbal abuse, with 74.6 percent of health workers experiencing physical violence at some point throughout their careers. In Turkey, verbal/psychological abuse is reported to be between 33.3 percent and 100 percent, while physical assault is reported to be between 1.8 percent and 52.5 percent. Even while earlier research has found some differences in these rates for different countries, violence remains a big issue for emergency services [4]. Namely in the health-care system similarly, emergency service workers have one of the most dangerous jobs in Turkey; 85.2 percent are exposed to at least one kind of violence. These re-search findings on emergency services are similar. Employees of ambulance services are subjected to a high level of workplace violence. To summarize, personnel of emergency and ambulance services, in particular, confront exceptionally high rates of workplace violence, which has a variety of harmful consequences [5].

As a result, many programmers have been created in the majority of countries to avoid workplace violence. In order to establish preventative programmers in Turkey, an investigation of workplace violence in the health services is necessary. This research is based on the notion that workplace violence is a factor that influences burnout levels. Its goal is to investigate the extent of violence that ambulance workers in Turkey are exposed to, as well as the impact this has on their burnout levels. After obtaining the relevant approvals and ethics committee approval, this descriptive study was done in 2017 between April and June. This research was carried out in Mugla, which has 50 ambulance stations, each with a staff of about ten persons [6]. In Mugla province, ambulance stations may be found in all towns and some rural areas. After a 24-hour shift, ambulance workers take a four-day break.

Because it is difficult to meet with employees face to face, the study was conducted via web survey.

The Maslach Burnout Inventory (MBI) and the questionnaire form were utilised to collect data, which was then uploaded to the web survey [7]. The local state authorities emailed the ambulance workers the link to the web survey and an informed consent form. Among the emergency situations Ambulance drivers, internet users, and smartphone users volunteered to take part in the study. However, it is uncertain how many ambulance staff did not receive e-mails. Employees with less than a year of experience working in an ambulance were included in the study [8]. Before beginning the survey, ambulance personnel double-checked the informed consent box. The SPSS software was used to import the data file from the data collection tools. Independent Sample T-test and One-way variance analysis were utilised in the data analysis. Employees of ambulance services are subjected to a high level of workplace violence [9].

Nonparametric data was also subjected to Kruskal Wallis H and Mann Whitney U tests, with Bonferroni correction employed. The researcher created a descriptive questionnaire form with thirty questions about socio-demographic and occupational factors, types of workplace violence exposure, reporting, workplace safety, and so on. Only questions about workplace violence in ambulance services were presented to the participants [10].

Conflict of Interest

None

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