



E110 Violence Against Health Workers in Turkey

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Learning Overview: The goals of this presentation are: (1) to present some featured cases that appeared widely in the national media, (2) to present statistical results regarding violent attacks by patient or relatives during medical service, and (3) to discuss possible intervention techniques in Turkey.

Impact on the Forensic Science Community: This presentation will impact the forensic science community by discussing some nationally featured cases, statistical results regarding violent attacks during medical service, and possible intervention techniques in Turkey.

Violence is defined by the World Health Organization as “the intentional use of physical force or power, threatened or actual, against oneself, another person, or against a group or community, which either results in or has a high likelihood of resulting in injury, death, psychological harm, maldevelopment, or deprivation,” although the group acknowledges that the inclusion of “the use of power” phrase in its definition expands on the conventional understanding of the word.

In health institutions, violence is defined as “the case consisting of the threatening behavior, oral threat, economical misuse, physical assault and sexual assault risky for the health care workers, caused by the patient, the patient’s relatives, or any individual.” The health care workers are in communication with the patient and his/her relatives, having socio-cultural characteristics that are different from each other due to their professions. It affects the treatment’s process, the patient’s satisfaction of the health care worker at his/her service, and the hospital’s reputation.

Working at a health care institution is riskier than working in other places in regard to violence. It is particularly observed that the frequency of oral violence is higher than physical violence in health care institutions. There are also various risks in the fields in which health care services are offered as there are in all fields in which the human life continues. It is quite important to solve these risks previously, to determine what should be done, and how risk management should be ensured when it is performed. Therefore, various means were needed in order to manage immediate cases, a number of the stimulating systems, and the interference codes aimed at them. Color codes are one of the methods that are most commonly used worldwide. These codes announce/notify hospital workers in cases of risk when communication is allowed, providing a short, clear message that provides time for the right interference, prevents the occurrence of panic, assists in enabling emergency preparedness, and provides security for patients and workers in the institution.

The “white code,” used to provide security for patients and workers, is the emergency management method aimed at preventing violence to workers in hospitals. For the code system to work well, it is extremely important to provide training for the health care workers regarding the system and to have regular practices focused on these codes.

The rise in violence in recent years and gynecologists being the primary target will be interpreted and the proper use of the “white code” and the follow-up procedures will be discussed.

Health Workers, White Code, Violence Prevention