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Effect of aggression management and violence prevention training among nursing personnel working in psychiatric and emergency settings of selected hospitals of Dakshina Kannada and Udupi Dist.

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ABSTRACT

Aggression is a professional hazard for those who are working in the mental healthcare setting. It is the responsibility of the nurses to arrange a safe environment for the clients, caregivers and other healthcare providers working in a psychiatric setting. The concept of aggression management and violence prevention training programme for nurses working in the psychiatric and emergency area is not well implemented in the Indian setting. Therefore, the present study was planned to assess the effect of a training programme on aggression management and violence prevention among nurses working in psychiatric facilities, emergency room, and intensive care units, who are dealing with aggressive and violent clients.

Client related aggression is an enduring problem in psychiatric setting. It is a multidimensional problem with serious concerns. These aggressions are verbal or physical and most of the time towards healthcare providers. Around 20-45% of hospitalised clients with psychiatric disorders show violent behaviour. It has been reported that the prevalence of violence experienced by the mental healthcare workers due to aggressive client behaviour is between 14% and 61%. There is considerable evidence to show that training the nurses in psychiatric setting leads to minimisation of aggressive behaviour in the clients. The client directed violence in psychiatric-mental healthcare setting may be reduced by providing violence prevention training for nurses and other healthcare providers.

The purpose of the study was to provide safe and secure care in psychiatric and emergency settings for both the clients and healthcare providers. The study also facilitated to develop staff development programme on aggression management and violence prevention in the psychiatric and emergency settings. The objectives of the study were: to determine the occurrence of violence towards nurses working in psychiatric setting; identify the facets of aggression management and violence prevention training for nurses using focus group discussion with positive deviant nurses; develop an aggression management and violence prevention training programme for nurses working in psychiatric and emergency setting based on the input from survey and focus group discussion; and to determine the effectiveness of aggression management and violence prevention training programme in terms of difference in the competency score.

The conceptual framework used for this study was based on appreciative inquiry model developed by Srivastava S, Fry R and Cooper Rider D, 1990. To answer the research question through

appreciative inquiry, a mixed method research approach (Concurrent Mixed Method-Embedded Design) was considered to be appropriate for the study. A descriptive survey approach was used initially to assess the occurrence of violence towards nurses working in the psychiatric and emergency setting. It was followed by a focus group discussion to identify the opinion of positive deviant nurses regarding aggression management and violence prevention. This was followed by the development and implementation of an AMVP training programme. A participatory training approach was used throughout the study to introduce the change and to evaluate the impact.

The study was conducted in selected hospitals of Dakshina Kannada and Udupi districts of Karnataka. The researcher got an approval from 13 hospitals. The sample size for the phase I (survey) was 98 and phase II (focus group discussion) was 30. In phase III, 44 trainer group nurses and 138 trainee group nurses were trained. Opinion about overall impact of the training programme was collected from 26 key personnel from different setting. Purposive sampling was used for the quantitative survey and convenient sampling was used for the focus group discussion. The data collection instruments comprised of demographic proforma, Survey questionnaire for psychiatric nurses on facets of aggression management, Focus group lead questions, Interpretive exercise to assess the competency of nurses on aggression management and violence prevention, and Opinionnaire to assess the impact of aggression management and violence prevention training programme. Validity, pretesting, reliability and pilot study were carried out prior to the data collection. Ethical clearance was obtained from institutional ethical committee of Kasturba Medical College, Mangaluru.

SPSS-16 software was used to analyse the quantitative data and thematic analysis was used to interpret the qualitative data. Survey conducted in phase I revealed that 57(58%) of the nurses experienced physical violence, 82(84%) of the nurses experienced verbal violence from clients, and 69(70%) of the nurses working in a psychiatric setting were not confident to manage aggressive clients. Also, majority 69(70%) of the nurses working in a psychiatric setting were not confident to manage aggressive clients. There were six major themes which was derived from the focus group discussion conducted in phase II. This include 'Fronting vs. Management of aggressive clients', 'Facilitating vs. Facilities available for aggression management', 'Traditional vs. Training', 'Prevention vs. Management', 'Suggestion vs. Support from the hospital management' and 'Expectation vs. Engagement in an AMVP training programme'.

Educational interventions derived from the themes included risk assessment-tools and techniques, positive positioning, self-control plan, environmental strategies, code-violet response, safe breakaways, safe use of restraints, and communication and de-escalation techniques.

Effectiveness of the training program was tested in phase III of the study. Effect of training among trainer group nurses was tested using repeated measures one-way ANOVA test. The result revealed that there was a significant difference in the competency of trainer group nurses who were participated in the AMVP training programme between the pre, post I and post II test scores, i.e., $p < .05$. It was also inferred that the competency increased significantly immediately after the training, and the performance was consistently higher three months after the training programme. Effect of training among trainee group nurses was tested using paired sample t test and the result showed that there was a significant difference in the average competency between pretest and posttest ($p < .05$). It was inferred that in the present study there was significant increase in the competency of the trainee group nurses who have undergone the AMVP training programme. Hence, it was inferred that the training program was found to be effective in improving the competency of the nurses.

The major implication of the present study is that it will help to understand the research on client management, especially violence and aggression towards self and others, research on skill based education to improve the nursing practice, and research on safe working eco-system. The study results motivate others who are interested in conducting similar studies. The AMVP training can be made mandatory for a newly hired employee in psychiatric and emergency settings. The study concluded that An AMVP training programme based on an appreciative inquiry model may be more effective than the other approaches of education programme delivery, in terms of cost of mass training, sustainability and acceptance by nurses, thus empowering them to practice aggression management and violence prevention.

Key words: Effect, Aggression management, Violence prevention, Training, Psychiatric and emergency setting