



Violence against health care personnel and facility damage in Bangladesh

November 2022

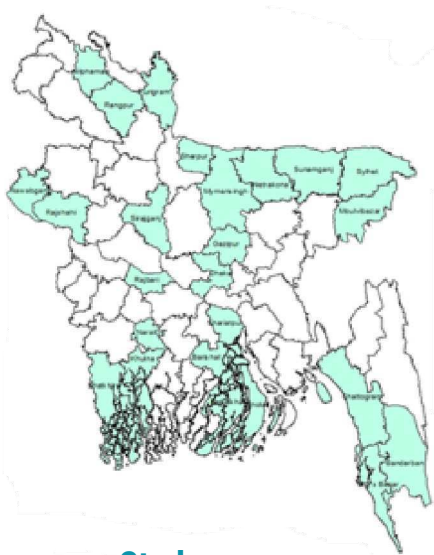
Violence in health care sector has appeared as a global concern. Violence in this sector may constitute almost a quarter of all violence at work all over the world. This issue has been triggered and intensified simultaneously in Bangladesh. However, there is limited data on this issue in the country. Considering this, a national survey was conducted to explore the current situation in selected districts, which will help to develop responses to mitigate violence in health care.



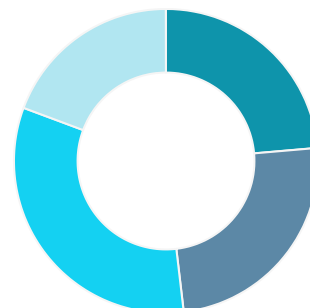
- A descriptive cross-sectional study was conducted
- Time duration December 2021 and March 2022
- 1703 healthcare personnel (HCPs) interviewed
- 61 randomly selected primary, secondary and tertiary level public and private health facilities
- 50 focus group discussions (FGDs) with patients and attendants
- 92 in-depth interviews (IDIs) with HCPs
- 94 IDIs with patients/attendants
- 30 key informant interviews (KIIs)



- About 80.0% of the HCP respondents reported that they experienced and/or witnessed violence in the year preceding the study.
- In-patient departments (43.3%), emergency rooms (18.8%) and consultation rooms (10.9%) were reported as the common places of violence.
- In COVID-19 pandemic it was reported that there had been a 5.0% increase of violence in the health facilities.
- About 89.0% respondents who experienced and/or witnessed violence reported that a reporting system for violent incidents exist.
- As a result of violence, a small proportion (5.8%) of the respondents reported that it caused injury and half of them required treatment.
- About 14.0% of the respondents who experienced and/or witnessed violence reported that they witnessed health facility damage in the year preceding the study.
- A total of 318 health managers and senior physicians reported that the most frequently mentioned contributing factors included workload, lack of awareness of general public and unreasonable expectations from health services by the patients or attendants.
- Only 57.3% of the respondents were aware of violence against health staff issue.



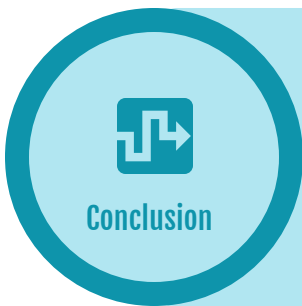
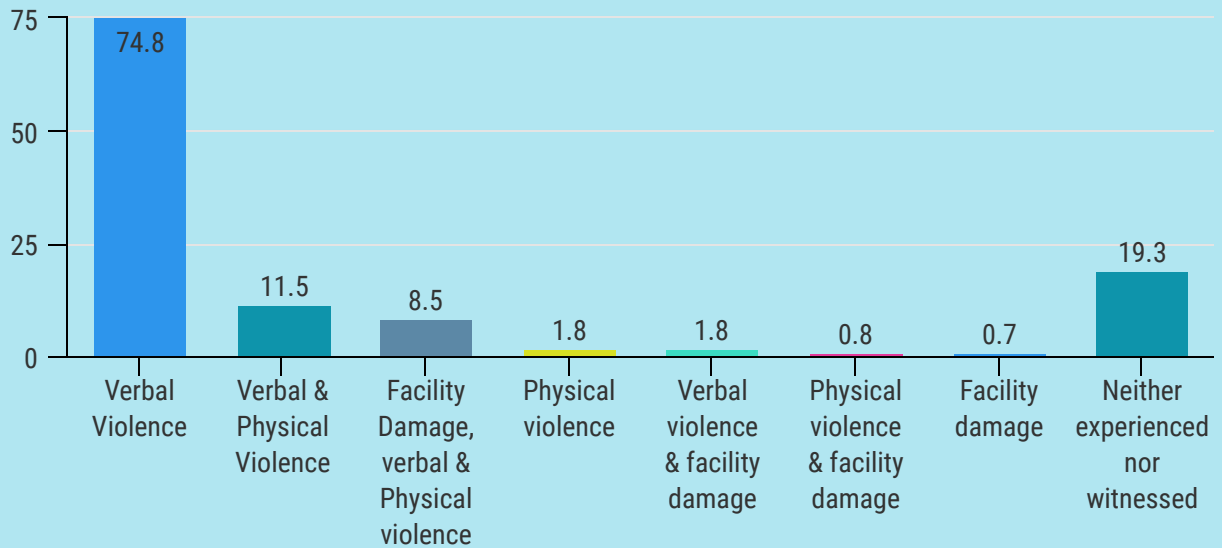
Study areas



- Experienced (23.6%)
- Witnessed (24.5%)
- Experienced & Witnessed (32.5%)
- Neither (19.3%)

Over 80% HCP experienced or witnessed violence

Experienced and/or witnessed violence by types (%)



Conclusion

The study revealed that violence in health care is a health system problem in Bangladesh, which affects both the service providers and recipients, and health facilities. As a consequence, overall quality of care becomes affected. To prevent, reduce and manage the violence against health personnel a comprehensive strategy to be developed which should include prevention, mitigation, and de-escalation training of violence in healthcare in Bangladesh.



Recommendations

To mitigate the violence at the health facilities in Bangladesh the following recommendations are given based on the findings of the study.



Raise public awareness

Raising public awareness on the availability of services at the health facilities, on the referral systems to the various hospitals and on ways to remain calm even in case of a medical emergency.



Minimize the number of attendants

especially in emergency rooms, consultation's area and in-patient departments.



Effective communication

Establish effective communication and reduce tension between service providers and recipients.



Improve the staffing levels

Improve the staffing levels according to service demand to reduce the workloads of health care personnel.



Surveillance and mitigation

Establish surveillance and mitigation of healthcare violence process at the national and local level.



Coordination

Coordinate with law enforcement agencies



National legislation

Review and strengthen the national legislation for improving the legal protection of health care providers.