

Annotation

Keywords : violence, aggression, anger, physical aggression, vocal aggression, violence at work, disease, health, legislation, prevention of violence

The theme violence is a very widely known problem. It would be almost impossible to summarize everything about violence in one sentence. Here are some important points. Aggression is one of the prime topics in medical spheres, not only in the Czech Republic but also in the whole world. In earlier days, there weren't given any proper definitions of violence, hence it's very difficult to compare, whether there was more violence in the past or nowadays. In some cultures (for example: Muslims) mild violence is tolerated, mainly, if is committed on women. It is necessary that more government institutes deal with this problem. Certain correction of legislation in medicine is needed to protect its workers in their jobs. It is an obligation of an employer to guarantee a safety of his employees. For a job well done and a satisfaction of employees and for the happiness of patients it is extremely important, that all employees are qualified and in appropriate numbers.

Theoretical part deals with the definitions of violence, anger, aggression. The theory discussed is, why the aggressive and violent behaviour occurs in general. The reasons of violence at work, especially in healthcare, are listed here. It shows who can be in the position of the victim and an aggressor. A disease changes a person's mind, the needs of a patient are altered and so is his behaviour. An emotion plays a great role as well. A medical worker, who becomes a victim of aggression, has to face up to the situation. This process is influenced by the nature of the person, his thinking and view on life. It is very important to know, how he can defend himself, what his rights and where he can seek aid. The end of theoretical part gives a few recommendations on prevention of violence.

Empirical part shows the occurrence of violence in two hospitals – Liberec county hospital, and the Jablonec city hospital. The amount of medical workers, who became victims of violence at work, had been evaluated. Employees were asked, whether their employer provides proper training to show them, how to deal with aggressive patients. Also whether they have some means of reporting aggression and how they use them, if at all. In the conclusion, there is a report on how the above listed hospitals care about violence prevention and how they provide the security of their employees.