

Annotation

A violence in medical departments and ways to solve the problem

Key words: physical force, verbal assault, aggression, patient, health workers, factors contributing to the violence at the workplace, measures to reduce the violence at the workplace.

We have been meeting the term violence more frequently during the last few years. There is no doubt that violence at the medical departments is a very serious problem with a possible health and, moreover, social and economic sequels. I focused on the problem of violence in the theoretical part of my work (especially on types and possible risk factors of an aggressive behavior, possible attitudes to the aggressor, immediate reactions and cosequences of violence to the victim). Empirical research is based on analysis of the daily press articles informing about attacked health workers and on mapping of violence in the departments of the Faculty Hospital Královské Vinohrady. The results of investigation show not only the departments with a higher risk of the encountered violence, but also the type of aggressor and victim. The conclusion of empirical investigation is paid to the safety measures, which lead to the reducing of the violence rate at the departments of Faculty Hospital Královské Vinohrady.