

Patient and visitor violence in general hospitals

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Propositions corresponding to the dissertation

Patient and Visitor Violence in General Hospitals

Sabine Hahn

1. Patient and visitor violence, in particular verbal patient violence, is a relevant topic for all health care staff groups, especially considering that in a one year period, 50% of all health professionals do experience violence (this dissertation).
2. Health professionals feel more secure if the topic of workplace violence is adequately addressed within organisational procedures (reporting, supervision and consultation services) (this dissertation).
3. Hospitals and health care staff professionals need to incorporate violence prevention strategies tailored for older patients (65 and older) in order to reduce patients' levels of dissatisfaction, anxiety, stress and uncertainty (this dissertation).
4. Training, which is especially important for younger and less experienced health care staff, has to be adapted to the specific risk factors of the workplace, to the personnel and patients involved, and it should encourage continual reflection and improvement in the management of violent incidences (this dissertation).
5. The statement of Norma M. Lang und June Clark (1992, page 109) regarding usage of a unique language in nursing, is more important now than ever when improving health care practice and research, since „if we cannot name it, we cannot control it, finance it, research it, teach it or put it into public policy.“
6. By 2050, there will be a decline in the population of those under the age of 15, and 21% of the world's population will be 60 years and older, which equates to future increases in the demand for long-term and home care services (United Nation, World Population Ageing: 1950-2050, 2002, Höpflinger & Hugentobler, 2003).
7. H.E. Peplaus's Nursing Theory on interpersonal relationships provides an excellent theoretical foundation for patient centred care because it considers the environment, the four phases in the interactive process, the six nursing roles and the achievement of basic human needs.

8. Because the traditional boundaries between disciplines and professions will shift, and the relationships between services, service providers and patients / service users will be redefined, new approaches and models for health care and the education of health professionals will be required.
9. In our current time of limited resources, there is an increased need to collect and monitor data related to patient outcomes, in order to ensure that nursing has the appropriate resources and the necessary information to optimise patient outcomes and patient safety.
10. In the current society and consumer-oriented health care system, health professionals need to maximise their patient's health literacy and assist them in incorporating their health knowledge for effective use within the health care system.

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