

# Patient and Visitor Aggression in General Hospitals

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## **Patient and Visitor Aggression in General Hospitals**

An analysis of perspectives and strategies at staff, team and management level

Birgit Heckemann, 20 June 2018

1. Training to prevent and manage aggressive patient and visitor behaviour is essential for nursing staff in general hospitals (this dissertation).
2. In general hospitals, teams rather than individual staff members should be trained to prevent and manage aggression to maximize untapped team resources (this dissertation).
3. Supportive and proactive nurse leadership are needed to address patient and visitor aggression effectively (this dissertation).
4. Nurse managers require organizational support and education about the prevention and management of aggression to successfully reduce the current 'guidance to practice gap' in the management of patient and visitor aggression in general hospitals (this dissertation, valorisation).
5. We are constantly being shaped by seemingly irrelevant stimuli, subliminal information and internal forces that we don't know a thing about (Sapolsky, 2017, p. 674); therefore, the ability to critically reflect on actions and attitudes is essential for all healthcare professionals.
6. You can't understand aggression without understanding fear (Sapolsky, 2017, p. 672).
7. Compassion and brutality can coexist in the same individual and in the same moment (Levi, 2015, p. 2446).
8. The practice of violence, like all action, changes the world, but the most probable change is a more violent world (Arendt, 1969, p. 80).
9. Plans are only good intentions unless they immediately degenerate into hard work (Drucker (1998) quoted in the *Readers Digest*, Vol.128 p. 49).