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Improving the Ability of Nurses to Handle Workplace Violence Through an ADDIE Model

Yi-Hui Ho^{1*}, Ching-Yi Tsai¹, Yun-Han Huang¹, Tsai-Rung Lin¹, Su-Hua Tsai¹, Li-Hua Chen¹

¹Department of Nursing, Kaohsiung Medical University Hospital, Kaohsiung Medical University

*Corresponding Author: Yi-Hui Ho

Email: yihui815@gmail.com

ORCID:  <https://orcid.org/0000-0002-2154-6446>

Abstract

Workplace violence (WPV) is a serious challenge facing health-care workers. This project used the Analysis, Design, Development, Implementation, and Evaluation model to train nursing staff to handle WPV. This study employed a “WPV Response Checklist” and a “Handling WPV Self-Efficacy Scale” to collect data on nurses' responses to WPV. The data revealed that before training, the nurses responded to WPV appropriately in only 56.8% of cases, despite them giving their self-efficacy to handle WPV a score of 4.8 out of 10. After collecting the initial data, we provided in-service training, general tips for dealing with violence, a portable card, and WPV drills. The intervention was effective. After the intervention, the percentage of appropriate responses to WPV increased to 97.4%, and self-efficacy scores increased to 6.7 out of 10.

Keywords: workplace violence, nursing competence, ADDIE model

運用ADDIE模式提升護理人員職場暴力應變能力

何怡慧^{1*}、蔡靜宜¹、黃云茵¹、林采蓉¹、蔡素華¹、陳立樺¹

¹高雄醫學大學附設中和紀念醫院護理部

*通訊作者：何怡慧

電子信箱：yihui815@gmail.com

所屬單位：高雄醫學大學附設中和紀念醫院護理部

通訊地址：807高雄市三民區自由一路100號

ORCID:  <https://orcid.org/0000-0002-2154-6446>

摘要

職場暴力近年來已成為醫療機構極為重視之議題，不僅造成醫護人員身心靈受創，甚至影響照護品質。本專案旨在運用ADDIE模式，包含分析、設計、發展、實施及評值五大步驟以提升護理人員職場暴力應變能力，運用「職場暴力處置行為正確率查檢表」及職場暴力處置「自我效能量表」進行資料收集，發現職場暴力處置行為正確率僅56.8%，因應職場暴力自信程度僅4.8分，改善措施包含辦理課室在職教育、設計口訣、製作防暴小卡、規劃「自衛防暴力編組」職責，擬定職場暴力應變演練腳本並實地演練，措施介入後，職場暴力處置行為正確率由56.8%提升至97.4%，護理人員因應職場暴力之自信程度由4.8分上升至6.7分，顯示此方案有助於提升護理人員面對職場暴力之自我效能及處置應變能力。

關鍵詞： 職場暴力、護理人員能力、ADDIE模式