|  |
| --- |
| **Application of social ecological model in understanding workplace violence against medical professionals in China and developing prevention interventions** |
| **Background/Objectives**  Violence against medical staff is raising increasing concerns worldwide. In China violence against healthcare professionals has been so widespread and severe that effective intervention has been urgently called for to curb the situation. This study aimed to identify key patient and visitor-perpetrated violence risk factors for the Chinese healthcare sector and develop a conceptual model as the basis for interventions.  **Methods**  A total of 70 violent incidents that were reported between 2013 and 2017 have been collected and analysed to understand the general patterns, forms, and factors that are associated with violence in phase 1 of the study. Analysis of the violent incidents were guided with a social ecological model underpinned with a system approach aided with SPSS software.  In phase 2, a total of 18 in-depth interviews were conducted with purposively sampled key stakeholders during November 2017 and early January 2018 in China to examine the dynamics among factors, clarify risk factors and inform the development of an intervention framework.  **Results**  Results of phase 1 violent incident data analysis revealed the importance of environment design and systematic violence response mechanismsto violence in preventing violence or minimising the resulting harm, which also made a case for establishing systematic violence report systems for promotion of health and safety in the workplace. Issues with some organisational factors such as job design, availability of resources and facilities could also be important factors in affecting the experience of service users and medical staff and their interaction.  **Discussion**  There is clearly an important role for communication between medical service providers and service users, ranging from communicating medical conditions, treatment plans, hospital rules and regulations, to outcomes of treatment, even death of patients, which could impact on the dynamics and results of their encounter.  During this presentation, I will share findings from my phase 1 and phase 2 data analysis. In particular, I will share my experience of applying a social ecological model underpinned with a system approach and modified with the specific context in understanding workplace violence and developing a context specific prevention conceptual framework and the learnings in the process.  **Keywords**  Workplace violence, violence response mechanism system, social ecological model, violence report, public health approach, communication, environment, job design |