ACEP EMERGENCY DEPARTMENT VIOLENCE POLL RESEARCH RESULTS

Prepared For:
American College of Emergency Physicians

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ACEP engaged Marketing General Incorporated (MGI) to conduct a brief polling survey with its member physicians to understand emergency physicians’ views on the level, type, frequency, and impact of violence experienced in the emergency department. This online survey consisted of approximately 20 closed-ended questions.

Marketing General Incorporated (MGI) sent invitations to participate in the poll on August 21, 2018, to a list of 32,714 current ACEP members.

Of the 32,714 email invitations sent, 1,325 emails bounced or failed to send, resulting in a net total of 31,389 invitations sent. To boost response rates, MGI sent reminder emails to non-responders and non-completers on August 22 and August 24.

The poll officially closed on August 27 at 8:30 AM ET. A total of 3,539 responses were completed, providing a response rate of approximately 11% and a margin of error of +/- 1.6%. The margin of error, or standard of error, is a statistical term used to measure the random fluctuations inherent in samples—the smaller the standard of error, the more accurate the measurement of the population or universe.

This study’s significance level of .05 carries with it a 95 percent confidence interval. The confidence interval is established as the likelihood that the same results would be achieved in a similar study, meaning that if we were to conduct this study 100 times, then the same results plus or minus the margin of error (1.6%) would occur 95 out of 100 times.
### Sample Characteristics

<table>
<thead>
<tr>
<th>STATE</th>
<th>COUNT</th>
<th>PERCENT</th>
<th>STATE</th>
<th>COUNT</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>34</td>
<td>1%</td>
<td>Montana</td>
<td>8</td>
<td>0%</td>
</tr>
<tr>
<td>Alaska</td>
<td>16</td>
<td>0%</td>
<td>Nebraska</td>
<td>27</td>
<td>1%</td>
</tr>
<tr>
<td>Arizona</td>
<td>78</td>
<td>2%</td>
<td>Nevada</td>
<td>32</td>
<td>1%</td>
</tr>
<tr>
<td>Arkansas</td>
<td>14</td>
<td>0%</td>
<td>New Hampshire</td>
<td>28</td>
<td>1%</td>
</tr>
<tr>
<td>California</td>
<td>283</td>
<td>8%</td>
<td>New Jersey</td>
<td>70</td>
<td>2%</td>
</tr>
<tr>
<td>Colorado</td>
<td>91</td>
<td>3%</td>
<td>New Mexico</td>
<td>21</td>
<td>1%</td>
</tr>
<tr>
<td>Connecticut</td>
<td>53</td>
<td>1%</td>
<td>New York</td>
<td>242</td>
<td>7%</td>
</tr>
<tr>
<td>Delaware</td>
<td>25</td>
<td>1%</td>
<td>North Carolina</td>
<td>94</td>
<td>3%</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>28</td>
<td>1%</td>
<td>North Dakota</td>
<td>8</td>
<td>0%</td>
</tr>
<tr>
<td>Florida</td>
<td>194</td>
<td>5%</td>
<td>Ohio</td>
<td>168</td>
<td>5%</td>
</tr>
<tr>
<td>Georgia</td>
<td>96</td>
<td>3%</td>
<td>Oklahoma</td>
<td>33</td>
<td>1%</td>
</tr>
<tr>
<td>Hawaii</td>
<td>12</td>
<td>0%</td>
<td>Oregon</td>
<td>53</td>
<td>1%</td>
</tr>
<tr>
<td>Idaho</td>
<td>13</td>
<td>0%</td>
<td>Pennsylvania</td>
<td>175</td>
<td>5%</td>
</tr>
<tr>
<td>Illinois</td>
<td>141</td>
<td>4%</td>
<td>Rhode Island</td>
<td>27</td>
<td>1%</td>
</tr>
<tr>
<td>Indiana</td>
<td>71</td>
<td>2%</td>
<td>South Carolina</td>
<td>65</td>
<td>2%</td>
</tr>
<tr>
<td>Iowa</td>
<td>28</td>
<td>1%</td>
<td>South Dakota</td>
<td>11</td>
<td>0%</td>
</tr>
<tr>
<td>Kansas</td>
<td>21</td>
<td>1%</td>
<td>Tennessee</td>
<td>44</td>
<td>1%</td>
</tr>
<tr>
<td>Kentucky</td>
<td>43</td>
<td>1%</td>
<td>Texas</td>
<td>255</td>
<td>7%</td>
</tr>
<tr>
<td>Louisiana</td>
<td>37</td>
<td>1%</td>
<td>Utah</td>
<td>30</td>
<td>1%</td>
</tr>
<tr>
<td>Maine</td>
<td>26</td>
<td>1%</td>
<td>Vermont</td>
<td>8</td>
<td>0%</td>
</tr>
<tr>
<td>Maryland</td>
<td>83</td>
<td>2%</td>
<td>Virginia</td>
<td>107</td>
<td>3%</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>112</td>
<td>3%</td>
<td>Washington</td>
<td>95</td>
<td>3%</td>
</tr>
<tr>
<td>Michigan</td>
<td>154</td>
<td>4%</td>
<td>West Virginia</td>
<td>24</td>
<td>1%</td>
</tr>
<tr>
<td>Minnesota</td>
<td>82</td>
<td>2%</td>
<td>Wisconsin</td>
<td>63</td>
<td>2%</td>
</tr>
<tr>
<td>Mississippi</td>
<td>17</td>
<td>0%</td>
<td>Wyoming</td>
<td>4</td>
<td>0%</td>
</tr>
<tr>
<td>Missouri</td>
<td>87</td>
<td>2%</td>
<td>Puerto Rico</td>
<td>8</td>
<td>0%</td>
</tr>
</tbody>
</table>

The top 10 participating states include:

1. California  283—8%
2. Texas       255—7%
3. New York    242—7%
4. Florida     194—5%
5. Pennsylvania 175—5%
6. Ohio        168—5%
7. Michigan    154—4%
8. Illinois    141—4%
9. Massachusetts 112—3%
10. Virginia   107—3%
Q2. What is your gender?

- Male: 71% (n=3,539)
- Female: 29%

A majority of respondents are male.
Q4. What is the annual emergency department patient volume where you work most of your time?

<table>
<thead>
<tr>
<th>Patient Volume</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 10,000</td>
<td>2%</td>
</tr>
<tr>
<td>10,001-20,000</td>
<td>4%</td>
</tr>
<tr>
<td>20,001-30,000</td>
<td>7%</td>
</tr>
<tr>
<td>30,001-40,000</td>
<td>10%</td>
</tr>
<tr>
<td>40,001-50,000</td>
<td>11%</td>
</tr>
<tr>
<td>50,001-75,000</td>
<td>25%</td>
</tr>
<tr>
<td>75,001-100,000</td>
<td>23%</td>
</tr>
<tr>
<td>100,001-200,000</td>
<td>15%</td>
</tr>
<tr>
<td>200,001-300,000</td>
<td>1%</td>
</tr>
<tr>
<td>More than 300,000</td>
<td>0%</td>
</tr>
<tr>
<td>Not sure</td>
<td>2%</td>
</tr>
</tbody>
</table>

A quarter of emergency physicians primarily work for emergency departments with patient volumes between 50,001 and 75,000. Almost another 40% work for departments with even higher volumes.
Q5. Have you ever been physically assaulted or witnessed another assault while at work in the emergency department? (Check all that apply.)

- Yes, I have been physically assaulted: 47%
- Yes, I have witnessed another assault: 71%
- No: 10%
- Prefer not to answer: 0%

(n=3,536)

Nearly half of emergency physicians have been assaulted while at work in the emergency department, while over seventy percent have witnessed another assault. Only ten percent have experienced neither.
Q5. Have you ever been physically assaulted or witnessed another assault while at work in the emergency department? (Check all that apply.)

By Gender

- **Yes, I have been physically assaulted**
  - Male (n=2,503): 48%
  - Female (n=1,033): 44%

- **Yes, I have witnessed another assault**
  - Male (n=2,503): 71%
  - Female (n=1,033): 72%

- **No**
  - Male (n=2,503): 10%
  - Female (n=1,033): 9%

- **Prefer not to answer**
  - Male (n=2,503): 0%
  - Female (n=1,033): 0%

Men are significantly more likely than women to report having been physically assaulted while at work in the emergency department (48% vs. 44%).
Q6. Who committed the assault? If more than one assault, please answer for the most recent incident. (Check all that apply.)

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient</td>
<td>97%</td>
</tr>
<tr>
<td>Patient family member or friend</td>
<td>28%</td>
</tr>
<tr>
<td>Another visitor</td>
<td>7%</td>
</tr>
<tr>
<td>Colleague</td>
<td>1%</td>
</tr>
<tr>
<td>Ancillary staff person</td>
<td>0%</td>
</tr>
<tr>
<td>Unknown/other</td>
<td>0%</td>
</tr>
</tbody>
</table>

* Among those who have been physically assaulted

Almost all physical assaults against emergency physicians were committed by patients, though an additional 28% of assaults involved a patient’s family member or friend.
Q7. Did your hospital administration or hospital security respond to the assault?

* Among those who have been physically assaulted

- Yes: 70%
- No: 27%
- Don't know: 3%

Among those physically assaulted, seventy percent of emergency physicians said that their hospital administration or security responded to the assault.
Q8. How did the hospital administration or hospital security respond to the assault?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital or nursing put a behavioral flag into the patient’s medical chart</td>
<td>28%</td>
</tr>
<tr>
<td>Hospital security arrested the patient for the assault or enlisted law enforcement to arrest the patient</td>
<td>21%</td>
</tr>
<tr>
<td>Hospital administration advised you to press charges</td>
<td>6%</td>
</tr>
<tr>
<td>Hospital security pressed charges</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>42%</td>
</tr>
</tbody>
</table>

* Among those who have been physically assaulted and whose hospital responded

Administration and security’s most common responses to physical assaults are to put a behavioral flag in the patient’s medical chart (28%) or to have the patient arrested (21%). Among those who gave “other” responses (42%), many indicated that the hospital’s reaction was simply to remove or restrain the individual. In some cases, the hospital responded to the assault, but did nothing at all.
Q9. Have you ever been injured at work because of an assault?

Yes  27%

No  73%

* Among those who have been physically assaulted

More than a quarter of those assaulted have been injured as a result.
Q10. How many times have you been physically assaulted in the emergency department in the past year?

- None: 39%
- Once: 34%
- 2-5 times: 24%
- 6-10 times: 2%
- More than 10 times: 1%
- Prefer not to answer: 1%

*Among those who have been physically assaulted

Over sixty percent of those assaulted have been assaulted in the past year alone. More than a quarter of emergency physicians have been assaulted more than once during that time.
Q11. In a typical month, how frequently have you been physically assaulted in the emergency department?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once a month</td>
<td>38%</td>
</tr>
<tr>
<td>Multiple times each month</td>
<td>46%</td>
</tr>
<tr>
<td>Once a week</td>
<td>8%</td>
</tr>
<tr>
<td>Multiple times a week</td>
<td>8%</td>
</tr>
<tr>
<td>Once a day</td>
<td>0%</td>
</tr>
<tr>
<td>Multiple times a day</td>
<td>0%</td>
</tr>
</tbody>
</table>

*Among those who have been physically assaulted 6+ times in the past year

Among emergency physicians who have been assaulted six or more times in the past year, almost half have been assaulted several times each month.
Q12. What was the nature of your most recent assault? (Check all that apply)

- Hit, slap: 44%
- Spit on: 30%
- Punch: 28%
- Kick: 27%
- Scratch: 17%
- Bite: 6%
- Assault with a weapon (knife, other): 2%
- Sexual assault: 1%
- Assault with a gun: 0%
- Other: 13%

*Among those who have been physically assaulted

A hit or a slap is the most common form of assault (44%), though emergency physicians also report being spit on, punched, or kicked.
Q13. What percent of the attacks do you think were from people seeking drugs or under the influence of prescription or nonprescription drugs, or alcohol?

- None: 9%
- 1% to 25%: 17%
- 26% to 50%: 23%
- 51% to 75%: 28%
- 76% to 100%: 22%

*(n=1,642)*

*Among those who have been physically assaulted*

Half of emergency physicians report that at least half of all assaults are committed by people believed to be seeking drugs or who are under the influence of drugs or alcohol.
Q14. What percent of the attacks do you think were from psychiatric patients?

* Among those who have been physically assaulted

- None: 7%
- 1% to 25%: 22%
- 26% to 50%: 29%
- 51% to 75%: 23%
- 76% to 100%: 18%

*(n=1,643)*

More than forty percent of emergency physicians believe that more than half of assaults are committed by psychiatric patients.
Q15. Have you ever missed part of or your entire shift due to an injury from an assault in the emergency department?

Very few (5%) of emergency physicians who have been assaulted have ever missed either a part or an entire shift due to an assault.

* Among those who have been physically assaulted

(n=1,650)*
Q16. In your opinion, has violence in the emergency department harmed patient care?

- Yes: 77%
- No: 11%
- Don’t Know: 11%

Over three-quarters of emergency physicians believe that violence in the emergency department has harmed patient care.
Q17. How have patients been adversely affected? (Check all that apply.)

Loss of productivity from emergency staff or physicians - 83%
Emotional trauma, increased anxiety - 81%
Increased wait times (incident takes physicians or nurses away from the ED) - 80%
Less focus from emergency staff or physicians - 76%
Physical harm - 51%
Leave without being seen/treated - 47%
Other - 5%

* Among those who believe that violence in the emergency department has harmed patient care

Loss of productivity, emotional trauma, increased wait time, and less focus are the most common ways in which patients have been adversely affected by emergency department violence.
Q18. Has a patient or visitor ever made inappropriate comments or unwanted advances to you?

- Yes: 85% (n=3,535)
- No: 15%

An overwhelming majority of emergency physicians report that patients and visitors have made inappropriate comments or advances toward them.
Q18. Has a patient or visitor ever made inappropriate comments or unwanted advances to you?

By Gender

Yes
- Male: 80%
- Female: 96%

No
- Male: 20%
- Female: 4%

Female emergency physicians are significantly more likely to have been on the receiving end of inappropriate comments or unwanted advances in the emergency department (96% vs. 80%).
Q19. Has a patient ever threatened to return and harm you or emergency department staff?

More than eighty percent of emergency physicians report that a patient has threatened to return and harm them or emergency department staff.
Q20. Rank the most important thing hospitals can do to increase safety in emergency departments. Drag each item below to your desired ranking.

- **Increase security**
  - Average rank: 2.00
  - Nearly half of all emergency physicians believe that increasing security is the most important thing hospitals can do to increase emergency department safety. Mean rankings correspond accordingly.

- **Establish, communicate, and enforce clear policies**
  - Average rank: 3.32
  - 18% of respondents believe this is important.

- **Report incidents to the police**
  - Average rank: 3.48
  - 10% of respondents believe this is important.

- **Reduce the number of areas in the emergency department that are open to the public**
  - Average rank: 3.54
  - 9% of respondents believe this is important.

- **Increase staff in the emergency department**
  - Average rank: 3.85
  - 9% of respondents believe this is important.

- **Offer training in self defense**
  - Average rank: 5.22
  - 1% of respondents believe this is important.

- **Other**
  - Average rank: 6.59
  - 3% of respondents believe this is important.

Nearly half of all emergency physicians believe that increasing security is the most important thing hospitals can do to increase emergency department safety. Mean rankings correspond accordingly.¹

¹ A lower mean score is a higher ranking (1=most important factor; 7=least important factor).
Q21. In your experience, violence in the emergency department in the past five years is:

- Greatly increasing: 25%
- Somewhat increasing: 44%
- Unchanged: 21%
- Somewhat decreasing: 1%
- Don’t know: 10%

Almost seventy percent of emergency physicians believe that violence in the emergency department has increased in the past five years. Only one percent believes that violence has actually decreased.
Q22. Rank what you think are the biggest contributing factors to violence in the emergency department. Drag each item below to your desired ranking.

- No adequate punitive consequence or response towards the attacker: 34% (Average rank: 2.64)
- Behavioral health patients: 32% (Average rank: 2.62)
- Absence of adequate protective mechanisms for physicians/staff: 15% (Average rank: 3.20)
- Emergency department crowding: 8% (Average rank: 3.95)
- People seeking prescription opioids: 5% (Average rank: 4.18)
- Emergency department boarding: 2% (Average rank: 4.82)
- Other: 4% (Average rank: 6.58)

32% of emergency physicians believe that behavior health patients are a main contributing factor to violence in the emergency department. It also receives the highest ranking at a mean score of 2.62. Slightly more emergency physicians cite the lack of adequate punitive consequences as a main factor, but its mean ranking is slightly lower overall (2.64).²

² A lower mean score is a higher ranking (1=biggest factor; 7=least factor).