

Bullying, Harassment & Physical Violence

Magnitude, Prevention Strategies, and Current NIOSH Research Priorities

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Today we will talk about...

- Definitions and background
- Magnitude of the problem
- Overview of previous research
- Current research priorities

Workplace Violence Definitions

- **Workplace Violence**

violent acts, including physical assaults and threats of assault, directed toward persons at work or on duty

- **Physical Assaults**

range from slapping, biting, and pinching to beating, rape, and homicide

- **Non-physical Assaults**

verbal threats, verbal or electronic harassment, bullying, psychological violence, or emotional abuse



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Workplace Violence Typologies



Type I: Criminal Intent

Perpetrator has no legitimate relationship with the business and is usually there to commit a crime such as a robbery in conjunction with the violence.



Type II: Customer/Client

Perpetrator has a legitimate relationship with the business, such as patients, students, inmates, etc.



Type III: Worker-on-Worker

Perpetrator is an employee or a past employee of the business who attacks or threatens another employee in the workplace.



Type IV: Intimate Partner Violence

Perpetrator usually does not have a relationship with the business, but has a personal relationship with an employee.

Early Workplace Violence Research at NIOSH

- **1980-2001: National Traumatic Occupational Fatalities (NTOF) database**

- Death certificate based recoding system
- Included homicides

- **1992: NIOSH Report**

Homicide in U.S. Workplaces: A Strategy for Prevention and Research

- **1993: NIOSH Alert**

Request for Assistance in Preventing Homicide in the Workplace

- **1996: NIOSH Current Intelligence Bulletin 57**

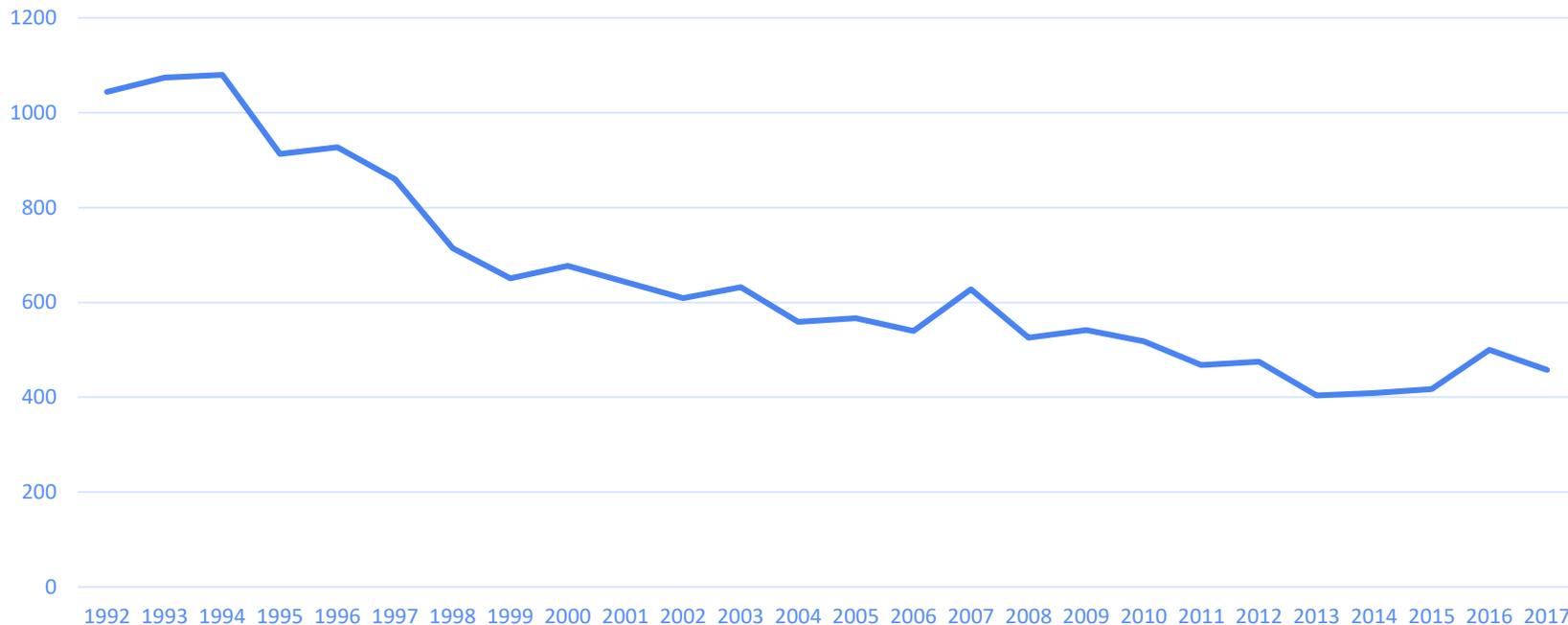
Violence in the Workplace: Risk Factors and Prevention Strategies

Bureau of Labor Statistics Data

Census of Fatal Occupational Injuries (CFOI) 1992-2017

Multiple source recording system (death certificates, OSHA logs, newspaper reports)

Workplace Homicides 1992-2017



Approximate Percent of Occupational Homicides by Typology (1992-2017)

75%

Criminal Intent

Robbery-associated violence

7%

Customer/Client

Violence by disgruntled clients, customers, patients, families of patients

10%

Worker-on-Worker

Violence by co-workers or former co-workers

7%

Intimate Partner Violence

Violence by current or former partner or spouse

Physical Workplace Violence (Homicides)

- **Type I: Criminal Intent**

- Retail workers
- Taxi drivers

- **Type II: Customer/Client**

- Law enforcement
- Corrections officers

- **Type III: Worker-on-Worker**

- All occupations

- **Type IV: Intimate Partner Violence**

- All occupations



Research to Evaluate Interventions

Intervention:

Assessed compliance with municipal requirements for convenience store safety

Findings:

- Compliance was greater among national chains (vs. mom-and-pop stores)
- Inexpensive measures, such as signage, were not frequently used
- Insurance companies and chambers of commerce may be helpful resources for small businesses



Non-Fatal Workplace Violence

- **Type I: Criminal Intent**

- Retail workers
- Taxi drivers

- **Type II: Customer/Client**

- Healthcare workers
- Education workers
- Law enforcement

- **Type III: Worker-on-Worker**

- All occupations

- **Type IV: Intimate Partner Violence**

- All occupations



Working with Partners to Translate Research into Practice

Training for Healthcare Workers and Nurses

NIOSH developed an award-winning, interactive, online workplace violence prevention course that was released in 2013

Training Usage (August 2012-June 2019):

Registrations:	39,965
Completions:	35,145 (88%)
CNE Recipients:	34,650



Evaluation of Course

95% of course participants “agreed” or “strongly agreed” that upon course completion they could:

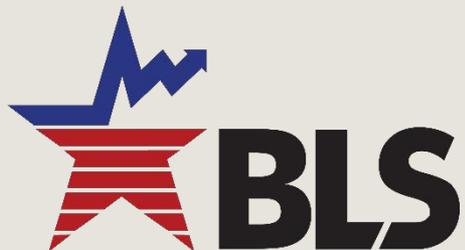
- ✓ Identify risk factors for workplace violence
- ✓ Recognize behavioral warning signs
- ✓ Employ communication and teamwork skills to prevent and manage violence
- ✓ Identify appropriate resources to support injured nurses



Sources of Data for Non-Fatal Workplace Violence

- **Bureau of Justice Statistics Crime Victimization Survey (NCVS)**
 - Nationally representative sample of U.S. households (~80K respondents)
 - Criminal victimizations – with or without an injury
- **Bureau of Labor Statistics Survey of Occupational Injuries and Illnesses (SOII)**
 - Establishment data – about 250K private sector and state and local government establishments
 - Worker missed at least **1 full day of work**
- **Consumer Product Safety Commission (CPSC) and National Electronic Injury Surveillance System – Occupational Supplement (NEISS-Work)**

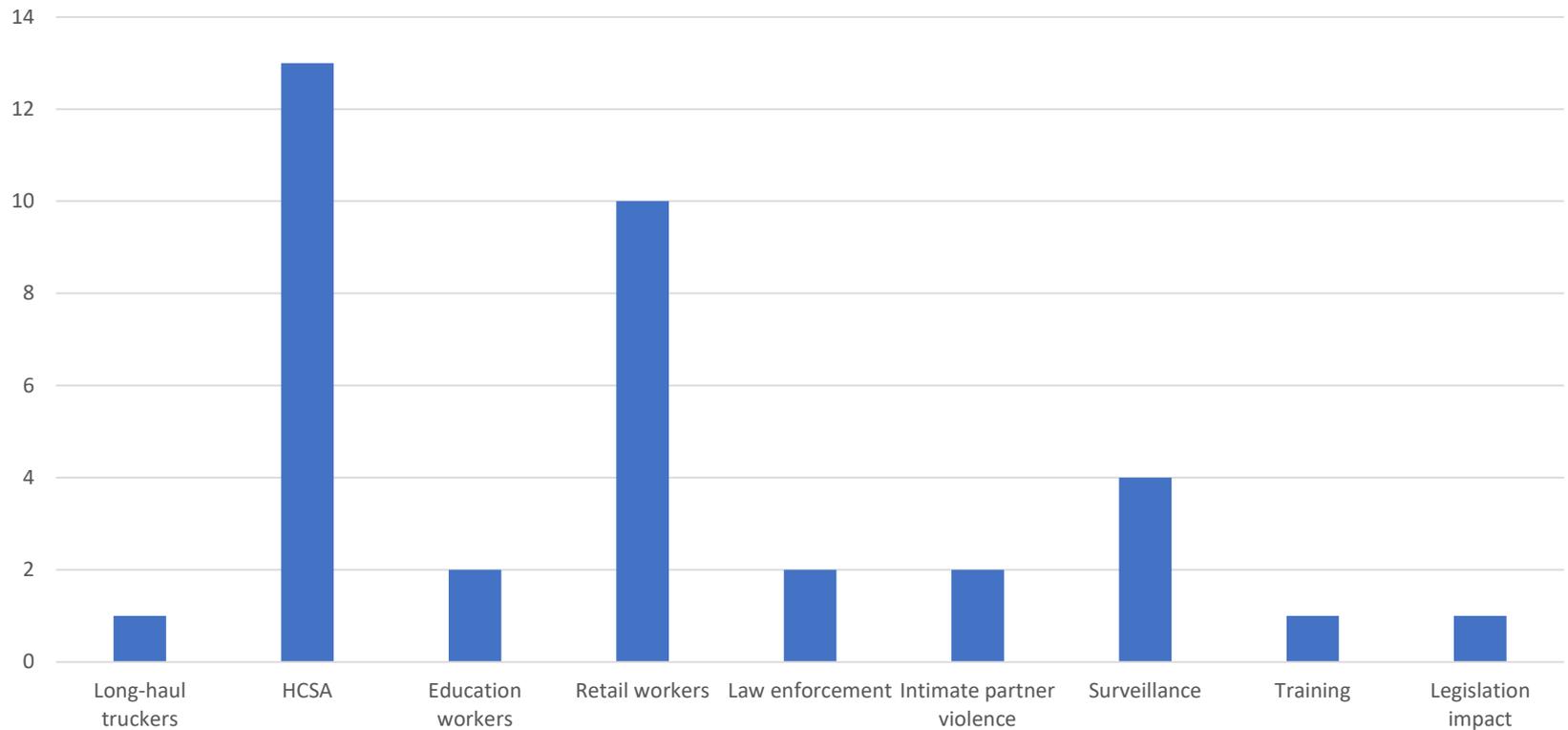
Indicators of Workplace Violence, 2012-2016



- CFOI – census of fatal workplace violence
- NCVS – household-based survey
- SOII – establishment-based survey
- NEISS-Work – hospital emergency department data

Research with Partners and Grantees (2000-2019)

NIOSH Funded External Research Grants



Impact and Resources

- About **250 scientific articles and publications** supported by NIOSH

- Research influenced:



– Employer practices



– State and municipal regulations



– OSHA guidelines

Nonfatal Workplace Violence Impact on Individuals



Liz: Assisted living nurse. Hand crushed by elderly resident

Sheila: Emergency room nurse. Workplace violence committee member



Ellen: State psychiatric facility. Volunteer staff action program member



Marcia: Hospital triage nurse. Held hostage by a patient



Terminology

Workplace Psychological Aggression

Incivility

Interactional Injustice

Mistreatment

Horizontal Hostility

BULLYING

Disruptive Behavior

Social Undermining

Generalized Workplace Abuse

Abusive Supervision

MOBBING

Lateral Violence

Harassment

Counterproductive Work Behavior

Workplace Bullying

- Encompasses broad spectrum of victimizing, humiliating, undermining, and threatening verbal and non-verbal behaviors directed by one or more persons toward others
- Creates a risk to the health and safety of employees and generates costs for work organizations
- Worldwide problem which is largely underestimated
- Appears to be present in most occupational sectors across many countries

Defining Features

- Negative behavior directed at another
- Repetitive and patterned
- Occurs over a period of time
- Unwelcome and unsolicited by target
- Violates a standard of appropriate conduct towards others
- Exposure causes harm to the target
- Power imbalance (formal vs. informal)



Example Behaviors

- Ridiculing
- Insulting or offensive remarks
- Spreading gossip or rumors
- Being ignored or excluded
- Being yelled or shouted at
- Throwing or hitting objects
- Invading personal space
- Withholding information which affects your job performance



Photo by: ADD

Sources of Information

- National Surveys
 - Quality of Worklife Survey (QWL)
 - General Social Survey (GSS)
 - National Organizations Survey (NOS)
 - National Health Interview Survey (NHIS)
- International Surveys/Partnerships
 - Negative Acts Questionnaire (NAQ)
 - European Working Conditions Survey (EWCS)
 - European Survey of Enterprises on New and Emerging Risks (ESENER)
- Organizational Surveys/Interviews
 - Northwestern National Life Survey (NWNLS)
- Workplace Studies
- Expert Meetings



Prevalence

5-15%*

of the global workforce report having been bullied in the past 12 months

7-59%*

of workers in the U.S. have experienced bullying (depending on the survey and questions asked)

– NIOSH NHIS Data 7.8%; NIOSH OWL Data 9.5%

~12%*

of workers have witnessed bullying behaviors

Who is at Risk?

- At-risk occupations
 - Service
 - Public Safety
 - Healthcare
 - Retail
- Ethnic/racial groups
- Men and women
 - Same-sex bullying
- Supervisors and non-supervisors
 - Upward bullying
- Older and younger workers



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Who is Doing It?

- Co-workers
- Managers/supervisors
- Clients/customers/patients
- Subordinates



Risk Factors

Insecure Employment	Poor employee/management relations
Low levels of supervisor and co-worker support	Understaffing
High work demands	Role conflict/ambiguity
Poor work climate	Organizational culture

Impact



Individual



Organization

Job Stress	Turnover/Intent to Leave
Burnout/Compassion Fatigue	Sick Leave
Anxiety	Reduced Job Commitment
Depression	Reduced Job Satisfaction
Post-Traumatic Stress	Lost Productivity
Headaches	Reduced Customer Satisfaction
Sleep Problems	Legal Actions
Musculoskeletal Pain	Grievances/Complaints

Products



- NIOSH guidance documents
- NIOSH topic webpages
- Journal articles
- Trade or professional articles
- Presentations at scientific conferences and professional associations
- Training curricula
- Online courses
- Webinars

NIOSH Strategic Plan 2019-2023

- Healthcare and Social Assistance X Traumatic Injury Prevention
 - Interventions for nursing home workers
 - Surveillance research for home healthcare workers
- Public Safety X Traumatic Injury Prevention
 - Intervention and translation research to prevent patient assault and bystander violence directed toward emergency medical services workers, law enforcement, and correction workers
- Healthcare and Social Assistance X Healthy Work Design
 - Intervention research for prevention of bullying directed toward healthcare and social services workers who directly interact with patients, their families, and visitors



for BSC

- What are some key partnerships that NIOSH could pursue in order to conduct intervention and translation research?
- What types of communication or other products could NIOSH develop?
- How can NIOSH reach vulnerable workers, or those with precarious or non-standard employment arrangements?

Thank you!

Questions?

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More Information on Workplace Violence:

<http://www.cdc.gov/niosh/topics/violence/>

http://www.cdc.gov/niosh/topics/violence/training_nurses.html

For more information, contact CDC
1-800-CDC-INFO (232-4636)
TTY: 1-888-232-6348 www.cdc.gov

The findings and conclusions in this report are those of the authors and do not necessarily represent the official position of the Centers for Disease Control and Prevention.

