

Addressing mistreatment of providers by patients and family members as a patient safety event.

February 16, 2022

Hatfield M, Ciaburri R, Shaikh H, et al. Addressing mistreatment of providers by patients and family members as a patient safety event. *Hosp Pediatr.* 2022;12(2):181-190. doi:10.1542/hpeds.2021-006267. <https://psnet.ahrq.gov/issue/addressing-mistreatment-providers-patients-and-family-members-patient-safety-event>

[Workplace violence](#) in health care settings can adversely affect the safety of healthcare workers and [patients](#). Baseline responses from 309 pediatric physicians, nurses, and residents at one hospital revealed that the majority have received [verbal threats](#) from patients or family members. Offensive behavior from patients or family members was commonly based on provider age, gender, race/ethnicity, or appearance. After an interprofessional training intervention focused on addressing and reporting mistreatment, providers reported increased reporting knowledge, self-efficacy, and reporting behaviors.