

Key Factors in Hospital Crisis Response- An Example of Violence in Emergency Medicine

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ABSTRACT The medical personnel has to particularly pay attention to the treatment processes, including medication, attitudes, and interaction, as a lot of violence in emergency medicine shows no absolute relationship with medical profession. However, finding out the sign of violence in emergency medicine in advance to further reduce the occurrence of violence in emergency medicine is a favorable approach. The nurses, doctors, and the public in emergency rooms of Kaohsiung Veterans General Hospital are investigated in this study. Total 300 copies of questionnaires are distributed, and 176 valid copies are retrieved, with the retrieval rate 59%. The research results show the top five indicators, among 12 evaluation indicators, appear Judgment Competence, Afterward Disposal, Potential Crisis, Decisive Management, and Command and Dispatch. Some suggestions are proposed in the conclusion in this study, expecting to assist in the worry of violence in emergency medicine in hospitals.