BULLY AND HARASSMENT IN HEALTHCARE INDUSTRY: WHAT ARE OUR ROLES IN PREVENTION

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INTRODUCTION

DEFINITION

WORLDWIDE SCENARIO
  • INTERNATIONAL
  • LOCAL

LAW RELATED TO WORKPLACE VIOLENCE (WPV)

HOW TO DEAL WITH IT
Workplace violence (WPV) including harassment and bullying can impact an employee's psychological safety and the overall psychological health and safety of the workplace.

In many jurisdictions, employers have a general duty to protect employees from risks at work. This duty can mean both physical harm and mental health.

Health workers are at high risk of violence all over the world. Between 8% and 38% of health workers suffer physical violence at some point in their careers*. Many more are threatened or exposed to verbal aggression. Most violence is perpetrated by patients and visitors.

*World Health organization (WHO)
KEKERASAN FIZIKAL

Kontraktor tampar lengan doktor wanita dipenjara sebulan

KUALA LUMPUR: Seorang kontraktor dijatuhi hukuman penjara sebulan oleh Mahkamah Majistret Ampang kerana menampar lengan kiri seorang doktor wanita ketika cuba menenangkan lelaki itu semasa proses mengambil darah anaknya di Hospital Ampang.

Majistret Haslinda A. Raof menjatuhkan hukuman itu ke atas Shafudin Sulung, 40, selepas dia mengaku bersalah dengan sengaja mendatangkan kecederaan terhadap seorang doktor wanita berusia 32 tahun di Bilik 1, Zon Hijau Jabatan Kecemasan dan Trauma, Hospital Ampang, pada 3.20 pagi, 6 Jan lalu.

Mahkamah memerintahkan bapa anak satu itu menjalani hukuman penjara tersebut bermula hari ini.

Pertuduhan mengikut Seksyen 323 Kanun Keseksaan yang memperuntukkan hukuman penjara maksimum setahun atau denda maksimum RM2,000 atau kedua-duanya.

Terdahulu, Shafudin yang tidak diwakili peguam memohon mahkamah mengenakan hukuman denda ke atasnya dengan alasan dia hanya menolak lengan mangsa sahaja.

Bagaimanapun, Timbalan Pendakwa Raya Raisahah Abdul Razak memohon hukuman setimpal berbentuk pengajaran kerana kesalahan yang dilakukan tertuduh adalah serius selain doktor itu hanya cuba untuk menenangkannya.

Mengikut fakta kes, pada hari kejadian, tertuduh dan isterinya membawa anak lelaki mereka yang berusia lima tahun ke Hospital Ampang untuk mendapatkan rawatan sebelum mangsa yang merupakan doktor di hospital itu terdering bunyi bising dari Bilik 1, Zon Hijau Jabatan Kecemasan.

Doktor wanita itu kemudian memasuki bilik itu dan melihat seorang jururawat sedang mengambil darah anak tertuduh. Sempena, lelaki yang tidak berpuasa itu dengan proses pengambilan darah itu bertindak.
#VIRAL / TULAR DI MEDIA SOSIAL

didakwa melakukan kelucahan melampau terhadap seorang pesakit lelaki berusia 20 tahun.

Pegawai perubatan didakwa lakukan kelucahan melampau

I know this doctor so well...A very dedicated one...dia nk psg tiub kencing je...mmg kna pegang bahagian sulit tu...hbs tu nk dctor pmptuan ke yg psg? Ihaish...what a stupid story...boleh saman malu tu.
Kata Dato Norhizan, pihak KKN Kedah memandang surai tuduhan yang dilemparkan oleh lelaki tersebut dan satu siasatan menyeluruh telah didakwa bagi mendapatkan gambaran sebenar kejadian yang berlaku. Menurut kejadian, lelaki tersebut bersama-sama dengan isterinya yang hamil 37 minggu hadir ke Hospital Langkawi pada puluh 2.20 pagi pada 21 Mac untuk memeriksa masa kehamilan dan mengambil samples kesehatan.

By Almaswa Haji Che Ros – April 4, 2018

KISAH JURURAWAT SEBALIK PINTU

...
DEFINITION & TERMINOLOGY
Violence (Kekerasan):
- Any conduct including physical assaults or threat of assault, verbal or written attacks intended to make damage or cause psychological harm to the victim

Harassment (Gangguan):
- Any form of unwanted behaviour through oral, physical, touch or others that usually performed persistently or a single instance

Staff Ministry of Health (MOH):
- Any employee who is in the Ministry of Health Malaysia regardless in the public sector or contract or concessionaire
Bully (Buli):

- Workplace bullying is unreasonable and **inappropriate behaviour** directed towards a worker or a group of workers that creates a risk to health and safety.
- By definition, bullying is behaviour that is **repeated over time** or occurs as part of a **pattern of behaviour**, rather than a single episode.
- It is about **psychological power**
- It includes behaviour that **intimidates, offends, victimizes, threatens, degrades, insults or humiliates**.
- Bullying can take psychological, social and physical forms.
- It is not the **perpetrator’s intention**, but the **victim’s perception**, that is key to determining whether bullying has occurred.
Harassment (Gangguan):

- Harassment is unwanted, unwelcome or uninvited behaviour that makes a person feel humiliated, intimidated or offended.

- Harassment can be related to a person’s ethnicity, gender, sexual orientation, disability, or other factors such as whether a person has made a complain.
TYPES OF WORKPLACE VIOLENCE (WPV)

- Physical (hitting/vandalism/spitting)
- Verbal (*ancaman*/*kata – kata kesat*)
- Writing (*surat ancaman*/viral di media sosial)
- Cyber bullying
- Sexual Harassment
WORLDWIDE SCENARIO
Healthcare Worker Injuries Resulting in Days Away from Work, by Source

- Patient: 80%
- Other client or customer: 12%
- Student: 3%
- Coworker: 3%
- Other person (not specified): 1%
- Assailant/suspect/inmate: 1%

Data source: Bureau of Labor Statistics (BLS), 2013 data. These data cover three broad industry sectors: ambulatory healthcare services, hospitals, and nursing and residential care facilities. Source categories are defined by BLS.

Lu L1,2, Dong M1,2, Wang SB3,2, Zhang L4,5,6,2, Ng CH7, Ungvari GS8,9, Li J10,11, Xiang YT1.

Author information

Abstract

BACKGROUND: In China, workplace violence (WPV) toward health-care professionals has been a major concern, but no meta-analysis on this topic has been published. This study is a meta-analysis of the pooled prevalence of WPV against health-care professionals in China and its associated risk factors.

METHOD: English- (PubMed, PsycINFO, and Embase) and Chinese-language (Chinese National Knowledge Infrastructure, WanFang, and SinoMed) databases were systematically searched. Data on the prevalence of WPV and the subtypes of violence experienced by health-care professionals in China were extracted and pooled using random-effects models.

FINDINGS: A total of 47 studies covering 81,771 health-care professionals were included in the analyses. The overall prevalence of WPV from 44 studies with available data was 62.4% (95% confidence interval [CI] = [59.4%, 65.5%]). The estimated prevalence of physical violence, psychological violence, verbal abuse, threats, and sexual harassment were 13.7% (95% CI [12.2%, 15.1%]), 50.8% (95% CI [46.2%, 55.5%]), 61.2% (95% CI [55.1%, 67.4%]), 39.4% (95% CI [33.4%, 45.4%]), and 6.3% (95% CI [5.3%, 7.4%]), respectively. Males were more likely to experience WPV than females.

INTERPRETATION: WPV against health-care professionals appears to be a significant issue in China. Relevant policies and procedures related to WPV should be developed. Staff should be provided with adequate training, education, and support to implement violence management policies to ensure safety at the workplace.

KEYWORDS: China; health-care professionals; meta-analysis; workplace violence
WORKPLACE VIOLENCE (WPV) IS WIDESPREAD IN HEALTHCARE PROFESSIONS

Prevalence Of WPV Among Healthcare Occupations:

- 21 percent of registered nurses and nursing students reported being physically assaulted - and over 50 percent verbally abused - in a 12-month period

- American Nurses Association’s Health Risk Appraisal survey of 3,765 registered nurses and nursing students, 2014
MALAYSIA SCENARIO
NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY YEARS

- 11th July 2016: Establishment of OSH Unit in Hospitals
- 28th April 2017: Launching of Garis Panduan Mencegah & Menangani Kekerasan
- 24th Nov 2017: Establishment of OSH Unit in State Health Department
- 27th April 2018: Launching of Modul Latihan Mencegah & Menangani Kekerasan

Graph shows a 159% increase from 44 cases in 2013-DEC 2016 to 432 cases in DEC 2018.
NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY STATE IN 2017 & 2018

<table>
<thead>
<tr>
<th>State</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>SELANGOR</td>
<td>131</td>
<td></td>
</tr>
<tr>
<td>JOHOR</td>
<td>46</td>
<td>10</td>
</tr>
<tr>
<td>SARAWAK</td>
<td>38</td>
<td>16</td>
</tr>
<tr>
<td>PERAK</td>
<td>37</td>
<td>15</td>
</tr>
<tr>
<td>PULAU PINANG</td>
<td>34</td>
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<td>NGERI SEMBILAN</td>
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<td>3</td>
</tr>
<tr>
<td>KEDAH</td>
<td>26</td>
<td>14</td>
</tr>
<tr>
<td>TERENGGANU</td>
<td>20</td>
<td>7</td>
</tr>
<tr>
<td>SABAH</td>
<td>19</td>
<td>17</td>
</tr>
<tr>
<td>MELAKA</td>
<td>9</td>
<td>5</td>
</tr>
<tr>
<td>WP KL &amp; PUTRAJAYA</td>
<td>14</td>
<td>8</td>
</tr>
<tr>
<td>IPR</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>PERLIS</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>IKK</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>PAHANG</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>KELANTAN</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>WP LABUAN</td>
<td>4</td>
<td>2</td>
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<tr>
<td>PDN</td>
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<td>1</td>
</tr>
</tbody>
</table>

2018 n=432
2017 n=167
NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY MONTH IN 2017 & 2018

- **27 April 2018**: Launching of Modul Latihan Mencegah & Menangani Kekerasan
- **28 April 2017**: Launching of Garispanduan Mencegah & Menangani Kekerasan

2018: n=432
2017: n=167
NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY TIME OF INCIDENT IN 2018

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Number of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>0800 - 1359</td>
<td>165</td>
</tr>
<tr>
<td>1400 - 1959</td>
<td>132</td>
</tr>
<tr>
<td>2000 - 0159</td>
<td>89</td>
</tr>
<tr>
<td>0200 - 0759</td>
<td>46</td>
</tr>
</tbody>
</table>

n=432
<table>
<thead>
<tr>
<th>Department/Unit</th>
<th>Number of Violence Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>KECEMASAN &amp; TRAUMA</td>
<td>113</td>
</tr>
<tr>
<td>PSIKIATRI &amp; KESIHATAN MENTAL</td>
<td>60</td>
</tr>
<tr>
<td>PERUBATAN AM</td>
<td>52</td>
</tr>
<tr>
<td>ORTOPEDIK</td>
<td>31</td>
</tr>
<tr>
<td>OBSTETRIK &amp; GINEKOLOGI</td>
<td>27</td>
</tr>
<tr>
<td>PEDIATRIK</td>
<td>23</td>
</tr>
<tr>
<td>FARMASI</td>
<td>18</td>
</tr>
<tr>
<td>PEMBEDAHAAN AM</td>
<td>16</td>
</tr>
<tr>
<td>PESAKIT LUAR</td>
<td>11</td>
</tr>
<tr>
<td>PERUBATAN RESPIRATORI</td>
<td>10</td>
</tr>
<tr>
<td>PERUBATAN KARDIOLOGI</td>
<td>8</td>
</tr>
<tr>
<td>ANESTESIOLOGI &amp; RAWATAN RAPI</td>
<td>8</td>
</tr>
<tr>
<td>NEUROLOGI</td>
<td>6</td>
</tr>
<tr>
<td>PERUBATAN REHABILITASI</td>
<td>5</td>
</tr>
<tr>
<td>PENGIMEJAN DIAGNOSTIK</td>
<td>5</td>
</tr>
<tr>
<td>KESELAMATAN</td>
<td>5</td>
</tr>
<tr>
<td>RADIOTERAPI &amp; ONKOLOGI</td>
<td>4</td>
</tr>
<tr>
<td>OPTALMOLOGI</td>
<td>4</td>
</tr>
<tr>
<td>KEJURURAWATAN</td>
<td>4</td>
</tr>
</tbody>
</table>

1 CASE IN EACH DEPARTMENT/UNIT
- FISIOTERAPI
- FORENSIK
- GERIATRIK
- NEFROLOGI
- PEMBANGUNAN & PENSWASTAAN
- PEMBEDAHAAN PLASTIK

2 CASES IN EACH DEPARTMENT/UNIT
- DERMATOLOGI
- KERJA SOSIAL PERUBATAN
- OTORINOLARINGOLOGI
- PATOLOGI
- PERGIGIAN (BEDAH MULUT)
- PERGIGIAN (PEDIATRIK)
- TERAPI CARA KERJA
NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY LOCATION OF INCIDENT IN 2018

n=432
The Risk Factors of Workplace Violence among Healthcare Workers in Public Hospital

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² Department of Community Health, Faculty of Medicine and Health Sciences, Universiti Putra Malaysia, 43400 Serdang, Selangor, Malaysia

ABSTRACT

Introduction: Workplace violence become a global concern and perceived as a very serious safety and health hazard especially in healthcare setting. The aim of this study was to determine the prevalence of workplace violence and its associated risk factors among healthcare workers in public hospital. Methods: This was a cross-sectional study which involved 136 randomly selected respondents among doctors and nurses in a public hospital in Kuala Lumpur. Data was gathered through a self-administered questionnaire consisted of two standardized questionnaire; Workplace Violence (WPV) and Job Content Questionnaire (JCQ-27). Results: The response rate was 91%. The prevalence of reported WPV was 71.3% where nurses (73.2%) had slightly higher prevalence than doctors (69.2%). The most common forms of WPV was verbal abuse (70.6%), followed by bullying/mobbing (29.4%), physical violence (11.0%), and sexual harassment (6.6%). The perpetrators were mostly among relatives of patients and visitors followed by the patients. Multiple logistic regression shows that respondents working in Accident and Emergency (A&E) Department was 17 times more likely to report workplace violence than those working in Pediatric Department. Also, for every 1 year younger, respondents were 5 times more likely to experience workplace violence controlling for other factors. Conclusion: The prevalence of workplace violent among respondents were high and most common among young workers, especially nurses and those working in A&E Department. Hence, further assessment should be carried out to reduce the identified risk factors and to find ways of solving this issue.

Keywords: Healthcare workers, Clinical setting, Psychosocial hazard, Occupational aggression
NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY PERPETRATOR CATEGORY IN 2018

- **WARIS/PELAWAT VS ANGGOTA**: 15 (4%)
- **ANGGOTA VS ANGGOTA**: 225 (52%)
- **JABATAN PSIKIATRI & KESIHATAN MENTAL**: 56 (13%)
- **JABATAN LAIN**: 169 (39%)

n=432
NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY SHIFT (JURURAWAT TERLATIH) IN 2018

- 0700 - 1359: 46
- 1400 - 2059: 42
- 2100 - 0659: 33

n=121
NUMBER OF VIOLENCE CASES TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) BY SHIFT (PEGAWAI PERUBATAN) IN 2018

0800 - 1700: 66 cases
1701 - 0759: 35 cases

n=101
TYPES OF VIOLENCE TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) IN 2018

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal</td>
<td>299</td>
</tr>
<tr>
<td>Fizikal</td>
<td>141</td>
</tr>
<tr>
<td>Buli/Menakut-Nakutkan</td>
<td>107</td>
</tr>
<tr>
<td>Bertulis (Surat/Media Sosial/SMS)</td>
<td>31</td>
</tr>
<tr>
<td>Vandalisme</td>
<td>22</td>
</tr>
<tr>
<td>Seksual</td>
<td>18</td>
</tr>
</tbody>
</table>

*Jumlah jenis kekerasan melebihi jumlah kes kerana terdapat kes kekerasan melibatkan beberapa jenis kekerasan dalam satu masa*
CONTRIBUTING FACTORS OF VIOLENCE TOWARDS HEALTHCARE WORKERS IN HOSPITAL & MEDICAL INSTITUTION (MOH) IN 2018

SIKAP PELAKU (PESAKIT/WARIS/PELAWAT) - 201
FAKTOR KESIHATAN PESAKIT - 89
MASALAH KOMUNIKASI - 86
WAKTU MENUNGGU LAMA - 23
SIKAP PELAKU (ANGGOTA) - 16
TIDAK MEMATUHI SOP - 8
PESAKIT DIBAWAH PENGARUH DADAH/ALKOHOL - 8
PERSEKITARAN - 1

n=432
WORKERS’ RIGHT!

1. Right to be respected
2. Safe and healthy workplace
3. Right to report any violent incident by clients
4. Right to defend themselves in any case of workplace violence (voice and/or video recording for evidence)
5. Job modification (deemed needed or necessary)
   - term of reference and responsibilities of the various parties involved (as explained in the guideline)
LAW RELATED TO WORKPLACE VIOLENCE (WPV)
INTRODUCTION

In Malaysia, there are provisions under **criminal law** and **civil law** to address cases involving violent crimes.
# CRIMINAL LAW VS CIVIL LAW

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Criminal</th>
<th>Civil</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
<td>Deputy Public Prosecutor decided to make a charge - prima facie</td>
<td>The plaintiff (victim) filed a suit against the accused</td>
</tr>
<tr>
<td>Laws</td>
<td>Penal Code 1936</td>
<td>Civil Law Act 1956</td>
</tr>
<tr>
<td>Implications</td>
<td>If found guilty, the accused will be sentenced to fine or imprisonment</td>
<td>If the lawsuit plaintiffs are allowed, the plaintiff will receive compensation</td>
</tr>
</tbody>
</table>
1. Victim statement recorded.
2. Significant matters related incident such as date, time, location, how the incident occurred identified.
3. Investigation of the parties involved and witnesses made.

Police referred the investigation papers to the Deputy Public Prosecutor for the instructions of charge

There is enough evidence
The accused charged in court

The evidence is insufficient
No charge is made

Cases of civil claims involving civil servants will not be represented by government attorneys
The action was initiated by the plaintiff itself by appointing a solicitor to represent him/herself.

*Government Proceedings Act (Act 359) - seksyen 5 & 6. Cases of civil claims involving civil servants will not be represented by government attorneys.
WHY IN CIVIL CASES IS NOT REPRESENTED BY GOVERNMENT ATTORNEY?


- The case does not involve the government requiring a summons action to be taken or sued.

- Action taken on the "personal capacity" of a person and not as agent for the government and any compensation, received by the individual.

- The case does not involve any loss to the government.
In Malaysia workers are protected from the WPV by several rules and regulations including:

- Penal Code 1936 (Act 574)
- Employment Act 1955 (Act 265)
- Minor Offences Act 1955 (Act 336)
- Civil Law Act 1956 (Act 67)
- Defamation Act 1957 (Act 286)
- Industrial Relations Act 1967 (Act 177)
- Peraturan-peraturan Pegawai Awam 1993 (Kelakuan Dan Tatatertib) P.U. (A) 395
- Occupational Safety and Health Act 1994 (Act 514)
- Communications and Multimedia Act 1998 (Act 588)
- **Penal Code 1936 (Act 574)**
  - Section 189 - Threat of Injury to a public servant
  - Section 323 - Punishment for voluntarily causing hurt
  - Section 324 - Voluntarily causing hurt by dangerous weapons or means
  - Section 351 - Assault
  - Section 353 - Using criminal force to deter a public servant from discharge of his duty
  - Section 354 - Assault or use criminal force to a person with intent to outrage modesty
  - Section 499 - Defamation
  - Section 503 - Criminal Intimidation
  - Section 509 - Word or gesture intended to insult the modesty of a person
- Communication & Multimedia Act 1998 (Act 588) - improper use of network facilities or network service

- Minor Offences Act 1955 (Act 336) - Insulting behavior

- Occupational Safety and Health Act 1994 (Act 514)
  - Section 30 role & responsibility of OSH Committee

- General Order (G.O. by Public Service Department)
  - Peraturan-Peraturan Pegawai Awam 1993
    (Kelakuan Dan Tatatertib) P.U. (A) 395
GARIS PANDUAN MENEGAH & MENANGANI KEKERASAN TERHADAP ANGGOTA DI FASILITI KEMENTERIAN KESIHATAN MALAYSIA 2017

(76.9 MB)

Launched by Director General of Health Malaysia on 28th April 2017

WEBSITE:
http://medicaldev.moh.gov.my/ckpp/
- List of existing legislation to protect MOH staff (pg. 11)
- Standardisation of notice/signage to MOH clients (pg. 28)
- Flow of notification (pg. 25 & 26)
- Procedure/SOP in case of abuse/assault/violence incidence (pg. 27)
- Notification & Investigation form (VRP-UKKP Bil.1/2017) (pg. 29-33)
- Role & responsibility of MOH staff in handling violence (pg. 18-20)
MINISTRY OF HEALTH INITIATIVE

SIGNBOARD
MODUL LATIHAN MENCEGAH & MENANGANI KEKERASAN TERHADAP ANGGOTA DI FASILITI KEMENTERIAN KESIHATAN MALAYSIA 2018

(76.9 MB)

Launched by Director General of Health Malaysia on 27th April 2018

WEBSITE: http://medicaldev.moh.gov.my/ckpp/
Although several Acts, regulations and guidelines have been developed to protect employees from WPV, awareness level among Malaysian employees and employers on the detrimental effects of WPV and how to handle it requires a lot of improvement.

These initiatives will only be effective with the support from the top management and the team in an organization.

Efforts are required in disseminating the information and sufficiently publicize among employees.

The content of the related policies, procedures and guidelines needs to be clear, easily accessible and understood by workers.
HOW TO DEAL WITH IT?
Kekerasan fizikal

Contoh:
- pukul,
- tampar,
- vandalism,
- isyarat lucah,
- genggam penumbuk

Bukti:
- Pemeriksaan Perubatan: rujukan ke Jabatan Kecemasan /Psiikiatri /O&G/ Jabatan yang berkaitan

Kesalahan termaktub dalam undang-undang

Contoh:

Verbal (lisân)

Contoh:
- ejekan, fitnah, menghina, menjatuhkan maruah

Bukti:
- Bahan Bukti (saksi /CCTV /video)

Kesalahan termaktub dalam undang-undang

Contoh:
- Kanun Keseksaan (Akta 574): Seksyen 189,268,298,349, 354,499,500,509

Bertulis

Contoh:
- Tulisan yang bersifat hasutan, ancaman, ugutan dan fitnah

Bukti:
- Bukti (print screen/surat/nota)

Kesalahan termaktub dalam undang-undang

Contoh:
- Akta Komunikasi & Multimedia 1998 (Seksen 211, 233)
- Akta Hasutan 1948 (Seksen 4)
- Kanun Keseksaan (Akta 574): Seksyen 268,349,499,50,509

Example of cases

Evidence

Related laws

Mangsa dikasari

ADA

Laporan Polis

TIADA

Notifikasi ke Unit Keselamatan & Kesihatan Pekerjaan Hospital/KK/PKD
NOTIFICATION FORM
STOP BULLY & HARASS
CALL CENTRE: MyHelp

Providing easy mechanism for any healthcare staff to report incident of bullying or harassment experienced at workplace directly to Ministry level
CONCLUSION

- Prevalence of workplace violence – increasing trend

- Commitment from the top management is very important in addressing this issue

- Cooperation from all MOH staff is crucial to ensure the success and sustainability of the program
REFERENCES

- Garis Panduan Mencegah & Menangani Kekerasan Terhadap Anggota di Fasiliti KKM 2017
- Statistic Of Workplace Violence Against Staff In MOH Facilities 2017
- Guidelines on Workplace Violence in the Health Sector, Comparison of major known national guidelines and strategies: United Kingdom, Australia, Sweden, USA (OSHA and California), Christiane Wiskow, Geneva 2003.
UNIT KESELAMATAN DAN KESIHATAN PEKERJAAN (UKKP)
CAWANGAN KUALITI PENJAGAAN PERUBATAN
BAHAGIAN PERKEMBANGAN PERUBATAN

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