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PROTECME

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ABSTRACT

Workplace violence (WPV) and other forms of aggression in any setting, particularly in the workplace are unacceptable and are of serious concern. WPV can come from a variety of sources in hospitals, including patients, their families and friends, other individuals outside the hospital, and individuals who are or have been employed by the hospital. The ProTecME mobile phone app was developed specifically to fix this concern. Through its easy user interface and mechanism for efficiently reporting WPV, this is the first application in Malaysia to provide true transparency and a sense of security. The benefits of using this system can improve the rapid communication process between the victim and the management, definite documentation accountability, legal protection and reduce any possible errors. This mobile apps Prototype was given to the stakeholders and expert for critiques and recommendations. Expert panels comprise of the academicians and stakeholders. Content validity was calculated by using the percentage of experts' agreement. Individuals can use this app to report inappropriate behaviour in a discreet and secure manner. Employees and employers can use this app to take action against WPV in the workplace in a simple, discreet, and quick manner. Its goal is to encourage employees to come forward and report WPV cases. It encourages both employees and management to unite together and change their own workplace cultures in order to put an end to WPV once and for all.

Keywords: Protecme, mobile application, form, nurses, workplace violence

INTRODUCTION

Workplace violence (WPV) and other forms of aggression in any setting, particularly in the workplace are unacceptable and are of serious concern. There have been cases that went viral on social media where patients or caregivers were mistreated by nurses. Conversely, some nurses also claimed that they experienced WPV perpetrated by patients or caregivers. In fact, several studies have revealed that patients are actually the major contributors of WPV in hospitals, but they are not the only sources of this phenomenon. The other possible sources that contribute to WPV in hospitals are co-workers, patients, caregivers or relatives and intruders (OSHA, 2015). WPV can come from a variety of sources in hospitals, including patients, their families and friends, other individuals outside the hospital, and individuals who are or have been employed by the hospital. A research conducted at Pusat Perubatan Universiti Kebangsaan Malaysia (PPUKM), showed that the percentage of WPV among nurses was 3.70% with an average of 1.20% being mistreated per month and one nurse being mistreated every other day (Ruth, Samsiah, Hamidah, & Santhna, 2009). The authors also found that the main WPV perpetrators were patients (40.6%), patients' relatives (37.5%) and the most common victims were the nursing staff. The study revealed only 19.0% of nurses submitted a formal post-incident report, while 38.0% talked to their colleagues about the incident, with the remainder claiming that work pressures do not allow staff the time to report such incidents (Jacobson, 2007). As far as we are concerned, normally the process of reporting and submitting the incident report form is handed in hard copy forms as no online system is yet available. Nowadays there are a lot of apps that have been introduced to make your work. The ProTecME (short form for Protect Me) mobile phone app was developed specifically to fix this concern.

PROBLEM STATEMENT

Workplace violence is one of the common issues for healthcare providers, especially among nurses and doctors. In their line of work, healthcare providers need to deal with human beings and will encounter complaints from patients who are not satisfied with the services. Most healthcare providers have proper complaints channels in place but as is often the case, patients or relatives use the wrong way to express their dissatisfaction towards the healthcare providers. Today, one of the more common ways for patients to express their dissatisfaction is by using social media, often by making and sharing viral photographs and video recordings without consent. Researchers had raised several concerns about WPV being significantly underreported, particularly when there is no physical injury (Arnetz et al., 2015). According to Zahra and Feng (2018), more than half of nurses (55.6 %) had no incentive to report violence in the workplace. The earlier study revealed only 19.0% of nurses submitted a formal post-incident report, while 38.0% talked to their colleagues about the incident, with the remainder claiming that work pressures do not allow staff the time to report such incidents (Jacobson, 2007). Nurses do not report the negative act that they receive during working time because they feel like their action will not make any changes, some may think that the bully action is because of their own weakness, while some other nurses are afraid of making a report because they think that they may receive the blame from their own management. Most nurses also view workplace bullying as a component of their job scope and some of them will accept it as a culture which will lead this problem unsolved (Martinez, 2016). This dilemma raises questions as to what can be done by health professionals and policy makers in the healthcare sector to reduce the risk of physical and non-physical harm to healthcare workers from violence and

bullying. Therefore, the development ProTecMe application expectantly offers true transparency and a sense of security channel to effectively report the violence in the workplace.

DEVELOPMENT OF PROTECME MOBILE APPS

The ProTecME app was developed based on the references from the ministry of health and current and relevant literature related to workplace violence in the health sector. In order to create a prototype of the ProTecME, Adobe XD was used for the development of the app's prototype. This prototype developer is free, can be previewed on supported mobile devices for android and ios. XD is compatible with custom plugins that add additional features and uses. Plugins range from design to functionality, automation and animation. This ProTecME app's interface consists of a register/ login button, report form, type of WPV, report status, things to know, terminology, workflow, prevention strategies, and contact us. For validation of content, researchers draft story board and content of the apps, and are validated by expert panels composed of the academicians and practitioners. The experts were chosen based on their vast experiences and expertise in mobile apps development, nurses, and academicians. Each of them was given a copy of the complete module draft to be reviewed. Critiques and recommendations by the experts were identified. The content validity was calculated by using the percentage of experts' agreement. Finalize ProTecME apps will be published at the google play store (android) & app store (ios) to download.

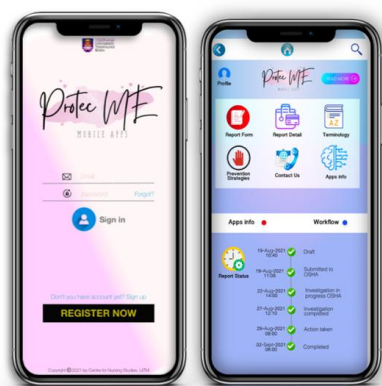


Figure 1. ProTecME apps interface

BENEFITS OF THE PROTECME MOBILE APPS

Through its easy user interface and mechanism for efficiently reporting WPV, this is the first application in Malaysia to provide true transparency and a sense of security. The benefits of using this system can improve the rapid communication process between the victim and the management, definite documentation accountability, legal protection and reduce any possible errors (such as legibility, accuracy, and timely data of the report). Since there is a frequent reported case of workplace violence, it will be helpful for the victim to record the incident in a specific and accurate way. Individuals can use this app to report inappropriate behaviour in a discreet and secure manner. Individuals can use the ProTecME to record the time, place, and perpetrator of an incident, as well as other facts. Sometimes the victim is not aware that they have been bullied, by using this ProTecME app it was hoped that it can help the victim to accurately report the incident. Employees and employers can use this app to take action against

WPV in the workplace in a simple, discreet, and quick manner. Its goal is to encourage employees to come forward and report WPV cases. It encourages both employees and management to unite together and change their own workplace cultures in order to put an end to WPV once and for all.

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