

ACTION PLAN FOR THE PREVENTION OF VIOLENCE IN THE HEALTH SECTOR IN PORTUGAL

National Program for the Violence Prevention in Lifecycle



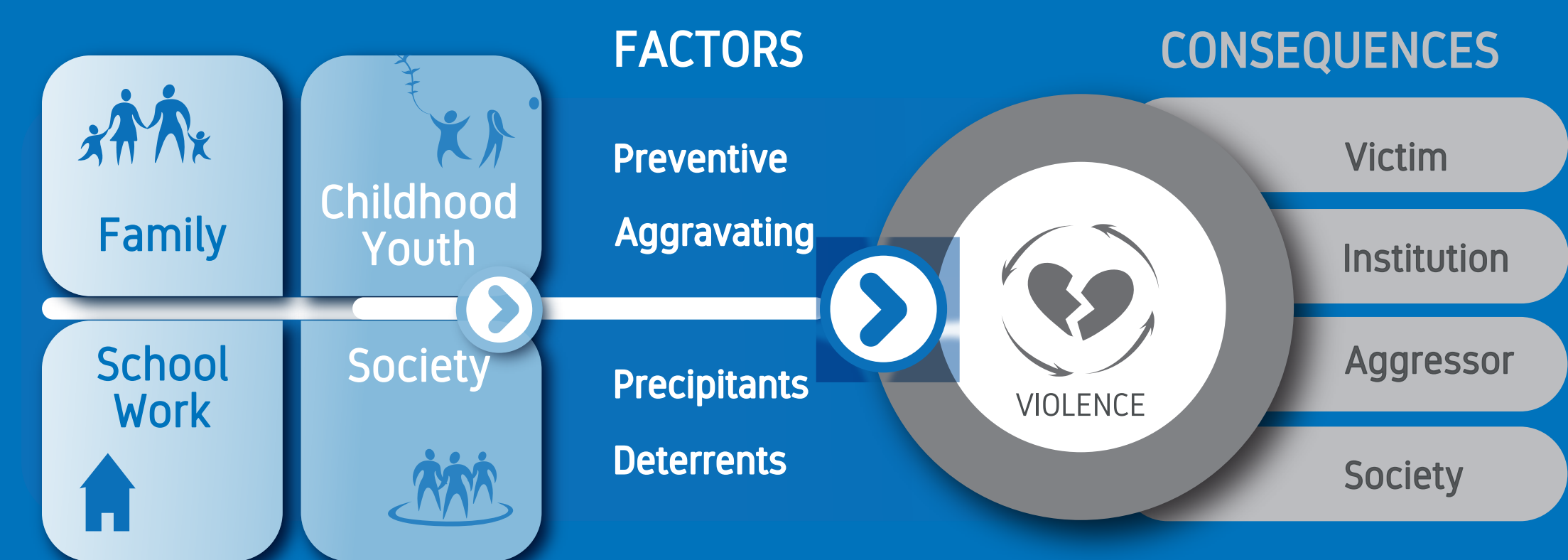
THE PAST WHEN REALITY SEEMS LIKE FICTION



- > A group of people enter the office and separate professional and aggressor and the police are called
- > Professional associations take a public stance on the case
- > Professional is transferred to another unit
- > It is not known what happened to the assaulted and aggressors
- > The unit did not analyze the case and did not change the structure or procedures
- > Nothing is learned from the case

THE PRESENT WHAT PORTUGAL IS DOING

An integrated and collaborative governance model coupled with a notification system resulted in a mix of national and local responses

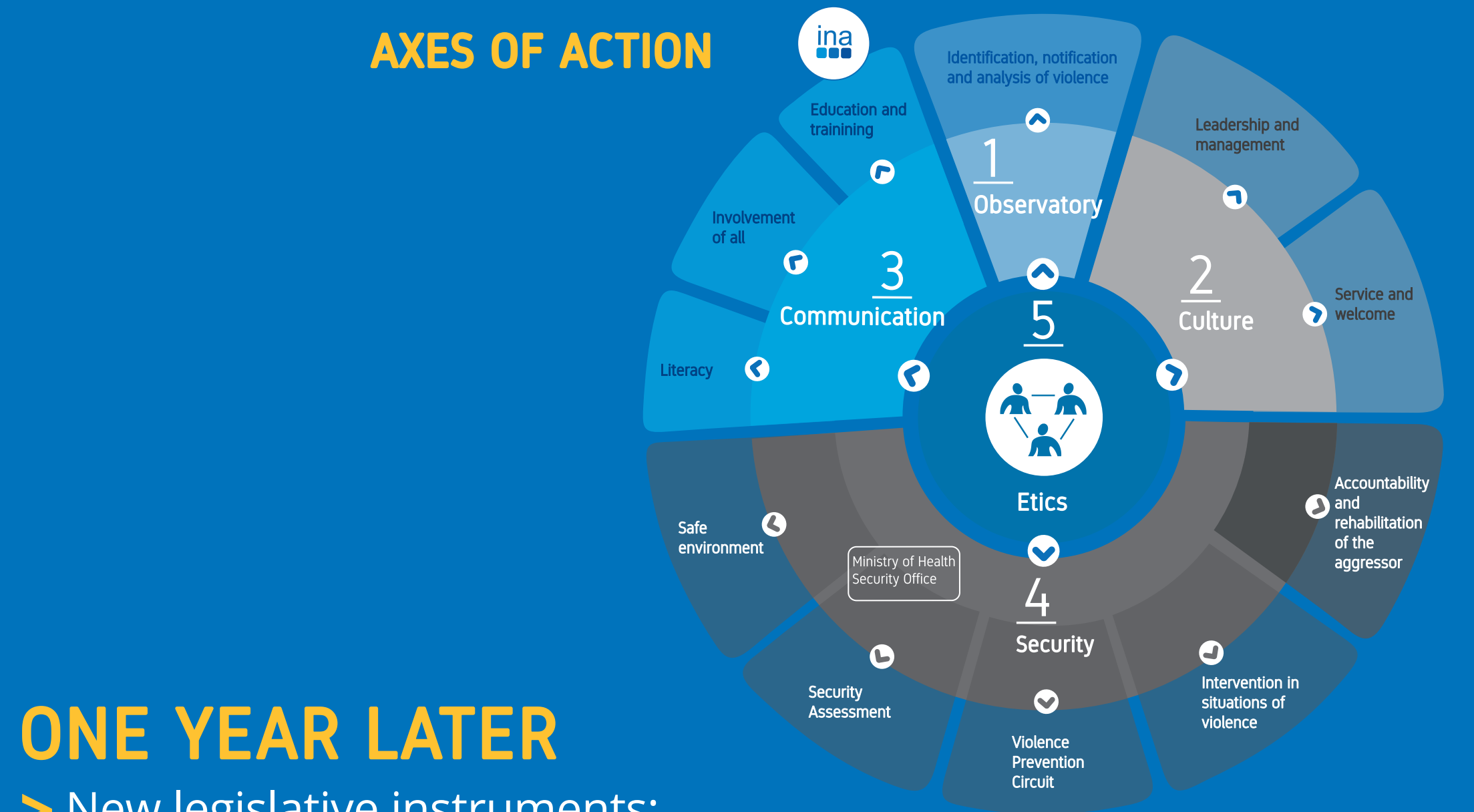


Violence in the health sector results from factors, some inherent to the aggressor himself, others related to the quality of care, human resources, but also fatigue and exhaustion, feelings of frustration and emotional suffering of both professionals and users.

In Portugal, a Resolution of the Council of Ministers setted a national action plan to be implemented by a national coordination and a Security Office of the Ministry of Health (special unit of the security forces).

A governance model has been implemented at national, regional, institutional and local levels, covering the entire National Health Service and acting in an intersectoral approach with other governmental areas, namely Internal Administration and Justice.

Functional structures - operative groups - as well as a network of Security Forces Contact Points are responsible for leading the approach to violence, implementing and adapting national guidelines.



ONE YEAR LATER

- > New legislative instruments;
- > A specifically dedicated group of 1575 health professionals and 227 police officers
- > Legal and psychological support services (including a 24-hour National Contact Centre throughout the year)
- > Monthly dashboards on episodes of violence
- > National security inquiries and security visits
- > 430 training actions, involving 12509 professionals
- > 24 campaigns to raise awareness and prevent violence at local level;
- > A collaborative network between the areas of internal administration, justice and health

THE FUTURE HEALTH CARE WORKERS ARE HUMANS, NOT SUPERHEROES A HEALTH SUPERSYSTEM IS NEEDED!

NATIONAL

- > Country and Ministry of Health Promotes education, literacy and citizenship
- > Action plan is implemented
- > Appointed and dedicated local, institutional, regional and national groups

INSTITUTIONS

- > Articulates with security forces
- > Assesses and anticipates risks and acts
- > Promotes education and training for all professionals

HEALTH UNITS ON THE GROUND

- > They are in a state of readiness
- > Alarm systems are active
- > When violence happens everyone knows what to do and can limit the consequences
- > There are clinical, psychological and legal support systems
- > Promote the correct notification of cases
- > Debriefing cases
- > Analyze each case and verify if there is a need to update procedures
- > Promote learning

ALWAYS

- > Prevention and community involvement
- > A solid notification system
- > Mitigation of consequences for victims
- > Accountability and rehabilitation of aggressors
- > Strong commitment and close intersectoral articulation
- > A good mix of national and local responses
- > Research and innovation are promoted

THIS ACTION PLAN HAS CONTRIBUTED TO EFFECTIVELY ADDRESSING THE PHENOMENON, FRAMING IT FROM A NATIONAL PERSPECTIVE AND FINDING LOCALLY RELEVANT SOLUTIONS

COORDINATION BETWEEN LEGISLATION, HEALTH POLICIES AND THE ALLOCATION OF RESOURCES IS NEEDED

A SOLID NOTIFICATION SYSTEM IS A KEY ELEMENT

A STRONG COMMITMENT AND CLOSE INTERSECTORAL ARTICULATION BETWEEN THE VARIOUS ENTITIES IS CRUCIAL TO FIND AND IMPLEMENT AN EFFECTIVE AND SUSTAINABLE RESPONSE TO THE PROBLEM OF VIOLENCE IN THE HEALTH SECTOR