

JOINT EVENT

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&
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Occupational disappointment: Why did I even become a nurse?

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Aim: The aim of this study was to identify patterns of feelings & behaviors in Emergency Department Registered Nurses (ED RNs) who have experienced verbal workplace violence.

Methods: 28 registered nurses from across the state of California, USA were recruited. Data were collected using in-depth interviews and were recorded. The tapes were transcribed and analyzed using Glaserian grounded-theory methodology.

Results: The main experiences of participants included occupational disappointment, peer support, lack of preparation by mandatory violence prevention classes and unrealistic patient expectations.

Discussion: These findings can help staff; managers and future educators of ED RNs examine feelings, mitigate the profound and pervasive effects of verbal workplace violence and improve patient care.

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