



Forum Risk Management

obiettivo sanità & salute

18

21-24 NOVEMBRE 2023
AREZZO FIERE E CONGRESSI

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Presidente OPI Massa Carrara



Presentazione Delibera Regione Toscana sulla sicurezza degli operatori



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18



**#RISPETTA
CHITIAIUTA**

**NO ALLA VIOLENZA
CONTRO GLI OPERATORI
DELLA SALUTE**



**Ordine
Professioni
Infermieristiche
AREZZO**



Osservatorio Nazionale sulla Sicurezza degli Esercenti le Professioni Sanitarie e socio-sanitarie

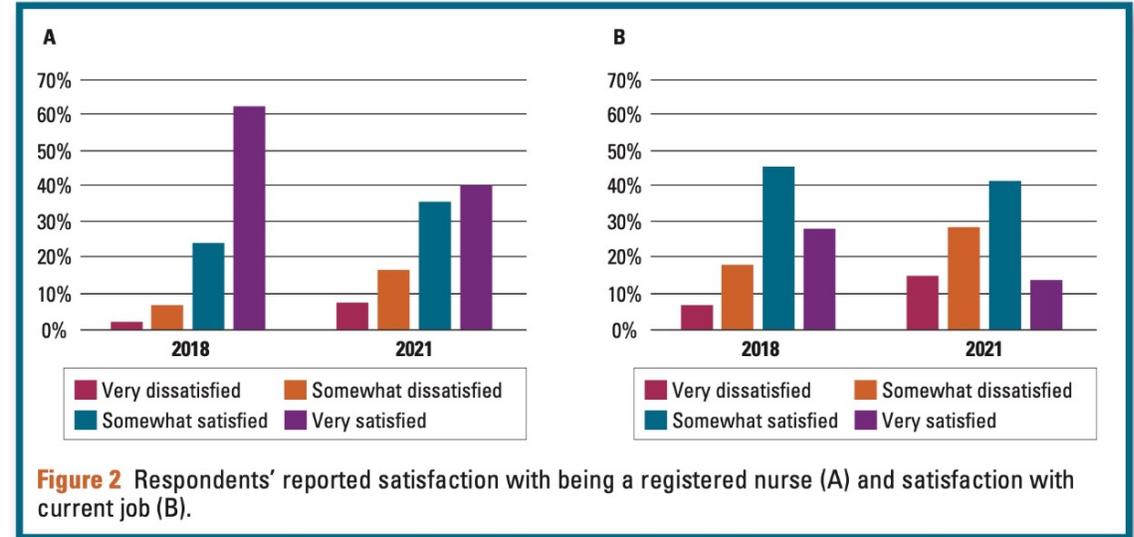
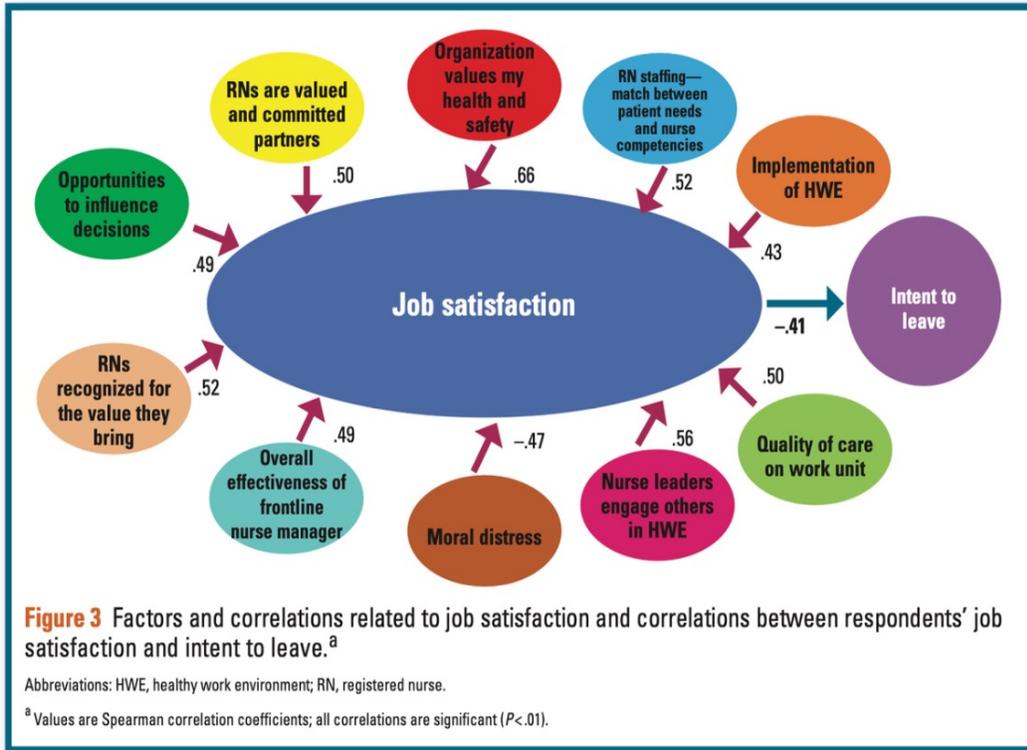
Relazione attività anno 2022

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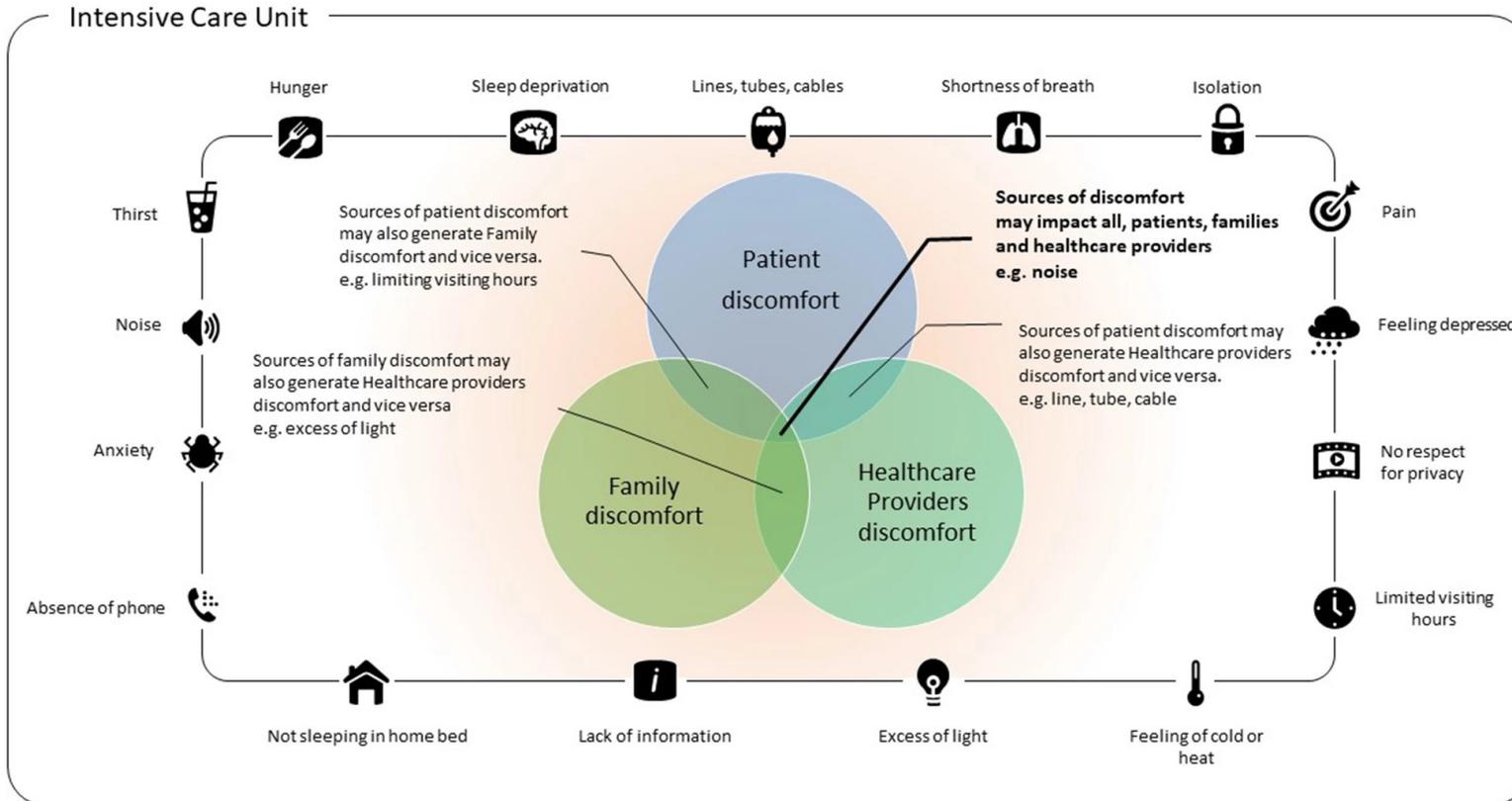
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Tabella 7 Distribuzione per area dell'episodio di violenza fisico e/o verbale

Area assistenziale	Frequenza episodi di violenza (%)
N = 1769	
Medica	503 (28.4)
Emergenze e terapia intensiva	484 (27.3)
Chirurgica	253 (14.2)
Salute Mentale	245 (13.8)
Ambulatorio e day hospital	149 (8.4)
Territorio, comunità	68 (3.8)
Pediatria e materno infantile	23 (1.3)
Cure palliative	8 (0.4)
Altro	36 (2)

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Rivista L'Infermiere N° 2 - 2022

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Per il 75% sono violenze che coinvolgono donne e che nel 40% circa dei casi si è trattato di violenze fisiche. Vere e proprie aggressioni che hanno lasciato il segno: il 33% delle vittime è caduto in situazioni di burnout e il 10,8% presenta danni permanenti a livello fisico o psicologico. Mangiacavalli: "Non può gravare tutto sul Pronto Soccorso, servono servizi territoriali sempre più capillari e conosciuti"

11 MAR - Gli infermieri sono la categoria più colpita dalle aggressioni mentre svolgono il proprio lavoro. Purtroppo, però le cifre sono ben peggiori di quelle emerse pubblicamente anche negli ultimi giorni.

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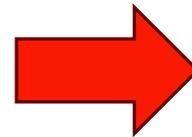


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Le **motivazioni principali**² per cui si preferisce **non segnalare o riportare** l'episodio di violenza (N = 574) sono:

- **67%** (n=384) “Ho ritenuto che le **condizioni dell'assistito e/o del suo accompagnatore fossero causa** dell'episodio di violenza”;
- **20%** (n=112) “Non avrei ricevuto **nessuna risposta da parte dell'organizzazione** per la quale lavoro”;
- **19%** (n=108) “È una **caratteristica attesa/accettata** del mio lavoro”;
- **14%** (n= 82) “**Sono in grado di gestire efficacemente** questi episodi, senza doverli riferire”.



Il **79.6%** (n= 766) degli infermieri che riferiscono almeno un episodio di violenza verbale/fisica (N = 962) dichiarano di non aver ricevuto **nessuna risposta da parte dell'azienda**; il **34.8%** (n= 335) riferiscono di aver ricevuto un **supporto immediato dall'azienda**; e il **26.4%** (n=254) riferisce che l'azienda ha effettuato un **avvertimento verbale all'autore dell'episodio di violenza**³.

Il **65.3%** (n = 629) degli infermieri riferisce di essere **soddisfatto dalla risposta iniziale** ottenuta da parte dell'azienda.



REGIONE TOSCANA
UFFICI REGIONALI GIUNTA REGIONALE

ESTRATTO DEL VERBALE DELLA SEDUTA DEL 16/10/2023 (punto N 16)

Delibera

N 1183

del 16/10/2023

Proponente

SIMONE BEZZINI

DIREZIONE SANITA', WELFARE E COESIONE SOCIALE

Pubblicità / Pubblicazione Atto pubblicato su Banca Dati (PBD)

Dirigente Responsabile Giovanna BIANCO

Direttore Federico GELLI

Oggetto:

Approvazione progetto di potenziamento di dispositivi infrastrutturali e di misure di comunicazione e formazione per le Aziende e Enti del SSR per la prevenzione delle aggressioni e azioni di tutela del personale aggredito

- Di formalizzare apposite procedure aziendali che prevedano la presa in carico delle segnalazioni delle aggressioni al personale ai fini della valutazione, da parte dei propri uffici legali, della rilevanza penale dei fatti segnalati con conseguente denuncia/querela alla Procura della Repubblica nel caso ricorrano gli estremi di reati perseguibili d'ufficio, ai sensi dell'articolo 6 della L. 113/2020. Le procedure citate devono prevedere, nel caso in cui il fatto non costituisca reato, azioni per l'applicazione della sanzione amministrativa di cui all'articolo 9 della L. 113/2020.
- Di valutare la costituzione di parte civile/parte offesa nel processo penale o in alternativa di valutare azioni in sede civile per il risarcimento del danno anche all'immagine per l'Azienda.
- Di prevedere, nei propri piani per la sicurezza, misure volte a stipulare specifici protocolli operativi con le forze di polizia, per garantire il loro tempestivo intervento, come previsto dall'articolo 7 della L. 113/2020.



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25 NOVEMBRE
**BASTA
VIOLENZA
SULLE DONNE**



Ordini
Professioni
Infermieristiche
TOSCANA

Le **infermiere in Italia** sono il **79% dei professionisti** e oltre ai rischi legati alla violenza nell'ambiente di vita, corrono anche quelli nell'ambiente di lavoro