

Abuse and Harassment as Workplace Hazards to your Health and Wellbeing

Dr. YIN Shanqing

Human Factors Specialist

former Assistant Director,
Human Factors & Systems Design
Quality, Safety and Risk
Management
KK Women's and Children's
Hospital



A ROUND TABLE TO TALK ABOUT CONNECTING THE DOTS

ABUSE & HARASSMENT IN THE HEALTHCARE ECOSYSTEM



- Dr Yin was formerly the Assistant Director of Human Factors and Systems Design at KKH, pioneering the application of human factors principles and methodologies toward healthcare research and solution-planning in Singapore.
- Prior to KKH, Dr Yin served as the nation's first healthcare human factors specialist in Changi General Hospital for five years. With over 10 years of human factors exposure, Dr Yin's journey has brought him through various domains such as aviation and process control. He has been involved in projects of varying scales, ranging from the development of user-friendly products and interfaces to the design and refinement of large infrastructures.
- He has a PhD in Human Factors Engineering and a BSc in Psychology, and is also an FAA-certified private pilot.



depression **BURNOUT**
STRESS **ANXIETY**

Impact of Abuse & Harassment on Staff & Organizational Well-being

Verkuil, B., Atasayi, S., & Molendijk, M. L. (2015). Workplace bullying and mental health: a meta-analysis on cross-sectional and longitudinal data. *PloS one*, 10(8), e0135225.

Ekici, D., & Beder, A. (2014). The effects of workplace bullying on physicians and nurses. *Australian Journal of Advanced Nursing*, The, 31(4), 24-33.

Pai, D. D., Sturbelle, I. C. S., Santos, C. D., Tavares, J. P., & Lautert, L. (2018). Physical and psychological violence in the workplace of healthcare professionals. *Texto & Contexto-Enfermagem*, 27, e2420016.

**Simple Survey

Findings and Recommendations of the Tripartite Workgroup to Prevent Abuse and Harassment of Healthcare Workers

3. The Workgroup has completed an extensive engagement with more than 3,000 healthcare workers, and more than 1,500 members of the public, through surveys and focus group discussions. The key findings are:

b) The most common forms of abuse and harassment are shouting, threats by patients and/or caregivers to file complaints or take legal action against the healthcare workers, and demeaning comments.

c) Healthcare workers experiencing abuse and harassment sometimes rationalise these as being part of their job.

c) Healthcare workers experiencing abuse and harassment sometimes rationalise these as being part of their job.

d) Healthcare workers often empathise with patients' circumstances and do not take action against them. As a result, abuse and harassment are often under-reported.

Tolerable occupational hazard?



The Damaging Effects of Workplace Bullying on Mental Health:

How to Stop It and Why It's Wrong



Fundamental lack of respect

Different from “tough love”

How to Recognize Workplace Bullying?

Workplace bullying can be subtle, and many people may not even realize that they are being bullied. Here are some signs to look out for:

1. **Constant Criticism:** If you are being criticized for every little thing you do, even when you are doing a good job, it could be a sign of workplace bullying.
2. **Exclusion:** If you are being excluded from team meetings, social events, or important discussions, it could be a sign of bullying.
3. **Verbal Abuse:** If you are being yelled at, insulted, or spoken to in a condescending or patronizing tone, it is a clear sign of workplace bullying.
4. **Sabotage:** If someone is deliberately sabotaging your work, such as hiding important documents or deleting files, it is a sign of bullying.
5. **Threats:** If you are being threatened with physical harm, loss of employment, or other consequences if you do not comply with demands or requests, it is a clear sign of bullying.



5.4% to 24% of survey participants personally encountered harassment or bullying in their workplace

One entire level in SHT experiencing mismanagement. **Tolerable?**

Symptoms include:
High turnover rates
Unpredictable workload
Inability to thrive

Supplementary Survey on Fair Employment Practices, Manpower Research & Statistics Department, MOM
Kantar (SEP 2019) Most inclusive industries and countries identified in new Kantar Inclusion Index

A photograph of a large, modern, multi-story Amazon fulfillment center building. The building is light-colored with many windows. The Amazon logo and 'amazon fulfillment' text are visible on the left side of the building. In the foreground, there are parking lots with cars and a red fire truck. The sky is overcast.

TOXIC WORKPLACE

**WELLNESS
PROGRAM**

Amazon accused of treating UK warehouse staff like robots

Wellness services utilized

~~Ambulances called out~~ 600 times in three years but online retailer denies GMB's claims of unsafe working conditions

Abuse as WSH legislation?

AMAZON

Amazon warehouse work environment improved with air conditioning



Amazon box (STOCK)

/ Amazon has invested \$52 million to retrofit older warehouses with air conditioning units in response to last year's investigation of poor work conditions.

By [Kimber Streams](#)
Via [New York Times \(Bits Blog\)](#) | Source [The Morning Call](#)
Jun 5, 2012, 11:38 PM GMT-8

   |  [Comments \(0 New\)](#)

THE NO ASSHOLE RULE

Building a Civilised Workplace and Surviving One That Isn't



ROBERT SUTTON

'Entertaining and important... this book is a blow for humanity as well as management'
Guardian

Over 500,000 copies sold

ROBERT SUTTON

THE NO ASSHOLE RULE

Actions Used: dirty dozen

- PERSONAL INSULT
- INVAD. PERSONAL SPACE
- UNINVITED CONTACT

Negative interactions

Bullying can go both ways

Deal with the act, not the bully

Be respectful and empathetic (consider coaching)

Brilliant bastard

Look after your own wellness

Temporary

- SINGLE EPISODE
- DEALT WITH

Certified

- PERSISTENT PATTERN
- TOLERATED TO A POINT

Enforcing

- STATE - WRITE - ACT
- STOP THEM FROM HIRING OTHERS
- GET RID FAST
- TREAT AS INCOMPETENT
- CAUTION GIVING POWER
- MANAGE MOMENTS
- CONSTRUCTIVE CONFRONTATION
- ADOPT ONE ASSHOLE AS EXAMPLE
- DOWN PLAY STATUS
- CONNECT BIG & SMALL

INNER JERK - know thy self

- EMOTIONAL CONTAGION
- DA VINCI RULE
- VIEW OF OTHERS
- USE OF LANGUAGE
- YOUR VIEW - THEIR VIEW
- CHECK BEHAVIOR
- PAST - PRESENT - FUTURE
- SELF MANAGE

COOPERATION

- WIN-WIN
- ALL THE SAME
- HAVE ENOUGH

PURPOSE

- HOPE
- DETACH
- CHOICE
- SAFETY & SUPPORT
- CHOOSE YOUR BATTLE
- SELF-RESPONSIBILITY

EFFECTIVE ASSHOLE

- GRABS POWER
- VANQUISH COMPETITORS
- BALANCE TEAM
- FULL TIME WON'T WORK
- ALTERNATIVE

Beware of delusions

THE RULE LIVES & dies in THE LITTLE MOMENTS

Life is too short

The difference between how you treat the powerless versus the powerful is human character

how the world is framed can shape how people behave