ABSTRACT

Nurse Managers' Approaches in Preventing and Responding to Workplace Violence: A Scoping Review

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Background : Workplace violence (WPV) against nurses remains a critical global issue that severely threatens healthcare workers' physical and psychological well-being. Nurse managers occupy a pivotal frontline role in mitigating WPV; however, their specific preventive mechanisms and management strategies have not been systematically mapped.

Objective : This scoping review was conducted to map and synthesize scientific evidence on the approaches and mechanisms utilized by nurse managers in preventing and managing workplace violence in hospital settings. Several previous reviews were focused on reporting behavior and general organizational strategies.

Research Methods/ Implementation Methods : Guided by the Arksey and O'Malley framework and adhering to PRISMA-ScR guidelines, a comprehensive search was conducted across seven databases (PubMed, ProQuest, ScienceDirect, Scopus, EBSCO, DOAJ, and Garuda) for primary studies published between 2015 and 2025. Studies were considered eligible if they were primary studies that focused on nurses, and addressed the prevention and management of workplace violence within healthcare settings. Twelve studies were synthesized using inductive thematic analysis.

Results : Synthesis of the included studies yielded four main themes: (1) Initial incident management, emphasizing digitalized reporting, speed of response, and reporter anonymity; (2) Post-incident support and management, highlighting perceived organizational support, managerial presence, and psychological buffers; (3) Organizational culture, addressing rigid hierarchies, procedural justice, and conflict management; and (4) Prevention strategies, focusing on continuous aggression management training and operational policies.

Conclusion/Lesson Learned : Protecting healthcare workers' well-being requires a shift from passive responses to proactive, equitable leadership. Nurse managers require solid organizational backing, including digitalized reporting tools, crisis leadership training to cultivate a safe work environment and preserve nursing staff resilience.

Keyword : Global health policy; Nurse managers; Occupational safety; Scoping review; Workplace violence