

Table 1 Type of verbal and physical abuse by source (n = 248)

| Abuse type and source ^a | Patients' relatives | | Patients | | Physicians | | Nurses | | |
|--|---------------------|------|----------|------|------------|------|--------|------|--|
| | No. | % | No. | % | No. | % | No. | % | |
| Verbal abuse (n = 166) | | | | | | | | | |
| Shouted at | 125 | 75.3 | 66 | 39.8 | 60 | 36.1 | 39 | 23.5 | |
| Sworn at | 74 | 44.5 | 39 | 23.5 | 24 | 14.5 | 16 | 9.6 | |
| Humiliated | 51 | 30.7 | 33 | 19.9 | 57 | 34.3 | 28 | 16.9 | |
| Faced with inappropriate, nasty, hostile behaviour | 59 | 35.5 | 30 | 18.1 | 22 | 13.3 | 22 | 13.3 | |
| Subjected malicious rumours | 30 | 18.1 | 14 | 8.4 | 17 | 10.2 | 44 | 26.5 | |
| Threatened with harm | 56 | 33.7 | 18 | 10.8 | 5 | 3 | 20 | 12.0 | |
| Physical abuse (n = 82) | | | | | | | | | |
| Hit | 12 | 14.6 | 10 | 12.2 | 2 | 2.4 | - | - | |
| Kicked | 6 | 7.3 | 8 | 9.8 | 1 | 1.2 | 1 | 1.2 | |
| Pushed | 20 | 24.4 | 18 | 22 | 3 | 3.6 | 5 | 6.1 | |
| Scratched | 3 | 3.6 | 6 | 7.3 | - | - | 3 | 3.6 | |
| Pinched | 5 | 6.1 | 6 | 7.3 | 1 | 1.2 | 2 | 2.4 | |