

**Results** By November 2023, we attained a 99% completion rate for pharmacists finishing the structured AMS education course, surpassing our target of 80% (figure 2).

**Conclusion** Overcoming the lack of a standardised AMS education was achieved by adopting the WHO module. Empowering pharmacists with education is expected to positively impact their interventions in antimicrobial management.

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## NURSE PERCEPTIONS OF THE CAUSES OF VIOLENCE AGAINST NURSES IN EMERGENCY DEPARTMENT AT TERTIARY HOSPITAL IN OMAN

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**Background** Healthcare workers encounter violent and aggressive behaviour in the clinical areas.<sup>1</sup> Among all professionals, nurses working in the Emergency Departments (ED) frequently experience these episodes during their work. Violence against nurses is an alarming issue that impacts the well-being of healthcare workers and compromises the quality of patient care.<sup>2</sup> In Oman, violence toward nurses is highly prevalent in

the ED.<sup>3</sup> However, causes of this phenomenon have not been thoroughly investigated. Therefore, this study aims to identify and describe the nurse perceptions of the typical factors that contribute to workplace violence (WPV) in the ED at a tertiary hospital in Oman.

**Methods** A qualitative descriptive design approach was implemented. Using a non-probability purposive sampling approach, a sample of 20 nurses working in the Tertiary hospital ED was selected and allocated to four focus groups. Data was collected from March 2023 to April 2023. Each session was 45–60 minutes. The Ecological Occupational Health Model (EOHM) of Workplace Assault was used as a guide for the discussion.

**Results** The study identified various factors that contribute to violence against nurses in the ED as perceived by the nursing team. The factors are organized into three themes (i.e Staff, Workplace, and Patient) based on the Ecological Occupational Health Model (EOHM) of Workplace Assault. Figure 1 contains the reported factors under each theme.

**Conclusion** There is a need to provide sufficient and effective training to nurses on managing violent situations in the workplace. Increasing the awareness of patients and their relatives on patient care processes in the ED may also help reduce WPV.

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Patient Factors	Workplace Factors	Staff Factors
<ul style="list-style-type: none"> <li>• Lack of public understanding of processes in ED.</li> <li>• Unrealistic expectations from patients with special medical conditions.</li> <li>• Loss of mental control due to abuse of alcoholic substances.</li> </ul>	<ul style="list-style-type: none"> <li>• Patient's prolonged waiting time for treatment.</li> <li>• Inadequate medical resources (beds and staff).</li> <li>• Lack of trained security officers.</li> <li>• Physical design of ED.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff attitude.</li> <li>• Lack of communication.</li> <li>• Lack of experience.</li> </ul>

**Abstract 60 Figure 1** Reported factors that contribute to violence against nurses in the emergency department