

NATIONAL SYMPOSIUM ON “VIOLENCE AGAINST MEDICAL PROFESSIONALS”

A POST SYMPOSIUM REPORT



An AHA and IMA Joint Initiative

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ACADEMY OF HOSPITAL ADMINISTRATION

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Taking note of the increasing cases of violence against Medical Professionals across India, Academy of Hospital Administration (AHA) and Indian Medical Association (IMA) jointly organized a national-level symposium on 'Violence against Medical Professionals in India' where speakers representing various parts of the country raised concerns over the growing violence against doctors and medical staff in India in recent years.

The one day event, which was held in the Capital at the IMA Auditorium on 29th April, was well represented by eminent medical practitioners, healthcare activists, community leaders in healthcare, government officials working in healthcare sector and administrative representatives, who deliberated on this sensitive issue and stressed the need of evaluating ways to ensure the safety of all stakeholders in this profession. The entire event was planned and coordinated by Col Dr Sajal Sen- Executive Director AHA, who also moderated the session throughout.

Leading functionaries set the tone

The event took off with an Inaugural Session attended by distinguished healthcare professionals – Prof. (Dr) A K Agarwal; President AHA & Dean IIMR Delhi, Dr. K K Aggarwal; National President IMA, Dr. R N Tandon; Hony. Secy. General IMA. & Dr. Rajesh Malhotra - Chief of Dr J P National Apex Trauma Center who graced the occasion as the Guest of Honor.

Prof. (Dr) Agarwal mentioned that for more than a decade now, violence against medical professionals has been taking place,



but it is only in the last few years that the issue has reached alarming proportions, manifesting in the form of severe abuse including physical assaults on doctors, nurses, and hospital staff. He also stressed upon the fact that today the trust deficit between the

Inaugural Address by Dr. Nagendra Swamy



Col. Dr. Sajal Sen coordinating the event



Prof (Dr) Ashok K Agarwal presenting the Welcome note



Address by Guest of Honor: Dr. Rajesh Malhotra

doctors and patients is a matter of grave concern. "Lack of soft skills and humane approach on the part of medical professionals often add to the problem", pointed out Dr Agarwal while noting that in many of the cases, it leads to violence.

The Inaugural address was pertinently delivered by Dr. Nagendra Swamy- Coordinator of Federation of Healthcare Associations- Karnataka and Group Medical Director MHE; wherein he spoke about the magnitude of the problem and set the tone for the symposium.

It was then followed by a Keynote address by Dr. K K Aggarwal National President IMA. Dr Aggarwal traced the history and described the gradual emergence of this menace. The IMA Head emphatically mentioned that the healthcare professionals are not against accountability but patients or their relatives cannot be permitted to take law in their hands. The session was chaired by Maj. Gen (Retd) Dr. Munindra Srivastava who apprised the august gathering about the global statistics of this particular issue.

Thematic Sessions: Genesis of Violence & Global Perspective

Post Lunch, there was a Thematic Session-I chaired by Prof (Dr) Ashok K Agarwal and Col (Retd) Dr C D Gautam. Col Dr. A K Singh, (Retd) CMD of Ruban Group of Hospitals; Patna, spoke about the Genesis of Violence in Hospitals. He presented his views on why such violence has taken the present shape and how it has spread. Dr. Anoop Daga, Associate Professor of AIIMS, New Delhi charted out the magnitude of the problem and brought out the fact that this issue is not just of national relevance but is present worldwide. During the 1st Thematic Session, representatives from across various professional bodies (Dr. L R Murmu from AIIMS representing The Association of Surgeons of India, Dr. Himsweta Srivastava from Association of Gynaecologists, Col. Binu Sharma- Sr. VP Nursing Services from Columbia Asia Hospitals Group and Mrs Manju Vats Principal of College of Nursing AIIMS; both representing Nursing Services, came forward and presented their insights and the way forward to curb this new found epidemic of violence against medical professionals.



Keynote Address by Dr. KK Aggarwal



Dr Munindra Srivastava: Chairperson for the Keynote Address



Thematic Session I: Genesis and Magnitude of the problem

Thematic Sessions: Prevention & Planning: Use of IT as a tool

The 2nd Thematic session chaired by Dr. Nagendra Swamy and Dr. N V Kamat, Principal Advisor- IMA dealt aptly with Violence Prevention Planning aspects required to defy this threat. This session witnessed t invigorating presentations of Dr. Ruchi Garg Associate Professor IIMR Jaipur, Dr. Mahesh R Associate Professor AIIMS, Dr. Narendra Nath Professor & Head- Deptt. of Hospital Administration & Chief Administrator MSRMC Bangalore. Dr. Narendra Nath and Dr. Nagendra Swamy along with the technology partner-Practo explained and demonstrated vividly, one of the supporting applications M/s Practo Technologies Pvt Ltd has developed for collectively dealing with such incidences of violence in hospitals.

This particular session clearly established the validity of the following facts:

- The real size of the problem is largely unknown and studies show that current figures represent only the tip of the iceberg because it is underreported.
- Violence against health care workers (HCW) is a major problem affecting health and productivity of HCWs.
- A prospective study quoted by one of the speakers concludes that prevalence of verbal violence is 34.5% and that of physical violence -12.7%. Majority of these cases are not recorded, as 75% of HCWs are unaware about the reporting procedure.
- Areas prone for violence are emergency followed by wards and OPDs. Major Reasons for violence in hospital as per reported incidents are: Overcrowding or high workload, long waiting time for consultation & investigations, delay in patient care (Medical as well as Surgical treatment), lack of security guards and behavior of healthcare workers.



Thematic Session II: Violence Prevention Planning



Delegates in rapt attention



Dr. Narendra Nath delivering his presentation on the Case study of Karnataka

Panel Discussion Represented by luminaries from Government & Private Sector: A senior lawyer's presence made the difference

The Thematic Sessions were followed by a Panel discussion; the panel comprising of many distinguished speakers within the healthcare system: Mr. Rahul Gupta- Sr. Advocate IMA, Dr. K S Bhagotia- Additional Director & State Programme Officer (NPPCD), Govt. of NCT of Delhi, Directorate of Health Services, Dr Chandrika Kambam - Sr. VP Clinical Services Columbia Asia Hospitals, Dr Nagendra Swamy - Principal Coordinator of Federation of Healthcare Associations- Karnataka and Group Medical Director MHE and Dr Pawan Kumar- Additional Director, CME, Govt. of Delhi.



Panel Discussion

Dr Chandrika, highlighted the best practices developed in Columbia Asia group of hospitals to have risk mitigation through communication skills, team work and ensuring protocols are followed. She also brought out the need for specially sensitizing the young doctors on behavioral skills. All the distinguished speakers in panel spoke at length about the steps required to curb violence against medical professionals in India.

The Panel discussion was chaired by Air Marshal (Dr) Pawan Kapoor, DGMS(Air) and Co- chaired by Dr Siddhartha Satpathy - HOD, Department of Hospital Administration, AIIMS.



Panel Discussion

Sr. Advocate Mr. Rahul Gupta provided the legal perspective and provisions that exist with special clause to deter the perpetrators by award of exemplary punishment. He emphasized the need for strong evidence collection by hospitals through sound process orientation and devices like CCTV.

Towards the end of the symposium, both the organizers – AHA and IMA presented an actionable joint statement in the form of a Resolution which shall be forwarded to all concerned authorities and stakeholders for information and necessary action. The major resolution points of the symposium have been given as an Annexure to this document.

The event concluded with a Vote of Thanks proposed by Dr. Anoop Daga acknowledging the efforts of all members of the organizing committee and by singing the National Anthem.



Joint statement in the form of Draft Resolution

"RESOLUTION"
**NATIONAL SYMPOSIUM ON "VIOLENCE AGAINST MEDICAL
PROFESSIONALS"**

The major recommendations of the symposium were:

1. Violence against healthcare professionals is occurring with growing frequency in India.
2. There is often an attempt to soften the outcry by blaming the medical professionals being cause of provocation.
3. The medical profession is not against accountability but no one has a right to take law in their hand.
4. All states are bound to provide free primary and emergency healthcare to the community.
5. Every hospitals and healthcare facility should identify high-risk violence prone areas in their establishment to be manned with round the clock clinicians, CCTV cameras and adequate security.
6. Healthcare providers, who are victims of violence, must be adequately compensated.
7. Well-structured and effective Grievances Redressal mechanism at each clinical establishment should be established (both for patients or their relatives and for the healthcare providers).
8. Timely and transparent root cause analysis of every case of violence should be done and entered in a centralized IMA registry.
9. Based on the inter-ministerial committee recommendations the Central Government should enact central act against violence at the earliest on the lines of one enacted in 19 states. And make the violence against doctors as non bailable offense punishable with up to 14 years imprisonment on the lines of abatement of a murder because violence against doctor can end up with death of other unattended patients
10. IMA & AHA shall come out with standard slogans and sign board for display in medical establishments
11. Healthcare professionals and Administrators shall not make loose, unscientific public statements demeaning other healthcare professionals.
12. Central Government, Ministry of health should be persuaded to implement MCI suggested amendments of making soft skill communications compulsory for UG and PG curriculum
13. All CME lectures in the county taken by any medical professional shall contain a slide each for soft communication and bioethics

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