



38. VIOLENCE PREVENTION IN PHARMACIES

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Introduction. Pharmacists, being the healthcare team members most easily reachable and commonly interacted with, may face a higher risk of encountering violence compared to other healthcare professionals. Violence against pharmacists can have various negative outcomes, affecting individuals, communities, and the healthcare system as a whole. It may contribute to decreased job satisfaction and a negative work environment, leading pharmacists to reconsider their career choices. Constant fear of violence can contribute to burnout, negatively affecting the overall well-being of pharmacists.

Aim of study. Workplace violence can include physical violence, verbal abuse or other forms of aggressive behaviour. Preventing violence can ensure a safe working environment for pharmacists. Implementing effective strategies and developing appropriate behaviour can significantly reduce the risk of violence.

Methods and materials. A cross-sectional descriptive study among 155 pharmacists aged 20 to 60 years was conducted from February 2022 to May 2023 using the online questionnaire "Workplace violence surveillance among pharmacists". The questionnaire included three sections (general information, most serious event in your experience and prevention strategies).

Results. The survey interviewed 155 pharmacists, 82.5% of whom were women and 17.5% men. Within the past 16 months, the respondents encountered incidents of violence in community pharmacies. Verbal violence was reported in 49.0% of cases, acts of theft with violence - 29.6% of cases. Out of the total number of respondents, 80.6% did not participate in training on prevention of violence at work. According to the questionnaire, 62.5% answered that the pharmacy contributes to the reduction of violence through CCTV systems, alarms, security, and lighting of dangerous areas. However, 44.5% mentioned that other forms of ensuring safety in the workplace are also necessary.

Conclusion. Training employees on violence and undertaking all safety measures can contribute to a favourable working environment. Efforts to prevent violence against pharmacists include implementing security measures, providing training in conflict resolution, and promoting awareness about the importance of a safe working environment. Community education and collaboration with law enforcement can also contribute to reducing the incidence of violence in pharmacies. It is crucial for healthcare institutions, law enforcement, policymakers, to collaborate in creating a safe and supportive environment for pharmacists to fulfill their vital role in healthcare delivery.