

## Perceptions , challenges and experience of frontline healthcare providers in Emergency Departments regarding Workplace Violence during the COVID-19 pandemic: An Exploratory Qualitative study from an LMIC

### In-Depth Interview Guide

#### Introduction, consent taking.

#### Basic Information

S.no	Name (Confidential)	Age	Sex	Designation	Institution
1					
2					
3					

#### Baseline Demographic Information:

##### Q1.Job related:

What is your designation /job title? Since how long you are in healthcare and since how long you are working in current position?

##### Q2.Institution related:

Since how long you are working at this institution?

Since how long you are working at ED?

Q3. What are your perceptions regarding WPV? share your opinion.

Q4.What are your perceptions about WPV during the COVID-19 pandemic? (positive, negative influence?)

Q5.During the COVID-19 pandemic, can you describe a time when you were a victim of workplace violence( physical ,verbal harassment or threatening behavior)or you have witnessed someone become a victim of WPV whether by a patient or by family members of a patient.

Can you describe your experience as of what incited /led to that particular event?

Q6: During the COVID-19 pandemic, what are the factors that led/contributed towards the violent situation? share your experience

#### Probes:

- Is it contributed by patient's family? Bystanders? If yes, how?
- Do language barriers or communication issues contribute to such events? If yes, how?
- Does literacy/health education contribute? If yes,how?
- Does gender contribute? If yes how?

- Do financial aspects contribute? Economic status , health insurance contribute or not? If yes how?
- Does any event , like declaring DNR or death of a COVID-19 patient incite the such event?
- Does declaring a patient COVID-19 positive contribute? If yes how?
- Does handing over the dead body of a COVI-19 patient or instructions for burial contribute? If yes how?

Q7: During the COVID-19 pandemic, are there any specific situations during which such violent events /interactions tend to occur more frequently(admission, triage, any critical situation)? If yes please describe your experience

Q8:What are your perceptions regarding the consequences of WPV that occurred during the COVID-19 pandemic?

- For physicians, nurses, frontline healthcare providers, paramedics?
- For the patients
- For the ED system/ healthcare system?
- For the society?

Q9: In your opinion, what can be done to prevent WPV in the ED during COVID-19 pandemic?

- By Doctors, frontline staff?
- Hospital administration
- By patients?
- Any recommendations?

Q10: What are your perceptions and experience regarding the support your institution is providing to combat workplace violence during COVID-19 pandemic

Q11: As an individual what challenges you face and how do you cope with workplace violence that has occurred during COVID-19 crisis? Share your experience.