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Title: Psychologist and Occupational Health Nurse

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Title: “BISPEBJERG HOSPITAL – A WORKPLACE WITHOUT BULLYING AND HARASSMENT”.

Objective: to reduce the risk of bullying and harassment in the workplace.

Methods: The project developed methods to prevent and to deal with bullying and harassment mainly through two types of intervention:

- 1) a 2,5 days seminar for managers, health and safety representatives and representatives (Trade Unions). During the seminar the participants had the opportunity to develop skills through knowledge about bullying and harassment and through training communicative skills. The seminar had a focus on the participants' tasks and assignments according to their specific roles. A publication with information about bullying and harassment including definitions, the hospitals policy and advice in how to act and how to get help was made and distributed to all wards and departments at the hospital
- 2) interventions in the three wards where severe problems with bullying and harassment was observed, in order to deal with the problems were described and reflected into psychological theories. A handbook describing useful methods to deal with bullying and harassment was developed to inspire managers, health and safety representatives and representatives (the Unions).
- 3) after the project period the methods are implemented in the organisation and the occupational health psychologist maintains the implementation.

Results:

According to the results of the risk assessment in 2006, 12% of all employees at the hospital felt that they had been exposed to bullying or harassment during the last year.

In 2009 the result of the risk assessment shows that 7.8% of all employees at the hospital felt that they had been exposed to bullying or harassment during the last year.

4% less felt that they had been exposed to bullying or harassment. 7,8 % is below the national level of 8,3%.

Conclusions:

The methods that were developed and then implemented in the specific workplace, seem to have a positive effect on reducing the risk of bullying or harassment in the organisation.