Patient Safety

Ridgeview has received numerous awards and recognition in the area of patient safety. We expect all non-employees to uphold our strict patient safety standards. Please review the following information on Abuse & Neglect, Cultural Diversity as well as familiarize yourself with Minnesota’s Patient Bill of Rights.

Abuse & Neglect
The general definition of abuse is “abuse is to treat in a harmful, injurious or offensive manner.”

The three types of victims of abuse are:
1. Children
2. Adults
3. Elders

There are five types of abuse and neglect:
1. Physical Abuse
2. Physical Neglect
3. Emotional and Mental Abuse
4. Sexual Abuse
5. Domestic Abuse/Violence

Health care professionals can break the cycle of abuse by screening patients, documenting assessments, reporting abuse if appropriate and providing resources and options for the patient.

Cultural Diversity
How much do you know about the world around you?

If we shrunk the earth’s population to a village of 100 people, it would look like*:

- 50 villagers would be female, 50 would be male
- 26 would be children
- 8 would be over age 65
- 60 would be Asian, 15 Africans, 14 from the Americas and 11 Europeans
- 33 would be Christians, 22 Muslims
- 5 would speak English
- 17 would not be able to read/write
- 15 would be undernourished
- 21 would be overweight
- 23 would live without shelter
- 22 would own/share a computer
- 13 would not have clean, safe drinking water

* Source www.100people.org

Why provide culturally competent care?
- Patient outcomes are improved
- Customers are more satisfied
- Liability is decreased as there will be less chance for misunderstanding and errors
- It satisfies accreditation requirements
- It’s the right thing to do!

What is cultural competence?
The ability to provide care to patients and families with consideration for cultural differences.

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Ridgeview Medical Center Orientation Express
It is important to recognize that behaviors or customs that appear strange to us might seem strange only because of our own cultural “lenses.” If we wore a different pair of cultural “glasses,” the very same customs might be quite understandable. Most important, health care workers need to be aware that cultures have unique beliefs or practices regarding health and illness.

*Communication is the key!* Communicating requires listening without questioning and being patient.

Both verbal and nonverbal communication (body language, tone, gestures, eye contact) affect how patients feel about their care.

To strengthen communication options, Ridgeview offers a range of communication options to ensure that Limited English Proficiency (LEP), hard of hearing or deaf and visually impaired patients are provided effective access to all health care services. Contact your supervisor, the nursing supervisor or Social Services to coordinate services.

**Minnesota’s Patient Bill of Rights**

*Public Policy Declaration:* It is declared to be the public policy of this state that the interests of each patient be protected by a declaration of a patient’s bill of rights, which shall include but not be limited to the rights specified in this statement.

To view Minnesota’s Patient Bill of Rights, click [here](#).