



LOUISE H. BATZ  
PATIENT SAFETY FOUNDATION  
Protecting the Patient First



# END OF YEAR SUMMARY

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2017

END OF YEAR SUMMARY  
2017

“A VISION WITHOUT A TASK IS A  
FANTASY...A TASK WITHOUT A VISION IS  
DRUDGERY...BUT A VISION WITH A TASK  
IS THE HOPE OF THE WORLD”

-JAMES H. CALVERT

# BATZ PATIENT SAFETY GUIDES

We have grown exponentially on the tools we are providing patients and families. Because of the amazing support of our donors we now have:

1. Pediatric Transplant Guide - Pre Transplant
2. Pediatric Transplant Guide - Transplant & Beyond
3. Pediatric Weezie's Angels Guide
4. Adult Batz Guide - (English)
5. Adult Batz Guide - (Dutch)
6. Adult Batz Guide - (Spanish)
7. Batz Guide for Breast Cancer Patients in partnership with Susan G. Komen
8. Batz Guide for NICU Babies
9. The "YOU" in your health community empowerment tool for adults
10. The "You" in your health community empowerment tool for children
11. Rosie's art pages
12. Rosie's Heart Guide( in production)



NEW FOR 2017

They are being distributed throughout Texas and around the globe. The response has been amazing! We have so many wonderful tools to offer hospitals, clinics, doctors offices and the community. We are excited to get these new guides into more hands in 2018.

# USA GUIDE DISTRIBUTION AND IMPLEMENTATION

## Hospital Distributions

North Central Baptist  
 Mission Trail Baptist  
 North East Baptist  
 Baptist Medical Center  
 Saint Luke's Baptist  
 University Hospital San Antonio  
 Methodist Hospital  
 Seton Medical Center  
 University Hospital: Admin  
 UPMC Mercy – Seven Sisters Gift Shop  
 Pennsylvania Patient Safety Authority  
 Susan G. Komen  
 UPMC Passavant Cancer Center  
 University Hospital: Patient Relations  
 University Health System: Volunteer Services  
 Christus Health  
 Sammie Smith – First United Methodist Dallas  
 Circle of Cancer Care  
 Institute of Patient and Family- Centered Care  
 Griffin Hospital - The Hewitt Center for Breast Wellness  
 BAMC  
 Deer Lodge Medical Center  
 CHRISTUS Santa Rosa Hospital – Westover Hills  
 North Mississippi Medical Center  
 University of Michigan Health System  
 Sibley Memorial Hospital-Johns Hopkins Medicine  
 SSM Janesville Hospital  
 East Tennessee Children's Hospital  
 Florida Hospital Heartland Medical Center  
 New Hanover Regional Medical Center  
 Galen College of Nursing  
 Barnes Jewish Hospital

State Collete of Florida

University of Pittsburgh Medical Center  
 CareFusion  
 Eisenhower Medical Center  
 Memorial Hermann Health System  
 Foundation For Healthy Communities  
 Baptist Health System School of Health Professions  
 Tenet Healthcare- Clinical Operations Department  
 Eisenhower Medical Center- Georgia

## Children's Hospitals

Methodist Children's Hospital  
 University of Pittsburgh Medical Center  
 Pennsylvania Patient Safety Authority  
 Wave Healthcare  
 University Hospital  
 Pediatrics Administration  
 Institute of Patient and Family- Centered Care  
 Methodist Hospital Administration  
 Children's National Patient Navigator Program  
 University Health System: Volunteer Services  
 Christus Health  
 University of Michigan Health System  
 Sibley Memorial Hospital-Johns Hopkins Medicine  
 Children's Hospital of San Antonio  
 San Antonio Pediatric Developmental Services  
 SSM Janesville Hospital  
 East Tennessee Children's Hospital  
 Children's Home Care Group  
 Réseau Planetree Québec  
 Galen College of Nursing  
 Hope4Minds

## Transplant Hospitals

University Health Systems  
 Methodist Children's Hospital  
 Medical City Dallas  
 Transplants for Children  
 Wolff Center at UPMC  
 Institute of Patient and Family- Centered Care  
 University Health System: Volunteer Services

# COMMUNITY HEALTH EMPOWERMENT PROJECT



*YOU IN YOUR HEALTH!*



The Empower Project is a joint collaboration between the Louise H. Batz Patient Safety Foundation, the City of San Antonio Head Start Program and the Empower team from The University of Texas College of Pharmacy that aims to:

- 1) explore innovative ways to improve and expand quality health services provided by Head Start's family support workers (FSWs) to underserved families.
- 2) empower Head Start families to seek quality and safe health care services.

As many of you know, we've spent the past three years working closely with Head Start and the UT College of Pharmacy to develop content to help Head Start's Family Support Workers provide families with the tools needed to better navigate doctor's visits, dental visits, pharmacies and the hospital. Over the past year, we have continued to expand upon this project by finalizing community-based tools called You in Your Health. These booklets combine sections questions and tips to help guide family interaction with their healthcare team, insurance companies, and primary care providers and a helpful glossary with resources for the uninsured and underinsured, and a place to keep notes.

# AMAZING VOLUNTEERS

On Saturday, September 16, a group of eager volunteers, consisting of Head Start staff and their families, the Empower team, my Dad, daughter and myself, gathered at the City of San Antonio Head Start headquarters to assemble the Community Health Empowerment toolkits. We spent all morning putting together 1,500 binders that include an adult and kid version of the “You in Your Health Questions and Tips” booklets in both English and Spanish, health tracking forms, and dividers with tabs for families to keep medical records and documents organized. You can see all the boxes with the finished tools behind everyone in the picture!



The great number of volunteers and their willingness to help us assemble the toolkits made the morning very special.

With children volunteering alongside their parents, Dr. Young and I embraced the opportunity to explain that they have a voice and should speak up on matters of their health. The main message to them was that they are their own best advocates.

Debbie, Senior Management Analyst, and Katie, Management Analyst, of Headstart have been working tirelessly to ensure that the project logistics will run smoothly, even incorporating details into their software and workflow.



# EMPOWER TEAM

Our Amazing Empower Team, Dr. Veronica Young, Dr. Megan Morrison, and Stephanie Mjano are changing the culture of healthcare, improving health literacy, and empowering families to take an active role in their healthcare team. We hope to roll this program out to other community organizations in San Antonio and for Head Start to adopt our “Community Health Empowerment” series nationwide.

# BATZ GUIDE DISTRIBUTION AND PROGRAMS

Dr. Etel Veringa and Louis Ter Meer have done an amazing job over the past three years leading our international efforts. 2017 has been a year of consolidation and innovation. We have seen growing interest in the field of patient safety both in Latin America and in Europe. Various scientific articles have appeared showing the high numbers of avoidable deaths worldwide. We have translated the English website of the Louise H. Batz Patient Safety Foundation into Spanish and Dutch. Finally, in 2017 we have started a research study based on the Batz Guide implementation in two hospitals in Buenos Aires, Argentina. To carry out this research, we established a collaboration with the institute IECS (Institute for Clinical Effectiveness and Health Policy), director Ezequiel Garcia Elorrio, MD, Ph.D. After various meetings, we defined the following objective: "How can we influence the acceptance level of the guide and what is the effect on patient safety by using the guide." The results of this study were presented on October 3rd in London at the International Society for Quality in Healthcare (ISQUA) Conference.

An international working group was founded by representatives of the Batz Foundation, Planetree International and IECS (Institute for Clinical Effectiveness and Health Policy in Buenos Aires, Argentina) to investigate a possible merger between the Batz Patient Guide ((adapted version) and the Planetree Patient Passport.



## International Guide Distribution

Planetree The Netherlands  
University Hospital Leiden - LUMC  
University Hospital Rotterdam – Erasmus MC  
University Hospital Utrecht - UMCU  
Albert Schweitzer Hospital, Dordrecht  
Members of the e-Health community of CGI  
Members of the Institute of management in Health  
– Erasmus University  
Alrijne Hospital, Leiden  
Tergooij Hospital, Hilversum  
Director of e-Health company, Rotterdam  
Members of Medical Delta initiative Rotterdam.

# 5 GUIDING PRINCIPLES OF THE LOUISE H. BATZ FOUNDATION:

## EMPOWER YOU TO BE PART OF A TEAM

We want you to be a participant in your own care. We want to help you and your family know what to ask and when in order to make the most of each visit with your care providers.

## HELP YOU FEEL IN CONTROL

The hospital experience can be scary and you can often feel out of control or out of the loop. We want you to be able to coherently discuss the details of past events and know exactly what you can do to help.

## ENCOURAGE YOU TO NEVER GIVE UP

Sometimes it feels like too much to handle. We want to help you understand that you are not in this alone and that your team members and loved ones are depending on you.

## WALK YOU THROUGH IT STEP BY STEP

We want help you understand what you can do at each step of the journey to take care of yourself or your loved one. What should you do next? What are the most important questions to ask the doctor? How can you make the most of your time when all you can do is sit and wait?

## TALK TO YOU LIKE A HUMAN BEING

Hospital jargon is confusing and can make you feel detached from your care. You want to be spoken to like an individual so that you can better communicate with your team.

Towards the end of 2016 and beginning of 2017, we rolled out our brand new website and the Batz Patient Safety App for all iOS and Android platforms in both English and Spanish. Since our launch in June, the app has been viewed by nearly 100,000 people. While the older version of the app was great, the updated system streamlines interactions, let's you add photos of your medication, sends you to push notifications to remind you to prepare for aspects of your stay, and allows you to share information across multiple systems more easily.



- The Batz Patient Guide - iPhone
- The Batz Patient Guide - Android
- The Batz Patient Guide - iPad
- Website- Where you can download all these Guides!

In 2017 we shared our story at 52 different conferences. The Foundation and our partners spoke to individuals within the state of Texas, across the country, and abroad to inspire others through Louise's story.

## 2017

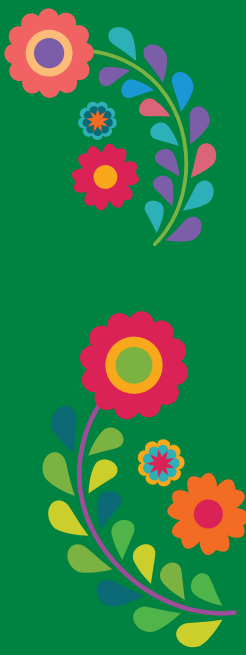
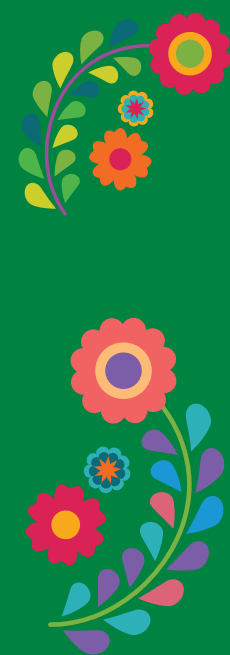
- February- Patient Safety Movement Conference in Laguna Beach, California
- Baptist Health System School of Health Professions
- St. Andrew's Episcopal School 6th grade class
- First Baptist Dallas Church
- International Foro on Patient Safety, Quality and Person Centered Care, in Cartagena, Colombia
- June 26th Boca Raton, Florida- The Association for the Advancement of Medical Instrumentation (AAMI) Foundation and Dr. Frank Overdyk (Medical board member), asked the3 Foundation to create a video to air on PBS channels across the United States.
- July 9th- Vizient Transformation Network Webinar "Teaming With Patients to Improve Safety."
- July 10- Patient Safety Movement Mid Year meeting in Washington, D.C
- August 22- Army Patient Safety Manager conference At USA HQ MEDCOM
- August 30th- LeanBlog: Webinar "Teaming with Patients to Improve Safety"
- October 2nd- International Society for Quality in Healthcare (ISQua) conference in London, England.
- October 15th- International Planetree Conference in Baltimore, Maryland
- October 26th- Fab 50 Awards at Baylor-Scott and White in Dallas, Texas
- December 10th- IHI Orlando, Florida





# BiNGO de MAYO

We are overwhelmed with gratitude from the generosity and volunteer support the Batz Foundation has received from this community. Over the past three years from Bingo De Mayo, the community helped raise \$534,000 to support our patient safety efforts.

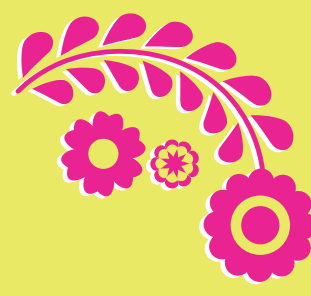


## 2017

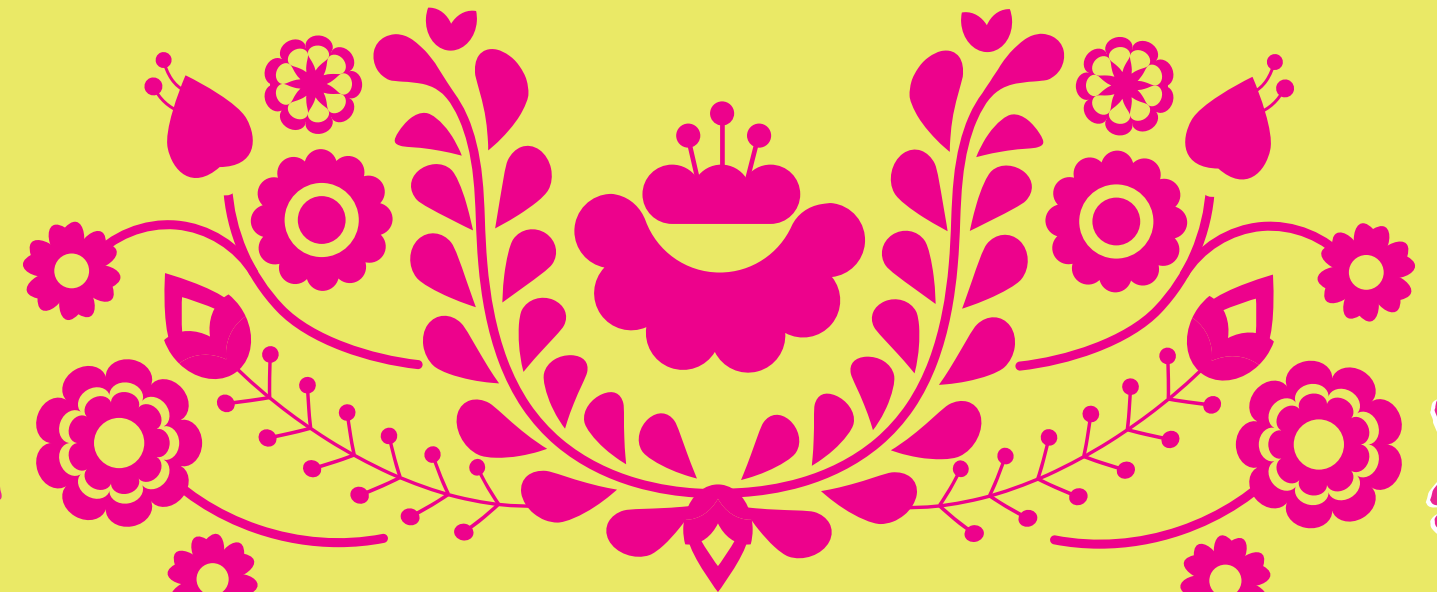
\$212,000 raised; 750 in attendance



# Save The Date



# BINGO de MAYO



## Thursday, May 3, 2018







THANK YOU

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FOR BEING PART OF OUR TEAM.

# SHARING YOUR STORY...

# SAVES LIVES IN SO MANY WAYS...



I think this guide can and will save lives, prevent accidents, reduce family and patient anxiety, answer numerous questions, and I could go on and on. The thoughts, efforts and commitment that produced The Batz Guide is remarkable.

SAMMIE SMITH



"When in crisis with a loved one, sometimes it can be difficult to be heard. Along our journey, The Batz Foundation was there for us, making sure our voices were heard and helping to ensure that a standard of care was in place that we could count on."

THE O'CONNELL FAMILY



"I just wanted to say thank you. My dad had surgery today for prostate cancer and after surgery, his respiration had been a little low. Thanks to you and the foundation, we are all over it and working with the staff to make sure they are monitoring him and not giving him any pain medications that will make it worse. I have been thinking of your mom. You might never know how many lives you are saving because of what you are doing, but I hope you know how much we appreciate it."

Mary Wier Ferguson



"As an RN Navigator, working with orthopedic patients for a long time, I am in awe of the work that the Batz Foundation has done, and continue to do, to improve care for our orthopedic patients. The Batz Foundation team are true advocates for safe patient care. I am continually touched and amazed by the Foundation's generosity and unfailing efforts to make patients more informed, thus better prepared to be their own self-advocates when coming into the hospital environment. I am thankful the Batz Foundation chose to work with the Bone & Joint Program at Seton Medical Center Austin."

ELISE MATOCHA BSN, RN, ONC  
SETON MEDICAL CENTER AUSTIN

## Joan Stephens

"We share patient stories monthly, even ones where we fail. We have improved our discharge process because of our willingness to hear patients share stories of discharge process and taking action to improve."



"I routinely encourage every patient to have a care partner- another set of eyes and ears to support the patient since there is so much to take in. The more stressed we are, the harder it is to process all the information and remember everything."

JOYCE POWELL, RN

## Becky Sherburne

"I believe: Every patient, every day has a story. Until we learn to develop meaningful relationships with all our patients we will continue to be a country of marginal healthcare. I want greatness. That is my vision."

"Taking on a partnership creates communication to make that connection which helps the team honor patients' preferences and choices."

Sandy Slodkoski, MHA, RN  
Unit Director BMC,  
Med Surg / Telemetry



"The Batz guide provides the opportunity for our nurses to have a dialogue with our patients to talk about what is meaningful and relevant to the patients and their loved ones as they go through the transitions in care between the hospital, their physicians, and when they go home."

Nelson Tuazon, DBA, MSN, RN  
Chief Nursing Officer  
Baptist Medical Center





"WHAT WE STARTED TO DO IS ASK EACH PATIENT THE FOLLOWING QUESTION EVERY MORNING: "IS THERE ANYTHING WE PROMISED YOU WE WOULD DO IN THE PAST 24 HOURS THAT WE HAVE NOT DONE?" THIS HAS LED TO A SIGNIFICANT INCREASE IN PATIENT SATISFACTION AND AN IMPROVED PATIENT AND STAFF EXPERIENCE."

**Sohail Habib**



"The Batz Guides are a great resource tool that allows patient's and family members to become more involved with the care we are providing."

.....  
**Veronica Montemayor**  
BSN, RN

"Just by asking questions you can receive better care."

.....  
**Amer Haider**  
CEO and Co-Founder of Doctella



We cannot create a safe healthcare experience without creating a partnership with patients and family. As healthcare providers, we ask our patients and families to be engaged and ask questions yet we don't tell them how to be engaged and what questions to ask. We know we've done our job well when providers share information freely with patients/families, patients/families feel safe to speak up and we work together as a team to prevent mistakes from happening.

.....  
**Cindy Cassity**  
Weezie Angel Hero Award Winner 2016



**Griffin Hospital**

Patient Safety is of the utmost importance to Griffin Hospital. One good save is from a medical secretary who tirelessly advocated to get an old worn ramp replaced so that our physically limited patients could have better access to get into buildings.

**Donna Maddy**

"I have seen many patients with respiratory depression and I have an innovation that I don't know how to press forward. I think EVERY PCA machine should have pulse oximetry and etCO2 monitoring built into the same machine. It's like all cars (PCA's) now have seat belts (O2sat) and air bags (etCO2). It should be a mandated effort to manufactures and then medical facilities. This would improve safety practice and compliance with current best technology. "



"My nurses asked me why are patients and family members writing so much down in that book! I reinforced that patients and their family are part of our team and it is good for them to be involved to keep them safe. It also protects our nurses by adding an awareness of safety for everyone."

.....  
**Amy Lyons-Baptist**  
Clinical Director



"This is a beautiful and poignant story of a tragedy that has turned into a beautiful legacy of saving lives."

.....  
**Barbara Warren**





**LOUISE H. BATZ**

**PATIENT SAFETY FOUNDATION**

Putting the Patient First

[WWW.LOUISEBATZ.ORG](http://WWW.LOUISEBATZ.ORG)