

## BOARD OF DIRECTORS

### Dear Friends,

It has been nearly three years since my mom, Louise Batz, lost her life unnecessarily and unnaturally because of a preventable medical error in the hospital. The night following her routine knee replacement surgery, a preventable medical error caused her to sustain an injury from which she could not recover. She passed away eleven days later. Every day since then, I've wondered, "What could I have done differently? What do I wish I had known that could have helped save her life?"

Since founding the Louise H. Batz Patient Safety Foundation in 2009, we have devoted our time to developing tools and partnerships in hopes of reducing the almost 550 deaths that result each day from preventable medical errors in the United States. Our mission is to help prevent medical errors by ensuring that patients and families have the knowledge they need to promote a safe hospital experience for their loved ones, and to support innovative advancements in patient safety. Our greatest hope is that families, patients, and caregivers will work together as a team to improve safety in our hospitals.

This is why your contribution to this year's appeal for the Foundation's future is so very critical. Your gift can be fulfilled over a period of months or as a one-time contribution. Your pledge card has been included in this mailing and can be returned in the enclosed envelope, or you can give online at [www.louisebatz.org](http://www.louisebatz.org). Your donation saves lives.

By working together with a common purpose and vision, we can bring change and improvements in tangible and meaningful ways through important programs and services. We have profiled several of our programs on page 2 of this letter.

I alone cannot create the change needed to save lives in Central Texas and throughout the U.S. But, with your help, the Foundation will have the resources to educate and raise awareness of these issues. We can continue developing technology and tools that will help healthcare professionals and patients work together as a team while receiving treatment and we can truly SAVE LIVES...unlike so many other diseases or causes of death that are not avoidable, our mission is focused on reducing the number of PREVENTABLE medical errors. We have spent the past 2 years educating others on how to reduce the errors, but now we urgently need your support to implement these lessons and truly affect change.

I look forward to providing more updates as the year progresses. Thank you.

Sincerely,

Laura Batz Townsend  
Executive Director

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# 2011 ACCOMPLISHMENTS

*This past year has been filled with new relationships, new innovations and implementation of tools to achieve our goal to reduce preventable medical errors. Because of our generous donors, we were able to achieve many milestones for the Foundation. Below is a snapshot of our 2011 activities:*

## **1. PRINTING OF THE BATZ GUIDE FOR BEDSIDE ADVOCACY**

3,000 guides were printed and have been distributed to Christus Santa Rosa Hospital and The Baptist Healthcare System, doctors offices, service organizations, and people in the community. The Guide is an educational information tool that provides the patient and their loved ones with the questions they need to ask regarding patient safety and the tools to keep track of a loved one's healthcare during his/her stay in the hospital.

## **2. USE OF THE BATZ GUIDE FOR BEDSIDE ADVOCACY AT SAN ANTONIO'S CHRISTUS SANTA ROSA HOSPITAL**

As the first hospital to implement the Batz Guide, Christus Santa Rosa Hospital is currently utilizing the Batz Guide with 200 of their surgical patients. Patients are given the Guide to use before their surgery, and later are asked a series of follow-up questions during their discharge phone call regarding their impression of the Guide's effectiveness during their hospital stay. To date, the Guide has been extremely well received.

## **3. METHODIST HOSPITAL IN PLANNING STAGES TO UTILIZE THE BATZ GUIDE**

Methodist Hospital has initiated plans to pilot the Batz Guide for Bedside Advocacy on the Women's Surgical Unit. Specific women will be provided the opportunity by their physician to use the Guide throughout their surgical experience, followed through their hospitalization and discharge. Feedback will be collected on how the Guide impacted each patient's experience. Eventually, our goal is that additional hospital units and additional hospitals within Methodist Healthcare will use these Guides to improve patient safety.

## **4. USE OF THE BATZ GUIDE FOR BEDSIDE ADVOCACY AT THE BAPTIST HEALTHCARE SYSTEM**

A hugely significant milestone for the Foundation is the use of the Batz Guide for Bedside Advocacy by The Baptist Healthcare System at Mission Trails Baptist Hospital and N.E. Baptist Hospital beginning December 2011. The Batz Guide will be used in surgical units of Mission Trails and in the orthopedic unit at N.E. Baptist Hospital. To know that the Batz Guide will be present to support patients and their families at these facilities means a great deal to the Foundation. We are grateful to The Baptist Healthcare System for working so diligently to improve their patient centered care and to open the lines of communication through teamwork to save lives. The Guide will also be available in the gift shops of the hospitals for patients.

## **5. 2011 SPEAKING ENGAGEMENTS SUMMARY**

I am pleased to report that the issue of patient safety is gaining momentum in the industry. Several organizations are increasing focus on patient safety and I was fortunate to have been asked to speak at several conferences in the last year. We were able to spread our message at the following events: Anesthesia Patient Safety Foundation Summit Conference in Phoenix (June 6-8); University of Texas Health Science Center School of Nursing (June 18); University of Texas Health Science Center 10th Annual Summer Institute on Evidence Based Practices (July 1), and the Covidien National Sales Meeting in Dallas, Texas (November 14).

## **6. FUNDRAISING EFFORTS AND GRANTS AWARDED**

In 2011, the Foundation raised \$40,000 to date, a 67% increase over last year's \$24,000 of capital raised. Additionally, the Foundation received \$30,000 in grants from Baptist Health Foundation, Jack and William Light Charitable Trust, Mays Family Foundation, and the Ann Ash Family. Much work remains to be done and the Foundation must continue to secure additional grants, donations and major gifts to support the areas of future research and outreach outlined below in the 2012 Areas of Funding.



## 2012 AREAS OF FUNDING

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*We are proud of our work this past year, however, there is still so much to be done. We continually ask ourselves, “What more can we do? How do we prevent more medical errors from happening and raise awareness of this terrible issue?” We plan to continue our involvement with the San Antonio area hospitals, as well as expand into other cities around Texas and the United States. We will also continually update the website with news, resources, and information. In addition, we are planning the following research and outreach activities for 2012:*

### **1. NEW APPS FOR PATIENT PROTECTION (\$75,000)**

The Louise H. Batz Patient Safety Foundation has partnered with Ringful Health to develop mobile apps for smartphones, particularly the iPhone and the iPad. The paper form of the Batz Guide for Bedside Advocacy will be supplemented and enhanced by an interactive electronic version (APP) of the Batz Guide available on an iPad at the patient’s bedside. The electronic version of the Guide provides the following key enhancements, and it allows us to measure patient usage patterns for analysis and reporting:

**(1) Personalized and dynamic reminders.** Imagine an APP that is based on individual patient’s risk profile, that could remind the patient to report symptoms, take medication, or check whether a urinary catheter has been taken out.

**(2) Connection into the Rapid Response Team (RRT).** The APP could allow the patients or caregivers to page RRT directly inside the hospital via electronic paging systems and allow patients and care givers to report “near-miss” safety events and cross check with clinicians.

### **2. THE BATZ GUIDE (\$35,000)**

The Batz Guide, an evidence-based tool to help patients and family caregivers stay engaged with the hospital team during their in-hospital stay, was published in October 2010. The content of the Guide was developed by a panel of more than 40 clinicians, including doctors, nurses, hospital administrators, patient advocates and patient safety experts from around the country. The Foundation is eager to get these Guides in the hands of the patients and their advocates. We will work with medical professionals on the frontlines to help distribute them to people at their time of need and when they can be most impactful. The printing, distribution and promotion of the Guide requires funding. We know that this Guide will save lives. We have already heard from our users that it has been instrumental in identifying errors and empowering its readers. While people can locate the Guide online, we do not want to be reactive. We do not want to wait for people to find us after it is too late. Our mission is to PREVENT medical errors and reduce deaths related to medical errors. This requires us to proactively promote the solutions that are available.

### **3. EDUCATIONAL & AWARENESS CAMPAIGN (\$25,000)**

By giving to the year-end appeal, the Foundation will be able to raise awareness of this critical issue. It is imperative that we reach people prior to entering the hospital and we need to develop and execute an outreach strategy to have maximum impact. We also need to make sure that the general public and those interacting most with our healthcare system are aware of the statistics so they can be more prepared for their own medical interactions. Along with educating the patients and their loved ones, the Foundation will leverage our relationships with medical facilities and professionals to impact our mission. We believe in creating a team effort to improve patient safety and we will include all audiences in our outreach efforts.

### **4. SPEAKER’S SERIES LUNCHE (\$25,000)**

The Foundation will begin hosting “brown bag lunch” educational lectures on patient safety hosted by the Medical Advisory Board and led by renowned experts in patient centered care. To effectively change and save lives, educating the public is vital. The Foundation is committed to improving patient safety in our community and beyond through lectures such as the Speakers Series Lunches. We believe that informing and involving the community will realize important changes faster.

### **5. BINGO NIGHT IN SAN ANTONIO**

The Batz Foundation is thankful to have a strong group of supporters in San Antonio who have decided to host Bingo Night at the San Antonio Country Club in March 2012. It will be an evening filled with fun for the whole family and will give everyone in the community an opportunity to learn more about The Foundation while raising funds for our mission. Be sure to sign up for our newsletter and “like” us on Facebook where we will be posting all of the exciting details.





# LOUISE H. BATZ

PATIENT SAFETY FOUNDATION

Protecting the Patient First

*The Louise H. Batz Patient Safety Foundation would like to say a special thank you to all the members of our Advisory Boards. None of this would be possible without their knowledge, expertise and passion for Patient Safety.*

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*Erika Holland, Executive Director, American Heart Association, Austin, Texas*

*The mission of the Louise H. Batz Patient Safety Foundation is to **help prevent medical errors** by ensuring that patients and families have the **KNOWLEDGE** they need to promote a safe hospital experience for their loved ones and to support innovative advancements in patient safety. Our greatest hope is that families, patients, and caregivers will work together as a **TEAM** to improve safety in our hospitals.*



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