



LOUISE H. BATZ  
PATIENT SAFETY FOUNDATION  
Protecting the Patient First



# SHARING OUR STORY

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A YEAR IN PATIENT SAFETY

## Greetings Batz Foundation Friends & Family,

It has now been seven years since my mom has passed and while I miss her every day, her amazing life lives on in the work the Foundation does.

The Louise Batz Patient Safety Foundation continues to touch the lives of countless individuals each year. Through hospital partners we distribute needed patient safety books, through community programs we work to increase health literacy, and through conferences, speaking engagements and meetings, we advocate on behalf of the patients who need it the most.

Over the past year, we have made great strides. We've been able to continue building the long-term infrastructure we need like hiring our first full-time staff members; developing a brand new state-of-the-art website; migrating to grow and sustain our Patient Safety App to the iPhone and all android platforms; starting patient centered research in Argentina and finalizing a project very near and dear to my heart – a pediatric transplant focused guide.

While we have a lot to be proud of, our work still isn't done and we need your help to continue to protect patients across the country, and spread my mom's story far and wide.

With your support, this year we will be able to:

- ☼ Raise funds to hire a hospital/community coordinator in San Antonio.
- ☼ Increase Batz Patient Safety Guide distribution to 20,000 a year.
- ☼ Begin developing partnerships with transplant facilities across the country in order to increase the distribution of our new guides.
- ☼ Further develop our Batz App for IOS and Android devices, convert them to Spanish and Dutch, and begin marketing them in hospitals
- ☼ Finish our EMPOWER community based work with Head Start and work on developing community teaching and training material using the new material.

Every week I receive stories from people who have faced challenging experiences in the hospital. Consistently they tell me that if they just knew one more thing or would have asked one more question, their loved one would still be around today.

It's those heartbreaking stories that motivate me and it's the stories of the folks that we've helped that encourage me that we are on the right path.

Thank you for going on this journey with us and believing in the Louise H. Batz Patient Safety Foundation. We will continue to work until the 200,000 lives lost every year to preventable medical errors is ZERO. With every life we save we honor my Mom and all the lives that have been lost to preventable medical errors. This upcoming year is going to be a great one for the foundation and I can't wait to experience it with you.

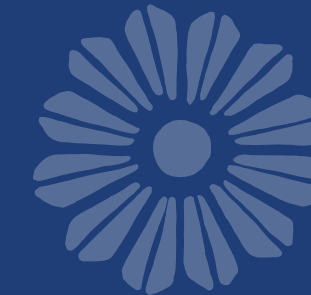
In partnership,

*Laura B. Townsend*

Laura Batz Townsend



## TAKING CONTROL



EMPOWER



## ENCOURAGE



# 2016 ACCOMPLISHMENTS

Over the past year, the Foundation has been tirelessly working to promote safety across the country. Altogether we traveled nearly 40,000 miles, shipped over 15,000 guides, produced apps in English and in Spanish, strengthened partnerships in Europe and South America and worked towards bringing patient safety solutions to some of the most vulnerable individuals living in our community.



## WHY IT MATTERS?

**1 in 300**

There is a 1 in 1,000,000 chance of a traveler being harmed while in an aircraft. In comparison, there is a 1 in 300 chance of a patient being harmed during a hospital or health care visit.

**20%-40%**

of medical expenses are **wasted** due to error and poor care

**100 HOSPITALIZED**

Of every 100 hospitalized patients at any given time, 7 in developed and 10 in developing countries will acquire health care-associated infections

**NINE OUT OF TEN**

According to the National Assessment of Adult Literacy, only 12 percent of adults have proficient health literacy. In other words, nearly nine out of ten adults may lack the skills needed to manage their health and prevent disease. Fourteen percent of adults (30 million people) have Below Basic health literacy.



# BATZ PATIENT SAFETY TOOLS

In 2016, we greatly expanded our product line. At the beginning of the year we were only distributing our Adult guides in English and Spanish. Now we 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)

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 2017.



## INNOVATIVE TECHNOLOGIES

This year, 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 push notifications to remind you to prepare for aspects of your stay, and allows you to more easily share information across multiple systems.

We are really excited about these changes but we need your help spreading the word. Please check out the app on either the Google Play or iTunes store, download it, and rate it today!

A big thanks to our team for developing the app and to supporters like YOU! Now patients everywhere can access the Patient Safety Guide from their device for FREE! Thanks!



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



One of the most exciting changes we made this year was to partner with a trading house to help us more easily ship, distribute, and reorder guides on a regular basis.

Through the system we've been able to better anticipate the needs of our ongoing hospital partners, reduce the gap time in their access to materials, and more easily add on new and exploratory partners when they arise.

Thanks to this system, strong partnerships, and a new Hospital Distribution Coordinator, we've been able to distribute over 15,000 guides this year!



Rodney Gray and the Wave Healthcare team.

### GUIDE DISTRIBUTIONS

- North Central Baptist
- North East Baptist
- Baptist Medical Center
- Methodist Hospital
- University Hospital
- University Hospital Administration
- UPMC Mercy – Seven Sisters Gift Shop
- Pennsylvania Patient Safety Authority
- UPMC Passavant Cancer Center
- Susan G. Komen SA
- Barnes Jewish Hospital
- Resolute Health
- University of Pittsburgh Medical Center
- Methodist Children's Hospital
- Medical City Dallas
- Transplants for Children
- Wolf Center at UPMC
- State College of FL
- Dallas Center for Pelvic Medicine
- University Hospital Administration
- Hospital Advisory Committee Meeting, Leapfrog
- University Hospital: Pediatrics Administration
- Circle of Cancer Care
- University Hospital: Patient Relations
- Wave Healthcare
- Christus Health
- Deer Lodge Medical Center Montana



## 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. Begun in 2013, the collaboration 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, and 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 contain questions and tips to help guide family interaction with their healthcare team, insurance companies, and

primary care providers while also putting together a helpful glossary with resources for the uninsured and underinsured, and a place to keep notes.

With the completion of these tools our next goal is to package, begin providing them to families, and create pre- and post implementation surveys to help measure success.

We are thrilled with how far we've come on this pilot project in three years and we can't wait to begin scaling it in the near future.



Our pediatric transplant guides have been printed and are now being distributed to families in San Antonio. We would like to thank University Health System and Transplant for Children for their amazing partnership. We would especially like to thank Jennifer Milton, Staci Almager, Emilie Burgess, Sharon Sutton and Adesuwa Odubele for their contributions to making these guides a reality. We are in awe of these children and families for their strength and their courage.



We were so honored to have received a grant this year from Susan G. Komen to develop Batz Guides for breast cancer patients. We are so excited to have been recognized by Komen for the work we are doing! Breast Cancer Guides will be printed in 2017 - stay tuned!



Dr. Ezequiel Garcia Elorrio and his team at the Institute for Clinical Effectiveness and Health Policy in Buenos Aires, Argentina

2016 has been a year of consolidation and innovation. We have seen a 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 2016 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, PhD. 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". This study will present its first results early in 2017.



Batz Foundation International Team: Etel Veringa and Louis Ter Meer

**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

# SHARING OUR STORY

In 2016, we shared our story and attended 20 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.

- Medesalud, 26 and 27 October, Medellín, Colombia
- Patient Safety Movement Conference - Laguna Beach, California
- University Of Texas Health Science Center San Antonio-summer institute - Community Engagement and Healthcare Improvement
- SXSW-Austin, TX
- Steering Committee Meeting PSM- Washington DC
- Planetree International Conference - Chicago, Illinois
- 25° International Meeting OES (Organization for Excellence in Healthcare) and 1° Latinamerican Foro ISQUA, 18-20 May 2016, Cartagena de Indias, Colombia.
- 7° Foro "JORNADA ABIERTA", Institute for Clinical Effectiveness and Health Policy (IECS), 30 - 31 August, Buenos Aires, Argentina
- E-Health day 20th of February, Rotterdam, the Netherlands
- E-Health week 16th- 20th of July, Amsterdam, the Netherlands
- E-Health startup day, 29th of September, Rotterdam, the Netherlands
- Mobile Health conference 6th of October, Utrecht, the Netherlands
- Fundación Cardioinfantil, Bogotá, Colombia
- Fundación Santa Fe, Bogotá, Colombia
- Clínica Bicentenario, Santiago de Chile
- Junta de Beneficencia Guayaquil, Ecuador
- Sanatorio Finochietto, Buenos Aires, Argentina
- "Making Health Care Measurement Patient-Centered: A Convening to Develop Principles and Strategies," a convening sponsored by the Robert Wood Johnson Foundation, Gordon and Betty Moore Foundation, and California Health Care Foundation.- Washington DC
- Institute for Patient and Family Centered Care Moving Forward with Patient- and Family-Centered Care: An Intensive Training Seminar, San Antonio, TX
- Institute of Healthcare Improvement - Orlando, Florida



## LAGUNA BEACH



Patricia Skolnik, President, CEO, and founder of Citizens for Patient Safety attends the UTHSCSA Conference



President Clinton at the Patient Safety Movement, Laguna Beach



Joe Kiani CEO of Mosimo and founder of PSM, Laguna Beach



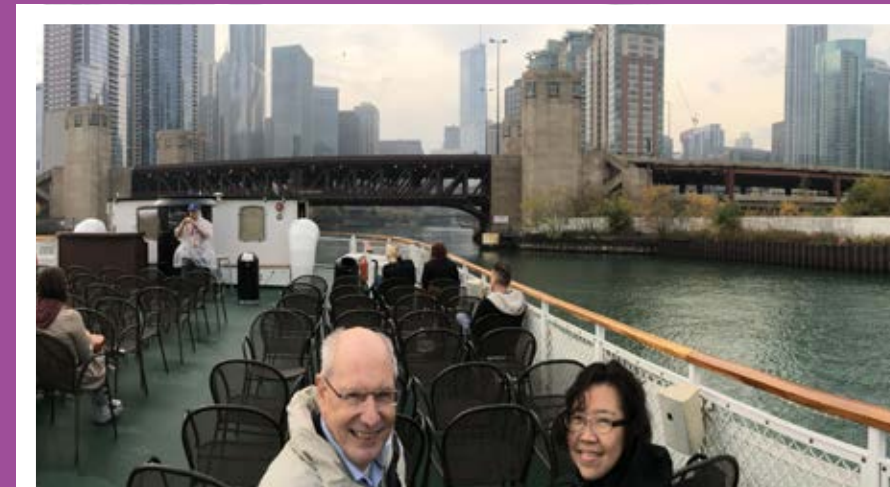
## WASHINGTON D.C.

## SAN ANTONIO



Laura Townsend at the American Institute of Research in Washington D.C.

## NETHERLANDS



Louis Ter Meer and Dr. Veronica Young at Planetree International Conference



Patient Safety Conference Cartagena, Colombia

## COLUMBIA

## CHICAGO

# LOUISE H. BATZ PATIENT SAFETY FOUNDATION WEEZIE'S ANGEL AWARD WINNERS

In 2014, The Louise H. Batz Patient Safety Foundation implemented the Weezie's Angel Hero Award in honor of Louise Batz who was lovingly called Weezie by her family.

Louise "Weezie" Batz, spent her life helping others and bringing joy to those around her. As her daughter Laura often says, "she taught me how to love, respect and care for others, to never give up, to always persevere, and most importantly never to lose hope. When someone came to her with a problem, she would comfort them by saying, 'It will be okay... together we will find the answer.' She was my hero. She saved my life every day and still does."

In honor of Louise's commitment to helping others, the Foundation developed a Weezie Angel Hero Award to recognize those individuals in a hospital setting who go above and beyond in caring for patients, creating awareness, making good catches and advocating for patient safety.

While the Weezie's Angel award is an opportunity to honor each recipient's commitment to safety, it can never truly convey our gratitude and thanks

for the service they provide. Their ability to comfort, heal and save lives is truly extraordinary.

Change is not easy. We thank them for being leaders in changing the culture of patient safety and realizing the important role that families and patients have in being part of the healthcare team. The only chance we have of turning 200,000 lives lost each year to ZERO is if we work together as a team, never give up, and most importantly never lose HOPE.

Every preventable medical error that they catch potentially saves one more person's life. One more person who can hug their children, one more person who can love their family, one more person who can in turn make a difference in the world. Through their work, they HONOR my Mom and all the others who have lost their lives to preventable medical errors.

One of the greatest hopes of the Batz Foundation is that Louise's story inspires the hero inside each of us. Through their work, they have made this hope a reality and we thank them for everything they do.

# LOUISE H. BATZ PATIENT SAFETY FOUNDATION THE NAN SCHOLARSHIP AWARD

The NAN Scholarship Award was established in Honor of Nancy Negley Krissoff. Nancy was lovingly called Nan by all who knew her. Nancy was born and raised in San Antonio. Nancy was a graduate of Saint Mary's Hall and the University of Texas, and spent many happy years as a camper and a counselor at Camp Honey Creek. Upon graduation from the University, Nancy moved to San Francisco to become a teacher. She loved teaching and was ideally suited to it. She had the patience of a saint. Her students meant so much to her, as she did to them. Over the course of seven years in the Bay Area, Nancy taught first, second, and fifth grade students. After giving birth to her son Owen, Nancy chose to become a full-time mother: a new chapter which brought her great joy, and one which she hoped

would be a continuation and expansion of all that she loved about teaching. Nancy died suddenly on September 30, 2012 of a brain aneurysm, leaving behind her one year old son, husband, three sisters, two brothers, three nieces, three nephews, and her parents.

This award is to recognize and thank the individual who goes above and beyond in caring for patients and in demonstrating best practices with regard to safety and quality of care. The Nan Scholarship Award will send a recipient to a Continuing Education Conference in the United States. In order to improve Patient Safety in our Hospitals we have to continue to learn about advancements in patient care, safety and quality.

## Nelson C. Tuazon, DBA, MSN, RN

We were happy to honor Nelson Tuazon in 2016 with the NAN award, a seasoned executive with over 30+ years of healthcare experience in management, leadership, and executive roles including Chief Nursing Officer, Associate Chief Nursing Executive, Senior Vice President-Chief Nursing Officer, and Vice President of Patient Care Services/Chief Nursing Officer. Director of Patient Care Services and Senior Manager of Patient Care Services. Academic experience as Instructor, Assistant Dean of a College of Nursing, and adjunct faculty in three universities and colleges. We want to thank Nelson and his team for being wonderful partners of the Batz Foundation. We thank him for his commitment to patient safety.



2016  
RECIPIENTS



Sandra Stodkoski RN, BSN, MHA



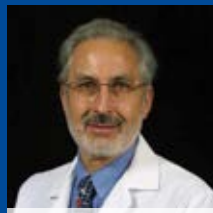
Veronica Montemayor RN, BSN



Cindy Cassity RN, BSN



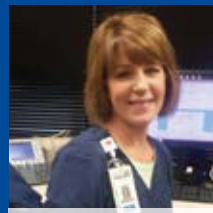
Dr. Yan Xiao



Dr. William Sutker



Irenia Vinuya RN, ONC



Elise Matocha RN, BSN, ONC



Nelson Tuazon DBA, MSN, RN

# CINCO Y CINCO BiNGO de MAYO



This year we hosted our fifth Bingo De Mayo at the newly renovated Witte Museum and it was the best one ever! With fun activities for kids and our best bingo packages ever, it was a blast and we can't wait for the 2017 gala on May 4th.

Altogether we raised over \$150,000 and were nominated for the best fundraiser in San Antonio for the 2017 Gala Awards produced by Special Events Magazine.



## BINGO DE MAYO!

THURSDAY

# MAY 4, 2017

SAVE THE DATE!



## MAY THE FOURTH BE WITH YOU!



# 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 stores 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 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."



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**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 manufacturers 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**





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