



LOUISE H. BATZ
PATIENT SAFETY FOUNDATION
Protecting the Patient First



SHARING OUR STORY

A YEAR IN PATIENT SAFETY

GREETINGS BATZ FOUNDATION FRIENDS & FAMILY,

Six years ago my mom, Louise Batz, passed away. She had been in the hospital for 11 days on life support due to a preventable medical error. During those 11 days, I kept praying for a miracle. Praying for her eyes to open up so I could see her smile one more time, so I could have told her I love her just one more time. Our miracle did not happen. My mom did not die from some terrible disease or health condition; she died from a preventable medical error.

Sadly, my mom's story is not unique or rare. Each year, over 200,000 Americans lose their lives due to preventable medical errors. That's more than AIDS, Diabetes, and Breast Cancer combined. The scale is so big it's like losing a city the size of Miami every year.

But there is HOPE. Recent studies, changes in governance, and partnerships all over the country have catapulted medical errors to the national spotlight and nationwide movements have made it a priority to reach 0 deaths by 2020.

We are proud to say that because of your support we have been part of that movement! Over the past six years, we have raised over \$1 million for our mission to improve patient safety in the United States and around the world. It is extraordinary! Every day, we continue to educate more families, patients and healthcare staff to have an active and responsive relationship with one another.

2015 has been a landmark year for The Louise H. Batz Patient Safety Foundation. Thanks to unprecedented support, we were able to finally put the structure in place to rapidly scale to educate more families, patients and healthcare workers across the United States. Our 2016 goals are bigger than ever and we need your help to get there!

YOUR GENEROUS CONTRIBUTIONS WILL HELP US IN 2016 TO:

- **Increase Batz Patient Safety Guide distribution to 15,000 guides a year, focus on bringing in a new hospital partner in at least three new states, and double our facility partnerships.**
- **Finalize our branding efforts to rollout nationwide.**
- **Launch a brand new state-of-the-art website with patient stories, do it yourself fundraising opportunities and eventually, a hospital support group locator.**
- **Debut the overhauled Batz Guide app that will be offered in three different languages.**
- **Increase the number of medical conferences attended to share our story and introduce the Batz Patient Safety Guide in hospital conglomerates nationwide.**

Thank you all for going on this journey with us and believing in The Louise H. Batz Patient Safety Foundation. We have come so far so fast on our mission to help families and patients have the knowledge they need for a safe hospital experience.

We will continue to work until the 200,000 lives lost every year to preventable medical errors is ZERO. Every life we save we honor my mom and all the lives that have been lost to preventable medical errors. We could not have gotten this far without your support. We are truly blessed. We thank all of you, but most of all I thank my mom. I love you Mom.

In partnership,



Laura Batz Townsend - President





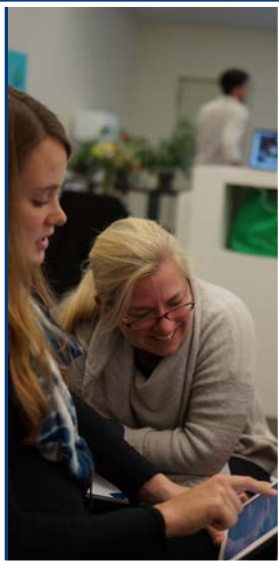
Laura Batz Townsend & Dr. Kevin Pho of KevinMD.com



EMPOWER



STEP BY STEP



COMMUNICATION

ENCOURAGE



TAKING CONTROL

2015 ACCOMPLISHMENTS

This past year has truly been transformational in the history of our organization and in the fight against preventable fatal medical errors. The overwhelming support from new mission partners and dedicated individuals have positioned our organization to unprecedented levels in educating healthcare professionals, families and patients about ways to prevent medical errors not only across the United States, but across the World.



MAYS FAMILY FOUNDATION MAJOR GIFT

The Batz Foundation is truly honored to have received a \$750,000 grant from the Mays Family Foundation. Thanks to the generous support of the Mays family, 100% of every additional dollar raised supports growth and sustainability. Every dollar that we bring in over the next three years will go towards growth, sustainability, and creating a lasting legacy that will be here for decades to come. We will truly be able to make a huge impact into creating awareness and education in patient safety for families in Texas, the United States and around the world

We are forever grateful to the Mays Family Foundation for their support and belief in the mission of The Batz Foundation.



Paige Johnson and pediatric transplant patients from University Health System San Antonio, TX

BIG TOMORROW



Left to Right: Aric Cheston-Principal, Shaina Rico-Lead Designer, Andrew Nairn-Creative Director

Our greatest hope is that The Batz Foundation will help families and patients to truly become part of the healthcare team. Big Tomorrow, a seasoned group of designers, strategists, and product managers, focused on designs for the human experience, helped us achieve our goal this year of rebranding The Louise H. Batz Foundation. Through their constant dedication and transformational expertise, we now have “5 Guiding Principles” designed to navigate the health and hospital experience. Big Tomorrow has achieved previous success with a variety of companies ranging from Under Armour™, DirecTV™, The University of Texas-Austin and Fandango®. We are thrilled to put their great work into application at the beginning of next year!

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.

NEW APP DESIGN



Over the past year, we have updated our app to include improvements to user experience and options in English, Spanish, and Dutch. The app will be available through the App Store and will initially be free of charge. Users will be encouraged to give feedback, which will be used for next versions (see plans for 2016). The creativity of the App team has made it possible to achieve a content management system which is multi lingual and usable for all planned new versions of early 2016, namely the iPhone and Android apps. The Dutch and Spanish versions will be launched at the same time.



INTERNATIONAL IMPACT

The Dutch guide of The Louise H. Batz Patient Safety Foundation was launched at the Patient Safety conference in June of 2015, in Rotterdam, the Netherlands. The guide has been brought to the attention of many hospital information centres in the Netherlands. As of September 2015, the guide is available through the regular Dutch bookstores and in particular has been displayed in several hospital bookstores. In 2016, a pilot study is planned to implement the Dutch adult guide in several hospitals in the country. A new and exciting collaboration with the Dutch Asthma Centre in Leiden has been established to translate and implement the Kids guide for use by Dutch children with asthma (and their families).

Additionally, the Spanish guide has finally arrived in Chile through the support of Planetree Latin America. A collaboration with Cruz Blanca, a private health insurance company in Chile, is expected to result in a pilot study in Chile in 2016. As we look forward to 2016, we are excited to partner with the Institute for Clinical Effectiveness in Argentina (IECS – Instituto de Efectividad Clínica y Sanitaria) in order to perform scientific investigation to study the clinical effects on patient outcomes related to guide implementation in hospital(s) in Buenos Aires.



GUIDE DISTRIBUTION

2015 saw a massive spike in the distribution of Batz guides. We forged a partnership with a courier service and started regular quarterly shipments to 10 different facilities!

Since starting, we've had multiple requests to further increase distribution. We are offering our Batz Guides in English, Spanish and Dutch. We have added great new features to make the Batz Guides even more user-friendly. They are now :

1. Spiral bound so it is easier to flip pages.
2. Each section has a tab with pocket folder
3. Added a plastic zipper bag in the back for prescriptions, business cards etc..
4. Included more pictures and definitions to help patients further understand medical terminology

Our Partners from University Health System and Methodist Healthcare System have been testing and reviewing our Pediatric Guides and Pediatric Transplant guides that will be going to print in December to begin large distribution at the beginning of the year.

We are excited to announce that WellMed will begin implementing the Batz Guides in a pilot study in a handful of their facilities in January 2016. Headquartered in San Antonio, Texas, WellMed is a healthcare delivery network serving more than 188,000 patients, mostly Medicare-eligible seniors, in Texas and Florida. We are also in conversation with The Connecticut Patient Safety Foundation to begin shipments to every hospital in Connecticut next year. If you know of any other hospital interested in partnering, let us know!

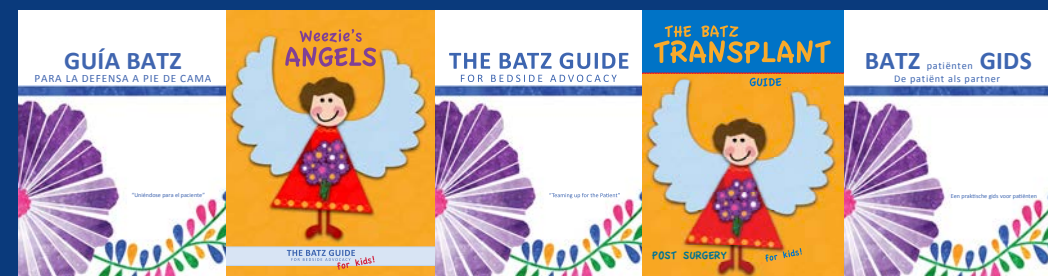


Nelson Tuazon & His Team at Baptist Medical Center in San Antonio Texas

THE BATZ GUIDES

REGULAR DISTRIBUTIONS

- North Central Baptist
- North East Baptist
- Baptist Medical Center
- St. Luke's Baptist
- Mission Road Baptist
- University Health System
- Main Methodist
- Methodist Texsan Hospital
- San Antonio Medical Center-US. Armed Forces
- Seton Healthcare In Austin
- Eisenhower Medical Center in Georgia.- US. Armed Forces
- Resolute Health- New Braunfels starting in December
- Christus Health
- Susan G. Komen San Antonio
- WellMed- Starting in December



Spanish

Pediatric

English

Transplant
for Children

Dutch

OPPORTUNITIES TO SHARE OUR STORY

In 2015, we shared our story at 16 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.

- Patient Safety Movement Foundation- Laguna Beach, California
- CareFusion in Dallas in March
- United States Airforce Nursing Corps- San Antonio, Texas
- FAB 50 Ceremony at Baylor University Medical Center- Dallas
- Dr. Charles Holshouser- Speaker during Patient Safety Week- SAMC
- Southern Command Center of the U.S. Army in Miami, Florida
- Association of Professionals in Infection Control and Epidemiology (APIC)- Nashville, Tennessee
- Patient Safety Conference in Rotterdam, Netherlands
- UTHSCSA's Summer Institute: Engaging Patients and Professionals to advance Clinical Excellence- San Antonio, Texas
- Memorial Hermann System Executive Board and Leadership- Houston, Texas
- The Planetree International Conference- Boston, Mass.
- Institute of Healthcare Improvement – Orlando, Florida
- USA Today Article for Patient Safety Week
- U.S. News Hospital of Tomorrow Forum- Ben Harder speaker
- TENET Leadership Conference- Amy Lyons, Speaker
- Baptist Health System Leadership Conference- Amy Lyons, Eve Woods, Tommye Austin Speakers





HOSPITAL OF TOMORROW

Best Insights. Best Ideas. Best Hospitals.
Ben Harder shared the Louise Batz story in Washington D.C.
October 18th

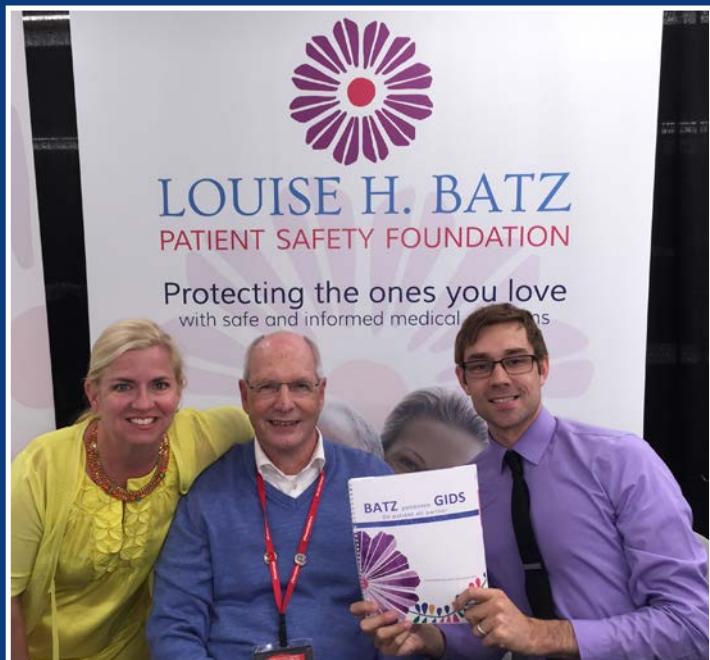


Celebrating Fab 50 Recipients at Baylor University Medical Center

DALLAS

BOSTON

WASHINGTON D.C



Laura Townsend, Louis Ter Meer, and John Burnam at Planetree International Conference in Boston



Tommye Austin and Amy Lyons sharing the Louise Batz story in San Antonio

SAN ANTONIO



Colonel Wool, Dr. Charles Holshouser, Colonel Renz, and Sudie Holshouser at San Antonio Army Medical Center



Medal Received for speaking at Southern Command Center of the U.S. Army in Miami

THE NETHERLANDS



Etel Veringa and Rado Vleugel in Rotterdam, Netherlands

MIAMI



President Bill Clinton at the Patient Safety Movement Summit in Laguna Beach



Vice President Joe Biden at the Patient Safety Movement in Laguna Beach

LAGUNA BEACH



Laura Townsend and Cindy Cassidy at the Patient Safety Movement Summit in Laguna Beach



OUR MISSION:

Helping low income and other eligible children and families of Bexar County access quality educational, medical, dental, mental health and other services through partnerships that support their success in school.



THE EMPOWER PROJECT

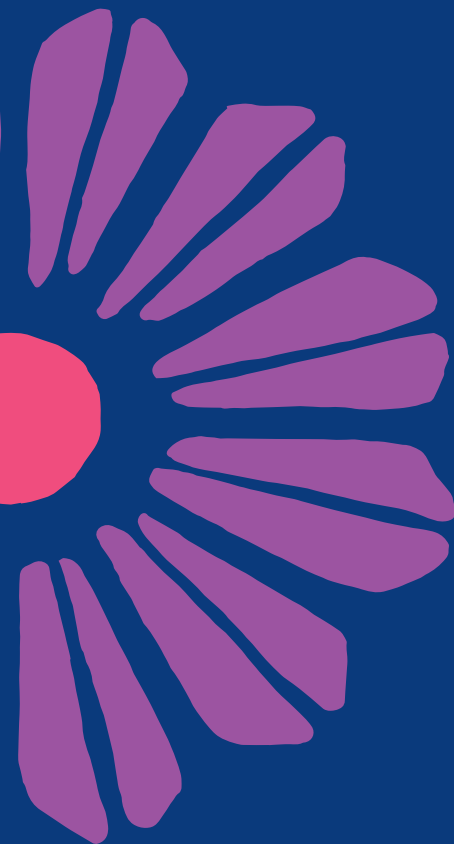


The Empower Project is a joint collaboration between The Louise H. Batz Patient Safety Foundation, the City of San Antonio Head Start Program, and the Empower team from The University of Texas College of Pharmacy.

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.

These are priorities identified by Head Start leadership, and results from a needs assessment conducted with FSWs guide the subsequent phases of the project. Over the past year, the Empower team and The Batz Foundation have been developing an educational tool for FSWs as well as a family empowerment toolkit for Head Start families. The toolkit consists of a set of targeted "questions and tips" pocket cards and health-tracking forms to encourage families to communicate with healthcare providers to ensure quality and safe healthcare services. The next phase of this project includes the development of additional tools for Head Start families and the continued collaboration with Head Start to provide training for FSWs to ensure appropriate use of the family empowerment tools. The overall goal of this unique community-academic partnership is to ultimately empower underserved families and individuals to take an active role in the management of their health.



WHY IT MATTERS

\$90 BILLION/YEAR

yearly cost of low health literacy to the healthcare system

19% HIGHER RISK

of non-adherence among patients whose physician communicates poorly than among patients whose physician communicates well

50% OF PATIENTS

walk out of the physician's office not knowing what they were told or are supposed to do.

90 MILLION

The number of Americans who don't understand their condition or treatment regimen



That is bigger than the population of California, Texas and Florida combined

@batzpatientsafe



THE MISSION

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.

-In memory of Louise H. Batz



WEEZIE ANGEL HERO AWARD



Last year The Louise H. Batz Patient Safety Foundation implemented the Weezie's Angel Hero Award in honor of Louise "Weezie" Batz's commitment to helping others and to recognize those individuals in a hospital setting who go above and beyond in caring for patients, creating mission awareness, and advocating for patient safety.



2015 RECIPIENTS



Jon Alonzo



Dr. Jane Appleby



Tommye Austin, PhD



Dr. Paul Curry



Dr. Kenneth Davis



Kathryn Johnson



Dr. Lawrence Lynn



Amy Lyons, RN



Dr. Mark Montoney



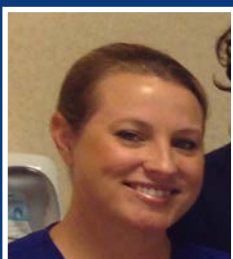
Dr. Frank Overdyk



Angie Parks



Melinda Perrin



Charity Rivera



Dr. Michael Shabot



Dr. Kathleen Stevens



Patricia Toney



Eve Woods



Dr. Carol Wratten



Tommye Austin, Laura Batz Townsend, and Amy Lyons

NAN SCHOLARSHIP RECIPIENT AMY LYONS

The Nan Award was established in memory of Nancy Negley Krisoff to recognize and thank individuals who go above and beyond in caring for patients and in demonstrating best practices with regard to safety and quality of care. Each year, The Nan Scholarship Award will send a recipient to a Continuing Education Conference in the United States.

This year, we are honored to award Amy Lyons, RN, BSN, ONC, the first Nan Scholarship Award. Amy Lyons (pictured right) serves as North Central Baptist Hospital's Nursing Director of Orthopedics overseeing the Joint Club. Amy and her team have successfully implemented the Batz Guide into the orthopedic unit at North Central Baptist, and believes in the importance of having family and patients be part of the healthcare team. She has volunteered countless hours for The Batz Foundation and now hospitals from all over the country are asking her for guidance on how to implement the Batz Guides in their hospitals. We want to thank her for helping to educate patients and families to be part of her team at Baptist Hospital. Amy embodies what the Nan Scholarship Award is about and we are so happy to honor all the hard work she has done to advance patient education and safety.





BINGO DE MAYO 2015



The 2015 Bingo de Mayo was a wonderful success. We transformed the ballroom into a Bingo Hall at the SACC, and KSAT 12 Meteorologist Mike Osterhage emceed to over 550 guests. We raised over \$150,000! 100% of the funds raised from this event go directly to developing programs and tools that will work to prevent the nearly 200,000 deaths that occur each year from preventable medical errors.





SAVE THE DATE!



CINCO Y CINCO BiNGO de MAYO

CELEBRATING 5 YEARS
OF PATIENT SAFETY
ON CINCO DE MAYO

Please join us for our 5th Anniversary

"CINCO Y CINCO"

celebrating five years of
Patient Safety on Cinco de Mayo.
The 5th Annual Louise H. Batz Patient Safety
Foundation's Bingo De Mayo! is scheduled for

MAY 5, 2016

at a new venue, the Witte Museum.

It promises to be another fun and festive family
evening to support our mission.



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