



LOUISE H. BATZ
PATIENT SAFETY FOUNDATION
Protecting the Patient First



End of Year Summary

2021



LOUISE H. BATZ
PATIENT SAFETY FOUNDATION
Protecting the Patient First

Dear Friends,

12 years ago my Mom, Louise Batz, lost her life due to a preventable medical error while recovering from knee replacement surgery in the hospital. In her honor, the Batz Family created the Louise H. Batz Patient Safety Foundation (Batz Foundation) in the spring of 2009. These past 12 years we have gone on a journey from tragedy to HOPE.



Each year in this country, roughly 200,000 people die and another 2 million fall victim to preventable medical errors during their stay in the hospital. These numbers make preventable medical mistakes the third leading cause of death in the United States, and they cost the healthcare system billions of dollars each year.

The mission of the Batz Foundation is to prevent medical errors by ensuring that patients and families have the knowledge they need for a safe hospital experience and to support innovative advancements in patient safety. Our greatest hope is that patients, families, and caregivers will work together, as a team, to improve patient safety in our hospitals.

Over the Past 12 years, your generous support has helped the Batz Foundation establish itself as a leader in patient safety. We have developed 10 different Batz Guides which are tools to assist patients and healthcare teams to navigate care with the intention of reducing the number of medical errors and improving patient outcomes. (Maybe insert a picture of our guides)

We have built a vast network to improve patient safety. We have formed relationships around the globe with healthcare providers, community organizations, and patient safety advocates as we have developed our tools and resources.

Covid-19 has brought to light even more the importance of our work trying to improve patient safety, education and communication with our healthcare teams. We have been very busy this year trying to help families navigate their way through the hospital whether it was for Covid-19 or another illness. It has been heartbreaking to hear these families' stories, but thankfully the Batz Foundation could be there to help guide families and patients through some incredibly trying times.

Covid has forever changed the path of many organizations moving forward. We have moved to a more digital space in how we communicate and learn. We are taking steps to make our website a direct service that can serve not only patients and families in San Antonio, but around the world. We have now have solidified two separate Batz Foundation arms, one being in Latin America, run by Dr. Ezequiel Illorio, and Batz Foundation Europe, run by Dr. Etel Veringa and Louis Ter Meer. We believe will be able to serve patients and families across the globe as we promote patient safety in hospitals. Thank you so much for your support. Please take a moment to look at all of our accomplishments in 2021. We could not do this without you!

Laura B. Townsend



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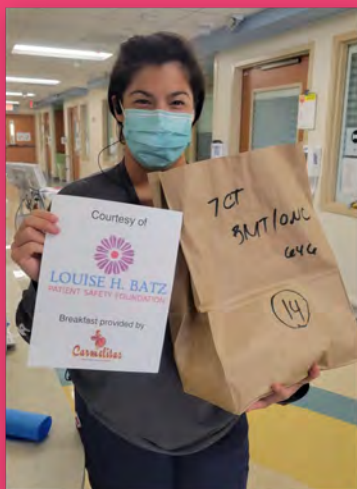
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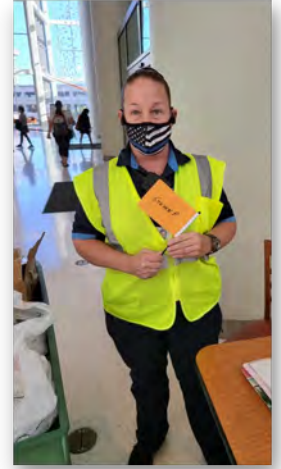
COVID-19 UPDATE

We have been so proud of how nurses, doctors, staff, and more have stepped up and put their lives on the line during the Coronavirus. As the Delta variant surged, we partnered with Carmelitas to deliver breakfast tacos to the emergency staff at hospitals all over San Antonio. We were blessed with the opportunity to serve these brave men and women as a way to thank them for everything they have done to keep our community safe!



WORLD PATIENT SAFETY DAY

Along with University Health System, we united on Friday, September 17th for World Patient Safety Day to remember and honor those lost to preventable medical errors.



Rosie's

Art Project



On January 16, 2016, our dear friend Rosalyn "Rosie" Dugger Bowers passed away at age 42 due to a preventable medical error. She had the biggest heart and a love of life that knew no bounds. Rosalyn was a wonderful art teacher and active member of the Batz Foundation. We will never be able to repay the kindness, compassion and support that Rosalyn gave to all of us and her community. We started Rosie's Art Project in her honor to continue her passion and belief in the power of healing through art.



In 2021, through Rosie's Art Project, we were able to donate all of the art supplies needed for the pediatric patients at Dell Children's Medical Center in Austin, Texas. We were so happy to brighten the days of those incredibly courageous children at Dell Children's.



NATIONAL NURSES WEEK



For National Nurses Week, we honored the dedication and commitment of those in the nursing profession. Mary Louise Townsend, the granddaughter of Louise H. Batz, and her friends helped us celebrate National Nurses Week by baking and delivering cookies and cupcakes for nurses at Seton Hospital in Austin, Texas. Elise Matocha, BSN, RN, ONC, pictured here, has been a partner and advocate for the Batz Foundation for many years,



INTERNATIONAL PROGRAMS



The legal nonprofit entity, “Louise H. Batz Stichting voor Patiënt Veiligheid Europa” was established in 2019. The mission and vision of the European Foundation are in alignment with those of the parent organization, the USA based Louise H. Batz Patient Safety Foundation.

The objectives for 2020 and 2021 were to promote patient safety initiatives in Europe through the organization of scientific meetings and through promotion of the Batz Guides, and to establish a Board of Directors. The promotion of patient safety initiatives in Europe through the organization of scientific meetings was complicated by the COVID-19 outbreak and will be creatively reconsidered in collaboration with our strategic partners, universities and other patient safety organizations.

- We have begun promoting an adjusted adult guide. This guide is more condensed than the original, and more suitable for introduction both in Europe and in Latin American. Its design is currently being finalized after which the adjusted adult guide will become available in English, Spanish and Dutch.
- We are working on forming a board of directors from several European countries including The Netherlands, Germany, Spain, and England.
- We are beginning to promote our organization through social media and will continue moving forward to 2022.



EUROPE
LOUISE H. BATZ
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LATIN AMERICA
LOUISE H. BATZ
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Ezequiel Garcia-Elorrio, MD, MSc., MBA, PhD, is founder and board member of the Institute for Clinical Effectiveness and Health Policy in Argentina, where he also leads the Department of Health Care Quality and Patient Safety. Dr. Garcia Elorrio is currently Professor of Public Health at CEMIC and holds a lecturer position at the University of Buenos Aires.

We are excited to team up with Dr. Garcia-Elorrio and announce that we are working together to form Louise H. Batz Latin America.

Look for more information about this endeavor in 2022!

ELLA'S EMPOWER CAMPAIGN



Ella Townsend is the granddaughter of Louise H. Batz who tragically lost her life because of a medical error. Ella started her Empower Campaign three years ago, creating special EMPOWER bracelets to raise awareness that preventable medical errors are the 3rd leading cause of death in the United States. 2020, Ella helped create the EMPOWER mask to help EMPOWER people to protect one another from COVID-19.



For our 2020 End of Year Campaign, we shared the EMPOWER masks to raise awareness of preventable medical errors. Our goal was to raise \$15,000 so we could create more EMPOWER masks and share them in our communities, and make sure that every patient that goes into hospital or every family member who has a loved one that goes to the hospital knows that they are EMPOWERED to ask questions and to feel that they are part of their healthcare team. Ella reached her goal, raising over \$16,000!

In 2021, Ella continued her Empower Campaign. This Christmas she helped empower parents and children on the importance of patient education and safety while fulfilling Christmas wish lists for pediatric patients and their families who couldn't be home this Holiday season.

With your help, she worked to collect donations so she could take as many toys as possible to Dell Children's Hospital in Austin, Children's Hospital of San Antonio, Methodist Children's Hospital, BAMC, and the Pediatric units at University Health System in San Antonio. Her goal was to raise \$10,000, and she surpassed that goal, raising over \$11,500!



Through Ella's Empower Campaign we will continue spreading awareness and empowering patients, families, doctors, and nurses to work together as a team to improve patient safety and education in our hospitals and communities



GRANTS, BOARDS & PROJECTS



“PROMIS Learning Lab: Partnership in Resilience for Medication Safety” Headed up By Dr. Yan Xiao of University of Texas Arlington- serve as an Advisor

We propose to create a learning lab to redesign interactions with patients and family members to develop resilience in professional and self-care, to improve medication safety in ambulatory and community settings. The learning lab will consist of primary care clinics serving resource poor communities, and will focus on patient visits after recent hospitalization among elderly and indigent patients. The learning lab will enable collaboration human factors, system engineering, business and architecture.”

CAPS- Consumers Advancing Patient Safety- Board of Directors

Started by Sue Sheridan in 2003, CAPS has provided a voice to individuals, families and providers. CAPS focused on improving quality and safety in healthcare. CAPS offers educational opportunities promoting patients as partners. The CAPS patient and provider community works collaboratively to improve healthcare.

Patient Safety Movement Foundation- Steering Committee

The Patient Safety Movement Foundation which was started by Joe Kiani the CEO and Founder of Masimo Focuses on eliminating preventable harm and death in healthcare across the world by creating a sense of urgency and unifying humanity

National Quality Forum(NQF) Washington, DC- Patient Care and Advisory Committee Member

The National Quality Forum (NQF) is a not-for-profit, nonpartisan, membership-based organization that works to catalyze improvements in healthcare. NQF measures and standards serve as a critically important foundation for initiatives to enhance healthcare value, make patient care safer, and achieve better outcomes.

Northwestern Surgical Outcomes and Quality Improvement Center and the American College of Surgeons. External Advisory Panel for:

- Northwestern University Opioid Reduction- Advisory Board
- Developing Strategies to Promote Opioid disposal following Surgery (DiSPOSe) at Northwestern University
- Reduce Excess Opioid Prescribing in Surgery NIDA R34 research grant- Northwestern University
- Diagnostic Excellence through Community Engagement- UT Health SA - Dr. Carol Wratten and Laura Townsend Steering Group Advisory Panel

Unite 4 Safe Care- Walk on Washington September 17th, Steering Committee

Unite for Safe Care is a campaign where patients, advocates, health workers and leaders, together globally - working to ensure patient and health worker safety in every nation on earth.

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

Our guides 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.



BATZ GUIDE IMPLEMENTATION



For many years the medical establishment has been talking about how to make healthcare more person-centered; however, medical errors still remain a significant cause of death and disability. Also, as a community, we are aging and experiencing a high incidence of individuals and families dealing with co-morbidity. Most of these conditions have a strong association with poor lifestyle choices by these individuals and society as a whole.

Research estimates that as much as 70% of the burden of chronic disease and healthcare costs are preventable by better lifestyle choices. Examples of diseases strongly influenced by personal choice are:

diabetes | hypertension | heart disease | lung cancer

If our system of care is going to meet the needs and expectations of both patients and the providers committed to then patients and their families must recognize and accept their responsibility to be actively involved in all details of their healthcare.

Traditional training in western medicine has relied on highly skilled experts imparting specialized knowledge to patients and families. As knowledge has expanded in each discipline care received by patients has become much more fragmented. The system of care delivery has not kept pace with knowledge in individual areas. Providers have rarely been trained to work in integrated teams that are required to deliver safe and effective care in a highly reliable way.

As medical knowledge has expanded it becomes harder to share it among the increasing number of providers and ancillary personnel involved in our system of care. The mediators for all of the expert voices and recommendations have to be patients themselves or concerned patients and family members. We handicap patients and families with a system of care that has never really included them as essential members of the team. Patients have been “taught,” rather than “empowered” to be accountable for their healthcare outcomes. Few providers of care have been educated to be “systems thinkers” and to consider it their job to empower patients to achieve health and assure that the entire team is working together with the patient in the center.

The Louise H. Batz Foundation is facilitating the empowerment of patients and families as members of their healthcare teams by developing communication tools. These tools align patients, families, and providers around a common language and the essential knowledge patients need to help make their journey through the healthcare system safety, effective, efficient and of high quality. Great tools alone, however, will not change the culture of western medicine. Making patients and families essential partners and changing the role of providers from caretakers to coaches is hard.

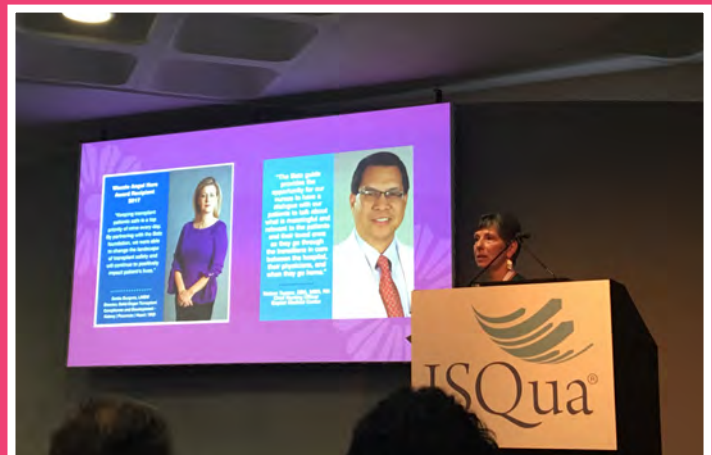
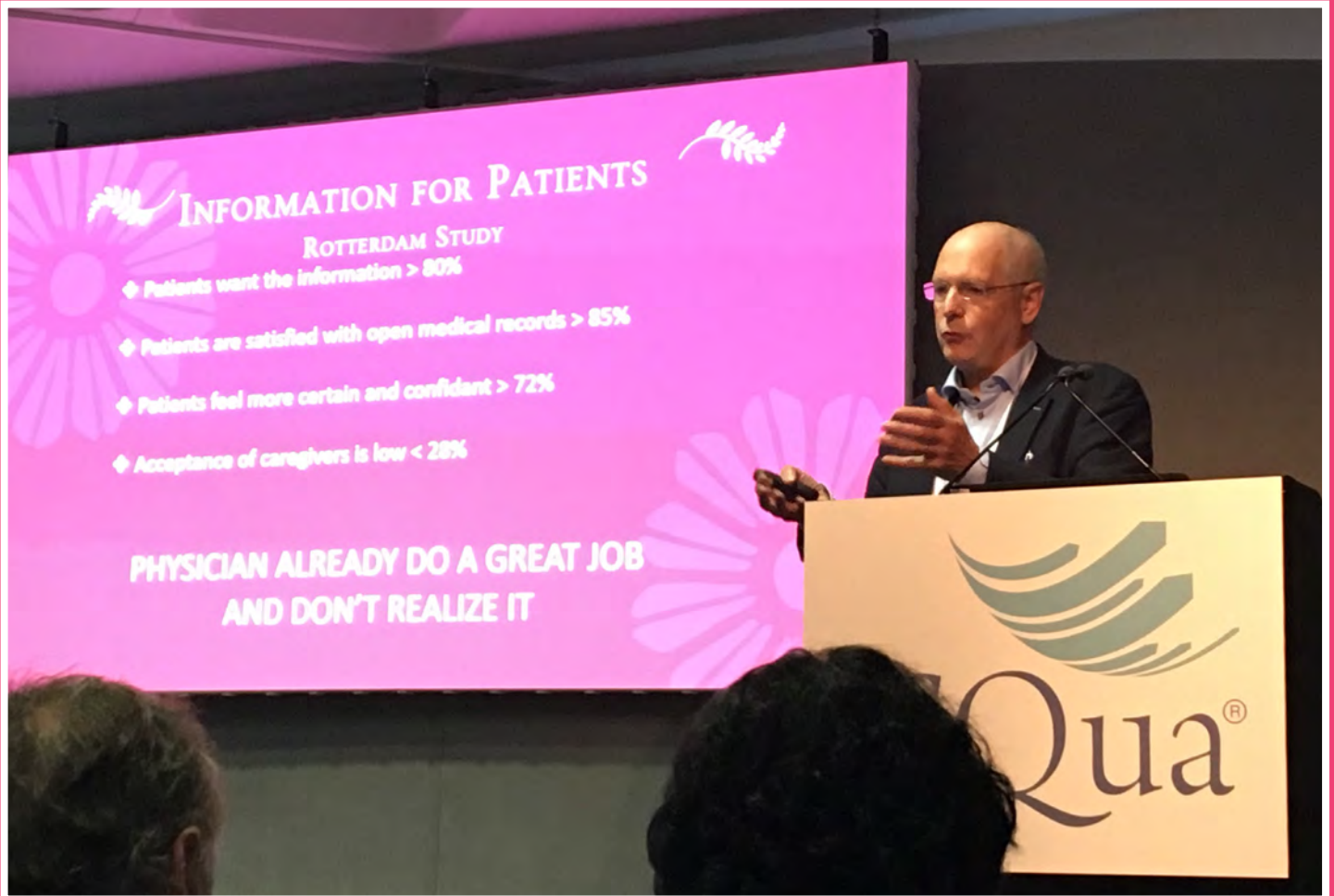


We have identified eight critical steps in the successful implementation and sustainability of the Batz Guides into a system of care.

THESE ARE:

- 1** Identifying the WHY of patient empowerment. Organizations need a great story to grab the hearts and minds of the staff and leadership that aligns the organization around the need to change. The Louise H. Batz story led to the development of this foundation and motivates our board and volunteers every day to advance the work of patient safety through patient empowerment as members of the healthcare team. It might be the right story for your organization, but you may have an internal story that has the more power to inform the need and galvanize the team to action.
- 2** Empowering patients will require a culture change. It will not feel natural to many persons-providers, ancillaries or patients-and will require retraining, feedback, monitoring and commitment. Change likely won't happen without a supportive organizational leader willing and capable of facilitating process change.
- 3** Leadership should set organizational goals around patient engagement for which they are held personally accountable.
- 4** The successful introduction of Batz Guides into a clinical area requires a highly functional clinical team and a clinical champion who is committed to the work.
- 5** This team will have to dialogue about how the guides can facilitate their work and support their personal goal to empower patients. They will need to identify a reliable process for the introduction of the tools and training to their best use in their patient care area.
- 6** The use of the tools must become part of the routine workflow of the team if its use is to be sustainable in the high-pressure demands of healthcare organizations.
- 7** There must be leading and lagging measures of successful implementation and its effect on outcomes. Ideally, these measures are set by the clinical team so that on a daily and ongoing basis the desired behaviors can be reinforced and improvements identified.
- 8** Finally, and perhaps most importantly, the organization must develop a process for ongoing training and facilitation of the use of the guides. Sustainable culture change to one of patient activation and empowerment cannot be person dependent. If the implementation of the Batz Guides is not part of the organizations change management process it will likely be person dependent and ultimately unsuccessful.

Our Chief Clinical Director, Dr. Carol Wratten, is working with hospitals to recognize opportunities and provide coaching for the care team as they implement the Batz Guides. We have worked with multiple organizations and have seen many ways that various organizations have tried to strengthen the patient's role as essential team members. After we have successfully implemented the Batz Guide, we will work with the hospital to provide a step by step playbook for implementation across the hospital system. Dr. Wratten's work with Hospital partners helps us to be sustainable, helps pay for the printing of our Batz Guides, and provides a baseline of performance measures to demonstrate to potential funders the community impact of our Guides.





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
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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.

We've spent 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. 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.

COMMUNITY HEALTH EMPOWERMENT

The Empower project, a collaboration between the City of San Antonio Head Start Program, Louise H. Batz Patient Safety Foundation, and the Empower Team from The University of Texas College of Pharmacy, began in 2013 to explore innovative ways to empower Head Start families to seek quality and safe health care services.

The team began by collecting data through administering internally derived surveys and holding focus groups to determine the needs of both Family Support Workers (FSWs) and Head Start families. Meticulous work has led to the creation of culturally-relevant tools, collectively known as the “Community Health Empowerment Toolkit,” that aim to empower patients and families to become active members of their healthcare team. The toolkit includes tracking forms to help families record and organize important medical information, and booklets that provide questions and tips to encourage families to engage their health care providers in dialogue, voice their questions and concerns, and understand their health care options. The toolkit components are packaged together in a binder to keep things organized and easily portable to health care visits.

Phase 1 of the project, which began in August 2017, had approximately 25 participating FSWs from five different City of San Antonio Head Start sites, serving almost 1,500 families. Dissemination of the toolkits took place throughout October, as FSWs met with each of the families they serve to discuss the toolkit and convey key messages about its importance and purpose. Throughout the 2017-2019 school years, FSWs received reminders in ChildPlus, the software system used by Head Start employees, that prompted continued communication between FSWs and families regarding the toolkit.

The Empower team collected and analyzed data throughout phase 1, by administering surveys and holding focus groups, to determine the impact of the toolkit on both FSWs and Head Start families. The team shared the findings with community partners and collaboratively reviewed and revised the toolkit, and added more tools that are currently under development. Phase 2 began with the 2018-2019 school year with plans to include all families (about 7,000) served by City of San Antonio Head Start. The vision by 2021 is for the Empower project to expand to other Head Start programs around the country and possibly to other community programs in San Antonio and beyond.





On November 5th, we returned to the Witte Museum in San Antonio, Texas, for our 10th Bingo fundraiser, **VIVA BINGO!** We hosted 550 guests as this outdoor, in-person event, and it was wonderful to celebrate with so many of our supporters, partners, and friends! **This year, we raised over \$200,000 to support our mission of promoting patient safety in hospitals!**





Thank you to the following families and businesses for your support!



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THANK YOU

FOR BEING PART OF OUR TEAM.



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