

# A VERY SPECIAL THANK YOU TO OUR TEAM:



**LOUISE H. BATZ**  
PATIENT SAFETY FOUNDATION  
Protecting the Patient First



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(Top to bottom, left to right) Madeline Wood, Henry Ames, Searcy Campbell, and Mary Louise Townsend.

Dear Friends,

We have had a very productive year focused on carrying out the vision of the Foundation in everything we do. Although we have been working closely with organizations and hospitals all over the globe over these past 5 years to address the issues of preventable errors, a recent study was just released which suggests that hospital mistakes still potentially play a role in the deaths of up to 440,000 Americans annually.

While this startling figure and many others which you can find in an infographic on page three, shows that we have a longer way to go than we previously thought, it also further underscores the importance of our mission and need for success. **Your contribution to this year's appeal for the Foundation's future is so very critical.**

By working together with a common purpose, we have and can continue to change and improve the lives of patients everywhere. To this end, we have profiled several of our programs in this letter. With your help, this foundation can make sure that the thousands of people that check into the hospital are able to return safely and in good health to their loved ones, and don't become victims of preventable medical errors.

It has been nearly five 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'd known that could have helped save her life?"

### OUR ACCOMPLISHMENTS THIS YEAR INCLUDE:

- The launch of the Batz Guide for the iPad
- The creation of Weezie's Angels for pediatric and pediatric transplant patients
- An updated Spanish translation of the Batz Guide
- The development of partnerships with Johns Hopkins

We need your support to 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. Only through your continued support can we develop technologies and tools to help healthcare professionals and patients work together as a team to save lives.

### THIS COMING YEAR, YOUR CONTRIBUTIONS WILL GO TOWARDS HELPING US:

- Distribute more apps and guides to hospitals throughout the country for use in research
- Translate the Batz App onto the Android platform
- Produce an App version of Weezie's Angels
- Fund the EMPOWER team's research
- Help us advocate for patients all over the country

We have spent the past few years educating others on how to reduce the errors, but we urgently need your support to continue implementing these lessons and affecting change. A pledge card has been included and can be returned in the enclosed envelope, or you can give online at [www.louisebatz.org](http://www.louisebatz.org) to help us achieve our goals and save lives. I look forward to providing more updates as the year progresses. Thank you.

Sincerely,

Laura Batz Townsend, Executive Director



# 2013 ACCOMPLISHMENTS



*This past year has been filled with new relationships, new innovations, and the implementation of tools to achieve our goal to reduce preventable medical errors. Because of you and the rest of our generous donors, we were able to achieve many milestones for the Foundation. Below is a snapshot of our 2013 activities:*



## THE BATZ PATIENT GUIDE APP IS LIVE!

The biggest achievement this year was the launching of the Batz Guide for the iPad, two years in the making. The app rose quickly to number 3 out of 3,000 in the paid medical apps category. Since its release, we have been approached by numerous hospitals and nonprofits requesting custom Batz apps. **Look for us in the app store!**



## SPANISH VERSION OF THE BATZ GUIDE

With funding from the TMF Healthcare Quality Institute we were able to translate the Batz Guide into Spanish. This translation will not only make the guide accessible to a larger population of people but is critical in cities like San Antonio where roughly 45% of residents speak Spanish as a primary language. **See sample pages on our website!**

## WEEZIE'S ANGELS PEDIATRIC GUIDES

Our Pediatric Batz Guide is entitled "Weezie's Angels". Louise Batz's nickname was Weezie. She was first called this by her nephew Will Holshouser when he was just about two years old.

From that day, she was lovingly called Weezie by her family. The theme for this guide is 'who are your helpers/heroes?' and was inspired by Mr. Rogers' mother. She used to tell him to look for the helpers and heroes as a source of light amidst the darkness and if we should hear any conversations, we will focus on praying for those who are affected as well as remembering all the helpers and heroes who make such a difference in our world. So when a child and a parent are scared in the hospital, we need to help them focus on the helpers and heroes: the doctors, nurses, moms and dads. Louise Batz loved her children, grandchildren, nephews, and all children unconditionally. She always referred to them as her "angels", and was both hero and helper, in every way.

**See sample pages on our website!**



## PEDIATRIC TRANSPLANT GUIDE

This past year, we had the opportunity work with University Transplant Center and Transplants for Children to develop a guide specifically for the pediatric transplant process. The children who undergo transplant procedures often feel isolated, unsure of how to discuss the problem with their friends, and are extremely vulnerable to medical errors during their hospital stay. This guide is made to walk a family from diagnosis through age 18 and provides tools and charts to relieve the stress and struggles that come along with change and hardship associated with the transplant process. **See sample pages on our website!**



(LR, F-B): Sarah Kim, Veronica Young, Amber Gossett, Dana Boeck, Megan Morrison

## EMPOWER TEAM AT THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER SAN ANTONIO

In September, working with Dr. Veronica Young, we launched EMPOWER, a team made up of students from the University of Texas Health Science Center San Antonio pharmacy school. Their priorities are:

- to develop curriculum that will be used to help train hospital staff and patients all over the country on how to properly use the Batz Guide.
- to create a series of tools and curriculum that will help empower families in the federal Head Start program who are the most vulnerable in our society to medical errors.

The curriculum will teach them how to ask the right questions and monitor the best practices of their care providers whenever they visit the hospital, doctor's office, or dentist.

## SETON HEALTHCARE SYSTEM AUSTIN AND THE BATZ GUIDE



Irenia Vinuya & Elise Matocha, RNs & bone and joint navigators

We are honored to be partnering with Austin's Seton Healthcare Family, one of the best and most recognized health systems in the state of Texas. In September, Seton began providing each of their incoming orthopedic surgery patients with Batz guides. Our goal is to see if increased use and understanding of health leads to decreases in medical errors, increases in patient satisfaction, and increases in Hospital Consumer Assessment of Health Plans Survey (HCAHPS) scores.

## JOHNS HOPKINS



In October, Johns Hopkins hospital reached out to the foundation and requested guides for their gift shop. In addition, we are excited and honored to announce that we will begin working with their Patient Safety Specialists to pilot research projects on each of our Batz Guides in early 2014.

## SPREADING THE MESSAGE ON PATIENT SAFETY

This year, we have had the opportunity to speak about the issues of patient safety at the annual TMF Health Quality Institute's Texas Partnership for Patients Annual Conference, and at the UTHSCSA 2013 summer institute on evidence-based quality improvement. In addition we also had the amazing opportunity to showcase our App and Batz Guides in Montreal for Planetree's Annual Global Summit on Healthcare and Patient Safety. At each of these events we made great connections with like minded individuals looking for tools like the ones we have developed!



Raffle Co-Chairs Tricia O'Connell & Betsy Baker



Event Co-Chairs Margaret Gunn, Meredith Campbell & Lisa Ray

## BINGO DE MAYO!

Thank you to everyone who attended Bingo de Mayo on May 16, 2013. KSAT 12 Meteorologist Mike Osterhage exceeded to over 500 + guests, raised over \$145,000 dollars, and passed out a lot of wonderful prizes! We are so blessed to have the support from our wonderful friends in the San Antonio community and healthcare community. Special thanks for all the hospital systems that supported our event: **Baptist Health System, University Health System, Christus Santa Rosa Health System, Vanguard Health Systems, Baylor Health Care System Foundation, and Methodist Healthcare System.** The night featured dinner, drinks, a raffle with great prizes, planned activities for everyone, and of course, bingo! A very special thank you to our Committee Chairs Margaret Gunn, Betsy Baker, Tricia O'Connell, Lisa Ray, and Meredith Campbell, and our Amazing sponsors that helped make this event a huge success; we could not have done it without them. For a full list of sponsors, please visit our website, [www.louisebatz.org](http://www.louisebatz.org)

## SAVE THE DATE!



The date has been set for our 3rd annual Bingo de Mayo. Join us May 15th as we raise funds and awareness for patient safety.