

# 2014 State of Patient Safety

Together we can save lives

*"A vision without a task is a fantasy...  
A task without a vision is drudgery...  
But a vision with a task is the hope of the world"*

James H. Calvert



LOUISE H. BATZ  
PATIENT SAFETY FOUNDATION  
Protecting the Patient First



Dear Community Friend,

It has been nearly six years since my mom, Louise Batz, lost her life unnecessarily and unnaturally because of a preventable medical error caused by miscommunication between hospital staff. 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?"

2014 has been focused on carrying out the vision of the Foundation in everything we do. We have sponsored and lectured at conferences about our work, met President Bill Clinton and explained our mission and story, translated our guides into multiple languages, and begun carrying out research to benefit health literacy.

Between 200,000 and 440,000 Americans pass away annually from preventable medical mistakes and most recently we have seen the deadly results of miscommunication first hand as we watched the public discourse that swirled around Ebola and Dallas Presbyterian.

It's events like these that remind us of the importance of working together. Only through teamwork can we continue to improve communication between patients, caregivers and hospital staff.

This is where you come in. **With your help, the Foundation can ensure thousands of patients that check-in to the hospital are able to check-out safely and in good health, so they can return to their loved ones at home, without encountering preventable medical errors.**

**Can we count on you for your continued support to help us save lives?**

In 2015, your generous contributions will help us:

- Produce and distribute apps and guides to hospitals throughout the country
- Educate and empower clients of Susan G Komen San Antonio and the Federal Head Start program.
- Begin taking the preliminary steps to Develop an App in Partnership with Transplants for children and University Health System.
- Translate the Batz Guide into the Android platform
- Advocate for patients all over the country

We cannot do this alone—we need your support to continue to affect change. Please find the pledge card included and return it in the enclosed envelope, or donate securely online at [www.louisebatz.org](http://www.louisebatz.org) to help us achieve our goals and save lives.

**Your donation will save lives. I promise you!**

In Partnership,

Laura Batz Townsend  
President and Co-Founder  
Louise H. Batz Patient Safety Foundation

**PS: Save the date for May 7, 2015 for Bingo De Mayo at the San Antonio Country Club. Last year, we raised more than \$150,000 and we know that we can beat that this year!**



## Sharing our Story at the Patient Safety Movement Summit

It was truly an honor to be part of this year's Patient Safety Movement Summit. This year's summit brought together political and industry leaders from around the world, including former President Bill Clinton and Senators Tom Harkin and Barbara Boxer. We were extremely grateful for the opportunity to develop relationships with industry leaders including contacts at the European Patient Safety Foundation and the Joint Commission. We're proud to join the Patient Safety Movement by aiming to eliminate the 200,000 preventable medical deaths by 2020.

# 2014 ACCOMPLISHMENTS



*That's Baptist Care.*

“The Joint Club at North Central Baptist puts a heavy focus on patient education. While we offer all of our patients a pre-operative education class, the Batz guide has been a wonderful additional resource for our patients. Patients and their families have used them to keep up with all of the information we provide while the patient is hospitalized-and we know we give them a lot of information! The Batz guides are such a great resource for us!” Amy Lyons RN, BSN, ONC Director, 3 East/Orthopedics NCBH

*Image 1. The nurses are Charity Rivera, RN; Javon Mc Kay, RN; Stacey Anderson, RN; and Lisa Gonzales, Unit Secretary.*

We've had an incredible year at the Louise H. Batz Patient Safety Foundation expanding our portfolio of tools, increasing our outreach and educating an unprecedented number of patients and families on ways to reduce preventable medical errors. Through the support of our incredible partners and passionate donors, we're able to expand our mission to new horizons. Over the next several pages we will share some of our previous year's successes with you!

## INCREASED DISTRIBUTION

Over the past year, orders for the free Batz Guides to hospital systems increased exponentially. Our Patient Safety Guides are either being used by hospitals or given out in the gift shops of all Major Hospital Systems in San Antonio and Seton Healthcare System in Austin.

Thanks to the **Bill and Sally McNutt Foundation** we have printed 4,000 more Batz Guides.

As we look forward to this upcoming year, we aspire to enhance these guides, increase outreach with new and existing hospital partners and print up to 20,000 Batz Guides for distribution.



## RESEARCH AND DEVELOPMENT:

2014 was a wonderful year for research and development. Thanks in part to two generous grants from **Charity Ball Association** and **the Greehey Family Foundation**, The Batz Foundation was able to focus our efforts on developing pediatric and pediatric transplant guides and to begin building health literacy materials for San Antonio Head Start.



### Head Start Partnership- Improving Patient Education

In conjunction with the UT Health Science Center, The Batz Foundation established a partnership with Head Start to identify key gaps in health literacy amongst families they serve and develop a plan to sufficiently address these needs. Through this research, The Batz Foundation developed a series of training to better equip each Head Start Site Manager with the information and resources needed to best support the families and children they serve.

## CHARITY BALL ASSOCIATION GRANT RECIPIENT

The Batz Foundation is humbled and honored to have received a \$48,000 grant from the Charity Ball Association, whose mission is to support and enhance the quality of life for children of Bexar County. This grant will provide the necessary funding to print and distribute Weezie's Angels Pediatric Guide and Transplants for Children Guide. Thanks to the support of the Charity Ball Association, we will be able to develop material to reach 10,000 Bexar County Children over the upcoming years.



Pictures were taken at University Health System's Transplant Team and Transplants for Children.

## PARTNERSHIPS AT HOME AND ABROAD



## TEAMING UP TO PROTECT BREAST CANCER PATIENTS

Starting in October the Batz Foundation entered into a partnership with the San Antonio chapter of Susan G. Komen with the aim to combine efforts on patient safety and breast cancer awareness. In order to enhance the quality and safety experience of each and every woman diagnosed with breast cancer in San Antonio, Susan G. Komen will provide Batz Guides out alongside their traditional services.

"Thank you for providing Batz Guides to Komen San Antonio! These resources will be a tremendous tool for patients as they advocate for themselves and family members. Your work protecting patients as a way to honor your mother and save lives is inspiring. We are truly proud to partner with you in your efforts to empower patients!" - Elyse Alaniz Mission Director Susan G. Komen San Antonio

## WORKING TOGETHER FOR THE GREATER GOOD

In addition building new relationships, 2014 was a great year for solidifying current partnerships. Some of our biggest supporters included:

- Batz Foundation Chile
- Transplants for Children
- Baptist Health System
- Xenex Disinfection Services
- Methodist Healthcare System
- University Health System
- Seton Healthcare Family
- CHRISTUS Santa Rosa Health System
- Baylor University Medical Center at Dallas
- Head Start
- UT Health Science Center School of Pharmacy
- Patient Safety Movement Foundation
- Kai Nexus
- Lyntek Technologies
- UT Health Science Center Academic Center for Evidence Based Practice
- Ringful Health
- BAMC

## BRINGING BATZ GUIDES TO THE NETHERLANDS AND CHILE



“Through the Batz Guide & App, the Louise H. Batz Patient Safety Foundation helps to improve patient safety by partnering with patients, their families and caregivers alike. We are proud to be part of their team. Introducing the Batz Guide & App in new countries, even new continents, will help to enhance knowledge about (un)safety matters in medicine, will help to empower patients and their families, prevent medical errors and improve patient safety on a worldwide scale.” - Dr. Etel Veringa & Louis Ter Meer

# ADVOCACY AND PARTNERSHIP



## Joining Forces with UPMC

- Speaker at the 2014 University of Pittsburgh Medical Center (UPMC) Patient Safety and Quality Symposium
- The University of Pittsburgh Medical Center is a \$10 billion integrated global nonprofit health enterprise that has more than 62,000 employees, 21 hospitals with more than 5,100 licensed beds. It is considered a leading American health care provider. As of 2013, UPMC is ranked 10th nationally among the best hospitals by US News & World Report.

**Dr. Paul E. Phrampus,  
Laura Townsend,  
Jim Conway,  
Chris Jerry,  
Tammy Minnier**

When the Batz Foundation was started 5 years ago, our mission was to affect change on a global scale. Today, thanks to the generous support of the **Mays Family Foundation** we have been able to travel far and wide sharing our story, mission and tools, helping us to develop many great partners and friendships.

## Standout moments from 2014:

- Sitting on a panel at the Patient Safety Science and Technology Summit- Laguna Beach California January 2014
- Providing the commencement address for Baptist Healthcare System's School of Professionals
- Being highlighted in a special patient safety supplement in USA Today
- Becoming members of the steering Committee for The Patient Safety Movement Foundation based in California
- Participating in University of Texas Health Science Center's ACE Summer Institute on Evidence-Based Quality Improvement. The Batz Foundation Lectureship went to Dr. Brenda Jackson



**Joanne Holshouser  
and Dr. Brenda Jackson**

- Texas Medical Association - Dr. Charles Holshouser and I were asked to speak to the Texas Medical Association's Healthcare and Quality Board which represents 40,000 Texas physicians.
- Planetree Conference - Chicago October 2014
- Being recognized as the KEYNOTE SPEAKER for BAYLOR UNIVERSITY MEDICAL CENTER'S FAB 50 NOVEMBER 2014

# BINGO de MAYO!

Bingo De Mayo was another wonderful success! We raised a little over **\$150,000** which is fantastic!

Thank you to everyone who helped to make the party such a great success, especially to our chairs Betsy Baker, Tricia O'Connell, Karen Brockwell, and Ann Beuhler. We also want to thank Mike Osterhage for emceeding the event. He always does an amazing job!

• **SAVE THE DATE FOR MAY 7, 2015.** We have reserved the San Antonio Country Club for **May 7, 2015**





# 1.5 Million Adverse Drug Events Occur Each Year

in the U.S. Health Care System

3

adverse drug events will happen in about the time it takes you to read this graphic.

Each hospital patient suffers **one medication error per day** on average.

## Key facts:

Adverse drug events contribute an extra \$3.5 billion in U.S. health care costs—up to \$5.6 million per U.S. hospital.

**\$3.5 billion**

Older adults are up to seven times more likely than younger persons to experience an adverse drug event requiring hospitalization.

**7x**

Adverse drug events result in approximately 1 million emergency room visits per year.



**1 million**

The top two medications implicated in adverse drug events are insulin (for diabetes) and warfarin (a blood thinner).

## Source:

Institute of Medicine  
Agency for Healthcare Research and Quality  
National Institutes of Health

Infographic Provided by our partners at the TMF Health Quality Institute



**One in five** Medicare beneficiaries will leave the hospital today only to return within one month.

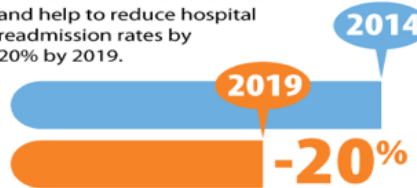
Only ½ of the patients hospitalized within 30 days had a physician visit before readmissions.



**\$100 billion**  
annually

11% of readmissions are due to medication non-adherence, at a cost of nearly \$100 billion annually.

**Join the Readmissions Network** and help to reduce hospital readmission rates by 20% by 2019.



## Source:

New England Journal of Medicine, 2009  
Centers for Medicare & Medicaid, 2012

## THE REASON WE DO WHAT WE DO - WHY IT MATTERS

Preventable medical errors are the third leading cause of death in the US and eliminating them is the reason we do what we do.



WE CARE FOR YOU!

# Together we Can SAVE Lives!

We are so thankful for all the support we have had over the past year. We have come so far so fast. We are so excited for the next five years. We can not achieve our 2015 goals without your help and support.

## 2015 GOALS

- Complete the Pediatric and Pediatric Transplant Guides
- Work towards obtaining CMS certification for our patient safety materials
- Continue and expand research with Head Start:
- Converting our BATZ Patient Safety Guide APP from IOS to Android
- Expand our advocacy efforts



### The Mission



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.

# A VERY SPECIAL THANK YOU TO OUR TEAM

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