The Story of Louise H. Batz from Tragedy to Hope
Ms. Laura Townsend
My Mom
My Mom’s Story

1. Lack of Teamwork – She had a great doctor, great nurse, and a great family. But great players don’t make a great TEAM.

2. Lack of Knowledge – The family and the patient didn’t have the tools they needed to become an informed active member of the team. We asked tons of questions we just didn’t get LUCKY and ask the right one.

3. Lack of Technology – The only machines she was hooked up to was the PCA therapy machine, she had no Oxygen or Heart monitors on her at all. The hospital standard of care was to come check on her every four hours.
The Louise H. Batz Patient Safety Foundation

**Our mission** is to 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.

www.louisebatz.org
Our Areas of Focus
Strong Medical and Community Partnerships

• Support a multidisciplinary team to develop and implement new and proven safety measures and technology that will improve patient safety.

• The team includes medical doctors, nurses, hospital administrators, pharmacists, and community representatives.
Online Resources and Community Outreach

• Create resources to help patients and families answer questions before going into the hospital, while in the hospital, and after going home from the hospital.
Education

• Louise H. Batz Patient Safety Guide for Bedside Advocacy
• Developed and validated by 14 leading physicians and nurses.
• Over 70 pages of tips work sheets and tools to help patients and families involved in their own hospital care.
• Designed to encourage patients to ask potentially life-saving questions in a language that they and their medical teams can all understand.
Guide Tools and Resources
The Batz Patient Guide App

Always double check and write down all medications the patient is receiving. This could be the MOST important thing you can do to keep your loved one safe.

Dr. Lawrence Batz

VIDEO CHANNELS
- BEFORE YOUR STAY
- DURING YOUR STAY
- AFTER YOUR STAY

TAP HERE WHEN DOCTOR / NURSE VISITS YOU

PRINTABLE SUMMARIES
- My Medications
- Medication Logs
- Vital Signs
- Pre-surgery checklist
- Post-surgery checklist
- Bedside checklist
- Discharge checklist
- Appointments

MEDICINES
- MEDICINE LIST
- LOG MEDICINE USE

BEFORE your stay
- PRIMARY CARE TEAM
- VISITS TO DOCTOR OFFICES
- MY PROFILE
- BEFORE SURGERY CHECKLIST

DURING your stay
- HOSPITAL TEAM
- MEDICAL JOURNALS
- POST SURGERY CHECKLIST
- BEDSIDE CHECKLIST

AFTER your stay
- DISCHARGE CHECKLIST
- FOLLOW UP APPOINTMENTS
The Batz Guide

A SMALL GLIMPSE OF
THE BATZ GUIDE
FOR BEDSIDE ADVOCACY

"Teaming up for the Patient"
www.louisebatz.org
### Before Your Stay

#### Questions to Ask

**Doctor**:
- Which level of care do you think is needed?
- How often do you make rounds on your patient?
- For how long do you usually make rounds?

**Surgery**:
- How often will my surgery be scheduled?
- How long after my surgery will I see the doctor?

#### Pain Management

What is my pain level for receiving analgesics? After the surgery to relieve my pain? What steps will I take?

**Completed**

<table>
<thead>
<tr>
<th>Questions</th>
<th>Answer</th>
<th>Completed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor level of care needed</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Doctor rounds on patient</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Doctor rounds duration</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Surgery schedule</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Surgery recovery time</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

#### What to Watch Out For!

**Observations**

- **Infection**
  - Check the site of the incision twice a day for any redness or swelling.
  - If present, call the nurse.
- **Blood clots**
  - Monitor for redness, swelling, or pain.
  - If present, call the nurse.

<table>
<thead>
<tr>
<th>Observation</th>
<th>Yes/No</th>
<th>What to Do</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infection</td>
<td></td>
<td>Check twice a day</td>
<td>Try to keep it for 24 hours to reduce the risk of infection.</td>
</tr>
<tr>
<td>Blood clots</td>
<td></td>
<td>Monitor for redness, swelling, or pain</td>
<td></td>
</tr>
</tbody>
</table>

#### Going Home

**Questions to Ask**

- Are there any medications I need to take when I go home?
- Are there any medications I need to take while I am in the hospital?

**Completed**

- Yes
- No

**Important Questions**

- Are there any changes to the medications I have been taking before the surgery?
- Are there any new medications I need to take while I am in the hospital?

**Completed**

- Yes
- No

**Medications**

- Are there any medications I need to take after the surgery?
- Are there any medications I need to take before the surgery?

**Completed**

- Yes
- No

**Follow-up**

- When should I expect to see the doctor again?
- When should I return to the hospital for consults?

**Completed**

- Yes
- No

---

© 2023 bulbs.org, All Rights Reserved.
Get Involved!

• Help solve the problem – increased monitoring, improved technology, and more education
• Encourage people to share their story
• The Batz Guide: use it, distribute it and provide feedback
• Volunteer
• Follow us! 🌐