

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

**PATIENT CARE PACKET**

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# About the Louise H. Batz Patient Safety Foundation

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## 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.

## Our Purpose

The goal of the Louise H. Batz Patient Safety Foundation is to *open the pathways of communication* among patients, doctors, nurses, and hospitals in an effort to *enhance hospital safety* and to prevent adverse events.

It is important to empower the patient - and his or her family - with knowledge about what type of care will be given. Only then can they make informed decisions. We believe:

- A hospital stay can be a frightening experience, and it is easy to become overwhelmed by everything that is happening.
- Patients and families trust that the nurses, doctors, and hospital administrators are properly prepared to deal with all situations. Unfortunately, this is not always the case.
- It is vital to deepen patient awareness and to provide literature that is easy for the patient and loved ones to understand.
- It requires everyone working together as a TEAM to ensure that patients, families, doctors, nurses, and hospitals are safe, informed, and protected.

## The Louise Holshouser Batz Story

Every day in the United States an estimated 550 people die from preventable medical errors, which is approximately 200,000 people a year, making it the 3<sup>rd</sup> leading cause of death in the United States. (Healthgrades 2004)

On April 14, my mom, Louise Batz, went to have knee replacement surgery. That night, a medical error caused Mom to sustain an injury from which she could not recover. She lost her life eleven days later.

In Louise's memory, the family has established her Louise H. Batz Patient Safety Foundation.



# Using the Patient Care Packet

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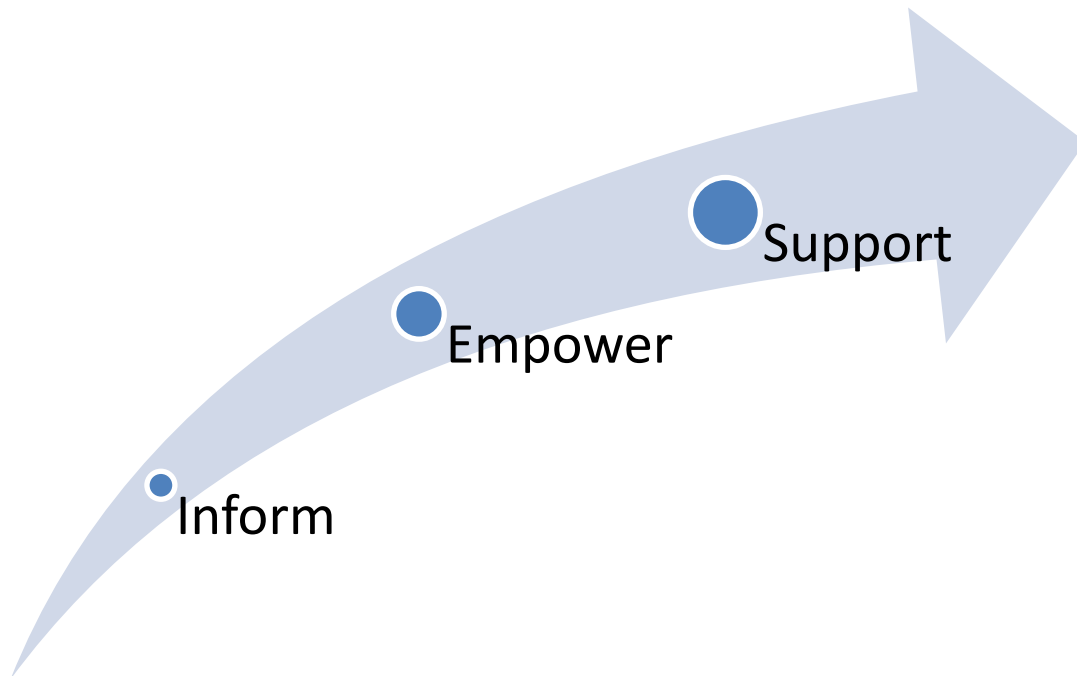
Organize your questions and concerns as soon as you learn about an upcoming surgery or procedure. This packet will be useful during pre-surgery appointments, during your time in the hospital, at home post-surgery and for follow-up visits and appointments. We encourage you to include personal questions based on feelings or concerns and utilize the questions provided in the Patient Care Packet.

We recommend you keep all of these documents together in a binder and bring it with you to your appointments. Include important phone numbers, information about medications and test results. If you do not understand an answer you receive, ask them the question again and ask them to explain the answer in a different way.

Be confident about asking questions and taking notes. Share your list of notes and questions and ask your healthcare team to slow down if the appointment is moving too quickly. If you do not understand an answer you receive, ask them the question again and ask the provider to explain the answer in a different way. Be sure you understand and agree with the treatment plan. Feel free to ask for more time to consider different options – as long as it will not compromise treatment – and a second or even third opinion.



Look for the purple flower for helpful tips, facts, recommendations, and resources.





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## SURGERY SUMMARY

Date of surgery: \_\_\_\_\_

Type of surgery: \_\_\_\_\_

Name and address of surgery location: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone number of surgery location: \_\_\_\_\_

Medical record number: \_\_\_\_\_

Surgeon's name: \_\_\_\_\_

Surgeon's telephone number: \_\_\_\_\_

Doctor's contact when we have an urgent question: \_\_\_\_\_

Nurse practitioner's name: \_\_\_\_\_

Any major complications: \_\_\_\_\_

You have a legal right to access all your records. Here are records we suggest you keep in your binder:


- Copy of medication records (prescriptions and non-prescriptions) MUST be in your hands at all times!
- Copy of discharge summary after surgery
- Copies of all pathology reports
- Copies of any second opinions
- Copies of all imaging (MRI, CT) reports from before and after surgery
- Copies of pertinent films (x-rays, MRI, CT)
- Legal documents including, but not limited to:  
Power of Attorney, Do Not Resuscitate orders, Living Will, etc.



If you have more than one surgery, print out this page again and have your surgeon or nurse fill in a separate page for each



Review these questions with your healthcare team, including doctors and nurses, prior to surgery and confirm once you are at the hospital:

<i>Question</i>	<i>Answer</i>	<i>Completed before surgery?</i>	<i>Confirmed upon arrival?</i>
<b>SURGICAL PROCEDURE</b>			
Exactly what is being done and how long will it take?	<input type="radio"/> 1 hour <input type="radio"/> 1-3 hours <input type="radio"/> 3-6 hours <input type="radio"/> 6+ hours <input type="radio"/> Other _____		
What part of my body is being operated on?			
How will you mark the parts of my body you are operating on?	Tape Marking pen Other _____		
What is the hospital or surgery center's infection rate?	 <i>If they are not aware of this rate, discuss choosing a different location for your surgery.</i>		
<b>POSSIBLE RISKS AND SIDE EFFECTS</b>			
What will be done to reduce the risk of infection, blood clots, and falls in the hospital?			
What side effects, risks, and complications should I (and my loved ones) know about and watch for?			
If I or my loved ones have concerns about my pain levels or pain medication side effects, what should we do?	Opioid effects include nausea, itching, sedation should be included.		
<b>MONITORING</b>			
How does the healthcare team check to be sure I am doing well after surgery? Can this be done continuously while I am asleep?	<input type="radio"/> Doctor <input type="radio"/> Nurse <input type="radio"/> Therapist <input type="radio"/> Other _____		
How will my breathing be checked after surgery?	<input type="radio"/> Pulse oximetry <input type="radio"/> Cardio-respiratory monitor <input type="radio"/> Other _____		



Have you examined and/or tested for any breathing problems I might have due to my weight, size of my neck, history of snoring, sleep apnea or narcolepsy?	<input type="radio"/> Yes > If yes, what are you doing to prevent these problems and monitor them? <input type="radio"/> No		
How will my heart function and blood pressure be checked after surgery?	<input type="radio"/> Continually – with an electronic monitoring system <input type="radio"/> Intermittently – with an electronic monitoring system <input type="radio"/> Intermittently – by a nurse		
<b>PAIN MANAGEMENT</b>			
What are my options for receiving pain medication after surgery to relieve my pain?			
If I or my loved ones have concerns about my pain levels, what should we do?	1. 2. 3.		
<b>STAFFING</b>			
<i>DOCTOR:</i> How often do you make rounds on your patients?	<input type="radio"/> 1-2 times/day <input type="radio"/> 3-4 times/day <input type="radio"/> 5+ times/day <input type="radio"/> Other _____		
<i>DOCTOR:</i> What time of day do you usually make rounds?	<input type="radio"/> 6 a.m. to 9 a.m. <input type="radio"/> 9 a.m. to 12 noon <input type="radio"/> Noon to 3 p.m. <input type="radio"/> 3 p.m. to 6 p.m. <input type="radio"/> 6 p.m. to 9 p.m. <input type="radio"/> 9 p.m. to 12 midnight <input type="radio"/> Midnight to 6 a.m.		
<i>DOCTOR(S)/NURSE(S):</i> How often will my vital signs be checked by a registered nurse for the first 2 days after my surgery?	<input type="radio"/> Every two hours <input type="radio"/> Every 90 minutes <input type="radio"/> Hourly <input type="radio"/> 2 times/hour <input type="radio"/> Every 15 minutes <input type="radio"/> Other _____		
<i>NURSE(S):</i> How do you decide what level of care I will need after surgery?			
<i>DOCTOR/NURSE(S):</i> What level of care do you think I will need following surgery?	<input type="radio"/> Intensive Care (ICU) <input type="radio"/> Intermediate Care (Monitored or Telemetry - IMU) <input type="radio"/> General Floor Care <input type="radio"/> Other _____		



This will be used as a helpful guide for your family AND nurses during your stay. Fill this out in the hospital before your surgery.

**Name and birth date:** \_\_\_\_\_

**Allergies:** \_\_\_\_\_

\_\_\_\_\_

Medication, Vitamin or Herbal Supplement	Dose	Date start/stopped	How is it given?	Number of dosages per day?	What times of day do you normally take the medication?	Special instructions	Reason for medication
					a.m. a.m. p.m. p.m.		
					a.m. a.m. p.m. p.m.		
					a.m. a.m. p.m. p.m.		
					a.m. a.m. p.m. p.m.		
					a.m. a.m. p.m. p.m.		
					a.m. a.m. p.m. p.m.		
					a.m. a.m. p.m. p.m.		



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					a.m. a.m. p.m. p.m.		
					a.m. a.m. p.m. p.m.		
					a.m. a.m. p.m. p.m.		
					a.m. a.m. p.m. p.m.		
					a.m. a.m. p.m. p.m.		
					a.m. a.m. p.m. p.m.		
					a.m. a.m. p.m. p.m.		



<i>Question with comments</i>	<i>Answer</i>	<i>Completed?</i>
	<b>PATIENT ADVOCACY</b>	
Can I make arrangements for someone to stay with me at <b>all</b> times?		
Can you direct me and my loved ones to resources that will help us find a patient advocate, for times a loved one cannot be with me?		* <i>If they don't know please go to our website at <a href="http://www.louisebatz.org">www.louisebatz.org</a> for assistance.</i>
	<b>STAFFING QUESTIONS</b>	
How often is the nurse able to check on me after surgery?		* <i>We recommend having a loved one or advocate with you at ALL times.</i>
Who else is on the team that will take care of me? Besides me, how many patients will my RN be responsible for?		* <i>This is very important for you to know. Research shows that the higher the number of patients RNs have to take care of, the more likely a mistake could happen.</i>
When do you change shifts?	a.m. a.m. p.m. p.m.	* <i>Usually, there will be a one to two hour overlap. Ask to stay present at all times during shift changes.</i>
Can my caregiver stay in the room during the shift change? * <i>Loved ones should enter all vitals and medications (dosage and time) during each shift into the Vital Signs Log.</i>	<input type="radio"/> Yes <input type="radio"/> No	If not, request a report prior to shift change to confirm information being communicated is correct and then discuss it with incoming nurse.
Can my caregiver hear or read the nurse's report during shift change?	<input type="radio"/> Yes <input type="radio"/> No	



<i>Questions</i>	<i>Answer</i>	<i>/Completed?</i>
	<b>MONITORING</b>	
What machines are monitoring my condition right now, and what are they for?	1. 2. 3.	
Do I have a heart monitor or oxygen monitor on?	<input type="radio"/> Heart monitor <input type="radio"/> Oxygen monitor	
If you don't have a heart monitor or oxygen monitor on, how often do you come by to check my vitals?		After surgery or sedation, patient's vital signs should be checked every 15 minutes until they are awake. If they are not stable, (i.e. blood pressure is low) they need to be checked more often than that.
Did I have any problems in the recovery room that would suggest a need to watch me closer?		What precautions are you taking? What do you normally do in this situation?
Is there something that I should help with or watch for?		
Are all the machines that I will be hooked up to plugged in?	If not, call the nurse and have them plugged in.	<i>Machines to watch are the compression devices for your legs that help prevent blood clots.</i>



***"I insist that every friend or loved one be monitored continually with pulse oximetry whilst receiving parenteral opioids postoperatively. This should be the standard of care nationwide."***

Dr. Frank J. Overdyk


	<i>Yes/No</i>	<i>What do you do?</i>	<i>Comments</i>
<b>BREATHING</b>			
Watch how your loved one breathes. Are his/her breaths regular and at least 10 per minute?	<input type="radio"/> Yes <input type="radio"/> No	If not, get the nurse (not the nursing assistant) to check the patient's status.	Date/Time
<b>RESPONSIVENESS</b>			
When I talk to my loved one, does he/she respond normally or is he/she too sleepy to answer?	<input type="radio"/> Yes <input type="radio"/> No	If sleepy, get the nurse immediately.	
Does my loved one go to sleep in mid- sentence?		✿ If yes, you may need to discourage more pain medication. Have the dosage of pain medication checked and ask what is being given and in combination with what other medications.	
<b>RISK OF FALLING</b>			
Is it safe for my loved one (the patient) to get out of bed alone?	<input type="radio"/> Yes <input type="radio"/> No		
Is the patient at risk of falling and are there obstacles in the room that increase the risk of falling?		✿ If so, make sure the floor is clear of electrical cords, long IV tubing, extra furniture, water, paper or any other item that could cause a fall.	✿ <b>WARNING:</b> Falls tend to happen when the patient is getting up to go to the bathroom.



This is the time to really be an advocate for your loved one. No one knows your loved one better than you, and you will be the best person to identify concerns that should be addressed by the medical team. Never be afraid to ask a question.


**WHAT TO WATCH OUT FOR!**



<i>Observations</i>	<i>Yes/No</i>	<i>What do you do?</i>	
<b>INFECTION</b>			
Have you washed your hands? Are you watching to make sure the medical staff is washing their hands?		Make sure you or a loved one reminds the medical staff to wash their hands before they come to evaluate you. Don't be afraid to ask this question.	 <i>Don't be afraid to stop them if you don't see this – it's your/your loved one's best chance to avoid infection. <b>90% of all infections come from medical staff not washing their hands.</b></i>
Does the skin around the IV sites or incision look red or puffy and swollen?		If yes, call the nurse.	
Will the patient have a urinary catheter?		If yes, ask when it will come out. Make sure to ask about catheter care to help prevent infection.	Try only to have it in for 24 hours to reduce the risk of infection.
Does the nurse clean the tubing connector (hub) on the IV before inserting a syringe/new line/medication tubing?		He/she should clean it with antiseptic for at least 15 seconds EACH time it is checked (sing Happy Birthday twice to estimate the cleaning time).	
<b>BLOOD CLOTS</b>			
Is the patient at risk of blood clots?	<input type="radio"/> Yes <input type="radio"/> No	Getting out of bed as soon as possible will help.	
Do I need any medication or devices to reduce the risk of blood clots?	<input type="radio"/> Yes <input type="radio"/> No	If yes, it will be necessary to take a blood thinner or wear compression devices for your legs.	

WHAT TO WATCH OUT FOR!



Observations	Yes/No	What do you do?	
<b>MEDICATION SAFETY</b>			
Did the nurse check the patient's armband before giving medication, drawing blood, or sending the patient for a test or an examination?	<input type="radio"/> Yes <input type="radio"/> No	Make sure, each time medication is given, that the nurse checks the armband and doesn't just ask for the patient's name. Many nurses decide "I know this person; I don't need to check the armband again". This is where many accidents happen.	
Is the patient getting the right medication?			
Does the medication offered by the nurse look like what you've been taking? Is it about the same general time that you've been taking it?		<p>If not, don't be afraid to question it. Also, don't be afraid to question any "new" medication or one given more than the usual number of times.</p> <p><i>(Medication errors can be prevented by the patient or loved ones simply asking "What is that? That doesn't look like anything I've [he's] [she's] taken before. Or, I [h] [she] just had that an hour ago – did the doctor order it again?")</i></p>	
 <p>Has your advocate written down all the medications you are taking every day?</p>		This is <b>SO</b> important! If the patient starts acting differently or feeling badly you can refer back to the medication logs and notice trends in the amount and dosages of drugs that are administered and be able to inform the nurse and doctors.	



**Hospital Pharmacy:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Allergies:** \_\_\_\_\_



Ask the pharmacy how these medicine combinations react with each other and double check to make sure they are safe for the patient.

<i>Official name AND generic name of medication</i>	<i>Reason for medication</i>	<i>Date started/stopped</i>	<i>Dose</i>	<i>Number of doses per day</i>	<i>Side effects you are concerned about</i>	<i>Special instructions</i>
				a.m. a.m. p.m. p.m.		



**Hospital Pharmacy:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Allergies:** \_\_\_\_\_

<i>Official name AND generic name of medication</i>	<i>Reason for medication</i>	<i>Date started/stopped</i>	<i>Dose</i>	<i>Number of doses per day</i>	<i>Side effects you are concerned about</i>	<i>Special instructions</i>
				a.m. a.m. p.m. p.m.		



Hospital Pharmacy: \_\_\_\_\_

Phone Number: \_\_\_\_\_

<i>Official name AND generic name of medication</i>	<i>Reason for medication</i>	<i>Date started/stopped</i>	<i>Dose</i>	<i>Number of doses per day</i>	<i>Side effects you are concerned about</i>	<i>Special instructions</i>
				a.m. a.m. p.m. p.m.		



## Vital Signs

<i>Date</i>	<i>Time</i>	<i>Blood Pressure</i>	<i>Oxygen</i>	<i>Temperature</i>	<i>Heart Rate</i>	<i>Completed?</i>

Normal oxygen levels: 95 or above. Ask to be watched closer if your oxygen goes below 95.


Normal Temperature: 98.6

Normal Heart Rate: 70-100 beats per minute

Normal Respiratory Rate: At least 10 breaths per minute

Normal Blood Pressure Range: 90-140/60-90



<i>Questions to ask</i>	<i>Answer</i>	<i>?</i>
<b>Medications</b>		
Am I sure I know what to do with all the medications I was taking before I came into the hospital?	Yes No	
Are there any changes to the medications after I have been in the hospital?	Yes No	
Are there new medications I need to take and what is the dosage?	Yes No	
May I please have a printout of the medications I took during my hospital stay, and their dosages?		 Do not leave without this!
<b>Physician Follow-Up</b>		
When am I supposed to see the doctor again?	Date/Time	
What symptoms should make me call the doctor immediately?	1. 2. 3.	
What symptoms would make me need to come back to the hospital?	1. 2. 3.	



<i>Questions to ask</i>	<i>Answer</i>	<i>?</i>
<b>Activity and Diet</b>		
When can I drive?	Date	
When can I return to work?	Date	
What kind of activities can I perform?		
When can I exercise and are there things I should not do?		
Are there restrictions on what I can eat?		



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**OTHER FOLLOW-UP:**

If outpatient blood tests, physical therapy, other therapy, home health supplies or anything else is needed, the patient and family need to write this down and understand it thoroughly.

**NOTES:**





<i>My problem</i>	<i>My doctor</i>	<i>Visit Time/Date</i>	<i>Evaluation of the condition</i>	<i>Contact number</i>	



<i>Nurse's Name</i>	<i>Date</i>	<i>Shift Time</i>	<i>Title/Experience level</i>	<i>Contact phone numbers</i>	<i>Remarks on my status</i>	<i>?</i>
			<input type="radio"/> RN <input type="radio"/> LVN <input type="radio"/> Nurse assistant			
			<input type="radio"/> RN <input type="radio"/> LVN <input type="radio"/> Nurse assistant			
			<input type="radio"/> RN <input type="radio"/> LVN <input type="radio"/> Nurse assistant			
			<input type="radio"/> RN <input type="radio"/> LVN <input type="radio"/> Nurse assistant			
			<input type="radio"/> RN <input type="radio"/> LVN <input type="radio"/> Nurse assistant			
			<input type="radio"/> RN <input type="radio"/> LVN <input type="radio"/> Nurse assistant			
			<input type="radio"/> RN <input type="radio"/> LVN <input type="radio"/> Nurse assistant			
			<input type="radio"/> RN <input type="radio"/> LVN <input type="radio"/> Nurse assistant			
			<input type="radio"/> RN <input type="radio"/> LVN <input type="radio"/> Nurse assistant			



**Care Team includes Physical Therapists, Respiratory Specialists, Occupational Therapists, Speech Pathologists, and Dieticians.**

<i>Name/Title</i>	<i>Date</i>	<i>Time</i>	<i>Reason for visit</i>	<i>Remarks on my status</i>	<i>Contact phone number</i>	<i>Completed?</i>







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## My Mom

I am Richard, Louise's son. For many in the audience, it will be a surprise I can actually string more than one or two sentences together at a time. I apologize at the outset for my lack of eloquence. I wanted to stand in front of you and just let you know how much my family and I truly loved and still love my mom.

I look around the congregation and see the faces of many terrific mothers, but I could not have asked for a more wonderful mother for me and my sister, or a more wonderful wife for my dad. She was also an incredible grandmother to Ella, Sawyer, Mary Louise, and our little boy coming this June. We were blessed to have her for so long, but without a doubt I would be remiss to say I did not want many more years. My mom devoted her life to my dad, my sister, and I. Mom and Dad paved the way for all my successes. I take full responsibility for my failures, but my mom and dad gave me strength and courage to handle those as well.

### I would like to share a few quick anecdotes.

Perhaps a few in the audience will remember the movie *Wedding Crashers* where Will Ferrell plays a somewhat loserish thirtysomething. In one scene, he sits on his couch in his underwear and shouts at the top of his lungs for his momma to bring him some lasagna. Somewhat sheepishly, I must admit I was like that character growing up, with my innumerable requests for a PB+J while I sat lounging in the family room. However, at least I would say please. But no matter what, Mom would always bring it to me with a great smile on her face, and I now realize it was out of her unconditional love for me.

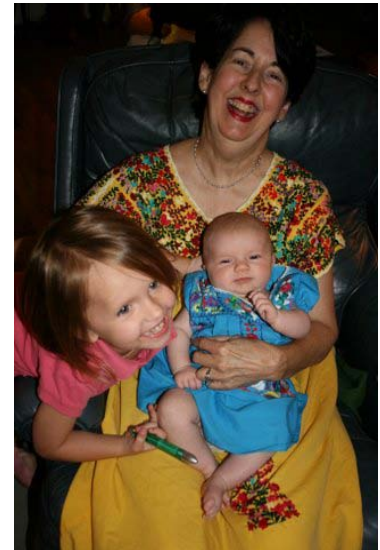
Another special moment I shared with my mother was when I had traveled to Niagara Falls. At the base of the Falls, I called my mom in San Antonio and held up the cell phone so she could hear the roar of the falls next to me. I could tell at that moment she was so excited and happy. But as time has passed, I realize it was not so much the garbled noise of the falls which made her so happy, but the fact her son was so excited and happy to be there.

Nor will I forget the phone call she made to me while I lived in Lake Tahoe. She told me I better get my rear on that plane to go to my last medical school interview. That interview was in Lubbock. If she had not been so persistent, I would have never met my wonderful wife and her amazing family.

Mom truly loved all my friends, knowing how much they mean to me. And for my friends who grew up with me in San Antonio, I certainly consider her at least co-den mother of "the Hui" (what we called each other).

Her love and devotion did not stop with Dad, Laura, and me but also encompassed her two brothers, Charlie and Johnny, her sister Joanne, and their respective families. She was quite the maestro at keeping our family so close over the years, with the holiday celebrations, family trips to the coast, and endless birthday parties. And to my family, we owe it to my mom and Lala (her mother) to keep those traditions strong, and I know we will.

Mom was also devoted to her friends and would do anything within her power to help them. She would quickly offer her opinion even if it wasn't exactly what you wanted to hear. I honestly feel my Mom was a human





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version of Facebook. She knew so many people and I could keep in touch with everyone through her. I had many conversations with her in attempt to find a cure/treatment for her friends' illnesses. She didn't quite realize that I am just a "Picture Doctor" (radiologist) - but that did not deter her.

Recently, a friend emailed me and told me during a particularly trying time, my mom, who had been thru a somewhat similar incident, had written a beautiful letter about hope that my friend still remembers to this day. That was my mom.

Mom may no longer be physically with us, but her spirit courses through her children, grandchildren, and all those she touched with her kindness. I see my Mom in my sister and the way she loves her children and takes care of them – although she's not as strict!

And lastly to my Dad, who has been a true hero, and a pillar of strength thru this ordeal. Mommy is so proud of you. We want you to know how many people love you from your many friends to your family - including Charlie, Johnny, Joanne, and Sudie, who many a moon ago stopped being in laws and became true brothers and sisters – and your adoring grandchildren and, of course, Ginger, Michael, Laura, and I!

#### **Mom, I want to say one more time, "I Love You!"**

*Lovingly spoken by Dr. Richard Charles Batz, Jr. at the memorial service of Louise H. Batz on April 30, 2009*



To learn more about the Louise H. Batz Patient Safety Foundation, please visit [www.louisebatz.org](http://www.louisebatz.org). The Foundation is happy to provide resources, helpful links, and an online community where you can share your story and learn from others' experiences.

- Share your story on our website to help us raise awareness of patient safety and preventable medical errors
- Use the Patient Care Packet to be an effective advocate for loved ones receiving medical treatment
- Provide feedback on the Patient Care Packet so that we can make it as helpful as possible
- Tell your friends and family about our website
- Help distribute Patient Care Packets and Foundation materials in your community
- Make a tax-deductible donation



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*The Louise H. Batz Patient Safety Foundation would like to say a special thank you to our advisors and donors. None of this would be possible without their knowledge, expertise and passion.*

## **Medical Advisory Board**

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