It takes a TEAM to manage a patient’s care, especially when surgery is involved. Many people will interact with the patient before their healthcare journey is complete. Using The Batz Guide will help the patient feel that they are an important part of the team.

ELL your patients about The Batz Guide. Tell them about the benefits of reviewing the Guide at different times during their course of treatment: Pre-Op, Surgery, Hospital Stay, Discharge, Home care and Follow-Up visits.

NGAGE in conversation with your patient at different times during their healthcare journey using the Batz Guide.

SK if your patient, their family member or coach have questions after reviewing the Batz Guide.

ENTION The Batz Guide often and ask the patient to fill out the survey provided before they are discharged.

AS A TEAM, WE CAN SAVE LIVES!
Have you reviewed your Batz Guide today?

Patient is introduced to The Batz Guide

Remind patient to review The Batz Guide with family/coach and to bring it with them to the hospital on day of surgery.

Day of Surgery: Do you have questions before surgery?

Before day of discharge ask patient/coach if they have any questions after reviewing The Batz Guide. If guide is not with them provide new one.

Before Your Stay (pages 10-29)
Medication logs (pages 12-15)
Medical Team (pages 17-19)
Place for questions/notes (page 22)
During your Stay (pages 30-63)
Vital Signs (page 47)
Activity Journal (page 51)
Medical Team (page 55)
Going Home Section (pages 67-75)
Medication Log (pages 72-73)
Follow-Up Notes (pages 74-75)

Ask patient to fill out survey. What did they think of The Batz Guide?

In follow up visits ask if they have any questions.

Patient is discharged and returned to healthy lifestyle

Do they have any questions?

Patient Surveys are placed in ________
Batz Guide Implementation in Healthcare Setting

The attached files include resources and tools to assist in the implementation of “The Batz Guide” in your Healthcare System. These tools are designed to be used in a pilot of the guide and can be adapted for any type of implementation.

Phase I

Phase I is a Pilot in your unit of choice. The tools created can be shared with the patient in a special class setting or at a Pre-Op appointment. These tools include:

- Copy of the Batz Guide
- Letter to the Patient on Hospital or System Letter Head
- Book Mark
- The Batz Guide brochure
- Patient Survey

Tools to train the staff using the guide can include all of the above, as well as:

- One page Batz Guide Reference Sheet
- Training Tool which includes scripting
- Staff Survey
- Video for the patient on how to use the Guide is in development.

Phase II

Phase II will include some of the same tools and processes but adjustments will be made in order to incorporate the Batz Guide in all admission/discharge packets. This will include:

- Augment all Pre-Admission Testing (PAT) admissions with the Batz Guide; not just one unit.
- Script the PAT/Registration/Holding/Post OP unit staff in how to utilize the guide
- Script the non-PAT departments in providing and utilizing the Batz Guide for surgical patients that bypass PAT.

www.louisebatz.org
Steps for Successful Pilot of the Batz Guide

- To be used as part of training in conjunction with the Process Flow chart for medical staff.

- Educate targeted staff involved regarding the Louise H. Batz Foundation and Laura’s story about her mom. Specifically include those who may teach special classes on the unit you are starting with.

- Utilize the scripting examples and Teaming flow chart to educate the staff on how to use the Guide.

- Inform all staff involved that the pilot will begin on specific date.

- Pick a select group of patients to pilot the guide. It could be a set number of patients coming to a special class in any given month.

- Use this set of patients through their entire process from pre-op to discharge of care.

- Inform staff which patients have been selected for the pilot.

- Provide patients during a class or Pre-Op Visit the Guide and letter to go with it and ask if they are willing to participate.

- Determine goal for staff regarding expectation of discussion with patient regarding the Guide, i.e. “TEAM” (Tell, Engage, Ask, Mention) one time per shift, etc.

- Have the patients fill out the survey and return your NURSE who will fax to the BHS Nursing Quality Dept: FAX (210) 297-0963.

- Have the staff fill out the survey and return to: BHS Nursing Quality Dept, FAX (210) 297-0963.

- Review surveys at the end of pilot and make changes to the process according to the results.

- Determine when you will utilize Guide for a wider range of patients and educate staff involved, i.e. Pre-Admission Testing for all surgical procedures, etc.
Sample of Scripting for The Batz Guide

Below is a sample of scripting that can be utilized at specific points of the pilot. This can be used in conjunction with the one page education sheet which includes the “Teaming” Flow chart.

1. Pre-Operative Education Class

**Tell your patients about the Guide:** “The Louise H. Batz Guide is a tool the hospital is providing to assist you with your surgery and recovery. We are conducting a pilot of The Batz Guide and will want your thoughts after you use the Guide. You can take it home and review it with the individual who will be helping you with recovery: sometimes referred to as coach. *Are you interested in helping us pilot this tool?*

If the answer is YES; tell the patient, “Try to review and fill out anything in the **Pink section, “Before Your Stay”,** before they go to their pre-operative doctor appointment if applicable. We will also need for you to bring with you (any other pertinent information is listed here)”

2. Pre-Op Phone call or day of Appointment

**Engage with Patient:** Pre-Op reminder call made: If possible remind patient to bring the guide/questions with them. If not possible due to automation, etc. ask patient when they arrive if they brought the Guide with them. “*Did you bring your Batz Guide with you today?*”

If not give them a copy and ask them to look over the **Pink Section** while they wait to see the doctor.

3. Pre-Op visit with Nurse and Doctor

**Ask your Patient:** Medical staff asks, “Have you had a chance to review The Batz Guide?” If so, “*Do you have any questions from the Pink section, Before Your Stay?*” Remind patient to take Guide with them on the day of surgery.

4. Day of Surgery

**Mention the Guide:** Prior to going to the O.R staff asks, “*Are there any questions that you still have after reviewing your Batz Guide?*”
5. Patient Transferred to Floor after Surgery

Tell your Patient about the Guide: Once the patient is transferred to the floor and is settled in, staff member can ask patient and or coach, “Have you had chance to look at the Blue section of The Batz Guide?”

“During Your Stay covers important information regarding your stay on the floor.”
Staff answers any questions the patient or coach may have during the patients stay.

Asking the patient, “Have you reviewed your Batz Guide today?” one time a shift can help make a difference in the compassionate care, service and safety you provide for your patient.

6. Preparing for Discharge

Engage with Patient: Near the day or time of discharge, member of staff reminds patient to review the Green section, “It looks like you may/will be going home today/tomorrow. Now is a good time for you to review the Green section, Going Home in your Batz Guide. We will be reviewing a lot of information with you before you go home. You can use this section to help you prepare for going home.”
7. Day of Discharge

**Ask your Patient:** On day of discharge a member of the staff asks, “Have you had a chance to review the Green section, Going Home in The Batz Guide?” Do you have any questions?

“The Guide is also a helpful tool that you can use at home to prepare for future appointments and physical therapy.”

**Mention the Patient Survey:** Before patient is discharged ask, “Would you mind filling out this short survey about The Batz Guide?”

It can be returned to BHS Nursing Quality Dept, FAX (210) 297-0963.”

**BATZ GUIDE SECTIONS:**
- Going Home (pages 67-75)
- Medication Log (page 72-73)
- Follow-Up Notes (pages 74-75)