



WE LOVE WHAT WE DO

CARE CONNECTION

A PUBLICATION FOR CLIENTS OF BAYADA

BAYADA Clinical Manager Pam Compagnola, RN

Follow the 1,000,000 Hearts and Homes Client Spotlight Series This Summer

We are honored to share the news that in early May we cared for our one-millionth client. Delivering your care is our highest priority, and acknowledging this milestone by celebrating your accomplishments is our greatest joy.



Do you have a story about your care and successes that you'd like to share?

Please email MilestonesThatMatter@bayada.com if you'd like to participate in our storytelling efforts and send us photos or videos of your special moments.

We invite you to join us on Facebook each week as we shine the spotlight on our clients and their special milestones—from life-changing accomplishments to simple, everyday victories.

Thank you in advance for your willingness to share your stories and help other potential clients in the process. ■



Our Vision

With a strong commitment from each of our BAYADA Home Health Care teams, we will make it possible for millions of people worldwide to experience a better quality of life in the comfort of their own home. We want to understand and build an

We will accomplish our mission following our core beliefs and

1,000,000 HEARTS AND HOMES



A Physical Therapist and a Licensed Nursing Assistant Honored as National Heroes of the Year

On Saturday, April 27, BAYADA's four National Heroes of the Year were honored at our annual Awards Weekend in Philadelphia, where they accepted their well-deserved recognition from CEO **David Baiada**.

The Hero Program recognizes care professionals who demonstrate BAYADA's core values of *compassion, excellence, and reliability*. Each quarter, clients and peers nominate their local Heroes. From the local Heroes, division Heroes are selected, and ultimately, four National Heroes are chosen from the following disciplines: registered nurse, licensed practical nurse, therapist, home health aide, certified nursing assistant, licensed nursing assistant, social worker, behavioral health paraprofessional, habilitation technician, and spiritual counselor. This year, two of the four National Heroes were a physical therapist and a licensed nursing assistant who share their compassion and expertise with their clients.



Pictured during the Hero celebration (from l to r) are Hospice Director Jessica DeGrechie, LNA Hero of the Year Betty Martin, and CEO David Baiada.

Licensed Nursing Assistant Hero **Betty Martin**

As a licensed nursing assistant for the BAYADA Hospice office in Norwich, VT, Betty is part of a team that provides clinical, social, emotional, and spiritual care for people at the end of life.

"Betty is smart, determined, curious, fun, quirky, and enthusiastic," said BAYADA Hospice Director **Jessica DeGrechie**.

"She is the real deal, and we all love her." Betty's interest in how her patients feel is what makes her so talented as a caregiver. When Betty learned that a patient with dementia loved the opera *Madame Butterfly*, she found the music on YouTube and played it for him. During that visit, this patient, who sometimes refused care, allowed Betty to provide him with more personal care than he'd received in weeks.

Betty's gentle, intuitive nature is paired with a desire to do things exactly right for her patients. Earning the nickname "By the Book Betty," her proactive, professional, and empathetic demeanor quickly puts patients at ease. She understands that the smallest details—such as making the bed a certain way or helping a patient make their favorite peanut butter fudge—can bring energy and joy to someone's day.

"My patients are at the base of everything I do. When I go to see them, my destination

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Champions Among Us | Clients Speak Out During State Lobby Days



Hearts for Home Care

In South Carolina, home care agencies attract only a small fraction of the state's nurses. What's more, even when agencies are able to hire nurses, they are leaving at an alarming rate in favor of jobs with higher pay.

These troubling statistics are a consequence of private duty nursing reimbursement rates that lag far behind neighboring North Carolina and Georgia.

For BAYADA client **LaMondre Pough**, 45, who has spinal muscular atrophy, this is unacceptable.

That's why on March 6, LaMondre made his way to the state capitol in Columbia, SC so he could tell legislators about the positive impact home care nurses have had on his life and on the lives of others who live with significant illness and disability.

It was all part of the SC Home Care Association's Lobby Day, which attracted dozens of home care employees and clients who joined together to advocate for a reimbursement rate increase.

"I spoke out on behalf of the people who

provide my care because they do the things that allow me to be independent and to live the life I am living now," said LaMondre, who receives 48 hours of nursing care a week. "If it weren't for my nurses, I wouldn't get out of bed in the morning. It is imperative that there is a real connection between the legislators and the people who benefit from home care services."

BAYADA Government Affairs Director for South Carolina and Georgia **Melissa Allman** couldn't agree more. She helped coordinate the SC Lobby Day, which included meetings with members of the House and Senate. "Our clients don't have enough nurses so we need to raise awareness among our legislators," said Melissa, who also serves on the SC Home Care Association Executive Board and as chair of their Government Affairs Committee. "Our Lobby Day brought home the challenges of why we do what we do."

Lobby Day in Rhode Island

A similar scene played out in Rhode

Island on April 9, when more than 65 home care advocates journeyed to the statehouse in Providence for a Lobby Day sponsored by the Rhode Island Partnership for Home Care.

"One of the most impactful ways to educate legislators is by taking them to a client's home to witness the high-tech care our nurses provide to their clients," said BAYADA Government Affairs Director for Rhode Island and New York **Ashley Sadlier**. "But legislators have busy schedules, and making time for a home visit is hard, so we have to bring our story to them."

Indeed, the halls of the statehouse were lined with exhibits promoting the benefits of nursing care at home. BAYADA's table featured the simulation training lab, which uses computerized manikins that mimic real-life medical emergencies. BAYADA Clinical Managers **Christina Gomes** and **Brittany Morgan** were on hand to demonstrate tracheostomy care and other high-tech procedures using the manikin.

The day proved most meaningful for **Sherry Stone**, who spoke about the eldest of her five children, Brandon, who has cerebral palsy, spastic quadriplegia, and other health issues. She expressed how difficult it is for others to understand what families of children with special needs go through. "We as parents need your support to help provide the best care possible for our loved ones," she told the legislators. "And I know from experience that the best possible care is at home."

Register for Hearts for Home Care

This emphasis on home care was a message repeated time and again at Lobby Days in Delaware, Maryland, Pennsylvania, and New Jersey. While these in-person Lobby Days were a huge success, BAYADA Manager of Client and Family Advocacy **Tara Montague** wants clients to know even a simple phone call or email can make a big difference. ■

You can register to become a "Hearts for Home Care" advocate at [heartsforhomecare.com](https://www.heartsforhomecare.com). You will then receive email updates about relevant issues and opportunities to get involved.



Photo 1: BAYADA client LaMondre Pough (front) is pictured with the BAYADA advocacy team during the SC Lobby Day. **Photo 2:** Ashley Sadlier, Brittany Morgan, and Christina Gomes are pictured with the simulation lab manikin during RI Lobby Day. **Photo 3:** RI Representative David Bennett, who is also a nurse, practiced his skills on the simulation manikin during RI Lobby Day.

BAYADA Offers Nursing, Rehabilitation, and Assistive (Personal) Care

What sets BAYADA apart is our ability to provide a wide range of services for clients at all stages of an illness or injury, which was a benefit to Bill*, 72, who is blind and has chronic obstructive pulmonary disease (COPD). Bill needed extra medical support at home to help manage his symptoms, so his doctor referred him to BAYADA.

Our nurses monitored his blood oxygen levels, helped him with his medication, and educated him on eating healthy and staying hydrated," said BAYADA Clinical Manager **Shane Kaylor**, RN, from our home health office in Gastonia, NC. "The doctor also referred him to BAYADA for physical therapy to help with muscle weakness."

A referral for assistive care services

Bill's short-term nursing and physical therapy were covered by Medicare. However, Bill still needed more help to live independently at home.

"Many people don't realize after they receive short-term therapy or nursing that they may be eligible for longer-term care from a nurse or a home health aide," said BAYADA Clinical Manager **Ethel-Lyn Harris**, RN, from our Morganton, NC assistive care office.

Indeed, Bill has thrived with the support of his home health aide, who helps with bathing, dressing, walking, transferring, light housekeeping, and meal preparation.

"Bill's aide has helped him to become more independent," said Ethel-Lyn. "If the Gastonia office hadn't referred him, he never would have known that home health aide services were available."

Arranging for home care at hospital discharge

When Henry*, 84, was ready for discharge following a hospital stay to treat an infection, his doctors had cause for concern. Due to a host of medical issues, including Parkinson's disease, diabetes, hypertension, and a history of stroke, they worried about his safety at home.

**Names changed to protect privacy.*



That's when they turned to BAYADA Transitional Care Manager **Merari Singh**, RN, who helps to ensure patients are safely discharged from the hospital to home. Merari worked with the BAYADA home health and assistive care offices serving Essex County, NJ to arrange for short-term nursing, physical therapy, occupational therapy, speech language pathology, and long-term home health aide services.

"We met with Henry before his discharge to learn about his medical challenges and preferences," said BAYADA Clinical Manager **Nicole McKenzie**, from our Essex County Home Health office.

Several months later, Henry still receives 22 hours of care a week from his home health aide, who helps with personal care support.

"We take the time to find the perfect fit for both our clients and our employees," said BAYADA Client Services Manager **Lily DiMattia** from the BAYADA Essex County assistive care office. "It makes for a win-win situation, which is certainly the case with Henry!"

BAYADA is proud of our commitment to specialized care. Please read the information below to learn about services that are available to help you. ■

Types of Home Care Services



Assistive Care

Also known as personal care, home health aide services, homemaker care, or companion care:

- Help at home with everyday activities like bathing and dressing, meal preparation, and household tasks
- Covered by Medicaid, long-term care insurance, or other sources; private pay is also accepted



Private Duty Nursing Care

Also known as home-based skilled nursing, long-term nursing care, catastrophic care, shift nursing, or hourly nursing:

- Long-term, hourly nursing care at home by RNs and LPNs for adults with a chronic illness, injury, or disability
- Covered by Medicaid, commercial health insurance, worker's compensation, or other sources; private pay is also accepted



Home Health

Also known as Medicare-certified home health care, intermittent skilled care, or visiting nurse services:

- Short-term, physician-directed care designed to help a patient prevent or recover from an illness, injury, or hospital stay. Services can include nursing, physical therapy, occupational therapy, speech language pathology, and medical social work
- Covered by Medicare and some commercial insurance

Services may vary by region. Please call your local BAYADA office to learn more about the services available in your area.



WE LOVE WHAT WE DO

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bayada.com



BAYADA specialty practices include Home Health Care, Pediatrics, Hospice, Behavioral Health, and Habilitation. Services may vary by location.
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is excellence, and I treat them with dignity and respect," said Betty. "I'm grateful for my education, enhanced skills, and personal growth, and I owe it all to BAYADA. I can't imagine working anywhere else."

Watch what makes Betty a Hero by visiting bit.ly/BettyLNA.

Physical Therapist Hero of the Year Dr. John Petrides

"John is a warm and caring person and therapist, one who I'd want to care for me," said BAYADA Area Director for the senior living office in Wilmington, DE **Kim Roman**, RN, BSN. "Good heroes like John use their powers not only to change themselves for the better, but also to change others in significant and positive ways, and I'm thrilled he received this much-deserved award."

His unwavering dedication to his patients shows in the positive outcomes he helps them achieve with his kind, mild manner. A patient with a severely forward-bending



Pictured during the Hero celebration (from l to r) are PT Hero Dr. John Petrides, CEO David Baiada, Hospice Director Kim Roman, and Hero Committee Chair Jackie Kirchhoff.

posture said that after just one hour with John he felt better than he had in 30 years. Another patient, who was wheelchair-bound after being hospitalized twice with a broken leg, had experienced a lack of progress with previous attempts at rehabilitation and was told she may never walk on her own again. Thanks to John's intervention, she strides steady and strong with the help of just a walker.

"I am so impressed with how BAYADA is committed to compassion and reliability,

because it is so important in today's health care environment," said John. "People are living longer, and their care is becoming more complicated. I'm so thankful that BAYADA continues to appreciate and celebrate the ability to love and care for one another, and that's what this is all about."

In his typical humble fashion, John continued, "My patients and their family members are the real heroes. I'm so grateful for this award, but it's the heroes around me who made it possible. I'm simply giving people around me the love and caring that has been given to me a thousand times over."

Watch what makes John a Hero by visiting bit.ly/PT-Hero-John.

We'd also like to recognize our pediatric nurse Heroes who were honored during our annual Awards Weekend. Congratulations to:

RN Hero: Pediatric Nurse **Julie Pergolizzi**
LPN Hero: Pediatric Nurse **Edward Cole** ■