



Pediatric CARE Connection

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A Message from Mark Baiada

Founder and President, BAYADA Home Health Care



*"If you're not listening,
you're not learning."*
~Lyndon Baines Johnson

At BAYADA, we strive to show compassion by listening closely, showing empathy, and responding to the needs of others.

It's a core belief of *The BAYADA Way*.

By listening closely to the feedback you have provided through our client experience surveys, including the Heartbeat of Home Care survey, we can continuously improve our services. In fact, that very feedback has helped shape an exciting new initiative here: the BAYADA Client Experience Summit. At the upcoming Summit, we'll gather face-to-face with clients and families to discuss their experiences and exchange ideas for improvement to ensure that we always meet our goal of providing the highest quality home care with compassion, excellence, and reliability.

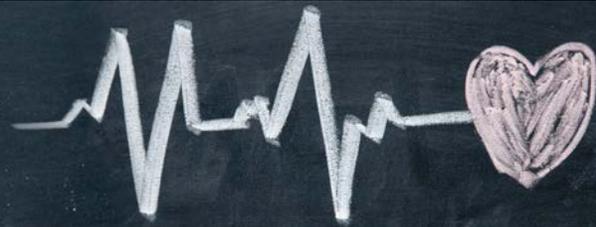
In this issue, we also share some of the many ways we honor and support the success of the wonderful home health care professionals who come into your home. They are truly our greatest asset and the heart of home care.

Warm regards,

J. Mark Baiada

You Spoke and We Are Listening

BAYADA Pediatrics
*Heartbeat of Home
Care Survey*



Thank you for responding to our *Heartbeat of Home Care* survey. We were honored that you expressed such satisfaction with how BAYADA Nurses and Aides demonstrated exceptional care and kindness.

You also shared the areas in which we can improve our services, including being more creative, flexible, and determined to meet your child's scheduling needs. As a direct result of your feedback, our pediatric service directors are currently working on improvement strategies and action plans in each office.

BAYADA will also provide four robust trainings for your client services managers that will focus on some of the areas of needed improvement identified in the surveys:

- Consistency, timeliness, and clarity of office staff communication with you
- Creativity, flexibility, and determination to meet your child's scheduling needs

Thank you again for taking the time to share your valuable feedback via the *Heartbeat of Home Care* client satisfaction survey process. At BAYADA Pediatrics, we believe our clients come first. We strive to provide the very best service to you, provide home health care services with the highest professional, ethical, and safety standards, and keep our commitments as promised. This is our mission, and we will continue to make every effort to meet and exceed your expectations.

As always, thank you for the privilege of caring for your child's home health care needs. ■

Would you like to share your story or ideas for this publication? Please call the Communications office at 856-273-4600 or email CAREconnection@bayada.com.

Do You Have a BAYADA Hero in Your Home? How you can honor your BAYADA caregiver

At BAYADA Home Health Care, we believe that you and your family deserve the highest quality home health care. We constantly strive to honor those BAYADA health care professionals who embody our mission and core values of compassion, excellence, and reliability. The Hero Program is one way we recognize our BAYADA caregivers.

Through stories shared by both clients and office personnel, we learn about the ways that many of our BAYADA caregivers are improving the lives of our clients and their families. You can [read and watch their stories](#) on our [www.bayada.com](#) website (*The BAYADA Way* > Recognition Programs > Hero

Program). And with your help, we can recognize the Heroes among us.

Do you have a Hero who you'd like to nominate? There are many ways you can do so:

- Call your local office
- Write a letter and send it to your office
- Email the name of your Hero, office location, and supporting comments to HeroProgram@bayada.com
- Complete the online [nomination form](#) on www.bayada.com (*The BAYADA Way* > Recognition Programs > Hero Program)

We would love to hear from you! ■

2015 Hero of the Year Ken Gebhardt, RN, from Downingtown, PA with his client, Ashley M.



The BAYADA Presidential Scholarship Program: Supporting Caregiver Careers and Excellent Client Care

The BAYADA Presidential Scholarship Program is one of many ways in which we actualize *The BAYADA Way* by fostering high-quality client care and recognizing valued employee contributions. In support of the company's core value of excellence, and the belief that our employees are our greatest asset, BAYADA awards thousands of dollars in scholarships each year to deserving BAYADA caregivers who want to choose their own career path, increase their earning potential, and build their self-confidence through education.

In early April, BAYADA employees will receive information promoting the opportunity to apply for a scholarship. Should your employee ask you for a recommendation, please provide a letter detailing how you believe they would benefit from the

scholarship. Supporting your BAYADA caregiver(s) in pursuing a higher education not only benefits the employee, but also furthers our mission to provide excellent client care.

Past recipients have applied this scholarship to a wide range of educational pursuits, from finishing a master's degree in nursing, to completing an MBA, to



BAYADA Presidential Scholarship Program

transitioning from a licensed practical nurse to registered nurse, to exploring BSN programs. Here's what some past scholarship recipients had to say about the program. ■



I want to further my career and become an RN. My clinical

manager encouraged me to apply for the scholarship and because of it, I have been able to complete required classes and get one step closer to achieving my goals.

~LPN **Gunther Nutz** from the Washington Township, NJ assistive care office



To provide excellent care to my clients and families, continuing

my education is very important. With the advancement of medicine and technology, there will always be more to learn than what my previous degree entailed. With my Presidential Scholarship, I plan to acquire my BSN while continuing my career as a home care nurse.

~RN **Karen Hawkesworth**, the Suffolk County, NY adult nursing office



I view continuing my education in social work

as a way to increase the opportunities I have to develop my knowledge base. I'm thankful for the Presidential Scholarship because it gave me the opportunity to take a class to help me better connect with my clients.

~HHA **Adam Bojko** from the Habilitation Hickory, NC office



I want to know more so that I can help more. My Presidential

Scholarship helped me continue to grow in my knowledge as a practitioner, and therefore be of better service to my clients and their families.

~OT **Annette Mestern** from the Delaware Pediatric office

With BAYADA's Transitional Care Program, Baby Leeanna is Welcomed Home, Safe and Sound



Baby Leeanna is going home!

Bright blue eyes on a cherubic face are what you notice first about 10-month-old Leeanna Ruby. They give no hint of the tremendous challenges she faced in the first few months of her

life as an extremely premature baby. A car accident in January 2015—when Leeanna's mom, Megan Ruby, was still in her first trimester—set off a series of events of that led to her early birth.

Driving with her husband Dustin and her dad near their home in central Pennsylvania, Megan was unable to avoid the car that wrongly entered the intersection she was crossing. As a result of the crash, Megan developed a hemorrhage, which required that she go on strict bedrest. Despite following the doctor's orders, Megan's hemorrhage continued to grow and at 25 weeks gestation, Leeanna was delivered on April 27.

Born at only one pound, one ounce and a mere 11 ½" long, Leeanna began her struggle to breathe and thrive. She was intubated for the first three months of her life and then stepped down to less-invasive methods of breathing assistance. However, her breathing wasn't stable, so at six months, she received a tracheotomy (a procedure that creates a hole in the trachea in which a tube is inserted for breathing). She now uses a tracheostomy connected to a ventilator to breathe 24/7. Leeanna also has a g-tube for feedings since she isn't able to tolerate foods by mouth.

At the beginning of February 2016 at nine months of age and 13 pounds, Leeanna was finally discharged home. Mom and dad were thrilled.

"She is doing really well. This is our new normal and it's going fine," says mom Megan, who's happy to be home

after months of living at the Ronald McDonald House near the hospital.

A smooth transition home

While Megan spent many long hours with Leeanna at Geisinger Medical Center in Danville, PA, she got to know BAYADA Transitional Care Manager Mary Ann Hardin, RN, who coordinated Leeanna's move from hospital to home.



Transitional Care Manager Mary Ann Hardin, RN, is all smiles, knowing she helped the Ruby family prepare for the big day.

"I didn't speak to any other agencies except BAYADA," explains Megan. "Everyone I talked to—other parents, my mom, and people on the hospital staff—all said BAYADA is the best. And they were right. Leeanna has several nurses on her team and they are all wonderful."

BAYADA's Transitional Care Managers are registered nurses (RNs) who are onsite at a hospital or rehab facility, and work collaboratively with hospital staff and families to implement an effective discharge plan to ensure a safe and seamless transition to home care.

Mary Ann worked with the Ruby family, the BAYADA Snyder County, PA office, and Leeanna's doctors and nurses to ensure she would have everything in place when she was ready to go home. "BAYADA Client Services Manager Jessica English and Clinical Manager Danyelle Heiser played instrumental roles in the team effort," says Mary Ann. "We all met with the Ruby family at the hospital to coordinate every detail. Danyelle even

rode home with the family on the big day."

Leeanna's care plan began with 24 hours a day nursing care and then eventually it will be reduced to 16 hours. Overnight nursing care and then several hours a day will give Megan and Dustin a chance to sleep and work.



Clinical Manager Danyelle Heiser, RN, makes sure Leeanna is all set for her ride home.

Although Leeanna is behind on her milestones due to her extremely premature birth, she can hold her head up and roll on her side. She'll soon be receiving early intervention services to help her improve her physical strength and function. When Leeanna is older and her lungs are fully developed, she is likely to no longer need breathing assistance and can have her tracheostomy removed.

Both Megan and Dustin look forward to the day when Leeanna will no longer need nursing care, but until then, they are enjoying their 'new normal' at home with their beautiful baby girl. ■



CM Danyelle Heiser accompanies the Ruby family home.

CLIENT

CORNER



BAYADA[®]

Pediatrics

*A BAYADA Home Health Care
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CARE Connection is a publication for BAYADA clients and their families.

BAYADA Announces Inaugural Client Experience Summit

In mid-March, BAYADA Home Health Care will host our Inaugural Client Experience Summit.

The meeting will bring together a multi-disciplinary group of individuals from across the organization including clinicians, clients, and families, in a targeted effort to generate innovative and creative ideas for how we can continuously improve your experience with our care and services.

Our goal at BAYADA is to provide you and your child with the highest quality home care available, delivered with *compassion, excellence, and reliability*, our BAYADA core values. We want to not only meet your expectations, but also work consistently to exceed them.

The information you share with us through our client experience feedback programs, and with your office and care



teams, contributes directly to the areas we will focus on at this event. Your responses are our most important metric for understanding where we are doing well, and for highlighting areas where there is an opportunity for us to learn and grow.

For more information, follow us at **#BAYADACEX** to hear more as the meeting unfolds. We encourage you to share your stories with us about your child and family members' experiences with BAYADA.

Thank you for continuing to provide us with valuable feedback and insight into your experience with our services, and for allowing us to take care of your child. ■

BAYADA SPECIALTY PRACTICES

Home Health Care • Pediatrics • Hospice • Habilitation

Services may vary by location

www.bayada.com