



Pediatric CARE Connection

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Your Voice Makes a Difference

Follow up "Pulse" satisfaction survey coming in April

Last autumn, you had the chance to complete the Heartbeat of Home Care client satisfaction survey, giving you a valuable opportunity to let us know what's working and how we can improve our services. While we look forward to launching another comprehensive survey this September, we know that there may be important feedback that you want to share right now!

In April, you will receive a short "Pulse" survey, meant to check in with you so that we can address your immediate concerns. The brief survey includes a limited number of questions that focus on the most important issues you previously have identified.

You will receive the "Pulse" survey via email, so please be sure that your office has your best, current email address. We look forward to receiving your completed survey, and partnering with you to ensure we provide the very best services with *compassion, excellence, and reliability*.

In the meantime, we are working diligently to address the improvement opportunities you have shared with us:

- Meeting your child's scheduling needs
- Improving communication and connectivity between you and your child's office team

As you read in our December 2016 edition of the *CARE Connection*, there are a number of strategies in place to recruit and retain the best nurses to care for your child. These include the launch of an exciting recruitment campaign targeting nurses who share our passion for helping children remain safe at home.

We also offer the Fellowship Program to recruit nurses with less than one year of experience, simulation lab training to expedite the training process required before assigning nurses to an independent shift in the home, and the Pediatric Nurse Residency Program, which you can learn more about by reading the article on page 2.

In this issue, you'll also learn more about the electronic documentation pilot, which will improve communication between our clients, our nurses, and the office team. ■



Electronic Documentation System Pilot Goes Live

BAYADA Pediatrics is excited to announce the launch of its electronic documentation pilot, which went live on January 1, 2017. Nurses in five BAYADA offices are using tablets that feature a cloud-based mobile application for them to electronically complete, sign, and submit clinical notes and addendums to their service offices, all in a secure environment.

Nearly 300 nurses who care for over 140 clients now are using the tablets and, after just one month, the results are overwhelmingly optimistic. In fact,

below are just a few of the many positive comments shared by our nurses.

"I love the tablet! It is so much quicker to chart the important things. I love that it makes the entire process a lot quicker so I can get back to my favorite and best part, taking care of my client!"

"I like that the clinical manager has immediate access to client notes. This makes it easier to keep up with what is going on and handle any issues in a timely manner."

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What does this mean for you?

The goal of electronic documentation is to improve quality and efficiency by saving valuable time, enhancing the nurses' work experience, and allowing them to focus more on your child's care. In addition, by using this technology to create a more positive work environment, we hope to attract and keep the best nurses to fulfill your child's staffing needs.

The tablets also have improved many of our back-end processes, allowing your office team to focus on providing great services to you instead of cumbersome paper management.

A special thank you is extended to the five pediatric offices involved in the three month pilot: Pittsburgh, PA; Union, NJ; Greensboro, NC; St. Paul, MN; and St.



Cloud, MN. If the pilot is successful, the electronic documentation system will be put into place in all of our pediatric offices.

The Pediatric Nurse Residency Program

Training the best nurses to care for your child

As a child, LPN Nicole Michinock, spent countless hours accompanying her parents to visit her younger brother, whose cerebral palsy diagnosis led to numerous inpatient stays at her local hospital's pediatric unit.

"I always loved his nurses," said Nicole. "When I saw how much love they gave him, I knew that I had found my calling. I wanted to become a pediatric nurse and help children, just like my brother's nurses helped him."

Today, as a recent graduate of the BAYADA Pediatrics Nurse Residency Program, Nicole has fulfilled her dream.

Filling open shifts with the best and the brightest

The Pediatrics Nurse Residency Program is one of the most comprehensive training programs in the country to prepare nurse residents to provide high-tech care at home for children with complex medical needs. It is a proactive way for BAYADA to attract recent nurse graduates like Nicole before they choose a different career path, helping to ensure that BAYADA can continue to offer the best and the brightest professionals to care for your child.

"I heard about the residency program through an online ad," said Nicole, who earned her LPN certificate from Penn State University's Lehigh Valley campus. "Most of the ads were looking for nurses to take care of the elderly, but this one was an opportunity to work with kids, so I jumped at the chance to apply!"

A rigorous curriculum prepares nurses to care for your child

Nicole embraced the rigorous curriculum, expressing a deep appreciation for the time and attention she received from the BAYADA clinicians who trained her. "By the time I finished the 12-week program, I felt really prepared to go out in the field and start taking care of my clients," she said.

As part of their core curriculum, the residents benefit from a clinical rotation that includes visits to clients in the home, where they train with a clinical nurse preceptor. The Residency Program also includes:

- Simulation lab training to practice assessments, develop skills, and enhance critical thinking using realistic, state-of-the-art manikins to mimic real-life emergency scenarios that may occur in the home
- A registered nurse clinical manager who provides mentoring and one-on-one support
- Designated nurse preceptors who facilitate on-the-job training
- Participation in clinical training on topics related to pediatric home care nursing

BAYADA Clinical Manager with the Downingtown, PA office, **Winona Smith**, BSN, RN, helped to train Nicole. "She is eager to learn, attentive to details, and blends well with our clients and the families," said Winona. "She has a kind way about her. She's a great addition to our team."



Nurse Resident graduate Nicole Michinock, LPN, and her client Grace

Welcoming a nurse resident to a client's home

During Nicole's 12-week curriculum, she had an opportunity to orient with a nurse preceptor in the home of a client named **Grace**, 12, who has cerebral palsy, a vascular disorder, respiratory failure, and esophageal reflux. Following graduation from the Residency Program, Nicole joined this sweet little girl's nursing team on a permanent basis, much to the delight of Grace and her mother Jennifer.

"Nicole has settled in like she's always been here," said Jennifer, who welcomed the opportunity to have a BAYADA Nurse resident in her home to care for her daughter. "She wants to know all about Grace so she can help with her care. Her skills were so good I never would have guessed she was a nurse resident."

Nicole credits her Residency Program training with helping her to feel so comfortable caring for her clients in the home. "At first, the program focused on observation," she said. "But as it got more in-depth, I benefitted from working with a clinical educator in the simulation lab and from hands-on training that involved administering medications and breathing treatments to the clients."

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Specialized care develops into a special bond

While the clinical skills to care for her daughter's complex medical needs were certainly a priority for Jennifer, she also is grateful to have a nurse whose compassion has brightened her daughter's life.

"Grace loves Nicole—she treats her like an adopted daughter," shared Jennifer. "She has a great head on her shoulders, and

she is a nurse for all of the right reasons."

Nicole feels so lucky to have the privilege of graduating from the BAYADA Pediatric Nurse Residency Program and being able to provide care for Grace with *compassion, excellence, and reliability*.

"I develop a bond with my clients and their families. I am in their home and I want to make sure that I am taking care

of them the way I'd take care of my own children," she said. "It's good to know that I am giving the family a sense of relief because if anything should happen to their child, I have the education and training to know how to handle the situation. I want all of my friends to know about pediatric home care nursing. I love what I do!" ■

A Beautiful Girl with a Winning Smile Welcomes BAYADA Photographers to Her Home

Meet the Heartbeat of Home Care Satisfaction Survey photo shoot contest winner

When Mary C. received the BAYADA Pediatrics Heartbeat of Home Care Client Experience Survey in the mail last summer, she didn't hesitate to share her feedback. After all, her daughter **Faithanne**, 9, loved her nurses, and Mary was very happy with the care from the Lancaster, PA pediatrics office.

What Mary didn't expect as a result of completing the survey was that, a few months later, she would welcome a professional photographer into her home to capture precious memories of her cherished children and grandchildren.

The photo shoot was the grand prize drawing in a raffle contest designed to thank all of the clients who filled out the survey.

"Wow, I never win anything," exclaimed Mary. "I was so excited to learn we had won a national contest. The photo shoot worked out really well because I had all of my family at home. We were very honored to have Faithanne represent BAYADA."

Having all of their kids under one roof is a rare occurrence these days for Mary and her husband Marvin. Her four biological adult children have moved on to lives of their own, giving the couple four grandchildren, ages 6, 4, 2, and 1, to spoil. The couple's many years of sharing their hearts as foster parents led to the adoption of five more children, including Faithanne, who easily blended into this warm, close-knit family.

"I instantly fell in love with her," said Mary, recalling the first time she met Faithanne,

a one year old born with cerebral palsy, paralyzed vocal cords, and respiratory issues that required a tracheostomy to help her breathe. "We were scared, but thanks to the home care nursing support we had from the start, Faithanne has thrived."

When the family moved from upstate New York to a small town near Lancaster, PA in 2015, they interviewed several home care agencies to entrust with their daughter's care, and decided to go with BAYADA.

"I felt that BAYADA was a very ethical agency, and they had qualified nurses working for them," said Mary. "But even more important, Faithanne loves her nurses. She lights up with delight when she hears their voices."

The nurses truly care

Faithanne receives a total of 60 hours of nursing care a week at home and school. During a typical day, she can be found with her new puppy—a toy poodle named Buddy—in her lap, cuddled next to one of her nurses watching cartoons, listening to music, or happily reading her favorite book series, "Skippyjon Jones," about a cat who thinks he's a dog. But the day also brings a number of medical challenges for this little girl, and the nurses are there to ensure her health and safety.

Although Faithanne had the tracheostomy removed at age five, she still has a number of respiratory issues that require constant monitoring and care. She also is prone to seizures and has a movement disorder that impedes her ability to sit totally still.



In addition, she requires daily feeds through a feeding tube, five times a day, every three hours. The nurses also work with her on moving and stretching exercises using a floor mat and a walker, and they help with daily bathing.

One of the nurses, RN **Kristen Frankovich**, joined the family on the day of the photo shoot, even posing for some pictures with Faithanne, who is non-verbal but loves to laugh. And laugh she did during the hustle and bustle of the hectic, yet fun-filled day that brought her siblings and their children together.

Mary is so grateful to BAYADA for the treasured photos, and even more so for the wonderful nurses who have made such a positive impact on her daughter's life.

"The nurses are the first ones who will advocate for her," said Mary. "They truly care, and they truly love her." ■

BAYADA Presidential Scholarships: A Commitment to Excellence

The BAYADA Way encourages us to continuously improve our work through evaluation, education, and training, to help ensure that we provide home health care to our clients with the highest professional, ethical, and safety standards. The BAYADA Presidential Scholarship Program supports the company's core value of excellence and the belief that our employees are our greatest asset by offering thousands of dollars in scholarships each year to deserving field employees, in recognition of their valued contributions.

In the weeks ahead, BAYADA employees will have the opportunity to apply for a scholarship to further their education. Should your BAYADA caregiver ask you for a recommendation, please provide a letter detailing how you believe they would benefit from a scholarship. Supporting your BAYADA caregiver's pursuit of ongoing education not only supports their career growth and self-confidence, it furthers our mission of helping our clients experience a better quality of life in the comfort of their own homes.



BAYADA

Presidential Scholarship Program

BAYADA Presidential Scholarships have been applied to a wide range of educational pursuits, including finishing a bachelor's or master's degree in nursing, participating in skilled certification courses, and being trained on the latest therapy techniques. ■

Here is what a few of our 2016 award recipients had to say about the program:



"I am truly enjoying the opportunity to expand my knowledge and deepen my perspective on nursing. It has been a great experience so far, and through reflection, study, and hard work, I am confident that I am growing as a professional."

-Yasmine LaBuda, RN
Wilmington, NC Pediatrics



"Continuing education is a passion of mine, and it benefits my clients and my BAYADA caregiving team. I love being a physical therapist and bringing motion to life."

-Danae Meier, PT
Maui, HI Home Health



Working for BAYADA has given me the opportunity to make a difference in my clients' lives, and it is what I love most about working as a health care nurse. Continuing education is necessary in our line of work. I look forward to earning my bachelor's degree in nursing and am thankful to BAYADA for helping me achieve my goals."

-Karen Hawkesworth, RN
Suffolk County, NY Skilled adult nursing



"This world needs more nurses who are truly passionate and love what they do. I plan to use my Presidential Scholarship earnings to achieve my dream of becoming a registered nurse."

-Carrie Beasley, LPN
Asheville, NC Pediatrics



Hearts for Home Care

A BAYADA program supporting quality home health care.

The Heart of Client Advocacy

Submitted by **Rick Hynick**, Director of Family and Client Advocacy and **Tara Montague**, Manager of Client and Family Advocacy in New Jersey

Imagine this scene: A woman feels a familiar, nagging stiffness in her lower back as she leans over the edge of the tub to bathe her teenage daughter. Her daughter, who has a significant degenerative muscular disease, sits quietly and securely on a customized bath chair that fits snugly inside the tub. The tub area is decorated with different pieces of adaptive equipment such as a specialty grab bar, floor mat, hand-held shower head, and other items to make the bathing process possible for a person who cannot physically jump in and out of the shower. From start to finish, the entire bathing process takes more than an hour to safely complete.

Whether it is giving a bath, doing a tracheostomy change, starting a gastrostomy tube feed, or transporting someone with multiple pieces of medical equipment, families who care for a loved one with a significant medical condition live a vastly different lifestyle than many other families. This lifestyle is not easily understood unless you've experienced it.

Our mission at BAYADA is to provide the highest quality home health care services available. We believe our clients and their families deserve home health care delivered with compassion, excellence, and reliability, our BAYADA core values. While this is our primary focus, we strive to live The BAYADA Way by helping in other ways, too.

Legislative advocacy makes a difference

We have learned that when our clients and families talk to our elected officials and the people who make decisions about health care funding and regulations, it makes a difference. We have seen clear evidence across our country that when more people speak up, creating a stronger and louder voice, it is more likely that government-funded insurances—such as Medicaid and Medicare—will adjust funding and regulations to benefit families.

Many of our elected officials personally have not had the experience of bathing an adult child, performing a tracheostomy change, or providing the other types of medical and personal care that are frequently needed in the home. It's also sometimes forgotten that this care is not just

provided once a week or month, but many times a day or week, over years—over a lifetime. The continuous nature of these care needs is what makes home health care services so necessary.

We consult with legislators and insurance officials and ask for increases in our reimbursement rates so we can hire more employees and reduce open shifts for our clients. Our requests often are not approved. However, when the families who actually use the home care services join with us, it makes a big difference.

When clients and families explain why it is important to them not to have open shifts or why their paid caregiver needs a better wage, and share their personal experiences from within the home, it helps these officials understand the need for home care. The people who we petition for increases and better regulations are the same elected officials you vote for, and who are entrusted with serving the best interests of those they represent. This is at the heart of how and why people gathering and joining voices can make a difference. This is the heart of client advocacy.

How can you get involved?

Think about your personal experiences and consider what it's like to care for a loved one who is in your home or nearby. Let's unlock those firsthand experiences about the difference a home care nurse, aide, or therapist makes in the care that your loved one needs or receives. Voices of families coming together can create opportunities. Better insurance reimbursement can help us recruit more nurses and aides to fill open shifts. Better wages can mean a more sustainable career for home care workers, which in turn allows more people to remain at home while they receive the care they need.

For more information about how you can join the movement for a better tomorrow for home care, contact Director of Client and Family Advocacy **Rick Hynick** at rhynick@bayada.com or Manager of Client and Family Advocacy in New Jersey **Tara Montague** at tmontague@bayada.com. ■



A BAYADA Home Health Care specialty practice

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CARE Connection is a publication for BAYADA clients and their families.

SPREAD THE LOVE



Do you know a care professional who wants to work for a company where people love what they do? Refer them to BAYADA!

We hear it all the time from families like yours: you love your child's care professional—their nurse, their home health aide, their therapist. Not only do they take care of your child, they care about your child, too. For many, they're like family.

You may have heard that there is a nursing shortage in this country that affects the entire health care industry. It has hit the home health care industry particularly hard. Coupled with BAYADA's high standards of hiring only the best, most experienced people, it has become increasingly more challenging to recruit, train, and retain qualified care professionals to meet the growing demand for in-home care.

So why are we telling you this? Because we need your help to continue keeping our promise to be there for your family—and others like yours—who rely on home health care services. You know the qualities a great home care professional should have: compassion, dedication, and a desire to make a difference and keep learning. Do you know of someone who

embodies those qualities? Someone who is looking for a great career with a company that appreciates and values them?

At BAYADA, our care professionals tell us how much *they love what they do*, and we're asking you to spread the love and refer a great nurse, home health aide, therapist, or other care professional who believes that caring for others is much more than a career—it's a calling.

If you know someone who is committed to the meaningful cause of helping and healing, refer them to BAYADA by sending us an email at CAREConnection@bayada.com. You also can reach out to someone at your BAYADA office, or the person you are referring can visit jobs.bayada.com to view all the opportunities that we have available. ■



Watch a special video message from BAYADA Founder and President **Mark Baiada** and his son, Practice President **David Baiada**, as they introduce BAYADA's fanatical focus on people: <http://bhhc.co/2lzt9EB>