



Pediatric CARE Connection

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BAYADA Recognizes Two Pediatric Nurses as National Heroes of the Year

On Saturday, June 3, BAYADA's four National Heroes of the Year took the stage in front of more than 2,300 employees at the annual Awards Weekend in Philadelphia to humbly accept their well-deserved recognition from BAYADA President and Founder **Mark Baiada** and BAYADA Director **Ann Baiada**.

Established in 1999, the Hero Program recognizes care professionals who consistently demonstrate the BAYADA 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 among the following disciplines: registered nurse, licensed practical nurse, therapist, home health aide, certified nursing assistant, and social worker.

This year, our RN and LPN Heroes of the Year are pediatric nurses who share a selfless devotion to their young clients and love these children as if they were their own.

Rachel Gotshall, RN Hero of the Year

Mount Laurel, NJ Pediatrics office



Helping a child with a rare disease be a normal little boy

Like many little boys his age, BAYADA client **Austin**, 6, loves playing with matchbox cars, something his nurse Rachel uses to her advantage in his care.

"Austin has weakened muscles due to myopathy, a disease in which the

muscle fibers do not function properly. Because of this, he has trouble with weight-bearing activities such as standing. When he is not weight-bearing, the calcium in his bones is affected, which can make the bones brittle and break easier," explains Rachel. "To keep his bones strong, he uses a stander, which helps him get from a sitting to a standing position. The trouble is, some days he's not really up for the stander so I have to be creative to get him motivated."

To encourage Austin to get into his stander, she uses the promise of matchbox cars, lots of matchbox cars! "We do water play and we scrub the matchbox cars and put them through car washes," she shares. "Sometimes he doesn't want to come out of the stander because he is having so much fun. That's when I know I've done my job!"

Austin looks forward to Rachel's visits, and he has grown to love her as much as she loves him. "He is just charming. He's got great tenacity and courage, he is just a love," she says.

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Catherine Medeiros, LPN Hero of the Year

Rock Hill, SC Pediatrics office



Love and patience leads to progress for a boy with a traumatic brain injury

Sam Dollyhigh will never forget the moment he found out his wife Laura and their two sons Jack, 8, and **Archer**, 3 were in a serious car accident. "I was in absolute shock," he said. "I know things like this happen in the world, but you are

never prepared for them."

While Jack came through the ordeal with only a broken leg, Laura and Archer had both sustained severe traumatic brain injuries and were fighting for their lives. With the help of family and friends to take care of Jack, Sam set up residence at the hospital, and didn't go home until six months later when Laura was transferred to a long-term care facility and Archer was ready for discharge.

"When they told me I was going to take him home, I was petrified," shares Sam. "Archer couldn't sit, he couldn't stand or walk, he couldn't hold anything, couldn't pick anything up, and he was tube fed. I just didn't know how I was going to take care of him."

Fortunately, BAYADA Nurse Cathy Medeiros came into their lives.

Three years later, Archer is walking around, playing, laughing,

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For Austin's parents Randi and James Cook, watching their son's face light up with joy is something they never thought possible.

"I am worry-free when Rachel is with him," says Randi. "She doesn't treat him like a child with low muscle tone and a ventilator, but like a normal child. Rachel would jump through hoops for my son. She is a hero for my family. Rachel, thank you for everything you do. We would be so lost without you. We love you."

For Rachel, learning she had been named as the RN Hero of the Year was one of the most humbling experiences of her life. "The letters that the families wrote just touched my soul," she says. "To be recognized to that magnitude is just beautiful."

Reflecting on her 18-year career with BAYADA, Rachel wouldn't trade it for the world. "I have cared for little ones who jump in your lap and they tell you that they love you and you can see it in their eyes how much you mean to them, and it's just heartwarming," she says. "I can make a difference. I can keep a child at home. I can help them go to school. I truly love what I do." ■

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and wrestling with his father. "Nobody knows how to take care of Archer as much as Cathy does, including me," says Sam. "She helps us in so many ways. There is nobody that I would trust as much as Cathy to watch my son while I'm at work. We're just really, really lucky that we found her because if it wasn't for her, I really don't know where we would be."

"When Archer first came home he would sit in his little chair and just stare," shares Cathy, who remembers the day when he started to make real progress. "I started singing the song *Five Little Monkeys* to him and he started kind of bouncing like he was jumping like the monkeys in the song who jump on the bed. That was exciting!"

Moments like these are common with Archer, thanks to Cathy's persistence. She also hopes to teach him to swallow so that he can be weaned off the feeding tube. Small victories, such as swallowing a spoonful of water, are cause for celebration, as are Archer's efforts to walk to the park instead of riding in his stroller, or his attempts at tasks that improve his dexterity, like picking up a cookie and putting it into a jar. Archer is even able to attend school, thanks to Cathy's one-on-one care in the classroom.

"What makes Cathy special is the way she works with Archer, always encouraging him to face new challenges," says Sam. "She is a hero because of how much she cares."

Cathy found it hard to believe that she had been named LPN Hero of the Year and got to travel to Philadelphia to meet BAYADA President and Founder **Mark Baiada**. "I just do the job that I love to do," she says. "Knowing that I'm making a difference in another's life, that pretty much makes my day." ■

HELP BAYADA PUT PEOPLE FIRST

Show love to your BAYADA caregiver through the Hero Program

BAYADA goes to great lengths to show our employees they are our greatest asset because they are the heart of home care. And, the Hero Program is at the heart of our recognition initiatives. It is one of many ways we recognize and reward our caregivers for setting and maintaining the highest standards of safety and care. Heroes are recognized at the office, division, and national level. If you'd like to help express gratitude to a BAYADA caregiver who provides care with the company's core values of *compassion, excellence, and reliability*, we'd love to hear from you.

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. (Careers > Working Here > Recognition Programs > Hero Program)

Congratulations to our 2017 Heroes of the Year



PT Sarah Kelly
Denver, CO



HHA Olivanne
"Anne" Pannone
Philadelphia, PA



LPN Catherine
Medeiros
Rock Hill, SC



RN Rachel
Gotshall
Mt. Laurel, NJ

To nominate a Hero who regularly puts you first, you may:

- 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
- Download and print our Hero [nomination flyer](#) to fill out and mail to your office

Thank you for helping us recognize your BAYADA care professionals! ■

BAYADA Pediatrics Renews Partnership with Cure SMA

National sponsorship comes as new drug shows promise for treatment

BAYADA Pediatrics is proud to announce its sixth year of partnership as a national sponsor of Cure SMA. The non-profit organization is dedicated to supporting families affected by spinal muscular atrophy (SMA) and funding research for new treatments and, eventually, a cure.

According to Cure SMA President Kenneth Hobby, over three decades of research have led to a better understanding of the SMA disease process, but have not yielded effective treatment options, until now. In clinical trials, patients treated with a drug called SPINRAZA™ experienced meaningful improvement in motor function compared to untreated study participants. Based on the successful clinical trials, the Food and Drug Administration (FDA) recently approved SPINRAZA as a treatment for SMA in pediatric and adult patients.

“The recent approval of SPINRAZA as the first therapy ever for SMA has launched our community into a new stage of treatment and care,” says Kenneth. “As the new drug shows promise for increased survival rates and improved motor function, care will evolve from treating SMA as a terminal illness to treating it as a chronic disease. As our patients live longer it will be even more important for them to have quality nursing care at home to help them manage their condition. That’s why we are delighted to have BAYADA back for a sixth year of partnership, and we are grateful for their support of the SMA community.”

It’s so nice to have hope

BAYADA Transitional Care Manager **Susie Ecker**, RN, has seen, firsthand, how SPINRAZA has made an incredible impact on an infant with SMA. She is working to transition the baby home from Children’s Hospital of Philadelphia (CHOP) with the help of BAYADA’s Philadelphia Pediatrics office, where

BAYADA Clinical Manager **Gina Carboni** will oversee his care.

“After receiving SPINRAZA, the baby is doing really well,” says Susie. “He is kicking, grabbing at toys, putting his hands in his mouth, and has good head control, which is not typical of babies with SMA. It’s like a miracle. It’s so nice to have hope.”

SPINRAZA will be a key topic of discussion at the Cure SMA Annual Conference held in Orlando, FL this summer. As a national Cure SMA sponsor, BAYADA clinicians have the opportunity to participate in the conference, which attracts world-renowned scientists and researchers from across the globe. Both Susie and Gina will be in attendance.

“Since I’ll be caring for an SMA patient who is on SPINRAZA, I felt it was really important for me to learn as much as possible about the medication, how it works, the success rate, and how life-changing it can be for these kids,” says Gina. “I’m hoping to bring home information to better take care of my clients and to share with other BAYADA clinicians caring for kids with SMA.”

Sharing clinical information has been the cornerstone of BAYADA’s six year relationship with Cure SMA. In addition to the national conference, clinicians from both organizations have developed training programs to ensure nurses are providing the most advanced care possible to children with the disease.

The Cure SMA Walk-n-Roll Program

The national sponsorship also includes BAYADA’s participation in the Cure SMA **Walk-n-Roll** program. Through local Walk-n-Roll events held in cities and towns across the country, as well as their



BAYADA Community Liaison Tara Montague and her 19-year daughter and BAYADA client Mary

role as a national sponsor, BAYADA has donated more than \$185,000 to Cure SMA.

Tara Montague, whose 19-year daughter and BAYADA client **Mary** has SMA, has been a regular at her local walk for four years. “It’s a great way to raise money for research and a great opportunity to meet other families dealing with SMA, which isn’t something we run into on a daily basis,” shares Tara. “As a mother of a child with SMA, I think it’s wonderful that BAYADA partners with Cure SMA. It’s uplifting for me to see the passion that BAYADA puts into the walks. They have a table where they give away helpful information about home care and they raffle off prizes to raise money. But the big impact is from all of the BAYADA staff and their families who join in the walk. It’s heartwarming to see just how much they care.”

Find a local Walk-n-Roll event at <http://bit.ly/teambayada-sma>.

Learn more at CureSMA.org. ■

Hearts for Home Care | Champions Among Us

*From the basketball court to the state house:
Parents advocate for the special needs community*



High school student **Gabe DaCosta**'s mom watches from the sidelines of the gymnasium during most basketball games as her son slaps hands with each of the starting players. Gabe loves basketball and helps his dad, head coach **Tony DaCosta**, motivate the team by giving them "five" as they head onto the court.

Gabe was diagnosed with cerebral palsy shortly after his birth and was in the hospital until he was five months old. Today he is in 10th grade and is non-ambulatory and non-verbal. However, the use of an iPad has been instrumental in his ability to communicate with his dad, his mom **Savine DaCosta**, and at school. Although Gabe and his family have overcome many challenges, they have a positive outlook. Gabe has an infectious smile and a warm personality that helps to inspire so many others. His parents have raised him to see that his disability is something unique about him and that he has much to share with his classmates and all who are in his presence.

Although Tony and Savine both work outside the home in addition to raising their son, Savine also has volunteered to try to find ways to help other families caring for loved ones with special medical needs. As a home care client of BAYADA, Gabe and his family have attended lobby days in Harrisburg and Savine has been a keynote speaker advocating for legislators to stand up for people with special medical needs. In addition, Savine also advocates for people who are non-verbal and who are unsure what support might be available to them as she works to help these families find technology to assist with

communication. She is also working towards having better disease-related research that would support a strong database and lead toward better patient outcomes.

Savine also works very closely with Children's Hospital of Philadelphia, (CHOP) by participating in their support programs; sitting on a parents' panel to provide support to families dealing with a diagnosis of cerebral palsy; and serving on a committee providing feedback to the CHOP administration regarding family experiences and the environment of the hospital, right down to posters on the walls.

Because Tony and Savine not only go above and beyond to provide the best possible care for their son Gabe, they also look to help other families who have loved ones with special medical needs through education and advocacy – they are truly *Champions Among Us*.

Get involved

You, too, can be a Champion for the important people in your life. To learn more about advocacy in home care and how you can be involved, visit our advocacy website at www.heartsforhomecare.com. If there are any regional events related to advocacy in home care that you would like to have highlighted in our publication, please email **Rick Hynick**, director of client and family advocacy, at rhynick@bayada.com.

Learn more

July 26 is the 26th anniversary of the **Americans with Disabilities Act (ADA)**. You can find the history of the ADA, information on each component of the law, and much more at the ADA National Network's website at www.adata.org. For those who really want to get into the details of the ADA, there is even a FREE web class at www.adabasics.org.

August is **Spinal Muscular Atrophy Awareness** month. Through our partnership with CureSMA, we will be sponsoring a number of Walk and Roll teams throughout the summer months. Please contact your local office if you would like to join the fun. For more information on SMA please visit www.CureSMA.org. ■



Hearts for Home Care

A BAYADA program supporting quality home health care.

BAYADA Pediatrics Hosts a Successful Simulation Lab Facebook Live Event

Simulation lab training uses realistic manikins and sophisticated computer software to mimic real-life medical emergencies, providing nurses with the chance to learn in a safe, controlled environment. The Pediatric Simulation Lab gives nurses advanced training, ensuring they have the skills they need to provide exceptional care for your child.

The lab features pediatric manikins which allow for changes in respiration, circulation, and color. The manikins have a lifelike anatomy, which makes crying, coughing, hiccup, heart, and respiratory sounds, and can initiate a seizure on command.

Simulation lab featured on Facebook

On Thursday, May 18, BAYADA Pediatrics had the chance to showcase this advanced training through a Facebook Live video event. During the video presentation, Director, Pediatric Simulation Lab **Heather Kuzara**, RN, explained several medical scenarios as she demonstrated the lab's state-of-the-art capabilities. In addition, Heather responded to questions posted by viewers in the Facebook Live comments section.

"We are continuously looking for new and innovative ways to recruit the best and brightest nurses to meet the scheduling needs of our clients," says Heather. "Using Facebook Live was a great way to reach a much larger audience and educate many more nurses about the benefits of simulation lab training in pediatric home care."

Immediately following the live video, there were:

- Up to 157 people on live at any one time
- 2,400 views
- Over 25,000 people reached
- 243 comments
- 101 shares

View the video at <http://bit.ly/sim-lab-video> >> ■



BAYADA Simulation Lab Director Heather Kuzara, RN and BAYADA Associate Director of Pediatric Clinical Education Margit Moran, RN during the Facebook Live event



BAYADA Simulation Lab Director Heather Kuzara, RN, provides training to Temi Brown, LPN



A BAYADA Home Health Care specialty practice

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Your Voice Makes a Difference

In April, you had the chance to complete an abbreviated “Pulse” survey that included a limited number of questions focusing on the most important issues you have previously identified, such as meeting your child’s scheduling needs and improving communication and connectivity between you and your child’s office team. Thank you for your responses.

Survey results remain consistent with prior surveys: you are most happy with the care provided by your child’s nurses/aides, and most concerned with our continued ability to meet your child’s scheduling needs. BAYADA Pediatrics continues to evolve and implement

creative solutions (such as our Nurse Residency Program, premier high-tech training, and documentation technology developments) to help us find and keep the best employees so we can better meet all of your child’s scheduling needs.

We will send you our comprehensive Heartbeat of Home Care client satisfaction survey this fall, which will provide you with a valuable opportunity to let us know what’s working, and how we can continue to improve our services. As always, we look forward to partnering with you to ensure we provide your child with the very best services with *compassion, excellence, and reliability.* ■

BAYADA SPECIALTY PRACTICES

Home Health Care • Pediatrics • Hospice • Habilitation

Services may vary by location

bayada.com