



Pediatric CARE Connection

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NURSES WEEK IS ON THE HORIZON

Mark your calendars for Nurses Week 2018, taking place May 6 - 12. Join us in recognizing nurses who go above and beyond the call of duty. For more information on what BAYADA is doing to honor nurses everywhere, and how you can help, visit bayada.com/nursesweek. ■



BAYADA Contest for Caregivers

Thank You for Helping Us Recognize BAYADA Clinicians and Caregivers!

During the months of December, January, and February, BAYADA held our annual Contest for Caregivers, recognizing field employees who demonstrate our core value of *compassion*. This year—with your help—we acknowledged more employees than ever before. Office employees, clinicians, and community members submitted more than **15,000 nominations** on our online contest platform. Employees who were nominated throughout the contest received raffle ticket entries for a chance to win prizes, ranging from BAYADA merchandise to thousands of dollars in gift cards.

Continue the recognition

Want to know how you can recognize your caregiver post-contest? Consider nominating them for the Hero Program! To learn more, go to jobs.bayada.com/hero-program. ■

Thanks for Letting Us Know How You Feel

Client Experience survey results

The results are in, and we are pleased to share your feedback from the most recent BAYADA Client Experience survey sent in late 2017. We use this survey to find out what's working for you, as well as how we can enhance the care we provide to your child.

We are excited to share that our clients overwhelmingly feel that BAYADA provides high-quality services to their child. In fact, 87% of respondents said that BAYADA has contributed to the overall well-being of their child and their family; 92% feel that BAYADA Nurses and Aides demonstrate exceptional care and kindness; and 89% feel that the overall services and care provided to their child are excellent.

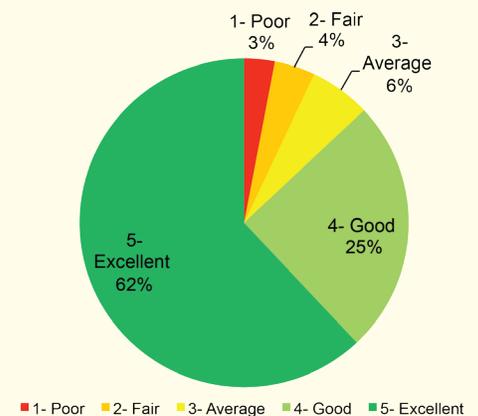
We understand that having a child with special medical needs affects the well-being of the entire family, so it is gratifying and humbling to know that we have made a positive difference in your family's quality of life. Thank you for letting us know.

The survey also identified common themes around opportunities for improvement, such as better communication and meeting your child's scheduling needs. There are many factors that go into providing reliable coverage, including having enough skilled nurses to care for our clients when they need us. We are committed to continually improving our ability to do so. Here are some of the ways we are doing this:

Investing in innovative technology

BAYADA Pediatrics is excited to be piloting a phone app that gives nurses the ability to view open shifts in real-time from the convenience of their phone. They can immediately and easily respond to let us know if they are available to cover. This app will also improve communications, allowing the office staff to instantly send group text messages to a client's nursing team to inform them of a callout, and give them the opportunity to quickly cover the shift.

Overall well-being of your child and family because of BAYADA



Success of the pilot will be measured based on employees' adoption of the application and its ability to help us fill more shifts in clients' homes.

BAYADA is also in the process of implementing BAYADA Pediatrics Care Connect, an electronic documentation application that runs on a device provided by BAYADA for your home. The goal of the application is to help attract and retain the highest quality nurses by giving them access to technology that minimizes paper documentation, and allows them to spend more time on client care. In addition, the new technology improves the client's privacy by making your child's documentation more secure.

Attracting and supporting the best nurses

We continue to offer our nurses competitive benefits and some of the most comprehensive training in the industry, including simulation lab training. Just like in hospitals and nursing schools, our labs use computerized manikins that mimic real-life medical emergencies, so our nurses can practice and reinforce critical skills in a safe environment.

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Thanks for Letting Us Know How You Feel

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Our Pediatric Nurse Residency program helps us cultivate new nurses, giving them the opportunity to gain hands-on training in pediatric home health care. The one-on-one mentoring and intensive training they receive fully prepares them to provide the highest quality care to your child.

Advocating for your family

Our active and robust advocacy program, Hearts for Home Care, puts families like yours at the forefront of home health care legislation, funding, and support. Together, we can make more of an impact. Read more about joining Hearts for Home Care in this issue and how you can let your voice be heard.

Please know that your feedback is valued and appreciated, and the members of your child's team are available 24 hours a day, seven days a week to respond to your questions, concerns, or comments.

As always, thank you for entrusting us with your child's care. We are honored to continue to serve your family. ■

Introducing Archie, Our Client Experience Survey Photoshoot Winner

At just shy of his first birthday, **Archie** has grown into a sweet, active baby boy. On most days, he has his favorite Teletubby toys by his side, or he's attempting to join in play with his older brothers Chase, 3, and Wyatt, 6. And, to the delight of his parents, Debra and David, his baby babble is now transitioning to actual words like "mamma," "dada," and "bye bye." He even tries to say the name of the family dog, "Daisy."

Each of these milestones is cause for celebration for Archie, who was diagnosed with failure to thrive at 13 weeks old, when he developed a feeding intolerance and stopped eating. To get his weight up, doctors prescribed feedings through an NG tube, which is inserted through the nostril, down the esophagus, and into the stomach.

Despite this intervention, Archie continued to struggle with poor digestion, spitting up, and vomiting. The overnight hours were the worst for the baby, whose symptoms kept him, and his weary parents, awake through most of the night. Between caring for Archie and chasing after his brothers, Debra and David were exhausted. That's when the doctor referred them to BAYADA Pediatrics, and their lives turned around.

Archie received care from the BAYADA Pediatrics office in Hackensack, NJ. His nurses worked the overnight shift, which allowed his parents to get some much-deserved rest.

"Every time the nurses walked through the door I felt a sense of relief because I knew that Archie was in really capable hands," said Debra. "I could rest easy knowing he was so well taken care of. They gave me such good advice because they live and breathe this type of situation."

Debra didn't hesitate to share her positive feedback on the BAYADA Heartbeat of Home Care Client Experience survey last November. What she didn't expect was to get a call announcing that her family had won a free photoshoot, the grand prize in a contest designed to thank all of the clients who filled out the survey. The family will welcome a professional photographer into their home, receive 10 digital prints, and an 8x10 framed photo.

"It was so unexpected and we were so excited. It comes at a great time because Archie recently had his NG tube removed," said Debra. "We were thinking of getting professional photos taken for his first

birthday, so this works out great."

Since the removal of the NG tube, Archie is steadily improving. "He is starting to eat by mouth, but it has to be on his terms," shared Debra. "If he picks it up himself, he'll eat it, but if I try to feed him he gets nervous."

In the coming weeks, Archie will receive a GJ tube, which is inserted directly into the stomach and then passed into the small intestine. According to Debra, the GJ tube will help him to better tolerate food and reduce the vomiting so that he'll start to gain weight.

While Debra is looking forward to the day that Archie will no longer need feeding support, she is grateful for today, and to have the professional photoshoot to capture this precious moment in time with her beautiful family. ■



Champions Among Us

Meet Tara Montague—An advocate for her family, and yours

Last summer, as lawmakers in Washington, DC debated health care reform, **Tara Montague** had cause for concern.

The proposed legislation

included significant cuts to Medicaid, which for Tara and her family, could have been disastrous.

Tara and her husband, Jim, rely on home care nursing for their daughter **Mary**, 20, who has spinal muscular atrophy (SMA). They know that many families turn to Medicaid to cover the cost of home care and feel fortunate to have private insurance for Mary's nursing care. However, they depend on Medicaid for Mary's prescriptions and medical equipment, which total in the thousands of dollars each month.

"Mary is on numerous medications, and her medical equipment includes a ventilator, oxygen, a wheelchair and hospital bed, feeding pump supplies, a nebulizer, pulse oximeter machine, and more," said Tara. "Without Medicaid, I don't know what we'd do, and that's why I fight so hard to get Mary the benefits she needs."

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NJ Assemblywoman Carol Murphy (right) learned about the benefits of home care when she visited Mary and Tara at their home

Champions Among Us
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state, and federal legislators. If clients and families want to do more, they can share their stories on the Hearts for Home Care Advocacy Center website at heartsforhomecare.com; attend a Lobby Day at their state capitol, a legislative round table, or a town hall; visit a legislator's office; or invite a legislator into their home to see, first-hand, how home health care professionals help improve lives.

Connecting with families and sharing stories

Tara has a degree in political science and extensive experience in marketing. In her previous role as a community liaison with a BAYADA Pediatrics office in New Jersey, she educated physicians about home health care, started a parent support

group, coordinated a family resource fair, and helped families navigate through insurance challenges.

In her new role, she hopes to develop training materials and tools for clients and families who want to become more active in advocacy efforts. But even more, she is looking forward to getting to know clients and families from across the country, and helping to share their stories—just like Mary's.

To learn more or to share a story, contact Tara at tmontague@bayada.com. ■



Hearts for Home Care
A BAYADA program supporting quality home health care.

Giving families a voice

As a parent of a child with special needs, Tara can empathize with our clients' daily struggles because she lives it, every day. Last year, she joined BAYADA's Government Affairs office as manager of client and family advocacy in New Jersey. Now, her role has expanded to include grassroots advocacy throughout the majority of the company, where she fights for Mary and for every pediatric and adult client who depends on home health care to live with *comfort, independence, and dignity*.

"Last summer, I worked with BAYADA clients who shared their stories with federal legislators to help prevent the Medicaid cuts," said Tara. "As I grow in this new role, I hope to encourage more families to speak up, to have a voice, and to know that they can make a difference in the legislative process."

Getting involved is quick and easy

Tara knows that for clients and families, the biggest obstacle to getting involved is time. That's why she encourages them to register with BAYADA's Hearts for Home Care Advocacy Center at heartsforhomecare.com.

"We are not looking for a huge time commitment, it's whatever they feel comfortable doing," she said.

The mission of Hearts for Home Care is to be a voice for BAYADA employees, clients, and their families. Through education, advocacy, research, and community service, BAYADA advocates for policies that support the highest quality home health care services. The online advocacy center keeps clients and families informed about legislative issues at the state and federal level that can impact the home health care industry, and their access to care.

Advocacy can be as simple as taking five minutes to log onto the Hearts for Home Care Advocacy Center website and sending a pre-written email to local,

Educate Your Elected Officials at Lobby Day

No one has more knowledge of the value that home care brings than you! We believe that your stories and experiences can help educate our elected officials and provide them with an understanding that they can't get anywhere else.

This is important because our elected officials are the people who oversee and decide on many of the outcomes of our industry, yet most have never worked in the industry or lived with a loved one who requires home care.

Please join us at an upcoming Lobby Day and help us show legislators that home care should be a right, not a privilege. Would you be interested in joining and helping us tell our elected officials at our Lobby Day why home care is so important? If so, please contact us at advocacy@bayada.com or **267-592-4855** for more information.

If you are unable to attend a Lobby Day or if your home state is not listed below, please contact us to learn how you can get involved. ■

New Jersey Advocacy Week	April 30 to May 4	Various times and locations
North Carolina Legislative Day	May 30	State Capitol, Raleigh, NC
Pennsylvania Home Care Association Lobby Day	May 22	State Capitol, Harrisburg, PA
South Carolina Legislative Day	April 4	State Capitol, Columbia, SC



Home care advocates gather on the steps of the Capitol in Harrisburg during the 2017 Lobby Day, sponsored by the PA Home Care Association.



A BAYADA Home Health Care specialty practice

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

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



BAYADA
Presidential Scholarship
Program

The BAYADA Presidential Scholarship Program is one of many ways in which we demonstrate *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 resource, 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 the coming weeks, BAYADA employees will receive information promoting the opportunity to apply for a scholarship. Should your caregiver 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. ■

Here is what a few of our 2017 award recipients had to say about the program:



"With evolving research methods leading to constant updates in diagnosis and treatment, we should, without a doubt, view ourselves as students for life. As a physical therapist, I feel this perspective on learning is necessary to delivering the best possible care to my clients."

- **Audri Cochrane**, PT
Tucson, AZ Senior Living



"I faced many adversities growing up in the ghettos of Los Angeles, CA. Earning my BSN means the world to me and would make me extremely proud. I look forward to achieving my academic goals, continuing helping others, and being a role model who encourages and inspires."

- **Ramon Medina**, LPN
Paoli, PA Pediatrics



"I am incredibly grateful to work for a company that gives employees the opportunity for growth by offering this wonderful scholarship. I am committed to obtaining my BSN, the same way I am devoted to BAYADA. This financial award will help me continue my journey to not only become a better employee, but also a better person, mother, and nurse."

- **Roxanne Gonzalez**, RN
Willow Grove, PA Pediatrics



"I am thankful for the opportunity to work in the health field and expand my education. I am honored to receive this scholarship from BAYADA and plan to work my hardest to learn as much as I can and transfer my learning into my work as a home health aide and as a future BAYADA Registered Nurse."

- **Taylor Awai**, HHA
Maui, HI Home Care

BAYADA SPECIALTY PRACTICES

Home Health Care • Pediatrics • Hospice • Habilitation

Services may vary by location