



WE LOVE WHAT WE DO

CARE CONNECTION

A PUBLICATION FOR CLIENTS OF BAYADA AND FAMILY MEMBERS

BAYADA Clinical Manager Pam Compagnola, RN

Don't Wait Until It's Too Late: The Importance of Knowing When to Call 911

A Guide for Our Clients Who Receive Skilled Nursing Care

When BAYADA client Eddie, 54, complained of tightness in his chest, his nurse, **Kierra Maxwell**, RN, jumped into action. Alarmed by the significant changes in his breathing, she made a quick call to her clinical manager **Christina Marple**, RN, who agreed with Kierra that she should immediately call 911.

There have been many situations in which we have had to rely on our experience and expertise to make the right call, even in the face of family hesitancy...

Eddie, who has muscular dystrophy, is dependent on a tracheostomy and ventilator and has a history of lung and cardiac issues. Without emergency intervention, his respiratory distress could have led to serious complications, or even death. Thanks to the decision to call 911, Eddie made it to the hospital where he was successfully treated for pneumonia.

Tools + training = trust

While some situations are obvious emergencies, sometimes deciding when to call 911 can be a judgment call. And trusting the professional opinion of a trained clinician—rather than relying on a feeling or a wait-and-see attitude—can mean the difference between life and death. In Eddie's case, calling 911 was the right decision.

While it is our goal to minimize hospitalizations and emergency room visits, it is our *ultimate* responsibility to take the best course of action to keep clients safe and well. Sometimes, that means calling 911 for immediate intervention.

Families, providers, and insurance companies depend on BAYADA for educated decision making. Our nurses are trained to assess potentially critical situations and determine if they need to escalate it to avoid a tragedy.



Continued on page 2

Recognize Your BAYADA Clinicians

The BAYADA 2019 Contest for Clinicians is Underway



Our clinicians—from therapists and home health aides to nurses and early childhood educators, and all those in between—deserve the spotlight for providing exceptional care and truly creating a difference in the lives of those they serve. We are proud of the *compassion, excellence, and reliability* they demonstrate each day, and we're honored to recognize them individually as *Points of Pride* during BAYADA's 2019 Contest for Clinicians program.

If you believe one of your BAYADA clinicians should be considered for BAYADA's *Points of Pride*, we encourage you and your family to submit contest tickets (enclosed in this publication) on their behalf. Each submission gives your BAYADA clinicians a chance to win weekly, runner-up, and grand prizes, including items that suit a variety of interests from

music, cooking, fitness, and fashion, to gift cards valued up to \$1,000.

There are four different ways to recognize your BAYADA clinicians:

- Fill out and mail the enclosed, postage-paid contest tickets.
- Fill out the enclosed tickets and return them to your BAYADA office.
- Call your BAYADA office and make a verbal entry.
- Submit a digital ticket online by visiting bayada.com/contest.

Important dates:

- **September 16, 2019** – Contest begins
- **November 24, 2019** – Contest ends
- **December 12, 2019** – Runner-up and grand prize drawings

We look forward to your participation! ■

Hesitant to call 911? Don't put your loved one at risk

While a loved one's wellbeing is the highest priority for family members, there can still be some resistance to calling 911. Perhaps some families have had several "false" emergencies when calling 911 and assume this time is no different. Some may want to avoid the cost of an ambulance and prefer to transport the client themselves.

"Even if the nurse goes in the car with the client, it could be dark or the client could be in a special seat, making it difficult to provide care," explains Manager of Clinical Operations **Kathy Pfeiffer, RN, BSN**. "The chance of a positive outcome is better if the client is transported by Emergency Medical Services (EMS) who have the medical equipment to respond to the emergency."

In some cases, families may be hesitant to call 911 without the input of other family members who may be unavailable, resulting in a delay in treatment. Or they are anxious about the disruption it will bring to their lives when they are already trying hard to maintain a sense of normalcy.

"When a spouse, a parent, or a child is in the hospital, family members may be forced to take off work, which can lead to a loss of income and impact their ability to cover medical costs," says Kathy. "While we do our best to address these concerns, our main priority is the client's safety."

There have been many situations in which we have had to rely on our experience and expertise to make the right call, even in the face of family hesitancy.

Clinical Manager **Crystal Lee, RN**, experienced family hesitancy when a 6-year-old child with hypoxic ischemic encephalitis (HIE) developed an elevated heart rate. HIE is a brain injury caused by oxygen deprivation to the brain while in utero.

After implementing the interventions provided by the physician's plan of care, the nurse determined that the child did not return to his baseline status. Despite hesitancy from the child's grandmother, the nurse made that emergency call. If not, he could have gone into cardiac arrest.

"Fortunately, the nurse made the safety of the client the first priority, despite the

grandmother's understandable hesitancy," says Crystal.

Clinical Manager **Kathryn Hawley, RN** had a similar experience. She nearly lost an 18-year-old client whose father wanted to wait to see if his son got better before calling 911. The client, who has quadriplegia as a result of a cervical injury, had become disoriented and was in and out of consciousness.

Kathryn knew that waiting was simply not an option. At the hospital, he was diagnosed with an infection that had entered his bloodstream. Later that evening he went into cardiac arrest.

"If he had not been at the hospital when his heart stopped," says Kathryn, "he would not have survived."

Saving lives and keeping families together

Ana Pierre will be forever grateful to **Carlene Tavares-Walls, RN** for knowing when to call 911 and saving the life of her 19-month-old daughter, Viviana.

The incident happened in the middle of the night, when the baby, who has paralysis of her larynx and vocal cords, became unresponsive with no heart rate or pulse following a seizure. Carlene instructed Ana to call 911 while she administered CPR, chest compressions, and bag/mask ventilation until the first responders arrived.

"Carlene did everything in her power to make sure we didn't have to say goodbye to our baby," says Ana. "Viviana is with us today because Carlene remained calm, remembered her training, and didn't give up. Thank you, Carlene, for being our guardian angel." ■

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If you have questions about care for you or a loved one, please contact your BAYADA Clinical Manager.

Gratitude is Her Attitude:

BAYADA Client Celebrates Her 100th Birthday Living Independently at Home

One hundred years young. There's likely never been a better example of someone who embodies that sentiment more than BAYADA client **Norma Clark** of Mount Airy, North Carolina.

Mrs. Clark, by her own estimation, has had a blessed life as a wife, mother, and pillar of her community. She and her late husband of 47 years—Bishop Eugene Clark—adopted and raised two children, one of whom still lives in the same town as she does; the other in Houston, TX. Devoted parents and people of tremendous faith, the Clarks founded Pentecostal United Holy Church in Mount Airy where Mrs. Clark is still active as the Mother of the Church. To her that means, "Caring for not just your family but your community as well. It is about putting God, family, and community before yourself."

Although Mrs. Clark has always led a life of service to others, a few years ago she realized that she was now the one who needed help to ensure she could stay in the comfort and familiar surroundings of the home she has loved for nearly half a century. Always an optimist, she attributes this change in her status to getting "just a little bit older."

Mrs. Clark's muscle weakness and arthritis has made it impossible for her to do the simple, everyday tasks she used to do on her own, like taking a shower and getting dressed. After receiving personal care services from another local home care agency, Mrs. Clark switched to BAYADA in January 2019. She was matched with BAYADA Home Health Aide **Carolyn Spraker**, and it became evident almost immediately that Carolyn was the perfect fit for her.

"Carolyn and Norma are laid back and easy to get along with," says BAYADA



Norma Clark celebrates her 100th birthday in style with BAYADA Recruiting Manager Angela Kinsell (left) and her home health aide Carolyn Spraker (right).

Director **Stephanie Zananiri**. "They both like to cook, talk about the old days, and share a faith in God that really connects them. We were confident that they would be a good match from the start—and they have been."

Mrs. Clark couldn't agree more, "We're like two peas in a pod."

Good luck, blessings, and great care

Carolyn cares for Mrs. Clark Monday through Friday, helping her get out of bed, showered, dressed, and looking her best for the day. "You're never too old to want to look pretty," says Carolyn, who takes pride in helping Mrs. Clark feel like the beautiful and vibrant woman she has always been.

Then Carolyn makes her breakfast and helps with various household tasks, which keeps life safe and humming along for Mrs. Clark. Before Carolyn leaves for the day, she prepares lunch and dinner for

Mrs. Clark to warm up later. "We all need to try Carolyn's cooking!" Mrs. Clark enthusiastically exclaims.

And that says a lot—Mrs. Clark's good cooking was legendary in her younger days, sharing her culinary talents through many years of church dinners and family gatherings.

Celebrating life's milestones and blessings has always been important to Mrs. Clark, so when her 100th birthday was approaching, Carolyn and her BAYADA office team in Foothills, NC knew they had to mark the day in a big way. "It's just *The BAYADA Way*," says Carolyn.

So, on July 22, Carolyn and the team surprised Mrs. Clark at home with a cake, gifts, and a one-of-kind homemade card with all her favorite candies. More importantly, they showered her with what she values most—love and friendship. And the fact that it was in the home where all her memories and personal treasures are, made it all the more special.

"Celebrating my 100th birthday in my own home is amazing," shares Mrs. Clark. "I feel so special because I know most people aren't as lucky as I've been." ■

You may have seen this story during our 1,000,000 Hearts and Homes Client Milestone Spotlight series this summer.

To see all of the amazing client stories, please visit bit.ly/bayadastories.

Champions Among Us | Inviting a Legislator Into Your Home

The idea of inviting a local, state, or federal legislator into your home may seem strange. After all, it would mean letting this public figure see you at your most vulnerable, when you are facing the daily challenges of caring for a loved one

with significant medical needs.

But your challenges are exactly what legislators *need* to see. It is the best way to help them understand, firsthand, what you and your family face every day. And it

is the best way to encourage them to do something about it.

Lawmakers can fight for legislation that benefits people like you or your loved one who receive nursing, personal care

Continued on page 4



WE LOVE WHAT WE DO

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BAYADA specialty practices include Home Health Care, Pediatrics, Hospice, Behavioral Health, and Habilitation. Services may vary by location.
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Continued from page 3

assistance, or rehabilitation therapy at home. This includes advocating for higher reimbursement rates so that home care agencies can pay more competitive wages, which will help attract and retain more clinicians and personal care support professionals.

BAYADA client **Carly Hewitt**, 25, and her mother **Lori** recently welcomed New Jersey Assemblywoman Yvonne Lopez to their home. Carly, who has spinal muscular atrophy, has had many of the same nurses for over 20 years. She is authorized for 16 hours of nursing a day, which the family uses to cover the 8:00 am to 4:00 pm shift and the overnight hours. Lori provides her daughter's care from 4:00 pm to midnight.

"While I am thankful for Carly's nurses, I wanted Assemblywoman Lopez to understand what happens if there is an uncovered shift," Lori says. "I either have to stay up all night, or I have nobody to help me for 16 hours during the day."



Pictured (from l to r) are New Jersey Assemblywoman Yvonne Lopez, Clinical Manager Jane Feldman, Carly Hewitt, Registered Nurse Lisa Springer, and Lori Hewitt.

Uncovered shifts also have a personal impact on Carly. Thanks in part to the nurses, who accompany her to school, Carly earned an associate's degree from Middlesex County Community College and is now studying psychology and education at Rutgers University. Without the nurses, she can't attend her classes.

"Assemblywoman Lopez was very nice and really interested in everything that Carly does," shares Lori. "It's really

important for legislators to understand how crucial home care is for people like Carly so they can fight for increased reimbursement rates for our nurses."

Carly is also grateful for the much-needed support her home care nurses provide for her mother. "Without home private duty nursing, my mom would have to care for me 24 hours a day, seven days a week. She would not be able to sleep, run errands, or do anything outside of the home," shares Carly. "Assemblywoman Yvonne Lopez was very motivated to listen to our concerns and showed a great understanding of what our life is like."

If you are interested in scheduling a legislative visit to your home, please call **267-592-4855** or email advocacy@bayada.com. ■



Hearts for Home Care