



WE LOVE WHAT WE DO

Pediatric CARE CONNECTION

A PUBLICATION FOR CLIENTS OF BAYADA AND FAMILY MEMBERS



BAYADA Pediatrics Nurse Mat Gunkel, RN

Join Us in Recognizing *Our Essential Heroes!*

BAYADA's 2020 Contest for Clinicians is underway

When you work for BAYADA, being *essential* is nothing new. We believe that our employees are our greatest asset because they provide vital care to clients like you with *compassion, excellence, and reliability*—BAYADA's core values. Employee recognition always has been a cornerstone here—even in times of uncertainty. Which is why now more than ever, we are determined to show them just how much they are appreciated and valued.

BAYADA's 2020 Contest for Clinicians is recognizing and rewarding Essential Heroes who go the extra mile so that those in need can *have a safe home life with comfort, independence, and dignity*.

Help us recognize your everyday heroes

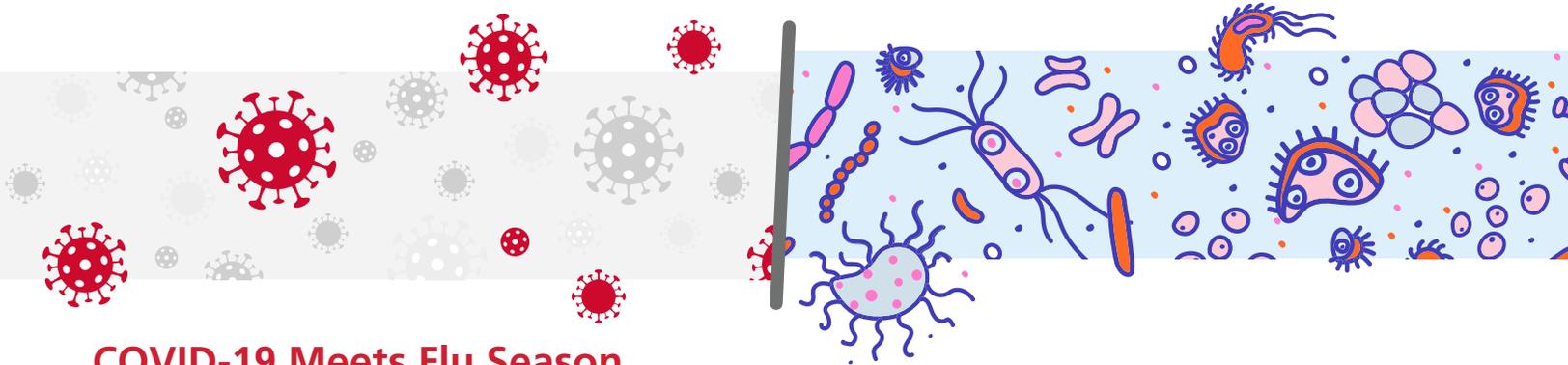
Since the start of our 10-week contest on October 5, all BAYADA field employees—including home health aides, nurses, therapists, behavioral health workers, hab techs, and others—have been eligible to win thousands of dollars in cash during our weekly, runner-up, and grand-prize drawings. Office staff, colleagues, and community partners have been taking part, and now we ask you to do the same.

If your child's clinicians are *Essential Heroes* to you, we ask that you visit bayada.com/contest to submit contest entries in their honor. Not only will each entry give them a chance to win, but your kind and uplifting words will make their day! If you do not have access to the internet, please call your BAYADA service office; share how your clinicians are providing care with *compassion, excellence, and reliability* to ensure the highest quality of care; and ask them to submit entries on your behalf.

The contest ends December 13—thank you in advance for your participation!

Photos taken prior to COVID-19.





COVID-19 Meets Flu Season

What to know and what to do to best protect yourself this fall and winter

After months of social distancing, hyper hand washing, and vigilant mask wearing, are you and your family ready for flu season? It's coming and it's important to understand how the flu is similar—and different—from COVID-19, and what you can do to protect your child, yourself, and others.

According to the Centers for Disease Control and Prevention (CDC), influenza (flu) and COVID-19 are both contagious respiratory illnesses, but they are caused by different viruses. They have many similarities and some important differences.

Since many of their symptoms are similar, it may be hard to tell them apart. The following will help you understand what features the two viruses have in common, and which are unique to each.



Symptoms

Common to both: Fever or feeling feverish/chills, cough, fatigue (tiredness), sore throat, runny or stuffy nose, muscle pain or body aches, headache, or diarrhea and vomiting (more common in young children with influenza). New onset of shortness of breath or difficulty breathing has been reported with COVID-19 infection. These symptoms can also occur with influenza infection, but are usually seen among those with severe illness or other complications of influenza, such as pneumonia. For both viruses, symptoms can range from no symptoms (asymptomatic) to severe. It's important to note that it is possible to spread the flu or COVID-19 when you are asymptomatic.

COVID-19 only: One symptom that is unique to COVID-19 is a change in (or new loss of) taste or smell.

High-Risk Groups

Common to both: People (including children) with certain underlying medical conditions, older adults, and pregnant women.



Transmission

Common to both: Both COVID-19 and flu can spread from person-to-person, especially those who are in close contact with one another. Frequent handwashing, mask wearing, covering coughs and sneezes, social distancing, and regular cleaning of high-touch surfaces are all ways to reduce the spread of both viruses.

COVID-19 only: COVID-19 is transmitted through smaller droplets that are dispersed into the air when people with the illness cough, sneeze, or talk. These small droplets make it easier for COVID-19 to spread from one person to another because they can be inhaled through the nose or mouth or can enter through the mucous membranes of the eyes.

Flu only: Influenza is transmitted through large droplets that are made when people with the illness cough, sneeze, or talk. These droplets can then land on surfaces. If a person touches a surface or object that has virus on it and then touches his or her own mouth, nose, or possibly their eyes, they may get infected.

Contagious Period

COVID-19 only: Most people who become infected with COVID-19 develop symptoms within 5 days. However, symptoms can develop anywhere from 2-14 days after initial infection. A person infected with COVID-19 may be contagious to others beginning 48 hours before symptoms develop and may remain contagious for up to 10 days after symptoms first appear. People with severe illness or people with weakened immune systems can be contagious for up to 20 days from when symptoms first appear.

Flu only: Most people infected with the flu develop symptoms within 1 to 4 days. Those infected with the flu can be contagious to others beginning one day before symptoms develop. They are most contagious during the initial 3-4 days of their illness, but many remain contagious for about 5-7 days after symptoms begin. Children and people with weakened immune systems may pass the virus for longer than 7 days.



Complications

Common to both: Both COVID-19 and flu can result in complications, especially among those at high risk. Some complications include pneumonia, sepsis, or organ failure.

COVID-19 only: COVID-19 can also cause life-threatening blood clots in the veins and arteries of the lungs, heart, legs, or brain.

Recovery

COVID-19 only: The recovery timeframe for COVID-19 can vary depending upon severity of illness, but most people experience improved symptoms within 10 days.

Flu only: Most people with the flu will recover in a few days to less than two weeks.



Vaccinations

COVID-19 only: Currently there is no approved vaccine against COVID-19.

Flu only: There are multiple, safe influenza vaccines produced annually, including a special high-dose vaccine for people 65 and older. The CDC is strongly recommending vaccination against influenza for the 2020-2021 season.

Protect yourself with a flu shot!

The CDC is strongly recommending vaccination against influenza for the 2020-2021 season. It is a simple step you can take to protect yourself, your loved ones, and others in the community.

The CDC recommends that everyone 6 months or older get a flu vaccine by the end of October.

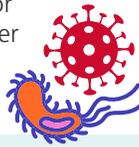
Getting a flu vaccine is more important than ever during 2020-2021 to protect yourself and the people around you from flu, and to help reduce the strain on health care systems responding to the COVID-19 pandemic. If we can keep more people healthy this winter, we can ensure that resources are available to care for those who are critically ill from influenza, COVID-19, or other serious medical conditions.

Are flu vaccines safe? Yes.

For more than 50 years, hundreds of millions of Americans have safely received seasonal flu vaccines.

What to do if you're not sure if you have the flu, COVID-19, or something else.

Contact your BAYADA office and your physician to discuss your concerns and follow their advice regarding testing, treatment, and symptom management.



Champions Among Us | Virtual Legislative Visits: An Effective Way to Advocate from the Convenience of Home

Matt A., 27, loves to travel. He remembers his visits to Canada, San Diego, and Disney World as the best vacations ever with his family. However, Matt, who has cerebral palsy and epilepsy, has not been able to travel for several years. A persistent wound developed on Matt's hip, requiring multiple surgeries in 2015. Each surgery required antibiotics, which worsened his seizures and led to multiple pneumonias, weakening his lungs and resulting in the need for a tracheostomy and continuous oxygen.

According to BAYADA Clinical Manager **Sara Miller**, Matt requires night nurses so he can be monitored for seizures and respiratory distress, as he is at high risk for pneumonia. "Without private duty nursing, Matt would have to be institutionalized," Sara explained.

Matt's parents have insurance through their jobs, however, neither policy covers home care nursing, forcing them to rely on a Medicaid waiver. Yet, in Missouri, Medicaid reimbursement rates are so low, it is difficult to attract nurses to care for clients with complex medical needs.

"When Matt came home in 2016, we were told he wouldn't live past three weeks," said his mom, **Jodi**. "He is a miracle."

A passionate advocate for her son, Jodi jumped at the chance to meet with a state legislator to explain the need for higher home care reimbursement rates. Only one problem, the need to avoid in-person contact due to COVID-19. That's when they agreed to a live video visit with Representative Robert Sauls.

"Without the need to worry about travel to and from a client's home, the virtual visit enabled Representative Sauls to spend more time listening and asking questions," said BAYADA Missouri West Skilled Director **Kelci Stafford**.

During the virtual visit, Jodi told Representative Sauls how much Matt's nurses have improved his quality of life and have kept him safe and out of the hospital. "I really felt heard, like he understood why this is so important," she said.

While some nurses choose higher paying work in a hospital or long-term care facility, Matt's current nurses are not in it for the money. "I'm fortunate to be able to do what I love," said **Diane Johnson**, LPN. "It's about the love and quality of care I can provide to Matt."

Despite Matt's dedicated nursing team, low reimbursement rates have left him with unstaffed weekend hours. Jodi hopes the virtual visit with Representative Sauls is the first step towards solving this long-standing issue. "He took the time to learn about home care," she said. "He said he was willing to support us and meet further to work on these initiatives."



BAYADA client Matt A. with his nurse Diane Johnson, LPN (Photo taken prior to COVID-19)

Virtual visits with legislators are an effective way for BAYADA clients and their families to advocate for home care, without the need to leave home. For more information on sharing your family's story during a virtual legislative visit, email advocacy@bayada.com.



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Content in this newsletter is provided as general summary information for our clients and is not intended to take the place of personalized medical guidance. We encourage you to seek the advice of your physician or other qualified health care professional if you have specific questions about your care. BAYADA specialty practices include Home Health Care, Pediatrics, Hospice, Behavioral Health, and Habilitation. Services may vary by location.

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Your Voice Makes a Difference

Help us continue to improve our services

Thank you for allowing BAYADA to provide home health care services for your child. We appreciate the opportunity to work with your family and hope that our staff is providing care with *compassion, excellence, and reliability*.

The BAYADA Client Experience Survey gives you an opportunity to share your feedback about the services you receive. It is also a great chance for you to recognize your child's caregivers and office staff who provided you with exceptional service.

Your responses and comments will help us better understand whether we are living up to your expectations, and our own. The information will help us deliver on our commitment to provide excellent care for your child and will guide us towards areas where we can improve.

You will receive the survey twice a year via email or text, whichever is your preferred method of communication. Please contact your office if you have a new cell phone number or email address so that we can update our records.

Thank you for choosing BAYADA and entrusting us with your child's care.

