



BAYADA
Pediatrics

1975 **40 YEARS** 2015
Compassion. Excellence. Reliability.

Pediatric CARE Connection

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A Message from Mark Baiada

Founder and President, BAYADA Home Health Care



When I think of all the clients for whom we've provided care over the past 40 years, I'm reminded of how no two are exactly alike. Different ages, diagnoses, abilities, family relationships, home lives, and more. But the one constant that remains is that each and every one not only

needs care, they need love. And it is that deep belief in the power of love and compassion that I believe makes BAYADA unique.

So, in celebration of 40 years of caring with compassion, excellence, and reliability—and love—we invited clients, family members, BAYADA caregivers, and office employees to show love *The BAYADA Way* by submitting videos to our talent showcase contest. We appreciate all the heartwarming, amusing, and entertaining videos, and are happy to share the three top-rated ones with you. I hope you enjoy them as much as I did!

In this issue of *CARE Connection*, you can also read the amazing, hopeful story of longtime BAYADA client Jack Freedman, who, against all odds, is thriving and living his life to the fullest. His story is truly inspiring.

Since it is our goal to help your child thrive as well, we want to share some important information for preventing infection and finding helpful resources for support and education. You'll find even more on our website at bayada.com/pediatrics.

Lastly, as we continuously strive to improve our work, we encourage you to complete our online Client Experience Survey if you haven't already. Your feedback is essential to helping us continue to provide the high level of service your child and your family deserve. Please let us know if we can be of further assistance to you—we would love to hear from you!

J. Mark Baiada

The BAYADA Talent Showcase Results

Participants Show Love The BAYADA Way

Thank you to everyone who submitted a video for our Talent Showcase in celebration of BAYADA's 40th anniversary. While all of the videos exemplified the spirit of *The BAYADA Way*, three videos received the most votes.

Congratulations

BAYADA Nurse Roger Mair, LPN, and client Jake Tucker from the South Atlanta, GA Pediatrics office received the most votes with 463. The dynamic duo sang *Just My Imagination* by The Temptations. Watch Roger and Jake's unique and heartwarming rendition of this classic song: <http://bit.ly/jakeroger>.



Jake Tucker and Roger Mair

With 334 votes, Jeremy Wilson, home health aide, and his client and friend Paul Dylan-Grimes from our habilitation behavioral health office in Hilo, HI demonstrated their artistic talents with a slide show featuring some of their creative works of art. Watch Jeremy and Paul's video: <http://bit.ly/jeremypaul>.

Rounding out the top three with 327 votes are four employees from our habilitation behavioral health office in Hilo, HI, who showed their BAYADA pride as they lip-synced to the song, *I Believe in Love*, by Alan Menken and Lily Collins. Watch Habilitation Technicians Shumoo-Ah Jack Sanford-Benevides, Sharmayne (Leimana) Koehler, Jessie MacDonald, and Habilitation Manager Debbie Gasiewicz lip-sync, dance, and have fun: <http://bit.ly/hibteam>.

Participants from the top-rated videos received gift certificates to enjoy the activities that they love, including eating at their favorite restaurants, buying art supplies, and celebrating with colleagues.

View all submissions from The BAYADA Talent Showcase: <http://bit.ly/allshowcasevideos>.

Would you like to share your story or ideas for this publication? Please call the Communications office at 856-273-4600 or email CAREconnection@bayada.com.

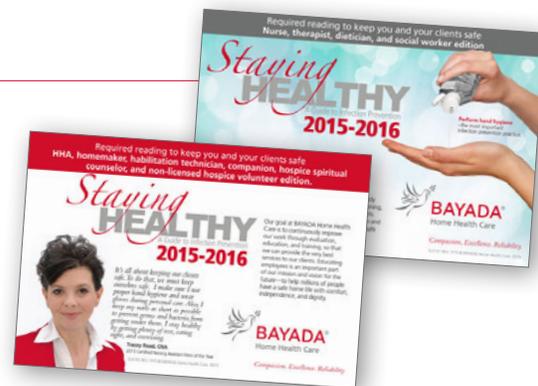
BAYADA's Infection Prevention Program

Helpful resource guide for employees and clients

At BAYADA, we are dedicated to continuously improving our work through evaluation, education, and training, so that we can provide the very best services to our clients. A key goal is to keep our clients and employees safe.

That's why BAYADA provides annual infection prevention education to our employees. Consistently following established best practices when providing care to our clients helps protect against the transmission of infection. This is important to keeping both clients and caregivers healthy.

As part of our infection prevention program, we provide employees with the booklet, *Staying Healthy: A Guide to Infection Prevention*. It is a great resource for educating our staff about BAYADA's evidenced-based infection prevention policies and procedures (such as, hand hygiene, standard and transmission based precautions, sharps safety, hazardous waste management, bloodborne pathogen exposure prevention, and bag technique). These guides (one for licensed staff and one for non-clinical employees) are provided to employees upon hire as part of orientation and annually as part of required education.



Versions of the *Staying Healthy: A Guide to Infection Prevention* booklet are available on our website at www.bayada.com/staying-healthy.asp for our clients and other home health care professionals to learn about preventing infections. We encourage you to read this valuable resource.

Infection prevention is a top priority at BAYADA. Please contact your office with questions. ■

Care Coordination: An Integral Component of Your Child's Services

Children with complex medical needs often have multiple health providers—such as physicians, therapists, and other health professionals—involved in their care. With so many providers, how do you ensure that your child is receiving the safest and most beneficial care? That's where care coordination makes all the difference.

Care coordination at BAYADA is achieved primarily through your clinical manager, who contacts your

child's physician if there is any change in your child's condition. They also communicate directly with the school nurse, therapists, and other providers on a regular basis to provide and receive updates about your child's condition and progress.

Please keep your clinical manager informed of changes and conversations with physicians, including notifying them should you change any community agencies, so that they

can better coordinate your child's care. For example, if changes have been made in the exercises that your child performs with his or her therapist, it is important for the clinical manager (and other BAYADA team members) to be aware of this, as it may affect what your BAYADA Nurse or BAYADA Home Health Aide is doing for your child.

If at any time you have any questions about this process, please contact your clinical manager. ■

Family Resources on Our Website

Find helpful information, tips, answers, and support

Families rely on us to help them understand their child's diagnosis, connect them with supportive resources, and provide information and tips to help them navigate life with a medically fragile child.

BAYADA's comprehensive Family Resources section on our website was designed with you and your family in mind. We know how important it is for you to find answers to your questions,

learn about diagnosis-specific services, connect with other parents and organizations for support, and feel like you're not alone in your journey. Visit our Family Resources section on bayada.com/pediatrics to learn more.

Courageous Parents Network provides parents and families of children living with serious illness with expert guidance, tools, and virtual community support to promote coping and resiliency. BAYADA

learned of this parental support resource during a Cure SMA conference and is pleased to share it with you: <http://courageousparentsnetwork.org/>.

Do you have a resource you'd like to share with other families? Email careconnection@bayada.com and we'll be glad to share it with other BAYADA families and your local BAYADA office. ■

Jack Freedman: The Greatest Gift is Just Being Jack



When BAYADA client Jack Freedman was diagnosed with spinal muscular atrophy (SMA) at six months of age, he was not “supposed” to survive

past two years old. So, therefore, he wasn’t “supposed” to go to school, learn to read, do math, enjoy trips to the museum, play video games, watch movies, or have fun. But he has—and still does.

SMA is a disease that robs people of physical strength by affecting the motor nerve cells in the spinal cord, taking away the ability to walk, eat, or breathe. When Jack was diagnosed, his parents were told their time with Jack would be very limited.

Now, 20 years later, Jack continues to defy the odds, to the delight and amazement of his doctors, family, teachers, and friends. But for Jack, most days he just feels like a ‘normal’ person—just the way he likes it.

“My typical day is pretty normal,” explains Jack. “I go to school, take naps, do my homework, and check my email and Facebook. I usually play a computer game or watch a movie before bed.”

Jack does many of the same things other people do, just in different ways. He does his schoolwork with the help of computer-assisted, eye-gaze technology, where a camera is calibrated to respond to Jack’s left eye movements. He looks at an on-screen keyboard and the camera follows his gaze to know which letters, numbers, or symbols he is selecting. With the help of this advanced system, Jack is able to write at 20 words per minute and do complicated mathematics with an on-screen calculator.

“Because of his medical fragility, Jack didn’t attend school every day until 5th grade,” says Al Freedman, Jack’s dad. “He does advanced work in some



Jack with his dad Al Freedman

Salisbury, couldn’t agree more. In fact, she values Jack’s accomplishments as a student as much as she does his generous and kind spirit.

“Working with Jack has been and continues to be one of the highlights of my life,” says Ann. “His love of school and learning is inspirational. He is thoughtful and kind, remembering many important details about the lives of his teachers, the staff, and his peers. Watching the happiness that he brings to those around him is very special and I am thankful to be part of his life.”

Touching lives



Jack and his nurse Katie Mitros, RN, at Longwood Gardens

Al credits Jack’s nursing team with keeping him safe and healthy enough to go to school and participate in the activities he loves. BAYADA Nurses Katie Mitros, RN, and Stacy Kimble, LPN, in particular, have been caring for Jack for seven and five years, respectively.

“Day and night, Katie and Stacy are the glue that holds our care team together,” says Al. “They know him the best and Jack feels so safe under their care. Katie and Stacy have become part of Jack’s family.”



BAYADA Nurse Stacy Kimble, LPN, cares for Jack at home

Jack’s family also includes his sister Cara, 15, who is “a very talented tennis player and musician,” according to

subjects, and he’s a little behind in others. Overall, Jack does remarkably well in school.”

Jack’s teacher at Unionville High School in Kennett Square, PA, Ann

her proud dad. “She is a wonderful sister to Jack and a very patient and understanding person. It’s not easy growing up with a sibling who has such complicated medical needs.”

Although Jack can’t participate in every high school activity because of his physical limitations, he is greatly respected and appreciated by his peers. In fact, earlier this year, he received a ‘promposal’ (an invitation to the senior prom) from a classmate named Jane, who considered it an honor to have Jack be her escort.

“Jack had a great time at the prom! He was thrilled to have an opportunity to be there with Jane and his classmates,” shares Al.

Enjoying the moment is exactly the lesson that Jack has taught his dad. “As a parent of a medically fragile child with an incurable disease, the future is now,” says Al. “Thinking back to that awful day 20 years ago when we received Jack’s shocking diagnosis, I feel so lucky every single day to have my son.”

And for Jack, who is always smiling, every day is a new opportunity to just be Jack—the way it’s supposed to be. ■



Clockwise from top left: Jack and his sister Cara; Jack with his teacher Mrs. Salisbury and her daughter Mary at the Cure SMA Walk; Jack and Jane attending their senior prom

CLIENT

CORNER



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BAYADA Communications Office
5000 Dearborn Circle
Suite 300
Mt. Laurel, NJ 08054

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The BAYADA Client Experience Survey

Share your feedback about your child's services

The BAYADA Client Experience Survey provides another opportunity for you to share your feedback about the services you receive. Historically, clients have received a paper survey twice per year from a third-party independent surveyor, Press Ganey. Some of you have shared important feedback with us about the survey itself: it is too long; clients and families do not have the time to complete the survey; sending it back in the mail is inconvenient; and some of the questions are not applicable to home care. Because of these issues, we tend to have a lower-than-desired response rate.

We heard you, and on July 15, we launched our new, much shorter, user-friendly survey that was sent via email and can be completed and returned electronically. We want to thank all of the families who have completed the survey. If you haven't yet completed your survey, it's not too late—we want

to hear from you. In October, our office directors will receive the results of the surveys and will work with their teams to improve areas of concern.

The revised survey will be sent twice per year in July and January. As before, your survey will remain completely confidential, unless you choose to share your name at the end of the survey. If you do not share your name, we will omit any identifying information to preserve your anonymity before sharing any of your comments with your office.

Please email clientsatisfaction@bayada.com or call 856-380-0277 with any questions about the BAYADA Client Experience Survey. Thank you for helping us continuously improve by evaluating BAYADA's services and providing feedback on the Client Experience Survey! ■

————— **BAYADA SPECIALTY PRACTICES** —————

Home Health Care • Pediatrics • Hospice • Habilitation

————— Services may vary by location —————

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