



# Pediatric CARE Connection

Volume 4, Number 4 • 4Q'15 | A publication for clients of BAYADA Home Health Care | Celebrating 40 years of compassion, excellence, and reliability | [www.bayada.com](http://www.bayada.com)

## A Message from Mark Baiada

Founder and President, BAYADA Home Health Care

 It's hard to believe that a full year has passed since we kicked-off our year-long celebration of BAYADA's 40th anniversary. Time really does fly!

During this past year, we have enjoyed reflecting on our first four decades—the clients we have served, the friends we have made, the caregivers we have honored, and the challenges, successes, and lessons learned that have brought us to where we are now.

While we have experienced tremendous growth and change, there is one thing that has remained the same: our belief that our clients deserve a safe home life with comfort, independence, and dignity. And that core belief, which is deeply ingrained in every BAYADA employee, inspires us to give our all every day, to every client. It is quite simply, *The BAYADA Way*.

As we move onward into our fifth decade, we pledge to continue to provide the highest level of care with compassion, excellence, and reliability and most of all, to continue to show love *The BAYADA Way*.

*J. Mark Baiada*



## Our Efforts to Respond to Your Needs Voiced in Recent Satisfaction Survey



Thank you to all of you who responded to our recent *Heartbeat of Home Care Survey*.

In the survey results, you shared that you are very satisfied with how well your BAYADA Nurses and Aides demonstrate exceptional care and kindness. Additionally, you reported that your overall rating of the services and care provided by your child's BAYADA caregivers is very high. We are pleased to hear this valuable and positive feedback.

You also shared the areas in which we can improve our services:

- Communication and connectivity between you and your child's office team
- Creativity, flexibility, and determination to meet your child's scheduling needs

Our pediatric leaders, together with your office director, are working on key improvement strategies:

- Providing office employee training to improve interactions with you and your family
- Investigating options for electronic clinical documentation via secure text and video conference options

At BAYADA Pediatrics, we remain steadfast in our mission to provide your child's home health care services with the highest professional, ethical, and safety standards, and to keep our commitments as promised. We're excited to roll out our improvement initiatives to increase the smooth flow of information between the field and office. We believe these measures will help ensure that you receive timely responses to your requests, and your child receives the best possible care from BAYADA. We will keep you posted on our progress.

As always, thank you for the privilege of caring for your child's home health care needs.

## Staying Healthy: A Guide to Infection Prevention Booklet Enclosed

At BAYADA, we care about keeping our clients and employees healthy. As such, we provide annual infection prevention education to our employees. The *Staying Healthy: A Guide to Infection Prevention* booklet (enclosed) is used to educate our employees on evidence-based infection prevention policies and procedures.

We encourage you to look through this educational piece, place it in your BAYADA red folder to refer to as needed, and speak to your BAYADA caregiver(s) about their commitment to keeping your child and family safe from infections. ■



## BAYADA's Pediatric Nurse Residency Program Prepares Recent Graduates for Home Care

BAYADA is committed to being creative, flexible, and determined to get the job done for our clients. We want to ensure that we have more of the compassionate, excellent, and reliable nurses your child deserves, which is why we created the *BAYADA Pediatric Nurse Residency Program*.

This full-time, intensive 12-week training program was designed to prepare recent registered nurse graduates for their transition into a professional nursing role in pediatric home health care. Director of Pediatric Clinical Operations Kathy Pfeiffer, RN, BSN, shares that "this program will give new graduates a more comprehensive background for home health care in

12 weeks than they will get for a year anywhere else."

Through didactic learning, clinical preceptorship, and high- or mid-fidelity training in a simulation lab using realistic manikins to simulate emergency scenarios, BAYADA residents will experience a comprehensive, hands-on introduction to pediatric home health care.

According to Devin Jeffers, RN, a past graduate of the BAYADA Pediatric Nurse Residency Program, "This program taught me to be independent and confident in my abilities as a nurse."

At BAYADA Pediatrics, we believe that educating, training, and promoting the



growth and development of clinical professionals is vital to achieving our vision of helping millions of people worldwide experience a better quality of life in the comfort of their own homes. Ayala Aidman is the mother of a BAYADA Pediatrics client, who has this to say about our BAYADA Pediatric Nurse Residency Program: "It's an amazing thing that BAYADA provides this level of support and gives the nurses ways they can advance through this training."

Want to learn more? Contact your service office to see how the *BAYADA Pediatric Nurse Residency Program* can make a difference in the life of your child! ■

## Dogged Care and Compassion: BAYADA's Influence Extends to a Four-legged Helper

Francesca (Frankie) Scarano's life started out seemingly fine 11 years ago. Born with apnea and reflux disease, she was otherwise healthy. Frankie reached her milestones a little late, but nothing too alarming to her mom, Pamela Scarano, LPN, a pediatric nurse with BAYADA's Hazelton, PA office.

"At the time, we were told by the doctors that Frankie would just need some therapy and she'd be fine,"

says Pamela. But before long, Frankie developed serious health complications such as severe respiratory infections, and lung, cardiac, and feeding problems, causing her frequent hospitalizations. It was then that Pamela knew she needed help at home managing Frankie's overwhelming medical needs.

Prior to working with BAYADA, Pamela was familiar with BAYADA's solid reputation, so she called us for help. Francesca's nurses

administered IV feedings, monitored her heart function, managed her breathing issues, and more at night so Pamela and her husband, Anthony, could get some much-needed rest.

Although the BAYADA team helped keep Frankie safe at home, the Scarano family was still no closer to discovering a diagnosis for Frankie. But Frankie is a fighter and has the will to keep going, says Pamela, so they did, too.

## A diagnosis at last

Years went by as well as many hospital stays. The search for answers went on and eventually led the Scaranos to the Children's Hospital of Philadelphia's (CHOP) neurogenetic clinic. After a battery of genetic tests came up negative, Frankie's doctor suggested one last one.

The months-long test finally revealed that she has Rett Syndrome, a rare, degenerative, neurodevelopmental disorder that mostly affects girls and occurs in about one in every 10,000 to 15,000 live births. It causes children to lose their ability to speak and their fine and gross motor skills, as well causing a host of other health issues. Life expectancy is hard to predict, but some children can live until middle age.

"Although she understands everything around her, she cannot make her body do anything she needs it to do," says Pamela, adding she's cognitively aware that she's essentially "locked in a body that won't work."

## A nurse, a supervisor, a friend

Heartbroken with the news of Frankie's diagnosis, Pamela vowed to do everything in her power to help Frankie live the fullest life possible. She admits, however, she could never have gotten through the complexities of Frankie's worsening condition without Frankie's BAYADA Clinical Manager, Karen Keene, RN.

"Karen is the most wonderful person we've ever met," says Pamela. "I have never seen anyone extend themselves as far as she does."

For example, Karen doesn't think twice about being available to Pamela at any time of day—even on vacation. Pamela adds that she knows the lengths she goes to for all clients—not just Frankie—because Karen was once her BAYADA supervisor, too.

## Puppy love

Recently, Frankie suffered another setback: she fell breaking her femur. As a result, the Scaranos learned she also has brittle bones. Worried but knowing she wanted Frankie to keep walking as long as possible, Pamela thought a service dog could make the difference in keeping her safe. She tried and tried with no luck in finding an affordable service dog. Most of the trained service dogs cost at least \$15,000, which was just too much with all of the mounting medical bills.

But Karen, in her usual selfless and heroic way, found an agency that would provide a younger, untrained dog for \$5,000. Soon after, Rocco, a loveable, purebred German Shepherd, entered the Scarano family. Over the next two years, Rocco will be trained as a certified service dog, and serve as a backup helper to family members and BAYADA Nurses.

While he's only seven months old, Rocco is already working as Frankie's service dog and knows a few commands. Outfitted in his service dog jacket, Rocco attends school with Frankie, as well as doctor and hospital visits. He can even push the handicap plaque to open doors. "He already knows how to open lever doors at home, which is funny because we can't go to the bathroom alone," laughs Pamela.

Probably the most important aspect of Rocco is that Frankie just loves him. Although Frankie can't talk, when Pamela tells her that Rocco is going with them, Frankie beams a wide smile and giggles. The love goes both ways: Rocco never leaves her side while he's working or when relaxing at home.

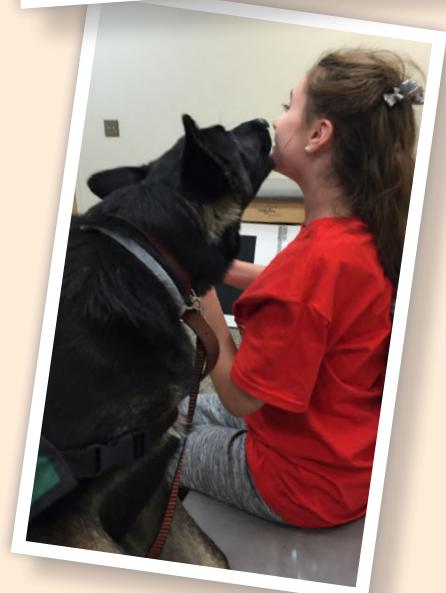
## Thankful to BAYADA

"We're forever grateful to Karen and having BAYADA in our life," says Pamela. "When the doctors told me that Frankie would be a vegetable in

a wheelchair and would never walk, I wouldn't accept it. I fight for her every day and will until the end of my life."

BAYADA has helped the Scaranos through every challenge of Frankie's condition, says Pamela. Now the Scaranos have a new furry family member who's helping around the clock, thanks to BAYADA.

"We're very blessed," Pamela says, smiling. ■



Top: Frankie; her mom, Pamela; and Rocco

Bottom: Rocco and Frankie

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](mailto:CAREconnection@bayada.com).



We may have different names and live in different places, but at BAYADA, we are all family. Here's wishing you and yours a warm and wonderful holiday season in the comfort of home.

Happy holidays from your extended family at  
**BAYADA Pediatrics**



Becky and Chris Martine have three active sons, Cole, 8, Alec, 5, and Luke, 3. Luke was born with Congenital Central Hypoventilation Syndrome (CCHS), a rare condition affecting the automatic control of breathing, primarily during sleep. Luke's BAYADA Nurses monitor his tracheostomy, ventilator, and vital signs while he sleeps, and ensure he is safe and well when he is awake. The Martine family is grateful for the nurses who help Luke live a full life at home, especially during the holidays.