



CARE Connection

A publication for clients of BAYADA Home Health Care | Celebrating 40 years of compassion, excellence, and reliability

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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



Adult Home Care Offices Partner with Home Care Pulse: A New Client Satisfaction System

At BAYADA, your feedback is important to us because we are committed to continuously improving our services. In 2014, we completed a pilot with **Home Care Pulse**, a professional third-party satisfaction research firm, to conduct brief phone interviews with you or a designated family member on BAYADA's behalf.

The feedback we received from our families in the pilot offices was extremely valuable and allowed our offices to more quickly address issues as well as recognize employees for their great work. As a result of receiving real-time feedback that allows our offices to take swift action to improve your experience, we have decided to provide this service to all of our adult home care offices.

Who is Home Care Pulse?

Home Care Pulse is the top research and quality assurance firm for home care (non-Medicare certified services). By having Home Care Pulse conduct interviews for us, our clients can give us honest, helpful feedback without feeling pressured.

These interviews will be conducted twice a year (no more than once every six months) and are safe and secure. Home Care Pulse will not ask for any personal, financial, or health information. We provide them with just your name and phone number, and it will only be used for gathering feedback about our services.

This new system will go into effect on December 1. You will be receiving a phone call from an out-of-state phone number. The call will be coming from **208-656-6219**. Clients currently receiving care under the Medicare certified home health benefit will not receive a call, but will continue to receive a survey through mail or email.

We encourage you to participate in the survey so we can continue to improve your experience with BAYADA. We hope you will be honest and open with them and let them know how we are doing. We want to know what you love about our services and what suggestions you have for improvements.

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.

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 you safe from infections. ■



BAYADAbility: Specialized Care for People with a Catastrophic Injury or Illness

With BAYADA Home Health Care's BAYADAbility Program, our holistic approach and specialized care can help people with long-term disabilities achieve their highest quality of life possible. Desiring to establish a formalized rehabilitation nursing program, Certified Rehabilitation Registered Nurse (CRRN) and Director Ann Baiada—yes, also President Mark Baiada's wife—built the foundation of and launched the program in 1998.

Today, BAYADA's team of CRRNs has specific expertise caring for and managing the care of people with catastrophic diagnoses. They work with a multidisciplinary team trained to meet our clients' individual needs, and together, they provide a variety of specialized care services—always delivered with compassion, excellence, and reliability.

Supporting our clinical managers, the BAYADAbility CRRNs will work together with doctors, therapists, insurance companies, and equipment providers to coordinate care, develop a comprehensive care plan, facilitate access to appropriate community or government resources, and train family and professional caregivers on diagnosis-specific preventive care.

BAYADAbility is designed to offer an even higher level of care to help people with amyotrophic lateral sclerosis (ALS), multiple sclerosis (MS), spinal cord injury, stroke, traumatic brain injury, cerebral palsy, muscular dystrophy, spinal muscular atrophy, and other significant diseases and conditions remain safe at home.

Benefits of the BAYADAbility Program:

The specialized care our team provides can result in:

- Reduced frequency of complications that can lead to avoidable hospital visits
- Improved health outcomes
- Reduced health care costs

To learn more about BAYADAbility, please contact your clinical manager. In our next *CARE Connection* newsletter, we'll spotlight how our BAYADAbility program benefits a current client with a spinal cord injury. ■

Home Care Association of America (HCAOA) Awards BAYADA Certified Nursing Assistant Tracey Reid

On September 29, the Home Care Association of America held their 13th Annual Leadership Conference in Washington, DC. BAYADA Certified Nursing Assistant Tracey Reid was honored by the Home Care Association of America (HCAOA) with the Caregiver of the Year award. This award recognizes a caregiver for improving the quality of life, exemplifying extraordinary commitment, and meeting the needs of clients and families with compassion and empathy.

Tracey was also BAYADA's 2015 Hero of the Year honoree, and we had the great pleasure of sharing her [client testimonial video](http://www.youtube.com/watch?v=3BrfwaoH_iA) at the ceremony. She shared, "I'm thankful for my clients for bringing me such great joy and my colleagues for their belief in me."

Tracey has been a caregiver with BAYADA since June 2013. She received her nurse's aide certification through Cleveland Community College and hopes to attain her nursing certification in the future. Congratulations, Tracey! ■



BAYADA Employee Inspires a Client's Family Member to Follow his Career Aspirations

BAYADA Speech-Language Pathologist Laura McCarthy shared her knowledge and passion to help a client's son-in-law, Charlie Yohe, achieve his dream of helping others.

For most of his career, Charlie Yohe worked in the business world. First as a certified public accountant (CPA) and then the owner of his own video rental store in Chicago, Charlie found success in his two varied professions. Eventually, though, as the video rental market declined, Charlie closed his business and headed back to the East Coast. Although he intended to restart his accounting career, Charlie found that difficult because he had been out of the field for more than a dozen years, and job hunting in a recession only made it worse. After some soul-searching, he decided he wanted to do something different—to pursue a career where he could help other people. That's when his personal life and his career aspirations crossed paths.

Charlie met his wife, Linda, in 2009 while her dad, Alex, was living with her. It wasn't long before they discovered that Alex's "quirky behavior" was due to dementia, and he soon required 24/7 supervision. A team of BAYADA Home Health Care professionals including nurses and therapists (occupational, physical, and speech-language) provided some hours of care, but the bulk of the caregiving fell on Charlie's shoulders.

Laura McCarthy, a speech-language pathologist in BAYADA's Gloucester County, NJ Home Health office, worked with Alex until his passing, helping him regain some of his speaking ability that he was losing to his advancing dementia. During Alex's therapy sessions, Charlie intently observed what Laura did to help improve Alex's communication. Charlie was so impressed with Laura's skills, passion, and compassion that he realized what he wanted to do now—he decided to pursue a career as a speech-language pathologist.

Leading by example

"I admired the way she worked with Alex. It was very inspiring to me," says Charlie. "In fact, everyone at BAYADA had been so nice, so knowledgeable. They were so helpful when I was taking care of Alex. Always willing to share little strategies to help me deal with Alex's changing behaviors."

Charlie's "lightbulb moment" also meant that he had a lot of schooling and challenges ahead. He needed to complete several pre-requisite undergraduate courses before he could even consider pursuing a master's degree, which is necessary to practice. He dove in headfirst, knowing that he had to give it his all if he were going to make his dream a reality.

He reached out to Laura to let her know of his interest in becoming a speech-language pathologist and that she was his inspiration. This came as a complete surprise to her, but she was honored and thrilled.

"From my first interactions with Charlie, I was touched by the compassion and patience he exhibited toward Alex. I knew he'd be perfect in this role, so I was determined to help him in any way I could," said Laura.

Charlie asked Laura if he could shadow her on appointments to fulfill his observation hours for his degree. Laura's director enthusiastically supported Charlie's goal and allowed him to go through the steps needed to be safe to observe Laura in the home.

Over the following few months, Laura went out of her way to share her knowledge with Charlie. She often invited him to many lectures and presentations at Temple University, where she is currently pursuing her doctorate degree in cognitive neuroscience. He accepted each invitation and was a like a sponge, absorbing every bit of information about speech-language pathology. Laura introduced Charlie to one of her professors and now Charlie regularly volunteers in her research lab.

"Charlie is an amazing person," says Laura. "He has everything it takes to be successful—a high caliber of professional and analytical skills, integrity of character, and a genuine drive to provide the highest quality of care for others." Charlie knew he had to work extra hard to get into the extremely competitive master's program. With Laura's support—and her glowing letter of reference—he was accepted to Temple, his first choice.

"What sprouted from the seed of watching Laura administer therapy to Alex became an incredible journey that culminated in a dream come true," says Charlie. "I simply would not be here if I had not met Laura and I owe her a debt of gratitude. She walked in my door and completely changed my life." ■



Laura McCarthy and Charlie Yohe



Home for the Holidays...

Eleanor Skahan is a client at BAYADA's Burlington, NJ office. At 96, she lives alone at home in a lake community in Southern NJ with the assistance of her BAYADA Home Health Aide Grace Bangudu. In the comfort of home, Eleanor enjoys spending time with her best friend Margaret "Marge" Fox. The ladies often drink tea, talk about life, and take long walks through their neighborhood.

Surrounded by the friends, family, and memories that she cherishes, Eleanor recently opened her home and heart to BAYADA. She, along with Grace and Marge, will be featured in this year's BAYADA holiday card. Thank you, Eleanor, and happy holidays to all! ■



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

BAYADA SPECIALTY PRACTICES

Home Health Care • Pediatrics • Hospice • Habilitation

Services may vary by location

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