



CARE Connection

A publication for clients of BAYADA Home Health Care | Celebrating 39 years of compassion, excellence, and reliability

Volume 3, Number 2 • 2Q'14

www.bayada.com

A message from Mark Baiada

founder and president, BAYADA Home Health Care



Over the past several years, BAYADA has established a theme and goals that set a course for the work we do for the betterment of ourselves and the services we provide to our clients. This past year was the Year of Recognition, and many BAYADA efforts throughout the year focused on employee

retention and the value of acknowledging the good and important work our caregivers do to best serve our clients. Thanks to clients and office staff who nominated their BAYADA caregivers, we recognized four individuals this year with a National Hero of the Year distinction from almost 1,500 Hero nominees.

Throughout the Year of Recognition, we strived to reinforce the BAYADA spirit and behavior that results in superior service. I sincerely hope that you or your loved one was the recipient of home health care services that meet the highest standards.

And because our clients rely on us to provide exceptional care every time we walk through their doors, I find it fitting that our new companywide theme for the upcoming year is the Year of Reliability! For me, reliability means that you can count on your BAYADA professional caregiver to be there. It means that BAYADA is providing you with the highest quality services each and every time and ensuring that family caregivers get the break they need or a good night's sleep. Our united vision is to deliver the services you expect...and deserve.

The key result of reliable service is that our clients and families can rely on BAYADA and are able to live their lives to the fullest with a sense of well-being, dignity, and trust. As always, thank you for the trust you place in us every time you welcome us into your home. Please don't hesitate to contact your local office if you have any questions or requests; they will be happy to assist.

Best regards,



BAYADA celebrates the Year of Recognition

One of the highlights each year during our annual companywide meeting is the recognition bestowed upon four BAYADA employees at a national level. We set high standards for our professional caregivers, and those who unselfishly meet or exceed our ideals are heroes to the clients they serve. Our Hero Program is our cornerstone recognition program at BAYADA, and our Heroes are recognized at the office, division, and national levels.



Please join us in congratulating our 2014 Heroes of the Year: CHHA Regina Derby, RN Sherri Lorette, LPN Kevin Shreckengast, and PT Karen Richards-Monaghan! We are proud to honor these inspirational caregivers and provide them with the recognition they deserve. Learn more about our Heroes and watch client testimonials at <http://tinyurl.com/heroes14>.

CHHA **Regina Derby** began working at BAYADA about three years ago after she took a certified home health aide class offered by the Atlantic City, NJ adult nursing and assistive care office. Her client is a middle-aged woman who is blind, has a traumatic brain injury, and has suffered amputations above the knee. Due to a depression and lack of activity and interest in rehab, the client gained weight, causing her to no longer fit into her prosthetic legs. Regina determined that the Weight Watchers program would offer her client the best opportunity for losing weight so she could walk again. Using a special computer for the blind so her caregiving team could track her food and progress, Regina's client had the support she needed to be successful. To help with her client's motivation, Regina set a date for her client to walk, not wheel, herself into a Weight Watchers meeting. After much practice, determination in therapy, and a loss of 48 pounds, Regina's client accomplished her goal.

In her three years with BAYADA, Vermont Hospice RN **Sherri Lorette** has cared for more than 200 clients. Director Jessica DeGrechie believes, "Sherri's work is truly selfless and life altering." Sherri touches the lives of all of her clients, bringing peace, comfort, and a sense of normalcy to families at a time in their lives when they need it the most. A former client's wife explains, "Sherri became the nurse so I could step back and be the spouse. She made my family the priority. Sherri was the beacon of light that came in the door, the one who knew how to fix things and who to call," remembers her client's wife. "Sherri lit up the room—actually, our whole house. She came in with a smile and convinced me that whatever the concern or question, there was someone there to sooth my spirits and concerns."

For the past two years, LPN **Kevin Shreckengast** has worked with the Williamsport, PA pediatrics office and provided care to a client with Angelman syndrome. The boy's father explains, "He suffers from many different seizure types, is non-verbal, unable to alert us that he has to go to the bathroom, and has a sleep disorder,

Continued on next page

and an excessive mouthing disorder.” Once a very active little boy, in 2009, he unexpectedly lost his ability to walk and was in a wheelchair for 18 months, causing severe muscle atrophy. An experimental drug helped Kevin’s client walk, and Kevin assisted the process by taking his client to therapy appointments working with him at home to build up his client’s leg muscles. The client took his first small walk with Kevin last summer, and he soon began walking the halls at school and the streets in his neighborhood. Kevin surprised the family by sharing his goal of having his client walk 2.5 miles to school, which included a few huge hills. On May 31, Kevin and his client achieved their goal.

MSPT **Karen Richards-Monaghan** primarily provides care to our Delaware County, PA senior living clients with intellectual disabilities. Karen understands the needs of these clients and helps coworkers identify goals to best serve our clients who are part of a unique population. It can be very challenging to provide goal-oriented treatments to some of her clients who are nonambulatory and dependent in all areas of self-care, but Karen rises to the occasion each time. Her compassion for individuals with special needs extends well beyond the duties as a physical therapist. Recently, Karen shared a special community service initiative

with the office staff by organizing a collection of prom dresses for residents with cognitive impairments. A variety of appropriate items were donated, resulting in the majority of the women having a dress for their prom. Another example of Karen’s compassion was during the last day of an exercise group at the residence. The group’s CD player broke weeks before, which forced the group to simply walk outside or do laps indoors—without music. Karen surprised the group by taking them over to her van where she had CDs with upbeat music to motivate them to finish their exercising. It was a fun way to end their day!

Amy’s Story: living independently with the help of BAYADA Hab Techs

Submitted by **Julie Westholder**, Director (HWI)

Habilitation Wilmington, NC (HWI) client **Amy N.**, has little memory of what happened on October 18, 1988, but that day changed her life forever. At 14 years old, she was riding her bicycle to her boyfriend’s house and less than a mile from her destination, she was struck by a car. The accident left her with a C3-C4 spinal cord injury, resulting in quadriplegia and traumatic brain injury. For three-and-a-half weeks, Amy had a Halo, tracheotomy, and G-tube—and that was just the beginning of her long road to recovery.

Over the next eight years, Amy was repeatedly admitted to hospitals, rehab facilities, foster homes, nursing homes, and a preparatory school for low-functioning adolescents, yet none were equipped to provide the care Amy required. She was neglected and left alone for hours on end, leaving her scared and uncertain about what the future would hold.

During one of her hospitalizations, Amy was asked what she wanted to do with her life, to which she responded that she wanted to be her own advocate and live independently. With perseverance and determination, Amy did just that. For 18 years Amy has lived independently in her own apartment, commuting in a vehicle that accommodates her motorized wheelchair.

The right provider makes all the difference

Because Amy does not have the use of her arms and legs, she has relied on her home health care providers to send qualified staff to assist her. However, finding the right provider to meet her needs has been a challenge; Amy has gone through approximately 12 providers in the past 18 years. Then BAYADA Habilitation opened its office in Wilmington, NC and in July 2013, a trusting, working relationship began.

When asked what sets BAYADA Home Health Care apart from other companies, Amy says, “The girls (hab techs) are fabulous. They try to put themselves in my shoes. They are understanding and respectful. They are open to understanding my needs. They are very compassionate people. They are good communicators and are open to listening and working through personality differences.”

With the help of her BAYADA Habilitation Technicians, Amy is able to go out into the community and be a productive citizen like any other—just one who happens to need some assistance. She enjoys spending time with her boyfriend and attending church together. She admits that sometimes it’s awkward having her hab techs as the ‘third wheel’ in the relationship, but they work



Amy, age 14, before the accident

During recovery

Amy today

through the challenges together. Because Amy is doing so well, she is planning on being in her brother’s wedding in September!

Amy treasures her independence and we are privileged to help her live the life she imagined—and deserves. Our office and field staff are committed to *The BAYADA Way* and it’s evident that Amy experiences compassion, excellence, and reliability through her interactions with all those involved in her care. “The staff at BAYADA makes work their lives; it’s not just a job. Julie (Westholder) and Shelby (Smith) have been dedicated to making our relationship work. They are very caring and don’t see me as a patient or client; they see me as an individual.” Amy has found her provider of choice in BAYADA Home Health Care. ■

To learn about other BAYADA clients, please visit www.bayada.com.

Providing specialized services that support our clients with ALS

BAYADA is committed to serving the amyotrophic lateral sclerosis (ALS) community and providing specialized home health care services that support our clients and families. As a proud partner of The ALS Association (ALSA), we are dedicated to raising awareness about ALS, as well as supporting and participating in “Walk to Defeat ALS” and other ALS-related community events. Our contributions help to fund critical research into the cause of the disease and the therapies to treat it.

ALS, also known as Lou Gehrig’s disease, has no known cause or cure. It is a progressive, neurodegenerative disease that affects nerve cells in the brain and spinal cord, leading to paralysis.

Some facts and figures about ALS:

- There is a hereditary link in 10 percent of cases.
- Military veterans are twice as likely to develop the disease as the general population.
- Men are more likely than women to develop ALS.
- The average age at onset is between 55 and 65, however, BAYADA has cared for ALS clients diagnosed in their early 20s and 30s.

With a focus on client satisfaction and quality care, BAYADA is working with The ALSA to develop the only nationally-certified training program for home health nurses and aides. This past month (May was ALS Awareness Month), BAYADA continued to participate in many ALSA events to raise awareness and funds for the disease, as well as to advocate for pALS—people with ALS.

Members from the BAYADA Government Affairs and Marketing offices participated in The ALSA’s



Greater Philadelphia Chapter’s Public Policy Day, where we teamed up with pALS in Harrisburg to educate legislators about ALS and gain their support for The ALSA’s public policy priorities. We also created a robust presence on social media to raise awareness about ALS, our partnership with The ALSA, and the events in which BAYADA participated. These posts ran every day during the month of May. During ALS Awareness Month, we also acknowledged outstanding stories of our ALS clients and their caregivers.

A family-centered care approach

BAYADA Nurses helped Kevin O. and his family cope with Kevin’s six-year battle with ALS, giving him the opportunity to live out his life with comfort and dignity. His wife, Jodi, says that having BAYADA in her home gave her back the ability to sleep through the night. After his passing, Jodi formed Hope Loves Company (HLC), which provides services and support for the children of ALS patients. The bond between Jodi and Kevin’s former BAYADA Nurse, Lynne, became so strong that Lynne now sits on the board of HLC!

BAYADA client, Kathryn V.’s husband, Gerry, was her primary caregiver. He shares, “Caregiving, in my experience, requires a well thought balance of

openness and vulnerability. You are probably entering an untested space; you begin to recognize your need for services that can ease the physical and emotional burdens of the role. Learning how to access and accept patient services is a sign of growth. Trusting the trajectory of research is a sign of hope. Taken together, they are sustaining. Sometimes the greatest challenge is to accept the possibilities inherent in the role of caregiver.”

When Kathryn’s condition progressed and Gerry could no longer handle her care on his own, he reached out to BAYADA. Home Health Aide Connie was carefully matched with Kathryn and Gerry, and they bonded instantly, forming a true friendship. Gerry has said that Kathryn and Connie were, “two peas in a pod.” Connie’s exceptional care and compassion for Kathryn earned her the distinction of BAYADA Home Health Aide Hero of the year in 2008!

BAYADA continues to drive our mission of putting our pALS first so they can live their lives to the fullest, with a sense of well-being and dignity, while their families can rely on us to provide the best care in their home. Visit <http://www.bayada.com/als> to learn more.

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.

The Year of Reliability and you

As mentioned in the *Message from Mark*, President Mark Baiada recently announced the Year of Reliability to our organization. At BAYADA, we want our clients and their families to know they can rely on us and are able to live their lives to the fullest, with a sense of well-being, dignity, and trust.

To ensure we are keeping this commitment as promised, BAYADA works with Press Ganey to survey every client. Survey feedback is then

shared with care management staff. This information allows us to identify areas where we are delivering expected services and areas where we can improve. In the coming months, we will review the ratings and comments provided by our clients to ensure we are achieving Mark's stated vision of reliability.

As always, we thank you—our clients—for returning your client satisfaction surveys. We will continue to use your

feedback to focus on your comfort, well-being, and the quality of all care and support received from BAYADA. We acknowledge and appreciate the trust that you have placed in BAYADA and strive to consistently provide the highest quality home health care possible.

For questions about your service or a particular policy, practice, or procedure, we encourage you to contact your service office.



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BAYADA educates legislators about the value of home care

Throughout the country, BAYADA employees and clients travel to their state capitals for BAYADA Days to share our clients' stories with legislators. These annual events are designed to thank legislators for their support and educate them about the important work BAYADA does to offer high quality health care at a lower cost.

The highlight of our April 8 BAYADA Day in Pennsylvania was Bethanne Sellers, the mother of one of our clients. She spoke about how home care has improved the quality of life for her daughter, Lilly, who has muscular dystrophy, and their family as a whole.

"Our pediatrician realized that we couldn't manage our medically-fragile child's care without assistance. Calls were made and BAYADA swooped in to save the day," says Bethanne. "At first, I thought there was no way we would want home health care for Lilly. In hindsight, I question how we ever survived without it."

Bethanne explained how home nursing services have allowed her family "to be a family" and thanked Lilly's nurses Doreen Ream, Cassandra Webb, and Julie Tigyer from the Mechanicsburg, PA Pediatrics office for helping her daughter "be the best Lilly she can be."

Legislative events and home visits are made possible through the leadership of the BAYADA Government Affairs Office, which acts as a voice for our clients and employees in the legislative process. We encourage clients and family members to become involved in advocacy and share their stories. BAYADA will continue to advocate on behalf of our clients to ensure they have ease of access to home health care services and that our home health care professionals receive the fair wages they deserve.



To stay informed about legislative issues, and to advocate for home health care, register on the BAYADA Legislative Advocacy Center at www.advocacy.bayada.com.

BAYADA SPECIALTY PRACTICES

Home Health Care • Pediatrics • Hospice • Habilitation

Services may vary by location

www.bayada.com