

“Ann Baiada is one of my heroes in this organization. She’s a nurse’s nurse. A number of years ago when I was rolling out the mentoring program, she came up to me one day and tapped me on the shoulder and said, ‘You are going to go places, my friend.’ It was such a lovely thing. Nothing provoked it. It fueled my fire to want to grow, grow, grow in the company. It was a compliment that had a life beyond the compliment.”

MARIE BLESSINGTON, RN, who started in 1985 as a home health aide and is now Director of Clinical Leadership Development, Moorestown, New Jersey

natural as breathing in the Claffey household. “My parents were very, very giving people and always there for others. They had strong social and charitable consciences,” says Ann. “It was just part of our growing up—to give back and to do good things.”

Ann makes waves

Ann immediately knew she had made the right move. “Very quickly, I found the difference amazing because BAYADA always was about quality and caring,” says Ann. “It started at the top and still remains at the top. And it felt more like being with your family every day, working on something together, than coming to a job.”

Before long, however, Ann noticed a few administrative inefficiencies. Because she was supervising rehabilitation cases in four different offices, she soon discovered that each office had its own set of forms and way of organizing care. She admits that BAYADA was providing excellent care at the time, but the lack of standardization didn’t meet her approval.

“After about three weeks, I finally went to Mark,” she says. “I was a big pain in the neck. I said, ‘I don’t understand how you think I can supervise properly when every office functions differently.’ So it was around that time that a few other nursing supervisors and I decided to standardize our forms. Some people weren’t thrilled about it. It was a lot easier just to fill out a little form than it was to comply with all these regulations and standards.” She appreciated that she didn’t have to tiptoe around Mark, especially where the welfare of clients was concerned.

Ann’s insistence on strict standardization prevailed. In fact, it started the process that led to accreditation, which would become a company turning point. Ann says, “We’re now known for quality, skilled care.”

As Mark had hoped, Ann quickly emerged as a leader. She made waves, but most of her colleagues appreciated

BAYADA®
NURSES
 Home Care Specialists

Weekly Time Slip
 DUE MONDAY

Client Name _____

Street _____

City _____ State _____

DAY	DATE (Month / Day)	Time Started	Time Finished	✓ If Live In	Time Worked
MON	/				
TUE	/				
WED	/				
THU	/				
FRI	/				
SAT	/				
SUN	/				
				Total Time Worked	

I certify I worked the time listed on this time slip.

ABOVE: No single department or office was responsible for documentation in the 1970s and 1980s, so materials varied widely. The Weekly Time Slip was one of the few consistent documents.