



CARE Connection

A publication for clients of BAYADA Home Health Care | Celebrating 38 years of compassion, excellence, and reliability

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www.bayada.com

A letter from Mark Baiada, founder and president



At BAYADA, we believe that building relationships and working together are critical to our success as a community of compassionate caregivers.

Working with organizations — such as the ALS Association, Families of Spinal Muscular Atrophy, and the Alzheimer's Association mentioned in this edition—is part of our

commitment to providing the highest quality home health care services available. Through our partnerships, we can better advocate for clients like you and enhance the clinical training our home health care professionals receive.

Relationships with organizations also offer opportunities to make a difference in the lives of individuals in need of assistance. As *The BAYADA Way* philosophy reminds us, we believe in providing community service where we live and work, and our offices raise awareness and participate in fundraising efforts for many organizations in our communities.

To read more about our efforts or how you can get involved, please visit our www.bayada.com and click on "Our Community" and then on the BAYADA Gives Back tab. You can also find information about our range of services, links to additional resources, and client and BAYADA caregiver stories that bring *The BAYADA Way* to life.

Thank you for trusting BAYADA with your home health care services. If you have any questions about your services, please don't hesitate to contact your office team.

Warmest regards,

J. Mark Baiada

BAYADA partners with ALS Association

BAYADA Home Health Care has partnered with the ALS Association (ALSA) to support their mission of advocacy, increased public awareness, and research for a cure. BAYADA offices across the nation will participate in fundraising events and walks, clinical education programs, and political advocacy efforts to assist people living with ALS.

On behalf of the ALS Association, Jane Gilbert, president and CEO says, "I would like to express a sincere thank you to BAYADA Home Health Care for joining us in the fight against Lou Gehrig's disease.

Winning this fight will take every willing contributor and we are grateful to have another partner in our

ALS Association
Fighting Lou Gehrig's Disease

pursuit to find a cause and cure for ALS."

As a national sponsor, BAYADA Home Health Care will be participating in and partially funding numerous ALS events, with more than 75 percent of all donations directly supporting patient services research and education. Join BAYADA at a 2013 ALS Association event near you! Learn more at www.bayada.com/ALS or call 888-4-BAYADA (888-422-9232).

About ALS

Amyotrophic lateral sclerosis (ALS), often referred to as "Lou Gehrig's Disease," is a progressive neurodegenerative disease that affects nerve cells in the brain and spinal cord. When the motor neurons die, the ability of the brain to initiate and control muscle movement is lost. People in the later stages of the disease may experience total paralysis, including losing the ability to speak, all while maintaining complete awareness and cognition. For more information, please visit the ALSA website at <http://www.alsa.org/>.

BAYADA clients help educate legislators about the value of home care

Kelly Z. was a healthy child who loved being a dancer and a cheerleader, until 14 years ago, when a mysterious brain stem disorder left her paralyzed and dependent on a ventilator. In 2010, Kelly, along with her mother Kathy and her nurses, made the difficult journey to Trenton, NJ for BAYADA Day, where their emotional story made a profound impact on the state legislators in attendance.

Throughout the country, clients and their loved ones have travelled to their state capitals for BAYADA Days: annual events designed to thank legislators for their support and educate them about the important work that BAYADA does

to offer high quality health care at a lower cost. In addition to legislative events, BAYADA clients such as Jackie B., 67, have welcomed lawmakers into their homes so that they can see,

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BAYADA client Sophia B., 12, who has cerebral palsy, holding her mother Lisa's hand at BAYADA Day in Harrisburg on Tuesday, April 16, 2013.

firsthand, how home health care can lead to an improved quality of life for people with disabilities.

During his visit with Jackie, NC State Senator Fletcher Hartsell remarked, "Jackie has been able to remain in the same house since he was born, and he is where he wants to be, with his family. This simple fact that nurses from BAYADA have been able to keep Jackie out of the hospital for two and a half years is a huge benefit for our state."

Legislative events and home visits are made possible through the BAYADA Government Affairs Office (GAO). Under the leadership of Chief Marketing and Government Affairs Officer **Dave Totaro**, GAO acts as a voice for our clients and employees in the legislative process.

"We welcome and encourage clients to become involved in advocacy so that they can share their story and truly make a difference," shared Dave. "We 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 most certainly 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.

Disease-specific training helps BAYADA professionals care for clients

At BAYADA, we provide home health care to our clients with the highest professional, ethical, and safety standards because we believe our clients come first. We achieve this goal by continuously improving our work through evaluation, education, and training. ~The BAYADA Way

This year, our BAYADA Assistive Care and Adult Nursing Specialty Practices are focused on developing specialized programs to provide our caregivers with disease-specific training. By providing this additional specialized training and increasing our employees' knowledge base, our health care professionals will be better able to meet our clients' needs and support them in the comfort of their homes.

The number of individuals affected by Alzheimer's disease continues to grow each year. According to a study conducted by the Rush Institute for Healthy Living, the number of Americans that will be affected by Alzheimer's disease is projected to reach 13.8 million by 2050, making this one of the most prevalent diseases impacting the senior population.

Clients with Alzheimer's require special care and the BAYADA Assistive Care Specialty Practice is in the process of piloting a dementia-specific training program with six BAYADA offices. The training will provide BAYADA health care professionals with the education they need to identify cognitive functions impaired by dementia. They will also learn strategies and techniques to help intervene when challenging situations occur during all stages of this disease.

Through our partnership with the ALS Associate and their National Care Services team, we are creating a specialized program to help our health care professionals recognize and understand the needs of our clients with amyotrophic lateral sclerosis

(ALS)—also known as Lou Gehrig's Disease.

This year, our goal is to complete the ALS training program for home health aides (HHAs). Once the HHA has completed an inservice, they will then be eligible to take the ALS certified training course. A similar training for nurses is slated for 2014. Both the inservice and the certified training course will focus on the unique care and needs of clients with ALS at every stage of the disease, including emotional and psychosocial support.

Stay tuned for updates and additional information in future editions of *CARE Connection*. If you would like to learn more about Alzheimer's, find helpful tools to care for your loved one, or learn about the support available, please visit the Alzheimer's Association Caregiver Center at www.alz.org/care/overview.asp. To learn more about ALS or where to find help for you or your loved one, please visit the ALS organization website at www.alsa.org.

BAYADA Simulation Labs help professionals and family caregivers

In our last edition of *CARE Connection*, the Pediatric Specialty Practice shared the opening of two regional simulation (SIM) labs that will be used to help us provide state-of-the-art training for BAYADA Nurses.

Here's how it works. The BAYADA Sim Lab uses realistic simulator mannequins and computer software to generate realistic client emergency scenarios. The lab "clients" present symptoms, which prompt an assessment and intervention by the

nurse. The mannequins can present symptoms such as cyanosis; coughing; realistic lung, heart, or bowel sounds; airway occlusion; and respiratory distress.

The hands-on training available in the lab is intended to promote the competence, confidence, and advancement opportunities of our field and office nurses. Our desire is to improve upon our quality of care and symptom management for the medically fragile and clinically

complex clients we serve.

Our specialized labs also offer the opportunity for families to come in and practice skills in a safe environment. These skills may include listening to breath sounds, administering respiratory treatments, changing trach tubes, ventilator management, and other specialized skills that may apply to their loved one. This allows families to feel more comfortable with certain procedures and equipment

before bringing their loved one home from a hospital or facility.

In Pennsylvania, several pediatric offices have been piloting a portable computerized simulation lab, called mid-fidelity simulation. BAYADA Pediatrics Director of Recruiting and Retention **Michael Ward** comments, "Our hope is to use these portable simulators to provide education and training to parents and family caregivers who are not able to travel to a BAYADA office for training". Here are just a few comments from nurses and the parent of a pediatric client who have completed the training in the simulation lab:

"Even though I have a lot of experience with trach and vent nursing, I really felt like my skills were strengthened so much more."

– **Denise C.**, Licensed Practical Nurse



"The experience was great. It helped enhance my skills in transitioning to caring for clients with a trach and vent. Questions were answered and the simulation experience was as close to real life as possible."

– **Crystal G.**, Registered Nurse

"I have really enjoyed this training. My skills and confidence have increased in myself and BAYADA Home Health Care. I appreciate what BAYADA does to help me become the best that I can be. Thank you!"

– **Nancy J.**, Licensed Practical Nurse



"The lab is highly recommended. The educator was extremely helpful and it was a great learning experience."

– **Rhonda C.**, Mother of pediatric client

CLIENT CORNER

Meet Kirk: volunteer, photographer, and BAYADA client

Kirk H. is an adult client who has been supported by the Habilitation Shelby, NC (HSH) office since July 2009. Kirk has been diagnosed with Asperger's syndrome—an autism spectrum disorder. Those diagnosed with Asperger's syndrome have normal intelligence and language development, and are characterized as having difficulties in social interaction, with restrictive and repetitive patterns of behaviors and interests. To learn more about Asperger's, visit the Autism Society website at www.autism-society.org.



Client Kirk and BAYADA Habilitation Technician AJ Frazier

After having difficulties keeping a job, one of Kirk's counselors recommended that he schedule an appointment for a complete evaluation. In April 2004, Kirk was diagnosed with Asperger's and was given the resources and additional support he needed to live his life independently.

Kirk has his own apartment and is very appreciative of his personal support team. Along with support from his parents, Kirk works closely with his Case Manager Kimberly H., TEACCH Therapist Jenna S, BAYADA Director **Terrie Filer**, and his BAYADA Habilitation Technician **AJ Frazier**.

Kirk receives In-Home Skills Building from BAYADA—a service included in the NC Innovations Waiver program providing habilitation, training, and instruction combined with elements of support, supervision, and engaging participation. The service can be provided in the client's

private home or in a variety of community settings which the client chooses to attend.

Kirk loves to volunteer and stay active in his community. Kirk explains, "I want to give back what I am getting." Kirk attends two local churches and is involved in the children's ministry, choir, and organ. He also loves to volunteer at the local nursing home, Lincoln Theater Guild, and local Republican Party, and dress up as a clown for community and birthday events!

One of Kirk's favorite things to do is to photography, and he volunteers at the local paper—*The Lincoln Herald Newspaper*. He has his own press pass, desk, and computer. Kirk especially loves to photograph sporting events, such as high school and college football games.

BAYADA Habilitation strives to help all clients achieve their goals and do what is important to them. The Shelby BAYADA team is thrilled to work with someone like Kirk. In turn, Kirk appreciates all that they do for him. Kirk says, "AJ helps me a lot and he is a special friend. I'm thankful for him and each and every member of my team. BAYADA is a great organization and I'm thankful for BAYADA and highly recommend them."

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

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.

Help recognize and retain your BAYADA caregivers

At BAYADA Home Health Care, we believe that our employees are our greatest asset. We strive to honor those health care professionals who embody our mission and meet the highest professional, ethical, and safety standards.

An important part of providing clients like you with the highest quality home health care services available is rewarding and recognizing those who work with our core values of compassion, excellence, and reliability.

Through the BAYADA Hero on the Home Front Program, you can help recognize and retain the Heroes among us! Feedback about the home health care services our clients and their families receive is always welcome, and can be offered in many ways. You can call your local office, email comments to HeroProgram@bayada.com, or download and complete a Hero nomination form on the BAYADA website and return it to your local office.

More information

To learn more about these and other recognition programs, please visit our website at www.bayada.com and click on "Recognition Programs" under *The BAYADA Way* tab.

Nominate a Hero!

Nominate your own BAYADA Hero by completing a Hero nomination form and send your comments to HeroProgram@bayada.com.



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Help us keep you at home

BAYADA Home Health Care has a special purpose: to help people have a safe home life with comfort, independence, and dignity. Now, more than ever, high quality health care can be provided in the home. Better care at home means less time in a hospital.

In an effort to provide the highest quality services, BAYADA surveys 100 percent of our clients. Although surveys can become overwhelming, please remember that we have dedicated resources working constantly to collect, report, and analyze

your feedback, as well assist in enhancing your survey experience.

Health care started in the home—and we need help from our clients to understand how we can bring additional services, usually found only in institutions, back into the home. The health and financial benefits of home health care are undeniable and BAYADA is fully committed to providing the best possible care.

Your continued feedback on surveys is important and provides us with the

opportunity to improve the quality of care for all clients. We have worked with Press Ganey, our independent survey administrator, to build a customer-friendly approach to surveying and collecting meaningful feedback to better serve our clients.

For questions about your services, we encourage you to contact your office team. We thank you for returning your client satisfaction surveys and appreciate the trust that you have placed in BAYADA to meet your home health care needs.

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

BAYADA SPECIALTY PRACTICES

Home Health Care • Pediatrics • Hospice • Habilitation

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