



# CARE Connection

A publication for clients of BAYADA Home Health Care | Celebrating 37 years of compassion, excellence, and reliability

Volume I Number 3 • Fall/Winter 2012

www.bayada.com

## A letter from Mark Baiada, founder and president of BAYADA Home Health Care



Most people think of November as the start of the holiday season, and look forward to celebrations and spending time with family and friends. Here at BAYADA, we also recognize National Home Care and Hospice Month to help raise public awareness about the

growing need for health care services in the home, and to acknowledge those caregivers who have dedicated their lives to helping others live safely at home.

It goes without saying that no one ever expects themselves or a loved one to need ongoing care at home. But when you do, we believe it is your right to receive home health care services that meet the highest professional, ethical, and safety standards.

During this special time of year, we thank you for trusting us every time you welcome us into your home, and want you to know that we are committed to doing everything necessary to continue to earn it. Please don't hesitate to contact your office team at any time. Listening closely to you and responding to your needs is at the heart of everything we do.

I wish you and your loved ones a holiday season filled with much peace, hope, and love, and a bright and happy new year.

Happy holidays!

*J. Mark Baiada*



*We have received many inspiring stories and messages from our clients recently, and wanted to share them with you in this special holiday edition of CARE Connection. We hope you enjoy reading them.*

## Thankful for my positive outlook

Shared by **Molly Pigott**, BAYADA client



*Molly Pigott is a lovely and energetic woman who is wise beyond her 27 years. She was inspired to connect with other BAYADA clients by sharing what she is*

*thankful for this holiday season, and how the power of positive thinking is a gift that has helped her get through some of her most challenging days. Here is her story.*

In September 2009, I was in a car accident that left my legs paralyzed. Since the accident, I've been in a wheelchair and have been told that I will, most likely, never walk again. That is some pretty terrible news for anyone to hear, right? Instead of being angry, I accepted my situation and decided to get on with my life.

Of course, I have my bad days just like everyone else. There are days when I cry and ask, "Why me?" I also have days—some of the worst—when I just want to quit.

It's alright to feel this way. However, when I am having one of those days, I go through my special list, which helps me stay positive, optimistic, and thankful. I hope my list will inspire you to create one of your own to help you get through some of your challenging days.

- 1 I'm thankful for my positive outlook. Crying about 'it' won't allow me to walk again, and being negative uses too much energy.
- 2 I'm thankful for what I do have. I still have the use of my arms to give hugs.

- 3 I'm thankful for the little things. Whether it's getting my own glass of water or connecting with a friend—I make each day count.
- 4 I'm grateful for the family and friends I have. They support me, take care of me, and love me unconditionally.
- 5 I'm thankful to be alive. God kept me here for a reason.
- 6 I'm thankful for the good days. I've had quite a few days when I'm sick or just not feeling well, which makes me appreciate the good days so much more.
- 7 I'm thankful for BAYADA and their home health aides from the Union, NJ (UNI) assistive care office. I wouldn't be able to do some of my everyday things without their help.
- 8 I'm thankful for my pet dog. My Dachshund, Louis, somehow knows when I'm upset, and he does everything in his power to make me feel better.
- 9 I'm thankful for believing in myself. I don't let my condition or limitations define who I am. As long as I am happy with myself, that's all that matters.

I hope sharing my situation and my thoughts about staying positive will help you in some way. It may not change your physical condition, but it might make you feel better and give you the strength you need to get through a difficult time and not give up. Remember, the power of positive thinking is a gift that's been proven time after time.

I wish everyone a beautiful and blessed holiday season filled with love, laughter, and happiness!

## Taking a moment to reflect on my life

Shared by **Tara Montague**, mother of BAYADA client **Mary**



Heading into the holiday season is always a good time to stop and

reflect on my life. In the everyday chaos and stress of raising a medically fragile child, it's easy to lose focus on what's important and just see the difficulties and setbacks.

I am extremely thankful for my 15-year-old daughter, **Mary**. The doctors didn't want to

let us take her home from the hospital at 2 months old, and here she is at 15! Mary is a beautiful and amazing person. She is doing so much better than the doctors ever thought possible, and has managed to touch the lives of so many people.

I'm thankful for the love and support of my husband Jim, without whom I would never have been able to get through these past 15 years. He's an absolutely wonderful husband and father. I'm also appreciative of both of our families. They have always been there for us and helped in any way they could.

I'm grateful for the staff and nurses from the Mt. Laurel, NJ Pediatrics (MLP) office. They have worked with us through the ups and downs over the years, and have helped to keep Mary healthy, thriving, and at home.

I can't even begin to express my thankfulness for everything I have in my life. I need to remember this when the day-to-day worries take over and I can't seem to see beyond them.

I truly have a lot in my life to be thankful for.

## Thank you for making a difference

Shared by the Mililani Mauka Elementary School staff and **Glenn** and **Darleen Kurashima**, parents of BAYADA client **Isaac**



The educational staff from the Mililani Mauka Elementary School in Honolulu, HI wanted to send a

message of thanks to BAYADA Oahu Behavioral Health (OAB) Skills Trainer **Jemar Miller** for his dedication to making a difference in the lives of his students.

*Throughout the years, we have worked with many paraprofessionals. However, we wanted you to know that you demonstrate exceptional knowledge, work ethics, and interpersonal skills that are needed for the job. Not only do you fulfill your*

*responsibilities towards your client, **Isaac**, you also take the time to brainstorm behavior strategies with us for the other students in our classroom.*

*You never think about coming to work as just a job, but rather an opportunity to make a difference so each individual child can reach their full potential at our school.*

*We are fortunate to have you as part of our classroom team!*

*Alyson, Paula, and Jackie*

Isaac's parents agree with the school staff and appreciate the special relationship

Jemar has with their son. They shared their appreciation by sending a special note to Director **Josliene Miller**.

*Jemar has been working with Isaac for over two years now, and we appreciate all that he does. Jemar works with Isaac on a daily basis and has been able to identify the areas of need to help him progress in his development. He always keeps the lines of communication open, allowing us to freely discuss how we can help with Isaac's progress.*

*We would like to take this opportunity to thank Jemar for helping our son achieve his goals!*

## A thankful mom in need

Shared by **McCall Evans**, mother of BAYADA client **Donovan**

**McCall Evans**, mother of Mt. Laurel, NJ Pediatrics (MLP) office client **Donovan**, wanted to share how her son's BAYADA caregivers came to her rescue.

*When my Achilles tendon ruptured, my first thought was not about the agonizing pain tearing down my right leg. My first thought was Donovan. As the mother of a child with quadriplegia, my injury was the least of my concerns. My mind raced as I realized I wouldn't be able to push his wheelchair, lift him into bed, or do the other things necessary to care for him. As his primary caregiver, I knew that I needed to get help for him immediately.*

*I called BAYADA and informed them of my injury. For six years, BAYADA has been providing daily nursing services for Donovan. But providing 24 hours of nursing care per day was a monumental task.*

*By the time I left the ER, the BAYADA staff had created a small miracle. Donovan's nurses had committed to providing 24 hours of care for the next week. That evening, as I lay on my sofa with my leg elevated and a 5-pound ice pack mounted on my leg, I was overwhelmed with gratitude that so many people had rallied to care for my son. My injury was severe and required surgery and intensive rehabilitation. BAYADA once again saved*

*the day and scheduled around-the-clock nursing care. I hobbled around on crutches for months. While physically incapable of helping my son, I watched from the sidelines as the nurses provided long hours of dedicated and loving service. They were an ever-present source of encouragement to me and my son.*

*This holiday season, I am grateful for the remarkable people who cared for my son during my recovery. The BAYADA commitment to providing care with compassion, excellence, and reliability gave me the peace of mind I needed to overcome this crisis. Thanks, BAYADA!*

## There are angels here on earth

Shared by **Michele Cancro**, wife of BAYADA client **Michael**



**Michele Cancro** lives in Boynton Beach, FL and wanted to share her experience with obtaining

home health care services for her husband **Michael**, who lost his battle with cancer this summer.

At first, Michele tried to care for Michael on her own with her step daughter Amy's help, but soon realized that she needed professional services. She contacted a local home health care agency to get the support she needed.

Things were not working out as well as Michele had hoped with the agency. She turned to BAYADA and spoke with Boca Raton (BOC) office Director **Michael Davis** about how she could get the help she needed for her husband. After speaking with him on the phone and then meeting him in person, Michael informed his wife, "You need to use BAYADA!"

Clinical Manager **Victoria Tavares** immediately went to the couple's home to meet with Michele and Michael.

Client Services Manager **Summer Dowler** was also there to help. Michele shared, "Summer was amazing.

If I had to change my schedule or needed someone to care for Michael, Summer would make it happen."

Summer was also the person responsible for introducing Home Health Aide **Dominique (Nicky) Rozzo** to Michael and Michele. She immediately connected with Michael; it was a perfect fit. Michele commented, "Nicky was wonderful and was there to provide Michael with whatever he needed. He enjoyed having her around more than anyone else."

When it was time to bring in the hospice team, Nicky was there to assist them, as well. Michele shared, "She had an amazing light that shined when she smiled. She was an angel. Michael referred to her as my Nicky. He trusted her with his life."

Towards the end, when Michael began to mix or replace words and then finally lost the ability to speak, Nicky was still able to decipher what he needed. Michele replied, "If she ever needed a recommendation, I would give her a million flying colors."



Michele shared thoughts about BAYADA and receiving home health care services.

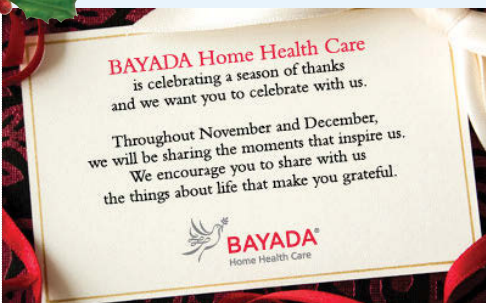
*For people who are in a similar situation, receiving care for their loved one at home, they need to know that the most important thing they can do is communicate. I'll be honest, some people didn't work out. But I worked with the client services manager and we were able to work things out. Even during stressful situations, don't be afraid to let the team know, in a nice way, the things you need for your loved one. Remember communication is key! Your BAYADA team is there to make things work.*

*I wanted to contact BAYADA because people typically share their story when something goes wrong or they are not happy. You don't often hear about the good. There are many amazing people at BAYADA and I felt it was important to share my story and let people know that there are angels here on earth.*

To learn about other BAYADA clients, please visit [www.bayada.com](http://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](mailto:CAREconnection@bayada.com).

## What's new online?



BAYADA Home Health Care is celebrating a season of thanks and we invited our Facebook fans to celebrate with us. Throughout November and December, BAYADA is sharing special moments that inspire us, and asking our Facebook fans to share the things they are grateful for this holiday season.

Here are some of the messages our Facebook fans have shared thus far:

**Brandie P.** – My wonderful husband and amazing life.

**Mary S.** – The health and safety of my boys, and for each and every day I am blessed to see them smile.

**Abigail D.** – My clients are free of injury and infection.

**Danielle D.** – My amazing job at BAYADA and helping people!

**Brigid R.** – Faith, hope, and love.

**Gerri V.** – My family and friends, health, and meaningful work.

**Timothy M.** – Peace of mind and another day.

If you would like to read about the things our fans are grateful for or post your own message, please visit our official BAYADA Home Health Care Facebook page at [www.fb.com/BAYADAHomeHealthCare](http://www.fb.com/BAYADAHomeHealthCare). You can also send your message, picture, or link to BAYADA Community Manager **Jenina Rodriguez** at [jrodriguez@bayada.com](mailto:jrodriguez@bayada.com).

To find out more about BAYADA, please visit [www.bayada.com](http://www.bayada.com).

*Happy Holidays!*



## Thank you for sharing your feedback

During this special time of year, we wanted to take this opportunity to thank you for providing BAYADA with your valuable feedback through our client satisfaction survey. Your feedback is important to us, and with the help of Press Ganey Associates, Inc., an independent research and surveying firm, we are able to collect meaningful feedback from clients about the quality of care you are receiving from your BAYADA caregivers.

Following are some examples of how we are using the survey information in our efforts to better serve our clients.

Over the past year, BAYADA has conducted a comprehensive analysis of our client satisfaction data. Our research includes data from the more than 20,000 surveys completed by clients like you. Our findings have become the basis for the BAYADA Client Satisfaction Index, which we are

implementing as our new client satisfaction measure.

The Client Satisfaction Index provides useful and actionable ratings that will guide your office team in providing you with the highest quality home health care services. Your team will be able to use this information to ensure you are receiving the best possible care and improve in areas, such as involving you and your family in managing your care or the care of a loved one, ensuring the quality of the care you or your loved one receives, or providing you with a BAYADA team who is committed to providing home health care services with compassion, excellence, and reliability.

Again, we thank you for providing us with your valuable feedback and we appreciate the trust that you have placed in BAYADA. Please know that we will continue in our efforts to improve the quality of your services

and we will always be available to meet your home health care needs. If you have any questions about your service or a particular policy, practice, or procedure, please don't hesitate to contact your office team.

### Other ways to share feedback

**Anonymous hotline phone:**  
866-665-4295

**Anonymous hotline email address:**  
[hotline@bayada.com](mailto:hotline@bayada.com)

**Online compliance report:**  
[www.bayada.com/compliance](http://www.bayada.com/compliance)

**Mailing address:**  
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CARE Connection is a publication for BAYADA clients and their families.



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