



Pediatric CARE Connection

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Want to Recognize Your BAYADA Caregivers? *Annual Contest for Caregivers is underway*

We believe that *our employees are our greatest asset* because they are the heart of home care. They have compassion, strive for excellence, provide reliable service, and most importantly, they *show love*. As such, the 2016 BAYADA Annual Contest for Caregivers (formerly known as *The BAYADA Way to go!* contest) has been designed to honor those field employees who *Do What They Love and Love What They Do*.

Many of you have asked how you can recognize your BAYADA caregivers. Here's your chance!

We encourage clients and their families to submit a contest ticket (enclosed) on your BAYADA caregivers' behalf, when they *show love* in the work that they do. Your submission will provide your BAYADA caregiver a chance to win weekly runner-up and grand prizes—ranging from BAYADA apparel to thousands of dollars in gift cards for popular merchants.

How to participate

To recognize your BAYADA caregiver(s), simply choose one of the following methods:

- Mail the enclosed, postage-paid contest ticket
- Return a ticket to your BAYADA staff
- Call your office to make a verbal entry
- Submit a ticket online at bayada.com/contest
- Scan the QR code to the right

The contest ends November 13, 2016. We look forward to your participation. ■



BAYADA is Here to Stay!

President Mark Baiada and his family are planning for the future—they want BAYADA to be here 100 years from now!

What is BAYADA's Lasting Legacy Plan about?

- BAYADA will create a non-profit foundation in the next several years.
- The foundation will protect BAYADA from ever being sold and make sure that our company philosophy—*The BAYADA Way*—continues to guide our work.
- **Mark Baiada** will become the chairman of the BAYADA-created foundation.
- Mark's son, **David Baiada**, will become the president of BAYADA on 8/17/17.

How do these changes affect you and your BAYADA caregivers?

On a day-to-day basis, nothing will change. You will continue to receive the same high quality home health care you deserve and have come to expect from us. Our professional caregivers will continue to care for you as they currently do, and you can feel secure that BAYADA is here to stay. In fact, our *Lasting Legacy Plan* will protect and secure our clients' care, our employees' jobs, our company, and our special mission.

To learn more, visit bayada.com/legacy. ■

Thanks to My BAYADA Caregiver... *Share your story*

At BAYADA, we strive to give seniors back their independence and dignity. We help parents sleep better at night knowing their child is being cared for by their BAYADA caregiver. We make it possible for medically-fragile children to go to school and for grandparents to attend their grandchild's recital. We keep families together at home for the holidays and help make it possible for elderly couples to celebrate another anniversary in the comfort of home. Every day, we bring *The BAYADA Way* to life by helping people live their lives to the fullest.

As we prepare to celebrate **National Home Care Month** this November, we hope you'll help us recognize the BAYADA caregivers who are committed

to caring for you or your loved one and keeping your family together at home. We know that you have many heartwarming stories—past and present—of your BAYADA caregiver providing the care and support you need to get through each day, and we want to share them. Let your BAYADA caregiver know you appreciate them. Start your story by finishing this sentence:

Thanks to my BAYADA caregiver...

Send your personal story to CAREconnection@bayada.com. Thank you in advance for your willingness to share your stories and recognize your caregiver. ■

Thanks to my
BAYADA
Caregiver

Your stories may be used in a variety of internal and external communications during National Home Care Month, including on our website and social media channels, in newsletters, media outreach, care studies, or as recruiting material testimonials in our BAYADA brochures and advertisements. We also hope to use these stories in exciting video campaigns of heartwarming "vignettes" that simply, but beautifully, reflect how we are fulfilling our mission of *helping people have a safe home life with comfort, independence, and dignity.*

Complete the 2016 Client Experience Survey! *Help us continue to improve our services*

Thank you for allowing BAYADA Home Health Care to provide home health care services for your child. We appreciate the opportunity to work with your family and hope that our staff is providing care with *compassion, excellence, and reliability.*

Client experience survey has been sent to you via email or US mail

The BAYADA Client Experience Survey provides you an opportunity to share your feedback about the services you receive. Your responses and comments

will help us better understand whether we are not only living up to your expectations, but also that of our own. The information will help us deliver on our commitment to you and your child and provide guidance on the areas where we can improve.

As a thank you for completing the survey and sharing your contact information, you will be entered into a raffle to win a free, two-hour family photo shoot with a professional photographer. The package includes ten free digital prints and one 8" x 10" framed photo.

As a result of your feedback from previous surveys, we have:

- Implemented enhanced training for our office teams on providing the highest level of service and communication to you and your family.
- Piloted an electronic communication and documentation system. We

Take the survey and enter to win a free family photo shoot!

hope that this technology will help us facilitate timely and accurate exchanges of clinical information and enhance the coordination of care for your child.

The survey was sent to you in July or August. If you have opted out of email, the survey was mailed to your home. Please be on the lookout. If you have not received the survey, please contact your local service office, email heartbeatofhomecare@bayada.com, or call 877-842-2477.

Thank you for helping us to continuously improve by evaluating BAYADA's services and providing feedback on the client experience survey. And as always, thank you for choosing BAYADA and entrusting us with your child's care. ■





BAYADA

Presidential Scholarship Program

BAYADA Ensures Excellence through Education

In support of BAYADA's core value of excellence and the belief that *our employees are our greatest asset*, a record 577 academic scholarships were awarded this year.

These BAYADA Presidential Scholarships represent more than \$314,000 that will be used by our professional caregivers who strive to provide the very best service to our clients, and maintain the highest standards of excellence through education and training. Individual awards reached up to \$1,250 and will be used for a wide variety of educational pursuits such as wound care certification, pharmacology, neuromuscular therapy, and developmental psychology.

Thank you to our clients who helped recognize our valued employee contributions with letters of recommendation and comments such as these:

My son adores Chandler and often calls for her when we are out. I could go on and on about her and how she has been wonderful. She exceeds any and all of my expectations, and is excellent at what she does all day because she has a genuine love for working with children. Thank you for considering her for this scholarship. She deserves it!

~Anne A., client's mother

Since I started needing help six years ago, I have met quite a few caregivers who were employed by large, well-known companies and were very qualified, knowledgeable, and helpful. To some, it's a job, but others have a natural, inborn desire to want to care for people and instinctively know how to accomplish that. They can understand your anxieties and concerns and ease your heart just by hearing you get it off your mind. Tammie has that gift.

~Edna Y., client ■

What is Client and Family Advocacy?

Home health care not only keeps families together and people in their homes—it drastically reduces the chances of re-hospitalization, and is more cost-effective for many people than long-term care in a facility. These are the very facts that client and family advocates are armed with daily as they work to ensure home health care gets the attention and funding it deserves.

When clients receive home health care services, the agency isn't the only entity involved. These services are heavily influenced by elected government officials—many of whom do not have a background in health care.

Your state and federal representatives and senators often control funding for Medicare and Medicaid through budget approvals, committees, and votes. Medicare and Medicaid are two of the largest government-funded home health

care insurance providers, and they provide coverage to thousands of our clients.

There are no guarantees when it comes to funding for home health care. Much of the money is government-funded and subject to competition from many other industries.

So what is client and family advocacy? It's joining our voices and making sure elected officials understand that home health care requires appropriate funding to hire competent and effective staff.

It's communication, education, and standing up for what is right.

It's supporting those who believe that home health care and helping others learn more are important.

It's communicating stories about care at home.



Hearts for Home Care

A BAYADA program supporting quality home health care.

It's underscoring the need for regulations that make sense.

It's a movement for a stronger tomorrow.

By registering to *Hearts for Home Care* at bayada.com/heartsforhomecare and writing a brief statement or story about why home health care is important, you'll help increase our ability to advocate for you.

For more information, or if you'd like to become more involved in advocacy, please contact Client and Family Advocacy Director **Rick Hynick** at rhynick@bayada.com. ■



A BAYADA Home Health Care specialty practice

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

BAYADA Pediatrics to Pilot Field Clinical Electronic Documentation System

The Pediatric Specialty Practice is excited to announce that after a 12-month electronic documentation product evaluation period, a decision has been made to pilot (test to evaluate fuller implementation) a cloud-based mobile application that will allow our field employees to electronically complete, sign, and submit clinical notes and addendums to their service offices—all in a secure environment. We believe this application will help improve the quality of care for your child, connectivity between our field employees and our service office teams, and the overall BAYADA employee experience.

The three-month pilot will begin on or around October 3,

2016, in five pediatric offices: Pittsburgh, PA; Union, NJ; Greensboro, NC; St. Paul, MN; and St. Cloud, MN. Our geographically diverse offices selected to participate in the pilot have been involved in testing multiple products over the course of the last year. If the pilot is successful, the electronic documentation system will be put into place in all of our pediatric offices.

BAYADA Pediatrics is very excited about this product and pilot, and we anticipate that it will help us continue to provide the very best home health care services to your child.

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.

————— **BAYADA SPECIALTY PRACTICES** —————

Home Health Care • Pediatrics • Hospice • Habilitation

————— Services may vary by location —————

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