

CARE CONNECTION

A PUBLICATION FOR CLIENTS OF BAYADA HOME HEALTH CARE



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WE LOVE WHAT WE DO

RECOGNIZE YOUR BAYADA CAREGIVERS!

The BAYADA 2018 Contest for Caregivers is underway

Our caregivers deserve the spotlight for truly creating a difference in the lives of those they serve. We are proud of the *compassion, excellence, and reliability* they demonstrate each day, and we're honored to recognize them as BAYADA's *Points of Pride* during our 2018 Contest for Caregivers.

Your caregivers can include RNs, LPNs, therapists, social workers, habilitation technicians, home health aides, and certified nursing assistants.

If you feel your BAYADA caregivers should be considered as BAYADA's *Points of Pride*, we encourage you and your family to submit contest tickets (enclosed in this publication) on their behalf. Each submission will afford your BAYADA caregivers a chance to win weekly, runner-up, and grand prizes—including items that promote pampering and gift cards to indulge in travel, fine food, and entertainment.

There are four ways you can recognize your BAYADA caregiver:

- Fill out and mail the enclosed, postage-paid contest tickets
- Fill out the enclosed tickets and return them to your BAYADA office
- Call your BAYADA office and make a verbal entry
- Submit a digital ticket online by visiting bayada.com/contest

Important dates:

- **Sept. 17, 2018**—Contest begins
- **Nov. 25, 2018**—Contest ends
- **Dec. 13, 2018**—Runner-up and grand prize drawings

We look forward to your participation! ■



BAYADA'S SIMULATION PROGRAM EARNS THE INTERNATIONAL PINNACLE AWARD FOR COLLABORATION IN EDUCATION

When BAYADA Nurses are trained in the simulation lab, they benefit from some of the most advanced technology available to ensure they have the skills and experience needed to provide exceptional care for their clients. Now, that commitment to clinical excellence is getting noticed on the international stage.

Laerdal Medical Corporation, a world leader in providing training, education, and therapy products for lifesaving and emergency care, presented BAYADA Home Health Care with the Pinnacle Award for Collaboration in Education (PACE). BAYADA received this prestigious honor for demonstrating excellence in innovative simulation programs to help save lives and improve patient care.

According to BAYADA Adult Nursing Clinical Simulation Lead **Angie Shaw, RN, BSN**, simulation training uses realistic, life-like, computerized adult and pediatric manikins that allow nurses to respond to routine and emergency situations in a safe, controlled setting. This helps build the confidence and skills necessary to work one-on-one in the home with a client with complex medical needs. BAYADA is leading the way in offering this training that is typically only available in a hospital setting.



Pictured (from L to R) are Laerdal National Account Manager Robert Reedy, Laerdal Program Development Manager Robert Rupert, Laerdal President David Johnson, Michael, BAYADA Senior Associate Adam Satko, Heather, Angie, and Associate Director Adult Nursing Jessica Rosofsky.

"The pediatric manikins simulate changes in respiration, circulation, and color," explained BAYADA Director of Pediatric Simulation Operations **Heather Kuzara, RN, BSN, CHSE**. "The manikins make crying, coughing, and hiccup sounds, heart sounds that include a heart murmur, and normal lung sounds as well as crackling and wheezing. They also have eyes that open and close and some can even have a seizure on command."

As the first home health care company in the country to use simulation lab training, BAYADA is leading the way in innovation and technology. The PACE Award emphasizes leadership and innovation in simulation-based curriculum development, teaching, research, and community engagement.

BAYADA Division Director Recruitment and Retention **Michael Ward** echoed the sentiments of his colleagues as he accepted the PACE Award. "We were thrilled to receive this recognition from Laerdal Medical Corporation," he said. "This honor reaffirms our commitment to raising our simulation program to a higher level. I am grateful to the clinical leaders throughout the company who have embraced this technology, which has helped us to train more nurses and ultimately, care for more people in their homes." ■

THE FLU

What you need to know

The flu, also known as seasonal influenza, is a contagious respiratory illness caused by a virus. Unlike a cold, which is also a virus, the flu comes on suddenly and includes many symptoms that make you feel very ill. Flu season starts in October and ends in May, and the most frequent occurrences happen during December through February. Flu shots are the best prevention for everyone. They are also critically important for the elderly and those with chronic medical conditions or disabilities because they are at the highest risk of flu-related complications and hospitalizations.

To protect you and your loved ones from the flu

You and everyone in your household should be immunized! Annual vaccination is the best protection from the flu. While it's recommended to get your flu shot whenever you can, it can be most effective for you and everyone in your household to be immunized at a minimum of two weeks prior to possible exposure. That way, you're assured your body has had time to build up antibodies, and your immunity should last throughout the flu season.

If you or your loved ones have allergies or a history of Guillain-Barre syndrome, discuss the risks and benefits of a flu shot with a physician beforehand.

Risk and Prevention

The elderly or those with chronic medical conditions or disabilities:

- Can become sicker and stay sick longer.
- May experience complications like pneumonia, croup, bronchitis, and other infections.
- Are at increased risk of complications if they have a neurologic condition, chronic lung disease, asthma, heart disease, blood disorders, diabetes, kidney disorders, liver disorders, metabolic disorders, cancer, respiratory problems, or an impaired immune system.

This article is intended for informational purposes only and should not be used as the basis for treatment. Please contact your health care provider if you or your loved one has serious health issues.



The flu vaccine is safe. It does not cause the flu.

Diagnosis and Treatment

Even if you or your loved one gets the flu, serious complications can be avoided. The most important first step is a contacting your physician right away. Your physician will determine if it is appropriate for you to take antiviral medication. Early treatment with antivirals within the first 48 hours of presence of symptoms will reduce severity of the illness.

The same goes for any member of your family or caregiving team, so contagion can be prevented. A person is contagious one day before symptoms begin and continues up to five to seven days after onset of symptoms or until symptoms are gone, whichever is longer.

Also, talk to your doctor about the pneumonia vaccination, especially if you or your loved one is medically complex, has respiratory problems, or a weakened immune system. Early treatment with antivirals will reduce the severity of the illness.

Flu symptoms to watch for:

- Fever (greater than 100 degrees Fahrenheit)
- Chills
- Headache and body aches
- Extreme tiredness
- Dry cough
- Sore throat
- Runny or stuffy nose

Be sure to cover your nose and mouth when coughing and sneezing and wash your hands often. The flu spreads when a person coughs or sneezes. It is also spreads by touching your mouth, nose, or eyes before washing your hands with soap and water or using hand gel, and after contact with items contaminated from an infected person. ■

DOCUMENTING CARE THROUGH NEW ELECTRONIC VISIT VERIFICATION

If you receive adult Medicaid-funded personal care services from BAYADA, you may have noticed your home health aides are using their smartphones to track their time and attendance instead of recording it on paper. It's all part of an efficient new electronic visit verification (EVV) system called CellTrak that was rolled out earlier this year.

This state-of-the-art EVV system ensures that our clients are getting the services they need; when they are scheduled.



How does the system work?

CellTrak works through an app that can be easily installed on most cell phones. It is a secure, data encrypted, HIPAA compliant application that will keep PHI secure while tracking and documenting when caregivers start and end their shifts to ensure that caregivers are in the right location at the right time.

In addition to completing care plans and time sheets electronically, CellTrak will also improve many backend processes, giving the office team more time to focus on providing great services to our clients instead of on cumbersome paper management.

“By using this new system, our goal is to improve quality and efficiency by saving valuable time, improving our caregivers’ work experience, and allowing them to focus more on client

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CHAMPIONS AMONG US

Mark Steidl acts as a voice for those without one—through his Dynavox communication device

Relying on a communication device to speak does not stop **Mark Steidl**, 23, from being a fierce advocate for disability rights. Mark, who has cerebral palsy, uses a Dynavox to communicate. He operates the device with switches that are affixed to his wheelchair at either side of his head. The Dynavox allows him to type what he wants to say, and then the device's speakers enable him to communicate out loud.

In May 2018, Mark and his mother Tina joined hundreds of other Hearts for Home Care advocates in Harrisburg, PA for the Pennsylvania Homecare Association's (PHA) Advocacy Day.

To prepare, Mark used his Dynavox to create a message to share with each legislator.

"I have personal care assistants who help me with various physical things. They are very important to me and anyone who needs one-on-one help, such as the elderly or others with disabilities.

I am advocating today on behalf of home care providers who make it possible for us to have high-quality home care services. My first priority as an individual with a disability is my health and how it affects my life. But helping people maintain good health should also be a priority for society.



Disability rights advocate Mark Steidl joins BAYADA Home Health Care Associate Kimberly Gardner in Harrisburg.

I am pleased to be here today because you make decisions that affect people with disabilities and older adults. You have the power to create positive change and to enable people to live good lives!"

In addition to Mark's participation in Advocacy Day, he advocates on behalf of the National Council on Independent Living and the United Way of Southwestern Pennsylvania's "21 and Able" project. His educational and career goal is to complete his associate's degree in Social Work, obtain a bachelor's degree, and become a case manager so he can continue to help others with disabilities.

Mark used his Dynavox to tell us:

"My disability is visible, and people may underestimate me and not see the person that I am. I have to challenge society's perception every day.

I explain to people why I use a wheelchair and communication device to talk and how I do school work without the use of my hands.

The things I do every day would have been impossible 30 years ago. Before the changes in education laws in the 1970s, I would have been considered too disabled to attend public school, let alone Community College of Allegheny County.

Thirty years ago, before the advent of electronic communication devices, I would not have been able to communicate. If I had been born in 1965 instead of 1995, my parents might have been told to send me to an institution instead of raising me at home with all the support I need. Times have really changed. Advocacy and new ways of thinking have created those changes.

But much more needs to be done and much more can be done. We have to keep advocating for the changes and the opportunities we want." ■

To learn how you can advocate for yourself, your loved ones, and your community at-large, please email advocacy@bayada.com.

APPLY FOR AN ABSENTEE BALLOT AND MAKE YOUR VOICE HEARD

Elected officials at the local, state, and federal level make political decisions that can have a significant impact on the life of your loved ones and you. The most effective way for you to help elect legislators who support home health care is to **get out and vote on Tuesday, November 6**.

If you are unable to get to your local polling place due to a disability or the need to care for a family member, you are eligible to vote by absentee ballot.

The instructions for applying for a free absentee ballot vary by state. Please visit the website listed here for your state to find out how to apply.

AZ: <http://bit.ly/AZabsenteeballot>

CO: <http://bit.ly/COabsenteeballot>

CT: <http://bit.ly/CTabsenteevoting>

DE: <http://bit.ly/DEabsenteeballot>

FL: <http://bit.ly/FLabsenteeballot>

GA: <http://bit.ly/GAabsenteeballot>

HI: <http://bit.ly/HIabsenteeballot>

IN: <http://bit.ly/INabsenteeballot>

MA: <http://bit.ly/MAabsenteeballot>

MD: <http://bit.ly/MDabsenteeballot>

MN: <http://bit.ly/MNabsenteeballot>

MO: <http://bit.ly/MOabsenteeballot>

NC: <http://bit.ly/NCabsenteeballot>

NH: <http://bit.ly/NHabsenteevoting>

NJ: <http://bit.ly/NJabsenteeballot>

NY: <http://bit.ly/NYabsenteeballot>

OH: <http://bit.ly/OHabsenteeballot>

PA: <http://bit.ly/PAabsenteevoting>

RI: <http://bit.ly/RIabsenteeballot>

SC: <http://bit.ly/SCabsenteeballot>

VA: <http://bit.ly/VAabsenteeballot>

VT: <http://bit.ly/VTabsenteeballot>



WE LOVE WHAT WE DO

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care,” explained BAYADA Assistive Care State Programs Associate Director **Kerry Meabon**. “In addition, by using CellTrak to create a more positive work environment, we hope to attract and keep the best caregivers to meet our clients’ staffing needs.”

CellTrak also offers a touch tone system for home health aides who do not have a cell phone available to install the app, allowing them to clock in and out of their shift using their client’s home phone to dial a toll-free number. It is also available in multiple languages

Why is BAYADA moving to a new system?

By 2020, home health care providers delivering Medicaid-funded personal care services will be required to implement an EVV system. CellTrak meets the federal government’s requirements by confirming:

- The client who is being served
- The caregiver who is providing the service
- The location of services
- The type of services being provided
- The time and date the services were provided

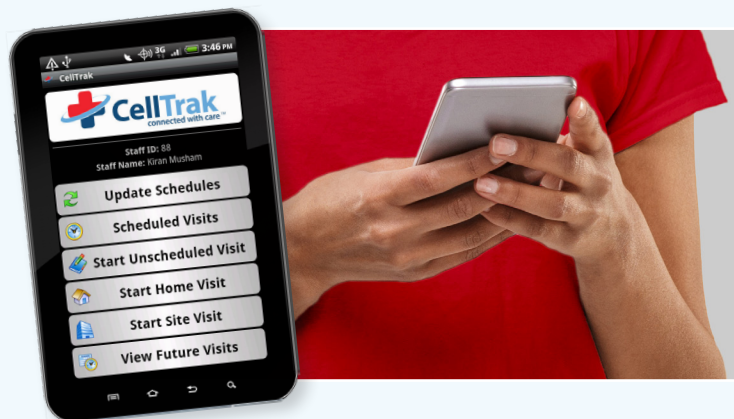
“We tested the new system during a pilot that included offices in Union, NJ; Passaic, NJ; Albemarle, NC; and Pittsburgh PA,”

said Kerry. “Now, thanks to the success of the pilot, we are nearly finished implementing the CellTrak roll out in all of our offices that provide Adult Medicaid-funded personal care services.”

Next Steps

“In the near future, our goal is to give our clinical managers the ability to use CellTrak for client assessments and clinical documentation,” said Kerry. “We also hope to build on the success of this program by expanding EVV to more clients throughout the company.”

For more information about CellTrak, please contact your office. ■



Recognize your caregivers!

This year, we are shining a spotlight on caregivers who provide exceptional care and truly make a difference to those they serve, because that's what makes them BAYADA's *Points of Pride*.

Each submission will provide your BAYADA caregivers a chance to win weekly, runner-up, and grand prizes, including items that promote pampering, and gift cards to indulge in travel, fine food, and entertainment.

Your name: _____

Client's name (if different): _____

Your BAYADA caregiver's name: _____



My BAYADA caregiver:

(please check all that apply)

- Made me and my family feel cared for and supported.*
- Provided home health care with the highest professional, ethical, and safety standards.*
- Is reliable! My BAYADA caregiver ensures my family and I can live our lives to the fullest, with a sense of well-being, dignity, and trust.*
- Other:* _____

(Use the back of this ticket to further explain why your BAYADA caregiver should be considered one of our *Points of Pride*.)

How to submit:

- Give this ticket to your BAYADA staff
- Mail this ticket to your BAYADA office
- Call your office and read your ticket over the phone
- Submit a ticket online at bayada.com/contest

Contest ends Sunday, November 25, 2018.

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