

Pediatric CARE CONNECTION

A PUBLICATION FOR PEDIATRIC CLIENTS AND FAMILIES OF BAYADA HOME HEALTH CARE

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bayada.com



WE LOVE WHAT WE DO

Mathew Gunkel, RN, BAYADA Pediatrics



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
- Complete the Heartbeat of Home Care Survey (see page 4)

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." ■

FLU PREVENTION FOR CHILDREN WITH SPECIAL NEEDS

The flu, also known as seasonal influenza, is a contagious, respiratory illness caused by a virus. Flu season starts in October and ends in May. The American Academy of Pediatrics recommends an annual flu shot for every child over the age of six months. Flu shots are critically important for children with special needs because they are at the highest risk of flu-related complications and hospitalizations.

To protect your child from the flu

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

If your child has allergies or a history of Guillain-Barre syndrome, discuss the risks and benefits of a flu shot with a physician beforehand.

Health risks

Children with special health care needs or disabilities who get the flu:

- 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 neurological condition, asthma, heart disease, diabetes, kidney disorders, metabolic disorders, cancer, respiratory problems, or an impaired immune system

Diagnosis and treatment

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



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

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 for your child, especially if your child 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 degree Fahrenheit)
- Chills
- Headache and body aches
- Extreme tiredness
- Dry cough
- Sore throat
- Runny or stuffy nose
- Diarrhea and vomiting (common with young children)

It is important to cover your child's nose and mouth when coughing and sneezing and to wash hands often.

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

This article is intended for informational purposes only and should not be used as the basis for treatment. Please contact your doctor if your child has serious health issues.

HAVE A SAFE AND HEALTHY HALLOWEEN

Halloween can frighten children with special needs or put them at risk for injury. These tips can help children enjoy trick-or-treating, while staying safe.*

- To keep children warm, dress them in layers.
- Help children become familiar with the Trick-or-Treat route by doing a test run during the day.
- Talk to children about what to expect so they won't be afraid of scary sounds and costumes.
- Trick-or-treat in an area that is easy to navigate.
- Take frequent breaks for children to rest.
- Be sure treats are safe for children to eat, especially those with dietary and feeding issues.

The Teal Pumpkin Project: As you're trick-or-treating, you may see houses with a teal pumpkin on the doorstep. These houses are promising to provide non-food or allergy-friendly treats that anyone, especially those with food allergies, can enjoy. ■

*Centers for Disease Control and Prevention.



CHAMPIONS AMONG US MEET THE KEISLERS: HOW HOME CARE KEEPS FAMILIES TOGETHER

Haley and **Brandon** are just like many parents—they value quality time together with their sons, **Maxwell**, 6, and **Matthew**, 10, who are their number one priority. But one thing sets the Keislers apart from most families. The boys have Pelizaeus-Merzbacher's disease (PMD), and they rely on home care to remain safe at home, together as a family.

The boys qualify for in-home services through South Carolina's Medicaid waiver programs. They are wheelchair-bound, unable to stand, sit, or walk on their own, and they must be fed, clothed, and bathed by a capable adult. Their home health aides (HHAs) help them with bathing, toileting, and dressing. However, the shortage of home health care workers has affected their son's care over the past six years.

"Home care enables our family to stay together and maintain normal lives, despite our unique situation," said Brandon. "Without our aides, we wouldn't be able to work outside the home to provide for our sons, and we certainly wouldn't be given the flexibility to go grocery shopping, take them to their doctors' appointments, or maintain a normal sleep schedule. These kids are incredible, and they deserve to grow up at home as a family like other kids."

Haley points to challenges facing the home care industry. "If an aide calls out, that means one of us has to call out from work that day. There aren't



Pictured left to right: Matthew, Brandon, Maxwell, and Haley.

enough quality aides to keep up with the demand," she said.

The issue is with the rate that South Carolina reimburses home care providers for Medicaid personal care services. Providers use state reimbursement funds to cover wages for HHAs, training, supplies, rent, and other overhead costs. Though the bulk of the reimbursement rate goes directly to HHA wages, it is not enough to compete with fast food and retail settings.

If more HHAs leave the profession, patients throughout the country will not have access to the in-home care they need that allows them to stay out of long-term facility care and remain safely at home with their families.

"We currently have a great HHA who loves what she does, loves our boys, and rarely

calls out. When we leave the house, we know the boys are in good hands, and that allows me to focus on my job," said Haley. "We know she does it for all the right reasons, but she also needs to pay her mortgage and care for her family. We are hopeful our lawmakers can see the benefits of having HHAs in the home. An increase in the reimbursement rate for personal care services will allow her and many others to do what she loves—to care for our boys when we can't be there to care for them ourselves."

The Keislers have become home care advocates because they know their sons will need personal care services throughout their lives. They recently brought Maxwell and Matthew to the South Carolina Home Care & Hospice Association's annual Legislative Day where they met with State Representatives Jimmy Bales, Terry Alexander, and Roger Kirby.

When asked if he had a message for legislators, Brandon said, "We truly thank you all for what you do. We know being a lawmaker is not the easiest job, but supporting South Carolina's personal assistive care aides makes a huge difference in our lives and the lives of so many others." ■

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 levels 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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Your Voice Makes a Difference



HEARTBEAT OF HOME CARE CLIENT EXPERIENCE SURVEY COMING SOON!

Help us continue to improve our services

Thank you for allowing BAYADA 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*.

The BAYADA Heartbeat of Home Care Client Experience Survey provides you with an opportunity to share your feedback about the services you receive. Your responses and comments will help us better understand whether we are living up to your expectations, and to our own. The information will help us deliver on our commitment to provide excellent care for your child and will guide us toward the areas where we can improve.

Please be on the lookout for the survey, which will be sent via email on October 15, 2018. Contact your office immediately if you would like the survey to be sent to a new email address. If you have opted out of email, the survey will be mailed to your home during that week.

As always, thank you for choosing BAYADA and entrusting us with your child's care. ■



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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