



CARE Connection

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

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A letter from Mark Baiada

founder and president, BAYADA Home Health Care



During the holiday season, I feel good knowing that many people are home and families are together because of the care BAYADA provides.

In this issue of *CARE Connection*, several clients and families—and members of our

BAYADA family—share personal stories of thanks and appreciation for the gifts and blessings they have. Whether it's being able to spend time with loved ones, receiving support from friends and caregivers, or enjoying mom's home cooking, each heartfelt message is a reflection of what each of us holds dear.

And since the new year is right around the corner, bringing many changes to our health care system, we want to provide you with important information about the law and how it may affect you.

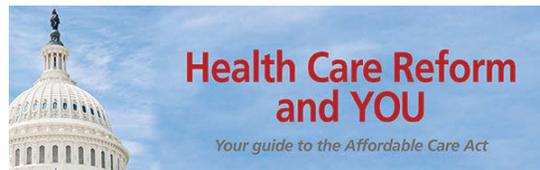
As always, thank you for trusting us every time you welcome us into your home. Please don't hesitate to contact your office team at any time to share your feedback; we are always interested. Listening closely to you and responding to your needs is at the heart of everything we do.

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

Health care reform and the importance of being an educated consumer



As you may know, health care reform is the most significant change to our nation's health insurance system since the creation of the Medicare and

Medicaid programs. The passage of health care reform, also known as the Affordable Care Act, has two primary goals: to decrease the number of uninsured Americans and to contain rising health care costs.

We've already seen some health plan changes as a result of this act. For example, children may remain on a parent's medical plan until age 26, preventive care is now covered at 100 percent, and many health screening tests are now fully insured. Starting in 2014, the individual mandate of the Affordable Care Act requires most Americans to possess health insurance or face a financial penalty.

To comply with the individual mandate, the federal government opened online exchanges (or marketplaces) on October 1, in which individuals can purchase health insurance at the state and national levels. The function of this exchange system is to offer a marketplace where those seeking to purchase health insurance will have access to affordable options.

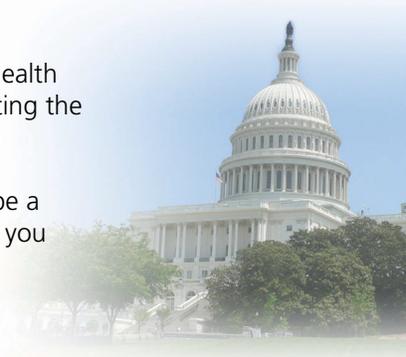
How will health care reform affect your current situation?

Health care reform is a change from the norm, and we all know that change can be challenging. You also now have more health insurance options as a result of the exchanges. The following are some important considerations to keep in mind:

- If you or your child is remaining on your current policy, routinely confirm with your insurance carrier that your home health care benefits will remain the same upon renewal and continue to be covered.
- If you are shopping the exchanges, be sure to confirm that the home care benefits offered are adequate to meet your current and future home health care needs.
- Should you change your health insurance carrier, please notify your office staff of the exchange plan you have chosen.

Additional information is available by calling the Health Care Reform hotline at 1-800-318-2596 or by visiting the healthcare.gov website.

As always, BAYADA Home Health Care is glad to be a resource to help you understand these changes. If you have any questions, please feel free to contact the office currently providing your service.





Personal journeys of pediatric parents

Shared by **Mandy Blake-German**, Suffolk County, NY Director

For many, the holiday season includes fun days like Halloween, wonderful Thanksgiving feasts, and special winter holiday time with families. However, for some of our pediatric parents, holidays can often trigger feelings of sorrow and sadness—new parents may feel alone or isolated from what they call “normal families.”

The Suffolk County, NY adult nursing and pediatrics office based in Hauppauge Long Island serves more than 10 pediatric clients who range in age from 6 months to 18 years. One of their long-term clients is 5 year old **Ruby L.** Born via emergency C-section in Suffolk County Long Island, Ruby suffered severe oxygen and blood loss, resulting in permanent brain damage.

Her parents Ken and Heather, like many parents, went through various stages of grief (denial, anger, bargaining, depression, and acceptance). Throughout this process, they made a conscious decision to provide Ruby with the best possible life.

Over the years, Ruby's family has become advocates for improved services to parents of medically fragile children. They joined various advocacy efforts and became connected with special needs organizations. Today, Ruby has a team of at least six specialists she sees two or more times a year. According to RL's parents, “*We finally have our A Team, which includes BAYADA nurses, medical specialists, therapists, and family members.*” They are especially grateful



for our nurses' ability to communicate with other family members and help them feel comfortable with the medical needs of Ruby.

This holiday season, the family says their life is fulfilling because they have a great support team, and most recently welcomed a second daughter to their family, Beatrix Claire born healthy on June 18.

I am thankful for today

Shared by **Savine DaCosta**, mother of pediatric client Gabe

Every year at this time, I find myself reflecting on what the year has been like and I can honestly say that I am thankful for many things this year.

I am thankful for all of the traditional reasons, such as my family and friends.

I am thankful for miracles. As rare as people say they are, my family has been blessed with two during our lives so far. The birth of our 12-year-old son at 27

weeks and 1 pound, 9 ounces, and the fact that I was able to survive the birth when medical professional did not think that was possible.

I am thankful for an awesome and supportive husband. He is a fantastic father who sees his son for who he really is and is a constant presence in his life.

I am thankful for the staff and nurses from the Sellersville, PA BAYADA Pediatrics

office. They have worked with our family through the years and without them, life would just not work as well as it does.

I am grateful for my team of teachers, therapists, and doctors who play a major part in keeping my son Gabriel healthy (physically, mentally, and socially).

I am especially grateful for Gabriel, who despite what life puts in his path, is a constant reminder that anything is possible; you just have to figure out how to make it work.

There are so many reasons to be sad and complain during the holidays, however, I am thankful that for every one of those reasons, I have many more reasons to be happy and joyful.

Tomorrow is never promised, so I am thankful for today.



Home for the holidays

Shared by **Eric LeGrand**, BAYADA client, Football Analyst, and Motivational Speaker



In 2010, BAYADA client **Eric LeGrand** suffered a spinal cord injury during a Rutgers University, NJ football game paralyzing him from the neck down, and leaving

him dependent upon a wheelchair and ventilator. Eric was discharged from the hospital after being told that he would never walk again.

Though many would be discouraged, Eric's determination never faltered. He began vigorous rehabilitation while giving motivational speeches across the country with his BAYADA North Brunswick, NJ home health care professionals. In a symbolic gesture, the Tampa Bay Buccaneers signed Eric in 2012; the following year, his Rutgers jersey number was retired.

During this time, Eric was unable to move back to his family home in Avenel, NJ, due to wheelchair accessibility. With the help of his Believe Foundation, that has changed. After 944 days away from home, Eric returned home to his new state-of-the-art house, and shared with us how he feels to be home for the holidays.

This year the holidays are going to be amazing. We have so much to be thankful for, but most importantly, this year I'll be home. Christmas will be at my new house, and that will be awesome.

We enjoy the typical holiday traditions of putting up a tree and decorating the house, but my favorite holiday tradition is my mom's sweet potato pie. It is the best around and I can never get enough of it.

I am so thankful this year—for the people around me who help and care for me, my positive attitude despite the situation I am



in, and for all of the things I am blessed with and able to do. It amazes me that year after year, things keep looking up.

As 2013 comes to a close, my recovery continues as I build up my back muscles and continue to regain feeling in my hands and arms. This means that I am one year closer to walking. Earlier this year I was fortunate to be invited once again to the Excellence in Sports Performance Yearly (ESPY) awards, and just last month I was there to see Rutgers retire my jersey. In December, I will finally graduate from Rutgers and plan to continue sports broadcasting and motivational speaking.

It has been a remarkable year and I can't wait to see what 2014 will bring.

Heartfelt thanks

Shared by **Kelly Rivera**, BAYADA clinical manager and mother of a BAYADA pediatric client

I have been employed as a BAYADA clinical manager in the Erie, PA pediatrics office for more than six years. During this time, my son, who is diagnosed with cerebral palsy, has been receiving BAYADA nursing services.

During my time as both a client and an office team member, I have seen my coworkers and BAYADA caregivers go above and beyond the call of duty to meet our clients' needs. I have witnessed all-hands-on-deck dedication many times: nurses filling extra shifts, offices pulling together to make financial contributions, and even employees donating their paid time off to others in need. There are no words to describe the way BAYADA office and field staff come together to make things work. My family recently had a crisis, and I found myself on the receiving end of BAYADA generosity. Two days before my daughter's high school graduation, I

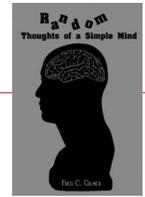
received a phone call notifying me that my father suffered a massive stroke. We live 2,000 miles away from him, and were crushed that there was nothing we could do. The physicians told us that the next 48 to 72 hours would be critical, and that if he made it though, he would need intensive therapy to regain speech and motor functions.

I made the decision to attend my daughter's graduation before flying to be at my father's side. My coworkers supported my decision and helped me plan and host a wonderful graduation party for my daughter. In addition, my director, client services managers, and BAYADA caregivers all worked together to provide around-the-clock support to my son during my absence.

I was able to stay with my father for a week during his initial recovery, secure in the knowledge that both my son at home and my clients at work were in good hands. Upon my return, I was able to calmly make arrangements to have my father come to stay in our area and continue his road to recovery.

Words cannot express how thankful I am for all the support and encouragement I received from the Erie office. I am, and will always be, a proud BAYADA parent and employee.





Prodding, persuading, and encouragement pays off

Shared by **Frederick Gilmer**, BAYADA client and author

Lots of people my age who are retired and living in a senior facility tend to spend their time playing bingo, doing crossword puzzles, and chatting with neighbors. Not that there is anything wrong with these activities—because I enjoy them myself—but I needed more of a challenge.

A few years ago, I was forced into early retirement by some debilitating physical ailments and have resolved to make the best of it. So, I took up writing. It was more of a hobby than anything else, but as I got into it, I had an epiphany:

why not publish what I've created?

Random Thoughts of a Simple Mind is the title of my first book. It is a book of puns formatted in poetry form. The book was a lot of fun to write and is very easy to read.

My second book, a novel titled *Trading Letters* was more difficult to complete. I learned very quickly what it meant to have writer's block. I was stuck many times trying to finish my first novel. After several attempts I gave up, put it away in my file cabinet, and forgot about it.

One day, I was talking about my unfinished project to my BAYADA Home Health Aide **Donyell Lee**. She read parts of the manuscript and liked what she had read. She prodded, persuaded, and encouraged me—much the same way she does when helping me with my therapy—to finish the book. So I did.

During this holiday season, I am very thankful for Donyell. *Trading Letters* is now doing very well thanks to her, and I am already working on my next book.



5000 Dearborn Circle
Suite 300
Mt. Laurel, NJ 08054

The Client Satisfaction Index: one year later

Last year, after extensive research using client satisfaction survey data from clients like you, BAYADA began using the Client Satisfaction Index (CSI) as a key measure of quality. Since then, the CSI has provided useful and actionable information to guide our service offices in areas such as involving you and your family in managing care, the clinical quality of services you receive, and the excellence of your BAYADA office staff.

Over the past year, this tool has helped us more effectively monitor and improve client satisfaction. We plan to continue our efforts and find ways to make your

experience with BAYADA even better. We've found that using the CSI has shown us what is important to you, our client.

Recently, we began piloting an enhancement to our process of capturing your valuable feedback: email surveying, or eSurveys. In lieu of paper surveys, we began sending email surveys to a group of BAYADA clients. Our hope is to increase survey response rates by making the survey easier and more convenient to complete. If this initiative proves successful with our pilot group, we hope to launch eSurveys companywide.

As always, we thank you for returning your client satisfaction surveys. We will continue to use your feedback to improve the quality of care you receive from BAYADA. We acknowledge and appreciate the trust you have placed in BAYADA and strive to always provide the highest quality home health care possible.

For questions about your service or a particular policy, practice, or procedure, we encourage you to contact your service office.

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

BAYADA SPECIALTY PRACTICES

Home Health Care • Pediatrics • Hospice • Habilitation

Services may vary by location

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