



CARE Connection

A publication for clients of BAYADA Home Health Care | Celebrating 39 years of compassion, excellence, and reliability

Volume 3, Number 3 • 3Q'14

www.bayada.com

A Message from Mark Baiada

founder and president, BAYADA Home Health Care



BAYADA has a special purpose—to help people have a safe home life with comfort, independence, and dignity. We feel that our purpose as a home health care organization is to serve others and help bring together care professionals and clients for the greater good.

Our community service efforts, such as the annual BAYADA Regatta, give us opportunities to make a difference by helping individuals who need assistance and supporting the organizations that support our clients' unique needs. Many of you participate in and are supported by local community organizations, disease-specific support groups, adaptive athletic activities, and other charitable causes. BAYADA offices are active community partners, raising awareness and participating in fundraising efforts for many worthy causes.

Inherent in our work, is also our desire to provide the very best service to our clients with the highest professional, ethical, and safety standards. That's why we recently provided annual infection prevention training to our home health professionals because keeping you and our employees safe is essential to providing the highest quality of home care services available.

It is especially gratifying when we are able to share in our clients' successes, as you'll read in some of our *Client Corner* stories on page 3. We are grateful for the privilege to help people experience a better quality of life in the comfort of home.

Thank you, as always, for the trust you place in BAYADA. Please don't hesitate to contact your local office with any questions or requests.

Best regards,

J. Mark Baiada

BAYADA Hosts 33rd Annual All-Adaptive BAYADA Regatta

Providing community service where we live and work is part our company philosophy: *The BAYADA Way*. Our BAYADA offices engage in a diverse array of community service initiatives nationwide, and as a company, BAYADA is the sole sponsor of the BAYADA Regatta—the first and only regatta to focus solely on adaptive rowing, which is open to athletes with physical disabilities from around the globe.



BAYADA REGATTA

This year's event was held on August 16, with more than 84 rowers competing from 27 rowing clubs and representing 20 states.

The first BAYADA Regatta took place in the summer of 1981 on the banks of the Schuylkill River in Philadelphia, PA. More than 30 years later, the BAYADA Regatta has grown steadily, becoming one of the largest all-adaptive rowing events in the world. Competitors from across the country—and as far away as Europe and Africa—have come to Philadelphia to compete in various adaptive rowing events.

Philadelphia Adaptive Rowing (PAR) is the host club for the BAYADA Regatta and a leader in the movement to make the sport of rowing available to everyone. Staffed by volunteers from a variety of backgrounds, PAR provides recreational and competitive rowing opportunities for individuals with physical disabilities at any skill level.

For more information, visit bayada.com/regatta.



Preventing Infections and Preparing for Flu Season Keeping you and our employees safe

Our goal at BAYADA is to continuously improve our work through evaluation, education, and training, so that we can provide the very best services to our clients.

Preventing infection

Infection prevention is an important safety issue and required annual training was recently provided to all of our BAYADA professionals who provide care in the home. Our Infection Prevention Program identifies and explains how to reduce the risk of infection. The guidelines provided in our *Staying Healthy: A Guide to Infection Prevention* educational guide (located on our website at bayada.com/staying-healthy.asp) contain important information to help keep our employees and clients safe and prevent the spread of infection. Educating employees is an important part of our mission and vision for the future—to help millions of people have a safe home life with comfort, independence, and dignity.

Preparing for flu season

With influenza (flu) season just around the corner, we encourage employees and clients alike to take preventive action by getting an annual flu shot. Seasonal influenza is a very contagious respiratory illness caused by influenza viruses. Unlike a cold, which is also a virus, the flu comes on very suddenly and has more severe symptoms.

The Centers for Disease Control and Prevention (CDC) recommends a yearly flu vaccine for everyone six months of age and older as the first and most important step to prevent getting the flu. Young children, seniors, and people with certain medical conditions are especially at risk for developing serious complications associated with the flu (such as pneumonia). Getting vaccinated is especially important for them and the people who live with or care for them. The flu vaccine is safe; you can't get the flu from the vaccine. The vaccine,



however, does take two weeks to provide full protection. So, getting the vaccine before the flu season begins is important.

Speak with your physician about scheduling your annual flu shot now. Also remember to wash your hands often to prevent getting and spreading germs.

Visit the CDC's seasonal influenza page at <http://www.cdc.gov/flu/index.htm> for additional information about influenza viruses, preventive care, vaccinations, and other resources. ■

BAYADA Nurses Selected to Represent Their States in National Recognition Program

Four BAYADA Nurses recently received special recognition from the National Association for Home Care & Hospice and the Home Health Nurses Association. The organizations selected RN Lynne Caulfield from our Brattleboro, VT home health office, RN Bonnie Lawrence from our Newark, DE home health office, RN Sarah McLean from our Rock Hill, SC pediatrics office, and RN Darlene Radcliffe-Dumont from our Rhode Island assistive care office as their states' representatives in the 2014 Home Care & Hospice Nurse of the Year Recognition Program.



Lynne jumped into action when a hospital discharged her client, Rhonda J., without the proper feeding equipment or instructions. Rhonda has serious feeding issues and needed special nutrition. Lynne called everywhere in the hospital to get the specific formula that was ordered and reached out to every pharmacy in a two-hour radius of Rhonda's home. She finally talked the night supervisor from a local hospital into giving her a few cans of food so Rhonda would not go to bed hungry. Lynne was able to obtain the full order of food the following day.



Bonnie was recognized for seeing the big picture and piecing together her client, Dennis D.'s symptoms. She recognized that his back pain could be caused by vertebral compression fractures. When he pursued this possibility and the diagnosis was confirmed, he underwent surgery and now enjoys a better quality of life.



Sarah turned her schedule around to best meet the needs of her client, Brian D., who is ventilator-dependent. When Brian's primary night nurse had to be replaced, Sarah worked out a schedule that would most benefit Brian, which sometimes meant doing double shifts, flipping days and nights, and training multiple nurses on multiple shifts.



Darlene braved a brutal winter snowstorm when a CNA was unable to make it to a client's home. The client, Jason J., has quadriplegia and his elderly grandfather was unable to care for him on his own. Darlene stepped in to provide Jason's care, and even connected her personal generator to ensure his safety during a potential power outage.

We are proud of our great nurses on receiving the recognition that they deserve for helping clients have a safe home life with comfort, independence, and dignity! ■

Helping a Client Find Her Voice Again

Submitted by **Wes Trice**, Director from Headquarters support office

Lisa D., a client at the BAYADA Cherry Hill, NJ assistive care office is diagnosed with amyotrophic lateral sclerosis (ALS). She is in her 50s and uses a tracheostomy and ventilator to help her breathe. Lisa regularly receives a visit from BAYADA's Clinical Manager Beatrice (Bea) Lewis; however, on this special day, Bea invited me to accompany her. I had no idea it was going to be the most touching client visit I would ever have at BAYADA.

Lisa originally received nursing services from one of our competitors. While she loved her nurses, she did not like the service she was receiving and decided to join BAYADA. When Bea opened the case, Lisa was unable to speak but could eat on her own. Bea and Lisa's respiratory therapist knew that if a client is capable of eating on their own, they are also usually capable of speaking. But Lisa had not said a word in more than three years. Bea told Lisa that if they simply put the cuff down on the tracheostomy collar and attached a speaking valve, there was a chance Lisa could use her voice again.

Bea, a speech therapist, respiratory therapist, and I all went to Lisa's house on a Thursday afternoon. The collar on the cuff was put down, the ventilator settings were adjusted, the speaking valve was attached, and we all waited to hear if Lisa could speak again.

And with a simple "Hi," Lisa said her first word in more than three years. While her voice was a little weak, we could all hear what she was saying and the simple "Hi" was soon followed by many more words. The speech therapist assured us that with some work, Lisa would be stringing together sentences in no time.

Needless to say, there was not a dry eye in the house. It is moments like this that make me truly grateful to work for BAYADA, and more grateful that wonderful nurses like Bea Lewis are taking care of our clients! ■

Pediatrics Client Celebrates Discharge from Services

Submitted by **Lisa Philhower**, Director Allentown, PA Pediatrics

Elizabeth (Lizzy) D., a client receiving care from our BAYADA Pediatrics office in Allentown, PA was recently discharged from our services after more than eight years.

Our BAYADA professionals have cared for Lizzy since she came home from the hospital at just eight months old. Lizzy required a tracheostomy and 24-hour mechanical ventilation. She had some tough times over the years with respiratory issues and illnesses. Her team at BAYADA always attended to her condition and was quick to respond to her needs. Initially, Lizzy had trouble eating and was fed through a gastrostomy tube (G-tube). Her family and nurses worked very hard and were thrilled when her G-tube was removed.

Today, Lizzy is eight years old and has no feeding deficits. She is a beautiful, energetic, happy, and fun-loving third grader.

Her family, along with her team at BAYADA surprised Lizzy with a party at her home to celebrate her discharge. During

her party, Lizzy's family had an official "tear down" ceremony of her bed in the living room; Lizzy will finally join her sisters who sleep in bunk beds.

Lizzy is excited to begin her new trach-free life, but she will miss her nurses and caregivers at BAYADA. We will also miss Lizzy and her family, but feel privileged to have been a part of their lives.

Onward and upward, Lizzy!

To learn about other BAYADA clients, please visit www.bayada.com. ■



Lizzy and her sister Eva

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.



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

Collaborating to Care for You

At BAYADA, we value each and every client satisfaction survey we receive from you, our clients. The feedback received has led to initiatives that you may not see directly, however, we hope the results will be felt in your home.

BAYADA has a full range of services, and across our specialty practices, consistent themes have been identified as opportunities for improvement, such as response to problems, concerns, or

complaints by BAYADA office staff and caregivers. We are pleased to report that progress is being made in this area as we work with our leadership teams and review our care delivery process. Our staff is collaborating to ensure that the invaluable feedback we receive is being utilized.

As a part of your survey response, we encourage you to provide detailed comments specific to your experience with BAYADA. In the next edition of

CARE Connection, we will explain how BAYADA uses your comments.

BAYADA acknowledges and appreciates the trust that you have placed in us and strives 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 local office.

Opportunity to Showcase Your Artistic Talent

Do you or your child have an artistic knack?

We'd love to feature the artwork or photography of our current or former BAYADA clients in some upcoming holiday communications, such as our companywide newsletters and greeting cards. Consider

sending a photo of your artwork or photography to careconnection@bayada.com. All original artwork or original photos will be returned, and if we decide to use your creation, we will notify you in advance.

Thank you in advance for your consideration. ■



BAYADA SPECIALTY PRACTICES

Home Health Care • Pediatrics • Hospice • Habilitation

— Services may vary by location —

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