



# CARE Connection

A publication for clients of BAYADA Home Health Care | Celebrating 40 years of compassion, excellence, and reliability

Volume 4, Number 3 • Fall

[www.bayada.com](http://www.bayada.com)

## A Message from Mark Baiada

Founder and President, BAYADA Home Health Care



*“We are led by our hearts”*  
~The BAYADA Way

When I think of all the clients for whom we’ve provided care over the past 40 years, I’m reminded of how no two are exactly alike. Different ages, diagnoses, abilities, family relationships, home lives, and more. But the one constant that remains is

that each and every one not only needs care, they need love. And it is that deep belief in the power of love and compassion that I believe makes BAYADA unique.

So, in celebration of 40 years of caring with compassion, excellence, and reliability—and love—we invited clients, family members, BAYADA caregivers, and office employees to show love *The BAYADA Way* by submitting videos to our talent showcase contest. We appreciate all the heartwarming, amusing, and entertaining videos, and are happy to share the three top-rated ones with you. I hope you enjoy them as much as I did!

In this issue of *CARE Connection*, you can also read the inspiring, hopeful story of BAYADA client Cathy Malone, whose “never give up” attitude and determination—along with help from her BAYADA therapists—has put her on the road to wellness again.

Since it is our goal to help you thrive as well, we want to share some important information for preventing infection—be sure to download our free guide, *Staying Healthy*. And we encourage you to visit our online Legislative Advocacy Center, designed to help you voice your opinion to lawmakers about health care laws and policies that are important to you.

Lastly, as we continuously strive to improve our work, we encourage you to complete our Client Satisfaction Survey if you haven’t already. Your feedback is essential to helping us continue to provide the high level of service you deserve. Please let us know if we can be of further assistance to you—we would love to hear from you!

*J. Mark Baiada*

## The BAYADA Talent Showcase Results Participants Show Love The BAYADA Way

Thank you to everyone who submitted a video for our Talent Showcase in celebration of BAYADA’s 40th anniversary. While all of the videos exemplified the spirit of *The BAYADA Way*, three videos received the most votes.

### Congratulations

BAYADA Nurse Roger Mair, LPN, and client Jake Tucker from the South Atlanta, GA Pediatrics office received the most votes with 463. The dynamic duo sang *Just My Imagination* by The Temptations. Watch Roger and Jake’s unique and heartwarming rendition of this classic song: <http://bit.ly/jakeroger>.



Jake Tucker and Roger Mair

With 334 votes, Jeremy Wilson, home health aide, and his client and friend Paul Dylan-Grimes from our habilitation behavioral health office in Hilo, HI demonstrated their artistic talents with a slide show featuring some of their creative works of art. Watch Jeremy and Paul’s video: <http://bit.ly/jeremypaul>.

Rounding out the top three with 327 votes are four employees from our habilitation behavioral health office in Hilo, HI, who showed their BAYADA pride as they lip-synced to the song, *I Believe in Love*, by Alan Menken and Lily Collins. Watch Habilitation Technicians Shumoo-Ah Jack Sanford-Benevides, Sharmayne (Leimana) Koehler, Jessie MacDonald, and Habilitation Manager Debbie Gasiewicz lip-sync, dance, and have fun: <http://bit.ly/hibteam>.

Participants from the top-rated videos received gift certificates to enjoy the activities that they love, including eating at their favorite restaurants, buying art supplies, and celebrating with colleagues.

View all submissions from The BAYADA Talent Showcase:  
<http://bit.ly/allshowcasevideos>.

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](mailto:CAREconnection@bayada.com).

## BAYADA's Infection Prevention Program

*Helpful resource guide for employees and clients*

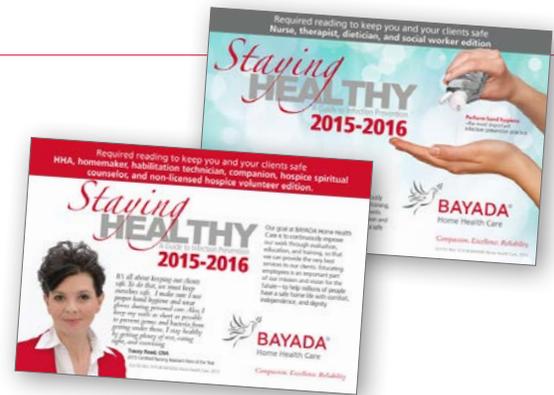
At BAYADA, we are dedicated to continuously improving our work through evaluation, education, and training, so that we can provide the very best services to our clients. A key goal is to keep our clients and employees safe.

That's why BAYADA provides annual infection prevention education to our employees. Consistently following established best practices when providing care to our clients helps protect against the transmission of infection. This is important to keeping both clients and caregivers healthy.

As part of our infection prevention program, we provide employees with

the booklet, *Staying Healthy: A Guide to Infection Prevention*. It is a great resource for educating our staff about BAYADA's evidenced-based infection prevention policies and procedures (such as, hand hygiene, standard and transmission based precautions, sharps safety, hazardous waste management, bloodborne pathogen exposure prevention, and bag technique). These guides (one for licensed staff and one for non-clinical employees) are provided to employees upon hire as part of orientation and annually as part of required education.

Versions of the *Staying Healthy: A Guide to Infection Prevention*



booklet are available on our website at [www.bayada.com/staying-healthy](http://www.bayada.com/staying-healthy) for our clients and other home health care professionals to learn about preventing infections. We encourage you to read this valuable resource.

Infection prevention is a top priority at BAYADA. Please contact your office with questions. ■

## BAYADA's Legislative Advocacy Center: Make Your Voice Heard with Legislators

Government plays a major role in funding and regulating home health care services. That's why BAYADA has a team of professionals working with legislators to ensure that clients like you have access to necessary home health care services. By working together with other clients and employees, you, too, can influence the laws and policies that affect how home health care is provided to those who need it most.

BAYADA created a Legislative Advocacy Center website for staff and clients as a tool you can use to quickly and easily educate your legislators about home health care and the issues you care about.

We encourage you to register at [www.advocacy.bayada.com](http://www.advocacy.bayada.com) by clicking "New? Register here" on the right-hand side of the page. This free tool also provides sample letters, resources, and email notifications about issues.

For additional information, contact your office or BAYADA's dedicated Government Affairs Office at [advocacy@bayada.com](mailto:advocacy@bayada.com) or call 215-546-2806. ■



View our latest video to learn more about the importance of advocacy at [www.advocacy.bayada.com](http://www.advocacy.bayada.com).

## Another Inspirational BAYADA Regatta

The BAYADA Regatta, sponsored solely by BAYADA, is one of the nation's largest all-adaptive rowing events.

In August, more than 100 rowers with physical disabilities from 12 states competed in the Philadelphia-based races. We are so proud of these inspirational rowers.

Visit [bayada.com/regatta](http://bayada.com/regatta) to learn more. ■



BAYADA REGATTA



## Never Give Up! Cathy Malone and her BAYADA Therapists Show What Great Teamwork Can Do

After spending \$60,000 out of pocket for nursing home care, Cathy Malone of Vineland, NJ still could not get out of bed. Obesity, multiple knee replacements, depression, chronic infections, and frequent hospitalizations left Mrs. Malone bedbound for six months.

"I expected that being in a rehab center for so long, they would help me walk again, but that didn't happen," explains Mrs. Malone. "At that point, I just wanted to go home." Although she was assessed as having "no potential to walk" by another home care agency, Mrs. Malone knew that with weight loss and the right help at home, she could, indeed, walk again and get her life back.

That's when BAYADA Home Health Care came back into her life.

"I helped Mrs. Malone recover from her first knee replacement 15 years ago," remembers BAYADA Physical Therapist Kathy Vertolli. "When I saw her again after her recent stay in rehab, I knew we'd have a lot of work to do, but we were both determined."

When Kathy first tried to get Mrs. Malone out of bed, she was only able to stand for about five seconds at a time. Little by little, with Kathy's help and encouragement, Mrs. Malone gained strength and confidence to do more and more. "In the beginning, I kept saying 'I can't' but Kathy kept saying 'You will.'"

"She was right," says Mrs. Malone with great fondness. "Kathy is a great therapist and a real cheerleader." BAYADA Occupational Therapist Gail Fine worked with Mrs. Malone to learn how to safely move around the house, perform her own personal care, and other activities of daily living. Mrs. Malone even worked up to preparing her own meals, which was a great accomplishment for her.

Although Mrs. Malone says she could not have achieved so much without the help of Kathy and Gail, both therapists agree that it was definitely a team effort by all three, with Mrs. Malone leading the way with her positive attitude and determination. Both therapists gave her a lot of strategies for walking safely and performing tasks; Mrs. Malone always practiced and wanted to do more.

"Cathy Malone is a breath of fresh air for a therapist. Not everyone works as hard as she does. She is an example of true compliance," says Kathy. "She recharges my battery. It's like watching someone being reborn."

### No stopping her now

After just a few months under Kathy's and Gail's care, Mrs. Malone is walking the length of a football field with the assistance of a cane. Her weight loss and functional transformation have been remarkable – even her neighbors notice and often cheer her on when they see her in the neighborhood.

Mrs. Malone is just as thrilled with the changes that have taken place – both physically and emotionally. "I was so depressed that all I saw was black. The efforts of the Kathy and Gail not only helped me walk again, but helped me emotionally and gave me the courage to go on."

Kathy is so pleased with not only the physical mobility Mrs. Malone now has, but also with how her life has improved in many other ways.

"Not only is Mrs. Malone able to function better at home, she is re-establishing relationships that were difficult to keep since socially she couldn't participate in a lot of things," explains Kathy. "She had family over for a BBQ and she was able to go outside and enjoy her grandchildren, something she hasn't done in a very long time."

Recently Mrs. Malone went back to the nursing home for a visit. When she walked in using a cane, everyone was so astounded to see her walking on her own. "I wanted to show them that you should never, ever give up on people."

Mrs. Malone is so grateful that Kathy and Gail never gave up on her and continued to work with her to achieve so much.

"My goal is to get back to being 'me' and I'm on my way! No stopping me now." ■





**BAYADA**<sup>®</sup>

Home Health Care

1975 **40 YEARS** 2015

*Compassion. Excellence. Reliability.*

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

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## Your Feedback Directly Contributes to Our Efforts to Improve Services and Recognize Your Caregivers

Through our Client Satisfaction Survey program, BAYADA provides you with an opportunity to share your feedback about your experience with our services and the care you receive from us. Your feedback helps us understand whether we are living up to and exceeding your expectations—and the expectations we have set for ourselves as well.

The information you share with us helps us identify areas in which we need to improve our services. Just as importantly, it enables us to recognize those employees who are consistently going above and beyond in the services they provide, exemplifying our core values of compassion, excellence, and reliability.

Currently, the Client Satisfaction team is working on a number of targeted improvement efforts to help us more seamlessly involve family members in care and keep them updated on progress. This initiative is a direct result of your valuable thoughts and comments.

We want you to know that your feedback matters and sincerely thank you for helping us to fulfill our promise to you. For questions about the Client Satisfaction survey or if you would like to share feedback with us about how we can improve our services, please call 856-380-0277 or email [clientsatisfaction@bayada.com](mailto:clientsatisfaction@bayada.com). ■

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**BAYADA SPECIALTY PRACTICES**

**Home Health Care • Pediatrics • Hospice • Habilitation**

Services may vary by location

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