



CARE Connection

A publication for clients of BAYADA Home Health Care | Celebrating 37 years of compassion, excellence, and reliability

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www.bayada.com

A letter from Mark Baiada, founder and president of BAYADA Home Health Care



Thank you for trusting BAYADA with your home health care services. Our top priority is to deliver the highest quality home health care services with compassion, excellence, and reliability.

It's been an exciting year so far for BAYADA Home Health Care!

In January, we changed our name from Bayada Nurses to BAYADA Home Health Care to more clearly and consistently communicate that *The BAYADA Way*—our company philosophy—is at the heart of everything we do, and to better explain our range of services and team of multidisciplinary professionals.

Our BAYADA offices are organized by specialty practices, each with a team of professionals committed to providing home health care services with the highest professional, ethical, and safety standards. A BAYADA team may include nurses, therapists, home health aides, and medical social workers. With this wide range of expertise, BAYADA can help our clients at every level of care, from pediatrics and geriatrics, to high-tech care or just being there. In fact, we provide the broadest range of services and professionals, and accept more payor sources than any other home health care organization.

If you have any questions about your services, please don't hesitate to contact your office team.

Warmest regards,

J. Mark Baiada

BAYADA specialty practices *Helping clients at every level of care*

At BAYADA, our offices are organized by specialty practices to ensure that you are receiving the highest quality of care at every level, 24 hours a day, 7 days a week.

Here's a quick guide to understanding the different types of care we provide.

Home Health

Home Health professionals provide adults and seniors with short-term nursing, rehabilitative, therapeutic, and assistive home health care services. This care is provided by registered nurses (RNs), physical therapists (PTs), occupational therapists (OTs), speech language pathologists (SLPs), home health aides (HHAs), and medical social workers (MSWs) as a limited number of up to one-hour visits, primarily through the Medicare Home Health benefit.

Did you know...

PTs help improve your strength, balance, and ability to walk in and out of your home safely. OTs work to maximize your abilities in and around the home. They can provide you with techniques and compensatory strategies to manage your activities of daily living. Both PTs and OTs also assess your home environment and make recommendations to keep you safe and free from falls. SLPs can help with language disorders, communication problems, swallowing difficulties, and cognitive impairments.

Our professionals will provide an extensive evaluation to determine your individual needs and will work with you, your family, and your doctor to develop a comprehensive treatment plan, and help maximize your safety and ability to live independently in your home.

Adult Nursing

Adult Nursing professionals provide nursing care services at home to adults and seniors dealing with chronic illness, injury, or disability. These services are provided by registered nurses (RNs) and licensed practical nurses (LPNs), primarily on an ongoing shift (two-hour or more) basis. This care is also sometimes referred to as private duty or adult skilled nursing.

Did you know...

We recognize that our clients have individual needs and our staff can provide much better care when specially trained. Special training programs have been developed about caring for clients with Alzheimer's and dementia and for providing live-in home health aide services.

These specialized programs offer detailed training to our employees, addressing the physical, environmental, and emotional needs of our clients. These and future trainings ensure our employees have the skills they need to provide care to our clients with the highest professional, ethical, and safety standards.



BAYADA specialty practices

Helping clients at every level of care *continued*

Assistive Care

BAYADA Assistive Care (also known as personal care) professionals provide non-medical assistance with activities of daily living for adults and seniors, including self-care and household support services. These services are provided primarily by home health aides on an ongoing shift (two-hour or more) basis.

Did you know...

An experienced and dedicated team of BAYADA employees have joined efforts to create the Assistive Care and State Sponsored Programs Practice Committee. The committee has over 50 years of experience overseeing the provision of assistive care services to BAYADA clients. These talented individuals meet on a regular basis to evaluate, recommend, and incorporate best practices.

Pediatrics

BAYADA Pediatrics professionals provide nursing, therapeutic, and assistive home health care services for children under the age of 18, primarily on an ongoing shift (two-hour or more) basis.

Did you know...

BAYADA is now a national sponsor for Families of Spinal Muscular Atrophy (FSMA), and recently participated in the national conference, developing strong relationships with world-renowned physician experts and many families affected by the disease. Our goal is to partner with prominent, disease-specific organizations so we can continue to enhance clinical training for our health care professionals and advocate for our clients.

The partnership with FSMA includes support for the Walk-n-Roll events held annually throughout the country. A schedule of events can be found on the FSMA website, www.fsma.org. If you will be participating in a local Walk-n-Roll, please contact Michelle Kukawski at 855-411-PEDS (7337). We would like to support your efforts and provide Walk-n-Roll t-shirts for your team.

Hospice

BAYADA Hospice care professionals provide comprehensive end-of-life medical, social, and spiritual care that provides comfort and support to patients and their family members when a life-expectancy prognosis of six months or less has been determined.

Did you know...

BAYADA Hospice professionals are trained to assist patients of all ages, so they can enjoy life fully, completely, and without pain until the end of their lives. Whether it's assisting them in their residence or while participating in a special activity, our hospice professionals are there to help patients make each day their best day. These same professionals also encourage, support, and train family members to care for their loved ones. When the time comes, family members also have access to bereavement services and grief support.

For those ineligible for Medicare, most insurance plans, HMOs, and managed care plans cover hospice care. In some cases, charity care may also be an option.

Habilitation

BAYADA Habilitation professionals provide education, support, and assistance that enables clients with intellectual or developmental disabilities to acquire, maintain, and improve skills related to activities of daily living to function as meaningfully and independently as possible in the community.

Did you know...

BAYADA is introducing a new electronic documentation system—Therap—to assist us with providing better care to our clients. The system will enhance client documentation by eliminating errors with a more thorough and accurate representation of the services being provided to our clients, and will also provide guardians access to their loved ones' plans and goals.

If you are interested in learning more about Therap, please contact your local BAYADA Habilitation office or visit the Therap System website at therapservices.net.

Staffing

BAYADA Staffing provides clinical supplemental staff to health care organizations, schools, and medical practices to assist with their staffing needs.

More information

Please contact your local office if you have any questions, need additional information about the services we provide, or to find out if a service is available in your area.

For more information about our specialty practices, visit

www.bayada.com.



BAYADA 2012 Heroes of the Year

We are proud to share that PT John Robinson, CNA Maria Ortega de Rivera, LPN Lorraine McMillan, and RN Deirdre Dutka were recognized as our Heroes of the Year during our 2012 companywide annual meeting in June. Each Hero was honored during a special ceremony, paying tribute to the amazing work they do.

Recognizing our BAYADA professionals

At BAYADA Home Health Care, we believe that our employees are our greatest asset. We strive to honor those professionals who embody our mission and meet the highest professional, ethical, and safety standards.

By rewarding and recognizing those who exemplify our core values, we are able to provide clients like you with reliable services that enable you to live your life to the fullest with a sense of well-being, dignity, and trust.

Many companywide recognition and reward programs have been developed to show our gratitude for the compassion, excellence, and reliability of our dedicated BAYADA caregivers, clinical managers, and client services managers. We also have programs that focus on education and training to help employees reach their potential, such as the BAYADA Presidential Scholarship Program.

With your help, we can recognize the heroes and talented professionals among us.

More information

To learn more about these and other recognition programs, please visit our website at www.bayada.com and click on "Recognition Programs" under *The BAYADA Way* tab.

Nominate a Hero!

Nominate your own BAYADA Hero by completing a Hero nomination form and send your comments to HeroProgram@bayada.com.

CLIENT CORNER

A new beginning

Tony T. is a BAYADA client receiving adult nursing services from our Cherry Hill, NJ (CH) office. Tony, now 31 years old, is a motivational speaker who shares his story about his unexpected and tragic childhood accident that left him paralyzed from the neck down. He strives to bring inspiration and hope to those who found themselves in a similar situation, educate those who are uncomfortable in the presence of those who are different or disabled, and teach the importance of treating people with respect.

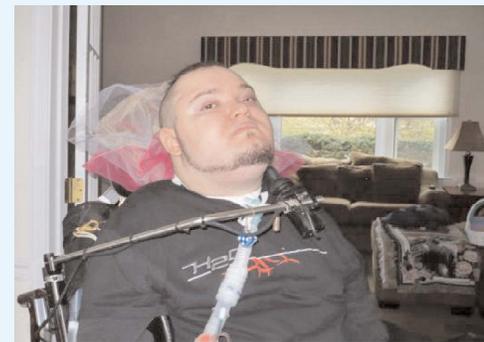
After months in the hospital following his accident, Tony finally returned home and was ready to start his new life. He couldn't wait to go back to school and see his old friends—and finally be treated like a "normal" person.

During his first day back to school, his old friends ignored him, some of his classmates stared, and others talked behind his back. The one person who was always there for him, his friend Brian, shed some light on the situation. Brian explained to Tony that his classmates weren't ignoring him, they were afraid. They weren't sure if he was the same person or if he had changed as a result of the accident. Then Brian said something to Tony that would be the start of something new, "Tony, you need to teach us."

That's exactly what Tony did. During his health class, Tony shared his story about the accident, what he had to go through during his stay in the hospitals, and what it was like to be disabled. He continued his journey of educating students about people with disabilities, acceptance, and respect throughout high school.

Tony accomplished his goal and educated every student in his school district. His success was affirmed during his graduation, when the principal mentioned Tony in the farewell speech. The principal said, "The thing that will be missed most is the heart of this class, Tony T. To see how much one student has touched the lives of thousands and never asked anything in return, will be sorely missed."

Tony graduated from Haddon Township High School in NJ more than 10 years ago, and his reputation as a motivational speaker is still prominent in the area. He enjoys doing it and thinks it's the smartest thing he's ever done.



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

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.

What's new online?

At BAYADA, we believe it is important to communicate clearly and consistently with our clients. Our updated website includes helpful information about our range of services, links to additional resources, and BAYADA client and caregiver stories.

We've updated the Our Community page, which provides information about our clients, community service projects, and

advocacy. You can also read stories and articles and watch videos that show what makes BAYADA so unique. A new section, Education, was created to provide you with resources and information to help you make informed decisions about your home health care.

We are also pleased to announce the launch of our official BAYADA Home



Health Care Facebook page, www.fb.com/BAYADAHomeHealthCare.

We hope to strengthen our community relationships by providing our audience with timely, accurate, and inspiring home health care news and information.

To find out more about BAYADA, please visit, www.bayada.com

Keep sharing your feedback

As a BAYADA client, you should always feel free to contact us about the services you receive. Express a concern, make a suggestion, or inform us about the level of care you are receiving from your BAYADA caregiver—we want to hear from you.

Please voice your concerns and share your opinions with your office. You can also share your feedback through our company client satisfaction survey.

BAYADA works closely with Press Ganey Associates, Inc., an independent research and surveying firm, to administer client satisfaction surveys and report results to our offices. The survey gives us the opportunity to collect meaningful feedback and understand how we can continue to better serve our clients.

There are multiple areas on your survey to include written comments about your care. Comments are compiled on a monthly basis and sent to the director of the office providing your services. The survey results are used internally to ensure that clients are receiving the best possible care, and we are continually committed to respecting your confidentiality.

Client names and phone numbers are not included in the comment reports unless the survey is signed, permitting this information to be released to BAYADA. Comments are reviewed and used to recognize an office or staff member for their compassion, excellence, and reliability, as well as to identify areas in which we can improve.

Other ways to share feedback

Anonymous hotline phone
866-665-4295

Anonymous hotline email address
hotline@bayada.com

Online compliance report
www.bayada.com/compliance

Mailing address
BAYADA Home Health Care
Communications
5000 Dearborn Circle, Suite 300
Mount Laurel, NJ 08054

Thank you for the trust that you have placed in BAYADA. Please know that we will always be available to meet your home health care needs.

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



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Mt. Laurel, NJ 08054

BAYADA SPECIALTY PRACTICES

Home Health Care • Pediatrics • Hospice • Habilitation

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