



**BAYADA**  
Pediatrics

1975 **40 YEARS** 2015  
Compassion. Excellence. Reliability.

# Pediatric CARE Connection

Volume 4, Number 2 • Summer | A publication for clients of BAYADA Home Health Care | Celebrating 40 years of compassion, excellence, and reliability | [www.bayada.com](http://www.bayada.com)

## A Message from Mark Baiada

Founder and President, BAYADA Home Health Care



### Our 40th anniversary—the celebration continues!

We are launching a contest for clients, family members, BAYADA caregivers, and our office employees to help celebrate BAYADA's 40th anniversary. As you will read in the article to your right, we hope you feel inspired to participate and submit a short video that showcases your special talents while demonstrating what *The BAYADA Way*—our company philosophy—means to you.

I also want to thank all of you who took the time to recognize your BAYADA caregivers by submitting a *Recognizing Reliability* contest ticket on their behalf recently. I was truly humbled and gratified to read some of your responses. By recognizing and rewarding those who exemplify the compassion, excellence, and reliability inherent to *The BAYADA Way*, we further our commitment to help clients live safely at home with independence and dignity.

But, perhaps there's no better way to bring *The BAYADA Way* to life than through the personal stories of our clients. You can read about how client Benny A., diagnosed with transverse myelitis, spends his active day from attending school in the morning to catching up with his wrestling shows at night. Many of our clients have shared stories of how their BAYADA caregivers have helped them live their life to the fullest, safe at home. We'd love to hear yours.

And finally, I want to take a moment to encourage you to join in our legislative advocacy efforts by registering on the [BAYADA Legislative Advocacy Center](#) to ensure that you continue to receive the home health care services you need, and that our BAYADA caregivers receive the fair wages they deserve.

As always, your satisfaction is our highest priority. I thank you for the trust you place in us every time you welcome us into your home. Please don't hesitate to contact your local office if you have any questions or requests; they will be glad to assist.

Best regards,  
Mark

*J. Mark Baiada*

## The BAYADA Talent Showcase

*Submit a one-minute video using your talents to showcase your BAYADA spirit*



What does it mean when a home health aide shows up, even in the worst weather conditions, and takes care of her client's needs with compassion, excellence, and reliability? What does it mean when a nationwide company rallies together for a common cause—to defeat ALS? It means that at the heart of BAYADA are people who show love.

### What does BAYADA mean to you?

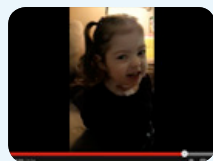
Show us what BAYADA and *The BAYADA Way* mean to you. Send a video of yourself, your family, BAYADA caregivers, or friends using your talents to showcase your BAYADA spirit. The BAYADA Talent Showcase will include more than just singing or dancing. If you are a talented artist, writer, or have a unique ability that demonstrates your love for BAYADA, capture it on video and send it to [BAYADA Talent Showcase](#) for a chance to have the top-rated video on the site and receive a prize customized just for you.

### Here's how you can participate:

- 1 Create** a short one-minute video with yourself, your family members, BAYADA caregivers, or friends showcasing your talents, while demonstrating what BAYADA means to you. (You can submit more than one video.)
- 2 Submit** your video(s) to [BAYADA Talent Showcase](#). All videos must be submitted by Tuesday, June 30, 2015.
- 3 Vote** on your video(s) and others. Voting closes on Friday, July 10, 2015 at 11:59 pm ET. The top-rated videos will be announced on the Talent Showcase site on Friday, July 17, 2015.

*Hint: Submit your video(s) early so viewers will have ample time to vote for it. Encourage everyone you know to vote for your video(s).*

It's that simple. So, get your creative juices flowing and show love *The BAYADA Way!*



### Here are two unique video examples:

BAYADA Client **Kasey D.**, age 3, as she is learning to speak, sends a message of encouragement and thanks to her nurses and all pediatric nurses. [View the video >>](#)



In celebration of BAYADA's 40th anniversary, BAYADA employee **Jamie Buttler** painted a mural that showcases, in vibrant detail, the company's first 40 years. [View the video >>](#)

## Your Overwhelming Response to BAYADA's Recognizing Reliability Contest Helped Recognize Thousands of BAYADA Caregivers

Thank you to all of you who helped us recognize our BAYADA caregivers who deliver care with the highest professional, ethical, and safety standards, in the company's recent *Recognizing Reliability* contest. We were pleasantly overwhelmed by the more than 2,400 contest tickets we received from you following the last *CARE Connection* newsletter in March.

At BAYADA, we strive to honor those professionals who embody our mission to help people have a safe home life and live their lives to the fullest with a sense of well-being, dignity, and trust. One winner per week from the pool of tickets was randomly chosen in each of our 280 plus offices, and on May 1, five companywide grand prize and 55 runner-up winners were randomly selected from the preliminary winners and presented with merchant gift certificates.

It's probably no surprise that our BAYADA caregivers were touched by the recognition and your kind words shared on your tickets—more so than winning a prize.

Here's what some of you had to say about your BAYADA health care professionals:

- *Julia has fit into our family from day one. She is energetic, professional, knowledgeable, hard-working, and treats our son as a baby, not a patient. She always has a smile on her face and we are so thankful to have her on our son's case. ~Megan and Steve R.*
- *Kizzy always has a smile. She is kind, understanding, and takes great care of our son. She is an excellent fit for BAYADA, as she is non-intrusive in the home and communicates with me about my son's care. She is a breath of fresh air. I cannot say enough good things about Kizzy. ~Sandra P.*
- *I have never experienced the commitment that Joy has for my daughter, even when my daughter is difficult to handle. ~Patsy B.*
- *Our daughter loves when Kathleen sings her songs, reads her stories, and helps her play with her toys! We find*

*it very helpful when Kathleen takes initiative to order and do inventory on supplies, contacts doctors, and integrates our daughter's daily exercises into her schedule. ~Mitch and Kristen A.*

- *If it wasn't for Jackie, my daughter wouldn't be running and climbing up stairs! She is so good to Brianna. Brianna looks forward to her visits and loves her to death. We are grateful to have her in our lives! ~Angela W.*
- *I am disabled and without my son's caregiver, my son would have to go into a home. I am so blessed to have such a good caregiver for my son. I thank BAYADA and Danielle. ~Susan C.*
- *Our caregiver, Jen, gives it her all with caring, covering shifts, and supporting family needs. She is very outgoing and friendly, which our son loves. She meets all of his needs. ~Francine A. ■*

## Raising Our Voices for Our Loved Ones

At BAYADA, we advocate because many of our clients and caregivers aren't able to do it themselves. We advocate because government programs designed to help our clients and caregivers don't receive the funding they deserve. Most importantly, we advocate because it's *The BAYADA Way*.

In late April, 173 BAYADA employees and clients showed their dedication to helping clients experience a better quality of life in the comfort of their own homes during our annual Legislative Day in Harrisburg, PA. Hazleton, PA Pediatrics Clinical Associate Christina Tompkins, whose daughter Juliann is a client, spoke compellingly to legislators about the importance of her home health care services.

"Instead of dwelling on what will not happen," said Christina, referring to her daughter living with Cockayne syndrome, a terminal illness, "the small accomplishments to other people become large accomplishments to families like us. From being able to say 'Mommy,' drinking from a cup without assistance, and even being able to use the potty, these are some of the accomplishments that Juliann's nurses have helped make possible." She went on to note her ability to work thanks to the 10 hours of daily life-sustaining care nurses provide Juliann, and the difficulty in recruiting and retaining these nurses due to poorly reimbursed home care nursing. This was one of the three main issues discussed throughout the day.

Juliann and Christina Tompkins visiting with Representative Eddie Day Pashinski



BAYADA provides an easy way to communicate your children's needs to legislators through the [BAYADA Legislative Advocacy Center website](#). Whether you need increased Medicaid funding to get the care your child needs or have different struggles, you can join BAYADA's Legislative Advocacy Center and connect with your legislators to share your specific concerns and barriers. ■

Register now on the [BAYADA Legislative Advocacy Center](#). Get alerts about issues in your state (or federal Medicare issues) and have the chance to share your voice with your elected representatives. The more people who register and use it, the louder our calls for fairness become, and our chances to get the help we need become greater.

## Benny A. – A Day in the Life of WrestleMania’s Biggest Fan!

*Submitted by BAYADA’s Suffolk County, NY office team*

The youngest of four children, Benny was diagnosed with transverse myelitis as a toddler. Transverse myelitis, a neurological disorder caused by inflammation across both sides of one level of the spinal cord, left Benny with no body control below the neck and in need of a tracheostomy to breathe. In April 2004, just a few months after his diagnosis, BAYADA’s Suffolk County Skilled office began providing daily nursing services in his home and eventually, one-on-one school nursing. Now 14 years old, Benny attends a specialized high school where he is well-liked and popular—mostly because of his wit and humor and his love of all things wrestling and scary.

### A day in Benny’s life

Benny’s day begins with a whirlwind of activity. As soon as he wakes up, his nurse begins to get him ready for a busy day at school. His nurse rides with him on a handicapped-accessible bus provided by his school district, and once at school, it’s time to hit the books! Since Benny is unable to take his own notes or turn pages in a book, a scribe is provided for him by the school district. His BAYADA Nurses, most of whom have been with Benny for several years and know his needs very well, oversee his medical care during the school day. In fact, a special block of time is set aside in his busy school schedule to allow his nurses to provide his complex nursing care.

Once school is over, it’s back on the school bus to head for home. Benny’s arrival home is quickly met with a flurry of licensed BAYADA professionals who provide speech, physical, and occupational therapies, while Benny’s BAYADA Nurses tend to his care as well as his basic activities of daily living. And, yes, that also means homework! Benny’s mother, a highly successful (and very busy) dentist, arrives home just in time to catch up with Ben before he becomes engrossed in his beloved wrestling shows. Not too much later, it’s time for bed so that Benny can get his much-needed rest for the next busy school day.



Benny at a wrestling Match with his mom

On the weekends, Ben enjoys watching more wrestling shows, horror movies, and listening to music on the stereo. On a nice day, you can also find him cruising around the neighborhood at top speed in his motorized wheelchair and playing “catch” with his nurses in the driveway.

### Reflections from Ben’s Client Services Manager Justin Booker

I’ve had the opportunity to be Benny’s client services manager for more than three years, and it’s been an absolute pleasure watching Benny develop and become the fantastic young man he is today. From the first time I walked into his bedroom and noticed all the wrestling and action movie posters, I automatically knew that he and I would get along just fine. Any time we are together, we relive all the coolest scenes in every action movie, talk about the most gruesome wrestling matches, and, occasionally, talk about secret crushes before he starts smiling and blushing. For anybody who hasn’t met him, Benny has a very vibrant personality when it comes to discussing his interests. I could easily envision him being a vigilante of the Wild Wild West, a super hero in the Justice League, a mixed martial art master, or the roughest and toughest professional wrestler in the World Wrestling Federation.

Today, as a 14-year-old young man with a little dirt above his upper lip (or maybe it’s a mustache), he is growing into his own person. Although it’s been a roller coaster ride through all the doctor appointments, surgeries, and battles with the school district, Benny has remained optimistic with the support of his family and nursing staff. It would be an understatement to say his journey has served as an inspiration for those around him. ■

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).



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

## Satisfaction Surveys will now be Shorter and Sent Via Email *Please make sure we have your correct email address*

The BAYADA Client Satisfaction Survey provides another opportunity for you to share your feedback about the services you receive. Historically, clients have received a paper survey twice per year from a third-party independent surveyor, Press Ganey. Some of you have shared that the survey is too long; clients and families do not have the time to complete the survey and send it back in the mail; and often some of the questions are not applicable to home care. Because of these issues, we tend to have a lower-than-desired response rate.

**We have heard you** and are working on a much shorter, user-friendly survey that will be sent via email and can be completed and returned electronically. The revised survey will be sent twice per year—July and January. As July is fast-approaching, there is a sense of urgency to gather

client email addresses so that we can reach as many clients as possible. If you have not been contacted yet to obtain or confirm your email address, please reach out to your BAYADA office to ensure we have your most up-to-date email on file. As before, your survey will remain completely confidential, unless you choose to share your name at the end of the survey. If you do not share your name, we will omit any identifying information to preserve your anonymity before sharing any of your comments with your office.

For questions about the BAYADA Client Satisfaction Survey, please email [clientsatisfaction@bayada.com](mailto:clientsatisfaction@bayada.com) or call 856-380-0277. Thank you for helping us continuously improve by evaluating BAYADA's services and providing feedback on the Client Satisfaction Survey! ■

————— BAYADA SPECIALTY PRACTICES —————

Home Health Care • Pediatrics • Hospice • Habilitation

————— Services may vary by location —————

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