



WE LOVE WHAT WE DO

# CARE CONNECTION

A PUBLICATION FOR CLIENTS OF BAYADA AND FAMILY MEMBERS



BAYADA Clinical Manager Pam Compagnola, RN

Para leer este boletín en español, visite [bit.ly/care-connection](https://bit.ly/care-connection) →

## Aides Help Client Thrive at Home Following a Bus Accident



BAYADA client **Ruth F.** barely remembers the bus accident more than six years ago that robbed her of her independence, and nearly claimed her life.

"We were walking across the street in New York City when the bus hit her," said Ruth's daughter, **Penny**. "She needed multiple surgeries and spent nearly two years between the hospital and a rehab facility."

Taking care of her mother's needs proved to be quite trying for Penny, who enlisted the support of a patient advocate. "I wanted to make sure my mom was getting the best care, and I wasn't sure if I was equipped to do that for her," she said.

When the hospital offered them a list of home care agencies, the patient advocate chose BAYADA.

"The help that BAYADA sends, I look forward to it, I depend upon it, I take pleasure in it, and I feel comfortable with it," shared Ruth, 92, who receives home health aide (HHA) services eight hours a day, seven days a week.

Penny thinks of the aides as family. "They changed my mother's world so drastically. They helped her to heal, and helped me heal too, because it was a tremendous journey," she said. "The fact that I can put her in other's hands and feel confident, secure, and not afraid, is priceless."

### Regaining her independence

Before the accident, Ruth did everything herself so depending on people for help became frustrating. However, she is thankful for the aides who give her the stability she needs to remain in her own apartment.

BAYADA HHA **Camisha Coleman**, a member of the care team, feels privileged to care for Ruth. "She reminds me of my grandmother, she is just so warm and loving," she said. "Even though Ruth is the client, she is always checking on me, asking me if I'm okay, if I want cookies, things like that."

During a typical day, Camisha will help Ruth get dressed and prepare breakfast for her. Watching *Judge Judy* and *Dr. Phil* is a must, and when the weather is nice, they go outside where Ruth uses a walker to get around, with Camisha's assistance.

"We go into some of the nearby shops, walk in the park, and get ice cream," shared Ruth. "Then we come up and she prepares dinner. It couldn't be more comfortable or productive."

The aides also help Ruth with light housekeeping, laundry, transfers, getting up and down, walking, bathing, and toileting, and they monitor her for falls.

"It makes me feel good to care for somebody who is so appreciative of what I do," said Camisha. "Every week I look forward to coming here to see her, and she says the same thing about me."

Penny is so grateful to BAYADA for keeping her mother home and out of a long-term care facility. "The aides they send us are either good, better, best, or fabulous," she said.

**You may be eligible to receive other types of services from BAYADA to help you remain safe at home. This includes personal care support, long-term private duty nursing, hospice care, and short-term nursing and rehabilitation following an acute illness or injury. To learn more, call 800-305-3000 or visit bayada.com.**



# Champions Among Us

## Fighting to Keep Caroline at Home



At eight years old, BAYADA client **Caroline B.**, now 28, was diagnosed with epilepsy in the context of cortical dysplasia, a condition that made her susceptible to chronic seizures and developmental disabilities. Despite brain surgery and other medical interventions, these life-threatening seizures

have continued her entire life and caused secondary developmental disabilities, such as autism.



### Living safely at home

When Caroline has a cluster of seizures, it triggers a domino effect of issues such as behavioral challenges and medication adjustments, which have their own side effects. Despite her diagnoses, she has lived happily at home with her parents, thanks to the in-home nurses who have cared for her since 2012. Caroline receives services through New Jersey's Private Duty Nursing (PDN) benefit, a Medicaid program that enables individuals with complex medical needs to remain safe at home, rather than in costlier institutional settings.

"Our nurses allow Caroline to have a semblance of a normal life that she would never get inside a long-term care facility," said her mother, **Fran**. "She requires constant skilled nursing and oversight, which she can get at home. Even more, her nurses give her the ability to participate in day programs, which include pre-vocational training and playing sports."

### A revolving door of nurses

Caroline is authorized to receive 84 hours per week of PDN services, but currently, she is only receiving one-third of her approved hours, something her parents have struggled with for years. Inadequate PDN funding has created a significant wage gap for home care nurses, who are attracted to higher paying positions in hospitals and other facilities.

"Caroline's care requires so much more than a typical hospital patient," said Fran. Because of the severity and unpredictability of the seizures, her nurses must be highly trained and qualified to react on their own to keep her safe and to handle the aftermath. They need to understand Caroline's signs and symptoms, so the continuity of care is important. A revolving door of nurses created by the home nursing shortage puts her in danger."



Caroline, (right) with her BAYADA Nurse **Laura Mayer**, who has cared for her since 2013.

Unfortunately, when Caroline doesn't have nursing services, it's up to Fran and her 76-year-old husband to care for her themselves.

"I shared my story in a local newspaper because people don't understand how things work or how their government dollars are spent," said Fran. "Without legislative action to increase funding for the PDN program, families like ours who require skilled nursing will continue to struggle to keep their loved ones safe and cared for at home, where they want to be."

Read Caroline's news story by visiting [bit.ly/Caroline-bayada](https://bit.ly/Caroline-bayada)



## Hearts for Home Care

A BAYADA Community Supporting Quality Care at Home

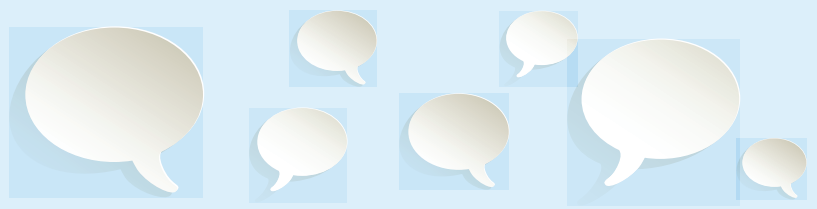


### Share your story

There are many ways to participate in home care advocacy. If you have minimal time, consider sending a pre-written email or postcard to your local legislators. To become more involved, you can attend meetings with legislators, participate in events, and/or share your story with the media.

**For more information visit** [heartsforhomecare.com](https://heartsforhomecare.com) or scan this QR code using the camera on your smart phone.

## Your Voice Makes a Difference



At BAYADA, we believe our clients come first. We strive to provide the very best services to you with the highest professional, ethical, and safety standards. That's why we encourage you to take a few moments to participate in the Client Experience Survey.

We partner with trusted and experienced third-party satisfaction research firms to conduct the survey. They include Home Care Pulse and Strategic Healthcare Programs (SHP).

Survey participants are chosen at random. If you are selected, depending on the type of care you receive, you will be asked to complete the survey by mail, email, text, or a phone call.

Additionally, depending on the type of care you receive, you may be invited to give us your feedback either on a quarterly basis or 30 days after starting services, then every six months afterward.

In the survey, you'll have a chance to share how satisfied you are with BAYADA's reliability; the expertise, knowledge, and friendliness of your caregivers and clinicians; office staff communications; and the impact of BAYADA services on your daily life. You'll also have the chance to recognize your caregivers and clinicians who have made a positive difference.

Honest feedback regarding your care helps us strengthen areas that are working well and implement strategies for improvement with the goal to continuously exceed your expectations.

Thank you for allowing BAYADA the privilege to provide your care. If you have any questions about the Client Experience Survey, please reach out to your client services manager, clinical manager, or office director.



### Beware of **SCAM** Phone Calls

BAYADA phone surveys are conducted by a live person, rather than an automated robocall. If you receive an automated call asking you to take a survey, do not respond. This call did not originate from BAYADA. If you have any questions or concerns about the Client Experience Survey, please reach out to your service office.

## When is a Person Ready for Hospice Care?

If you are facing a serious illness, whether or not to begin hospice care is one of the biggest decisions that you and your loved ones may need to make. This is a decision many families put off, in part, because of a lack of understanding of the services available through hospice.

### What is hospice care?

While many people believe hospice is a place people go during their final stages of the dying process, it is much more than that. "Hospice is a compassionate



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Content in this newsletter is provided as general summary information for our clients and is not intended to take the place of personalized medical guidance. We encourage you to seek the advice of your physician or other qualified health care professional if you have specific questions about your care.

BAYADA provides skilled nursing, rehabilitative, therapeutic, hospice, habilitation, behavioral health, and assistive care services to people of all ages. Services vary by location.

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## When is a Person Ready for Hospice Care? *continued from page 3*

philosophy of care that addresses the mental, physical, spiritual, and emotional needs of a patient and their family,” explained **Tracy Blossom**, director of the BAYADA Hospice office in Boyertown, PA. “Services are most often provided at home with a focus on pain relief and symptom management to provide dignity and quality of life at the end of life.”

### When is the right time to consider hospice?

Hospice services are available for those who have a life expectancy of six months or less. Hospice is most beneficial when it starts as early as possible, so that you and your family can receive the maximum amount of care and support. If you answer yes to two of more of these questions, your physician can help you determine if it is the right time for hospice.

#### Have you or a loved one:

- Seen a progression of serious illness?
- Had multiple trips to the hospital?
- Had increased episodes of pain?
- Had several falls in the last six months?
- Had significant, unexplained weight loss?
- Started spending most of the day in bed?
- Had shortness of breath or difficulty breathing?
- Started to feel that treatment is becoming more of a burden than a benefit?

### How does hospice work?

BAYADA’s multidisciplinary team of hospice professionals can provide:

- Physician oversight
- Pain and symptom management
- Nursing, personal care, social work, physical, occupational, and/or speech therapy support
- Continuous care for acute symptoms
- Medication, supplies, and equipment
- Support for loved ones, including respite care
- Volunteer visits
- Grief counseling, bereavement services, and spiritual support regardless of religious affiliation