

MEET OUR 2019 NATIONAL HEROES

1Q National Heroes

Sarah Lyons, HHA

Greenville, NC Adults (GRA) adult nursing



Sarah stood out amongst her peers with her cheerful smile, soft-spoken voice, and ever-pleasant demeanor when joining the GRA team at the end of 2016.

Client Services Manager **Kerri Albertine** asserts that those qualities are exactly what make her a favorite for every client she helps. Sarah respects and adapts well to their changing moods.

Kerri recalls, "Sarah has been there for two clients when their loved ones passed away, and helped them through the grieving process. She reminds them of the happy memories and makes sure they don't forget them."

Sarah regularly cares for five clients with varied clinical needs such as dementia, dialysis, diabetes, chronic heart failure, and chronic back pain. Kerri believes her knowledge in health care is outstanding.

Sarah volunteers to train new aides that are assigned to her cases and is always the first to sign up for extra learning experiences. "She is always striving to learn more so she can help improve her clients' quality of life," says Kerri.

One client's son considers Sarah a "delight" who "routinely goes above and beyond the call of duty" for his mom. The client herself loves that she is "always in a good mood with a huge smile on her face."

Sarah goes the extra mile by taking her clients outside for fresh air, preparing meals in advance, and volunteering to take on extra shifts when needed.

One of Sarah's clients became quadriplegic after an accident, and he admits that his personal care routine has been a little intimidating to some. However, he says, "Sarah doesn't mind stepping up to the plate." Her gentle demeanor and patience place the client at ease.

Sarah prefers to keep busy, and her work ethic is strong. Her client further notes

that she comes through the door and immediately tends to the dishes or the laundry—whatever needs to be done. As an added benefit, the client shares, "I truly believe Sarah loves my furry friend (his dog) as much as me!"

Haybert Louchie, LPN

Luzerne County, PA Pediatrics (LUZ)



Haybert is considered a Hero to those who know him for many reasons, but especially for the way he consistently elevates the needs of others above his own.

For the past several years, he has cared for one client, who requires extensive care due to cognitive and physical impairments and a tracheostomy. Haybert arrives at 6:30 am every morning to perform all his client's daily living activities, including a shower, which helps open the client's airway and is often challenging due to the client's physical limitations.

"In the family's rural, remote home, airway clearance becomes a top priority prior to the long van ride to school," explains Clinical Educator **Margaret Floryshak**. Haybert's days at school are "very busy with tracheal suction, nebulizer treatments, pulse oximetry checks, tube feedings, medication administration, diaper changes, and neurological assessments, just to name a few things," explains Margaret.

The client's family states that Haybert's "caring, capable hands make it easy" to leave their child and go to work. His positive and upbeat attitude, calm demeanor, sense of humor, and sound judgment make him a welcomed addition to his client's classroom environment, as well.

School staff recognize Haybert's dedication and work ethic, adding, "Haybert gets involved with many school events. He dresses as the Easter Bunny every year, dresses in costume for Halloween, and basically embraces any other classroom themes or activities we have going on. His positivity rubs off on the rest of the staff, so much so that we all want to be the best versions of ourselves."

Having only been absent twice since his start in 2006, Haybert's reliability is unmatched. Most recently, he had taken one Friday off, a day that the client did not have school. Only weeks later did his office learn that Haybert actually had surgery on that day, doing everything possible to allow him to return to work the following Monday.

Nodding at his client, he told his clinical manager, "It's all for him. He's my boy, and I love my job."

Lisa Lucchese, RN

Suffolk County, NY Skilled (SCS) adult nursing



Lisa joined the SCS office in the fall of 2017 when her client of 22 years wished to switch all his service to BAYADA.

Upon visiting the client and meeting Lisa for the first time, Director **Carla Martinoff** was "blown away within minutes by witnessing the amazing relationship" the two shared. Carla observed, "They work in perfect harmony together. The amount of mutual respect and love they have for each other is unlike anything I've ever seen."

The client asserts that Lisa plays many roles in his life—advocate, caregiver, and friend. Together, they have experienced many uplifting events, such as concerts and outings to restaurants, but together, they have also conquered uphill battles, such as wounds, infections, and broken bones. "With Lisa as my guiding light," he says, "I know I will always be moving in the right direction toward what is best for me and my health."

Because the two were even able to help other handicapped people in their community, Carla dubbed them the "dynamic duo." She explains, "there was an issue with the railroad that did not allow passengers in wheelchairs to enter and exit the train safely." Feeling that others in wheelchairs could be seriously injured, Carla adds, "they quickly sprang into action, reaching out to the railroad and local media stations, eventually getting the problem corrected by having

Continued on next page

MEET OUR 2019 NATIONAL HEROES

the railroad change procedures around accessibility for wheelchairs."

Client Services Manager **Jacqueline Borruso** claims that the "stability and health" of Lisa's client "can be attributed to the excellent care she provides." She pays close attention to changes in his health and alerts her clinical manager and the doctors for immediate attention, when necessary.

Colleagues in the field have said that Lisa not only teaches other nurses but is willing to learn from other nurses as well. LPN **Crystal Franzese** says, "Lisa sets a great example for all nurses on why we do what we do—not for the title, but to act from our hearts. She is a caring person, a great nurse, and a perfect coworker. We all love her."

Donna Nixon, RN Shrewsbury, NJ Pediatrics (SBP)



Donna joined the SBP office in 2017, just in time to respond to a referral for a young boy with a rare form of epilepsy. She has remained the child's primary nurse ever since.

Despite unimaginable personal tragedy and loss of her own, "Donna has been a steady fixture in her client's life. She always manages to go to work with a smile, and always provides the best care possible," according to Clinical Manager **Stacey Bosco**. In addition, Director **Kimberly Anders** notes, "Donna never skips a beat, nor asks for help, and has amazingly maintained a reliability ratio of 98.5%."

The client's parents agree, adding that Donna "has demonstrated exceptional nursing care and a genuine devotion" to their son's well-being. They note that, although their son is very limited in his speech, he can say two names—Mama and Donna. "We think that says it all," they proclaim.

Donna adjusts her hours as needed to accommodate her client's family and has traveled with the family on several occasions. Whether it is to New York City for a doctor's appointment, Florida for a one-week Make-A-Wish Foundation trip, or St. Croix for a family vacation, she

puts aside her personal conveniences to offer her client optimal quality of life.

Stacey believes, "Donna works closely with the family, and together, with their combined skill, dedication, and perseverance, her client continues to show progress."

Janice Hairr, PT Raleigh Durham, NC Senior Living (RDF) home health



For the past five years, Janice has had quite an impact on several assisted living residents for her RDF office. One facility administrator considers her to be part of the family for her "passion, hard work, dedication, and genuine smile." He feels "blessed and honored" by Janice's efforts in providing therapy to his residents, sharing knowledge with staff, communicating efficiently, and being a resource for any questions that arise.

However, Janice's impact on one 25-year-old woman with a traumatic brain injury is particularly remarkable. Brought home by her parents after nearly a year in a coma, the family recalls, "Janice showed up with a broad smile and confident manner. She spoke softly to our daughter and immediately began a relationship that was encouraging and patient, yet progressive and bold."

Janice quickly noted that her client's Achilles tendons shortened, resulting in an inability to stretch her feet perpendicular to the floor. She was able to help her reach the point of bearing weight, but it was only on the tips of her toes in the beginning.

Janice advocated for tendon release surgery so that her client could eventually stand and walk, and then helped the family find an orthopedist who specialized in it. The day after the surgery, the client, in casts, took her first steps with Janice at her side.

Janice understands that caring for clients who have traumatic brain injuries is a marathon, not a sprint. The parents share, "Janice simply had expectations of success for our daughter from the start. We've seen her shed a tear of joy

more than once. Physical therapy is not a job to her. Janice lives her practice, and puts all her heart and soul into this avocation."

2Q National Heroes

Travis Brosius, HHA Mechanicsburg, PA Pediatrics (MBP)



Travis began his journey with BAYADA in 2018 at our Snyder County, NY Pediatrics (SNY) office. He cared for two brothers with complex personal and behavioral needs, who were said to excel in his presence. Having transferred to the Mechanicsburg, PA Pediatrics (MBP) team later that year, Travis found brand new adventures in clients' homes and classrooms—including dinosaur hunts and fort-building expeditions.

Client Services Manager **Sarah Schwalm** shared a little about the boy who inspired some of these adventures: "Travis took on the care for a client whom we knew we would only have for a short period of time. His client had a weakened immune system, and the family was extremely worried about leaving him in the care of anyone other than close family. Travis was exactly what they needed. He helped his client feel normal again."

The client's parents confirmed, "We were initially nervous about leaving our son for the day, but that didn't last long. Our son was excited to see Travis in the morning and never wanted him to leave in the afternoon. When we got home from work, we always heard about how much fun they had."

Nurses and classroom teachers similarly sing Travis's praises. One life skills teacher acknowledged Travis for his "outstanding work ethic and enthusiastic personality." Another school staff member spoke about the smile and positive attitude he brings to work, along with his helpfulness and initiative. Without being asked, Travis extends himself to fix things, help students with their communication devices, retrieve and set up assistive equipment, change

Continued on next page

MEET OUR 2019 NATIONAL HEROES

students, assist with transfers, and redirect inappropriate behaviors.

Perhaps most importantly, LPN **Donna Hartman** noted, "His love of children is evident in his contact with them—a hug, a pat on the shoulder, or a kind word. Many of the students gravitate to Travis when he enters the room."

Sarah concluded, "Travis anticipates the needs of his clients and fellow employees, and ensures everyone he comes in contact with feels supported and special."

Michele Bryson Ghent, LPN *Rock Hill, SC Pediatrics (ROC)*



Michele presented herself as the most positive ball of energy when she joined ROC in 2017, and has lived up to that reputation ever since.

Clinical Manager **Linda Jacobs** feels Michele's work stands out because she is "constantly researching, creating, and implementing amazing interventions to strengthen her nursing care for the improvement of client outcomes and goals."

What was once a client's cranial helmet became a ninja turtle shell, thanks to Michele's creativity. Similarly, baking pans were converted into magnetic letter boards, pom-poms and popsicle sticks were turned into gross motor activities, infant sleepers were transformed with snaps to accommodate g-tubes, and vests were created with pouches for weights that can be removed or customized as a client grows or needs change. Games were invented to include lots of textures to help visually impaired clients grow and develop.

Michele's initiative never ends and has been noticed.

"Michele is by far the most amazing nurse anyone could ask for," said one client's mother. "Her life experience and experience in past careers has prepared her perfectly for the role she plays as a nurse for BAYADA today. She has helped my son, who has special needs, meet several big milestones that he had been struggling with."

Next on Michele's agenda is to learn Braille to benefit her two visually impaired clients, and to earn her RN degree, for which she has already begun course work. Michele is an advocate in every sense of the word. Whether it is advocating for fun and special attention on a client's birthday by bringing a princess crown and baking cupcakes, or incorporating music or physical therapy into her routine as prescribed, Michele leaves no stone unturned in meeting her clients' needs, or in providing opportunities to elevate their quality of life. Michele also advocates for causes she supports by encouraging everyone to wear crazy socks in support of Down Syndrome Day and by serving two foundations in honor of children who tragically lost their lives in motor vehicle accidents.

Having signed up for South Carolina's 2019 Lobby Day, the team leader said, "Michele was amazing. Hero client stories were heartfelt, on point, and really highlighted why we do what we do every day."

She plans to support North Carolina's efforts and goals at its Lobby Day, as well. "Whether it be for her clients' needs or other worthy causes, Michele is an advocacy phenom," said Associate Director **Jenni Cairns**. "Michele makes us all strive to be better people, and we love her for that."

Kendra Morrow, RN *Tampa, FL (TAM) adult nursing*



Kendra joined TAM in 2014 as a new LPN graduate. She has since become an RN and is pursuing her BSN degree—all while maintaining a 99.2% reliability rating and working on one of the office's most challenging cases. Kendra's primary client is a young adult with multiple complex medical needs and severe physical limitations in addition to psychosocial needs that Kendra does not overlook.

Clinical Manager II **Maureen Hildebrandt** explained, "Kendra goes above and beyond to ensure that the client can engage in all of the activities we take for granted. Her client loves to read and engage in social media to maintain contact with the outside

world, but is legally blind. Kendra uses all available technology to fulfill that need. She knows that caring for her client would not be complete without caring for her as an individual."

Kendra easily establishes healthy relationships with her clients' families and her colleagues, as she is often called upon to train new nurses.

LPN **Judy Rooks** said, "Kendra is a great example of professionalism. Her gentle spirit and kind ways are so calming for her clients. She is careful to explain procedures, medications, and how she will carry out the way she performs the personal care she provides. Clients are confident and secure with her."

Kendra continually evaluates the efficacy of her client's plan of care and Medication Administration Record, which at 20 pages long is said to be no easy task. Maureen shared, "Kendra is always looking for ways to improve client care. Recently, she called to see if a nursing intervention could be added to the MAR to help the other nurses provide complete care. She understands that communication is crucial in insuring that the client receives the best possible care."

The detail in Kendra's documentation is "exemplary," offering clear direction to the entire team. Kendra's client's mother has expressed respect and admiration for her time management skills, and the "impeccable and exceptional" quality of care she provides. The client's mother shares that Kendra is a "ray of sunshine" to her family, and she "radiates what it means to be a BAYADA nurse."

Randall "Scott" Landes, Spiritual Counselor *Pennsylvania Boyertown Hospice (PBH)*



When Scott joined PBH in 2018, little did he know that he would be assigned to care for a terminally ill family member of Hospice Practice Director of Clinical Excellence

Angela Snyder. He arrived in the home the day that Angela's family member transitioned from curative aggressive care to end of life care. If he was even the least bit intimidated, he didn't show it.

Continued on next page

MEET OUR 2019 NATIONAL HEROES

"He did his job with ease," recalled Angela, even though her family is comprised of devout Roman Catholics, and Scott is not a Catholic priest. While Angela was instantly comforted by Scott's warm smile, he also quickly gained the respect of her mother, which is not to be taken lightly. Scott assessed the needs of the patient and the entire family, and worked hard and efficiently to ensure those needs were met. He surrounded the family with love, and showed the meaning of spiritual support, as designed for end of life care.

Angela explains, "Scott did a life review with us, allowing us to reminisce the intricacies of her life. He prayed the Catholic version of our prayers, and he took time to explore music that she loved from her faith, and he sang them during every visit."

Scott's patient became unresponsive six days prior to her death, but Angela says she did not need to be responsive for Scott to spiritually support her during that desperate time. Scott arrived at one of his final visits to find the family exhausted, emotional, and hungry. He insisted that they get food and eat together as a family in the dining room while he sat bedside with his patient.

Angela shared that the meal turned out to be a gift to the entire family. Through the conversation that ensued, the patient was able to experience the family's love for each other, and the family was able to affirm its ability to rally and move forward without her. When Scott's patient passed, he spoke to everyone in the home, helped to fulfill their needs and helped them through the process of funeral planning.

Angela indicated that the care Scott provided is the type of hospice care she is proud of, and wants to stand behind as a hospice professional. When Scott is not advocating for the needs of his patients and their families, he has been advocating for his fellow caregivers. He was instrumental in founding a support group for clinicians who care for the dying, to work through the grief that they experience on a daily basis.

3Q National Heroes

Stacy Fortin, HHA Habilitation PA (HPA)



Stacy joined the HPA office a little more than two years ago and has developed a reputation as an HHA who readily takes on a challenge. Clinical Manager **Lona Brostoski** explains that

whether there are medical challenges or a lack of family support, "Stacy never waives in her ability to give each client their best life."

Stacy's work is rooted in compassion, as evidenced by her own words, "You never know what someone's story is, so treat everyone to compassion and dignity." One of Stacy's clients has an intellectual disability, is blind, and lives in his own apartment as a permanent US resident with a green card. Prior to receiving her help, this client struggled with maintaining a clean home, cooking meals, and keeping up with mail. She now helps him grocery shop and meal prep each week. Stacy has also helped him pass multiple home inspections now that it is the cleanest it has ever been.

By helping sort through his mail, Stacy ensures her client's bills are paid on time, and she has even helped ensure that he was able to reside in this country. Lona explains, "Stacy found a letter from Immigration Services stating that her client missed a previous renewal deadline and that he would be deported if he did not appear in Philadelphia, PA—a two-and-a-half-hour drive from his home. The client does not drive and has no family assistance." Stacy went above and beyond to help her client not only contact Immigration Services, but to arrange for his renewal to be accommodated locally.

The client expressed, "Stacy is a nice, beautiful person. She is very special to me. Stacy helps me solve my problems."

Stacy also cared for another client with multiple medical diagnoses and an intellectual disability for nine years—even before her start with BAYADA. The client's mother, an advocate for children and adults like her son, expressed that Stacy's heroism is rooted in her noble and brave accomplishments.

"Stacy has always been willing to rise to any challenges with a true, 'We got this!' spirit in her heart," shared the client's mother. "She is someone who digs in, never looks back, and never gives up." The client's mother ended each shift telling Stacy, "Thank you, lady." In turn, Stacy would reply, "Always."

"That defines a Hero in my mind," the client's mom wrote in her nomination. "Always."

Sadly, Stacy's tenure with this client ended upon his recent, unexpected passing. Habilitation Manager **Kiera Capie** recalls, "Stacy said that she lost a part of herself; they truly became her family. It wasn't work or a job for her; it was her life and her heart. Stacy is really in this field for the right reasons."

Lona adds, "Stacy was devastated to say the least. However, she did not miss a shift with her other clients. Stacy put her clients before her own needs and grief. She never ceases to amaze me and the entire office."

Joyanne Benfield, LPN Hickory, NC Pediatrics (HIP)



Over the past nine years at BAYADA, logging nearly 20,000 service hours, Joyanne has been called many things by her colleagues, clients, families, and office staff—all of them good. She's been characterized as a go-getter, a priceless addition, a great nurse, a good person, a breath of fresh air, and an inspiration.

Joyanne's smile can be heard through the phone and is worn proudly while doing the work she considers to be her calling. Her primary client of seven years has perhaps the most endearing name for her. The client's mother shares, "His name sign for her is literally 'Backwards Mama,' meaning his mama at night."

Joyanne has proven to be a knowledgeable and dependable support system for this family, who says she cares for their child as a person, not just a client. She goes the extra mile. For example, when this client lost his Medicaid for a short period of time,

Continued on next page

MEET OUR 2019 NATIONAL HEROES

Joyanne kept in constant contact with the office to determine how she could help. She offered whatever services were needed, including completing and submitting the necessary paperwork to resolve the interruption in care.

RN **Angela Barrier** says, "Joyanne is an all-around good person and a great nurse. I am thankful to work with her and that my client has her on the team. I love to see the joy on Joyanne's face when she tells me about our client's accomplishments. Her goodness and kindness are obvious in the way she treats people, asking and remembering anything important going on with those around her. Joyanne genuinely cares about people's well-being."

Colleagues further commend Joyanne for her excellent clinical and critical thinking skills. Fellow HIP LPN **Laurie Gilpin** notes that Joyanne quickly notices changes in client conditions and reports concerns. Director **Lillie Greenhill** considers Joyanne "a special part of the core team" who keeps business running at its best. "Without her," says Lillie, "we couldn't do the seemingly impossible, and we probably would have lost several cases to other agencies due to lack of staffing."

Joyanne's contributions to her clients' lives have been immeasurable. Lillie attests that Joyanne is "always seeking to learn a new skill, asking about new clients, offering to help other offices, and willing to switch up her schedule." As such, she is "the epitome of a BAYADA Home Health Care Nurse."

Jennifer Bradley, RN
Vermont Burlington Hospice (VBH)



Having joined BAYADA in 2011 as an LNA, Jennifer transitioned to the VBH office as an RN in 2017. "In that time," says Director **Richard Dickhaut**, "Jenny has

demonstrated an ever-increasing commitment to the practice of hospice and BAYADA."

A proponent of excellence through education, Jenny received her hospice certification through the National Hospice and Palliative Care Organization, completed the BAYADA preceptor course, and volunteered to be the

primary preceptor for new nurses. Although Jenny is considered her team's "go-to" hospice nurse and serves many patients, Richard believes her compassion, excellence, and reliability are best exemplified by her work with one patient in particular. The patient, a man who was coping with the many side effects of COPD, traveled by car for 18 hours to relocate from North Carolina to Vermont to be closer to family.

One of COPD's major side effects is anxiety. For this man, anxiety was primarily triggered by shortness of breath and respiratory impairment. The patient's niece recalls, "Within the first couple minutes of meeting Jenny, my uncle felt a sense of ease and satisfaction. He felt safe. This was essential to his situation. This was the beginning of a trusted, professional, and compassionate relationship between patient and nurse."

Many mornings when Jenny was scheduled to visit, blizzard conditions or freezing rain prevailed. Still, she arrived as promised, reassuring both patient and family that "the roads are just fine," even when everyone knew they were not.

Jenny's patient did not trust others easily, but she was able to earn his trust over time. She worked tirelessly to form his interdisciplinary care team in a timely fashion. While respecting her patient's relationship with his family members, she balanced his anxiety over his shortness of breath by empowering him to make choices that were best for him. Richard explains, "Jenny ensured that with every change in condition, her patient was made comfortable in the way he wanted to be. She carefully recommended and monitored his changes and ensured appropriate responses to each one."

Ultimately, shares Richard, "The patient passed peacefully in his home surrounded by his family and supported by Jenny." Her patient affectionately considered Jenny a friend, but the family referred to her as "an angel on Earth."

Michele Puzio, PT
Delaware Pediatric Visits (DPV)



Whether she is being shadowed by new employees, mentoring new graduates, participating in professional development

opportunities, or traveling far and wide to care for a client in need, Michele is the total package for her DPV team.

Michele joined BAYADA in 2003, and she has been providing therapy services to her primary client since 2004. Along with the support and encouragement of the client's family, Client Services Manager **Joanne Berni** believes that Michele's exceptional care and loving friendship enabled the client to graduate high school and earn acceptance into college.

The client's journey was not without its challenges. Michele used her "charming" personality and creativity during what the client's mother called her daughter's "grumpy" time. "Not easy" is how the mother characterized the tone of those sessions, but Michele responded with cheer, encouraging the client's engagement through song.

The client's mother has a laundry list of examples that make her Michele's "fan." She says Michele "jumped through hoops" to expand her skills in order to match her daughter's needs and age. She also shares that Michele does "especially well in communicating" with parents and clients and is attentive in addressing the needs of people with disabilities.

By researching new equipment and mastering the most difficult skills to work on transfers, flexibility, and mobility, Michele takes clients beyond their limitations. She brings so much positivity to her work, going above and beyond in ways that her clients and families could never expect. For example, Michele utilized flash cards during a session to help her client study for a Spanish test. She involves siblings when appropriate and makes therapy fun. Michele even brings fresh veggies from her home garden to a vegan family who appreciates them. She organizes large-scale collections, makes donations, and finds community resources in order to meet her clients' needs.

Joanne sums up, "Michele is the most perfect example of what DPV looks for in an employee. She has excellent skills and a kind heart. Michele is highly dependable, compassionate, a great communicator, and a strong advocate."

Continued on next page

MEET OUR 2019 NATIONAL HEROES

4Q National Heroes

Jacqueline Alexander, CNA Greenville, NC Adult (GRA)



Jacqueline is an experienced CNA who joined the Greenville, NC Adults (GRA) adult nursing office in October 2018. Client Services Manager **Kerri Albertine** recalls, "I

saw a spark in her eyes and could tell that she would one day be our Hero." Jackie has since proven to be a hard worker and a favorite among their many clients, due in part to her reputation for "spoiling" them.

Recently, a 75-year-old woman, who shattered both kneecaps, was returning home from the hospital just as her husband was traveling across the country to address his own medical needs. When the office was asked to find the client 24/7 care, they put Jackie on the case. The couple "had an awesome surprise" come into their lives when she "walked through their front door with a wonderful smile on her face and a pleasant, professional manner and went immediately to work."

The client shared, "Almost immediately, Jackie had our lives organized and scheduled very proficiently." She helped her client's mobility by assisting her in and out of her wheelchair, then with range of motion exercises as her strength improved, and eventually with walks around the house and to hair and nail appointments in the community.

Jackie's excellent cooking also contributed to her favorability. Although they are early risers, the couple chose to wait for Jackie before eating. She made French toast to order, and introduced them to bacon, egg, and cheese sandwiches—their new favorite. They joked that Jackie's bacon was the "real" kind cooked on the stove instead of the "fake" kind cooked in the microwave. Jackie was considered family.

When the client's condition improved and her hours were reduced, Jackie, their caregiver of choice, gladly adjusted her schedule. Even when the client was ready for discharge, the couple could not bear to let her go—instead, deciding to keep her services twice a week.

Jackie also cared for another client who had stage four esophageal cancer, helping him live his remaining days at home instead of the nursing home he was in. A quick bond formed between the two as she learned about his life and family through old photos, and as she tempered his stubborn, independent spirit with just the right combination of "tough love" and compassion to effectively meet his needs. He would often "fuss when Jackie would get him to do things, and tell her to just leave him alone," explains Kerri. Jackie's response was, "Not on my watch. I care about you too much."

At one point, Jackie noticed the client was eating less because he became too weak to feed himself, but too proud to ask for help. So, Jackie became his voice. She noted his change in condition and garnered support from the rest of the team with feedings. Kerri believes the effort ultimately prolonged his life. When the client's family knew he was approaching the end of his life, they stayed with him and canceled his scheduled caregivers—except for Jackie. The family shared that, when Jackie pulled into the driveway, he felt at peace and was ready to pass. They felt he did not wait until she came in, so he would not pass "on her watch."

Kerri sums, "Jackie has worked with many clients and has left a piece of her with each of them."

Dominique Byers, CNA Assistive Care of the Triad, NC (ACT)



Dominique has had a remarkable impact on her clients, but you will never hear that from her. According to Clinical Manager **Lisa Boland**, she has an energetic personality and a passion for taking care of people, yet she is very modest about all that she does for them.

Lisa says, "When Dominique is at work, it is evident that she is not only being led by her knowledge and training, but also by her heart. Every time I have walked in a room with her, she displayed that big, warm smile that exudes acceptance, caring, confidence, and hope."

One of Dominique's clients, a woman with quadriplegia resulting from a fall, acknowledged that she has a "take-charge personality that does not have to be coached—she just does it." Around the time that Dominique was assigned to provide her care well over a year ago, the client's in-home therapy and nursing services were ending, which caused her anxiety. However, the client admits that she felt Dominique's confidence and trust on day one. "I trusted her more than my husband," she said.

Dominique accompanied her client to every single one of her scheduled outpatient physical therapy appointments. She was attentive, took notes, and was able to carry out the techniques at home, which doubled or tripled the value of each session, according to a supervisor. "Dominique knows when to be playful and when to be more serious and encouraging," he added. Similarly, the client's therapist commented that her "calm and confident nature" instilled the client's complete trust in her, despite a tremendous fear of falling and transferring.

At one point, the client decided to take a break from physical therapy, and instead began a routine of going to the YMCA three times per week—with Dominique by her side, of course. During a visit, Lisa observed the client using her walker with gait belt on while walking the hallway with Dominique alongside her. Then, the client took a step hands-free from her supports. Lisa recalls, "The client was walking independently, taking one step then exclaiming, 'Thank you, Lord Jesus!' She painstakingly placed the other foot in front, and once it was firmly planted on the ground, she repeated, 'Thank you, Lord Jesus.' Dominique was right beside her for it all, keeping pace."

The client's husband feels that Dominique's "high level of professionalism" and "self-starter mentality, along with the obvious pride she takes in her work" have proven to be a "major factor in his wife's continuous improvement."

Dominique also served as the primary caregiver for two additional clients, a husband and wife with significant illness and complex issues. While the wife's demeanor was "sweet and quiet," the temperament of the husband, a man of large stature diagnosed with dementia, was aggressive, which significantly

Continued on next page

MEET OUR 2019 NATIONAL HEROES

limited the number of aides willing to take on the case. Dominique worked far more shifts than any other aide, seeing the husband's underlying goodness within, and offered her kindness and compassion effortlessly.

It was an especially trying time when the wife's life came to an unexpected and untimely end. "Dominique reflected that this was a sad time, and the husband struggled with immense grief almost every day. She listened and showed empathy for the husband."

Lisa adds, "Dominique supported her colleagues, sharing successful strategies that helped her calm her client's aggression. I am certain that the client felt her compassion—that *spirit of universal faith, hope and love.*"

In all, Lisa attests, "Dominique's ability to build relationships is evident, positively impacting everyone involved—herself, the client, and our company."

Carrie Moyer, LPN State College, PA Adult (STA)



Ten years have passed since Carrie joined BAYADA and started providing care in a home of twin girls born with cerebral dysgenesis, cortical visual impairment, seizure disorder, and cerebral palsy. After being relatively healthy for her first 11 years, one of the sisters returned home from a hospitalization with a tracheostomy and a feeding tube and began receiving Carrie's care.

The girls' mother recalled, "We had a whole new way to eat and breathe, a whole new regimen of care, and an overwhelming new supply of medical equipment. Unfortunately, we also discovered we had all new infections to deal with. Carrie jumped in with both feet. We did a lot of learning together."

A few years later, after Carrie and the girls' mother felt they had mastered that daughter's care, the other daughter was hospitalized with pneumonia. Sadly, she also returned home with a tracheostomy and feeding tube. Carrie played an extensive, integral role in developing a program for BAYADA's new client, similar to the one that worked for her sister.

She oriented the new nurses assigned to their care and alternated her days working with each of the girls, so she became very familiar with the care they each needed. Associate Director **Brian Cleary** notes, "Carrie is a guru to her clients' care. She is relied on to be the trainer in the home when nurses are being oriented. When the clinical managers need to clarify orders or get a pulse on what's going on, they go to Carrie."

Foxglove Division (FOX) Manager of Clinical Operations **Lisa Fiore** has personally observed Carrie precept and says, "She continually offers suggestions and correction in a helpful, nonthreatening manner." Among Carrie's many duties are tube feedings, administration of medication, medical supply cleaning and changing, and respiratory therapy with nebulizers, vest therapy, and cough assist. The personal care she provides includes bathing, hair washing, dressing, and teeth brushing. Carrie understands how crucial it is to the girls' happiness and health to get them out of bed, practice range-of-motion exercises, monitor for skin breakdown, and interpret their unspoken language to keep them comfortable and smiling. On top of all of that, she organizes supplies, tracks prescriptions, cleans, and does laundry.

Their mother touts, "The girls' daily schedule is continuous and demanding, and Carrie does it without complaint." Brian adds, "Carrie works long days, sometimes 6 or 7 day in a row. She is engaged with the family and is a leader in the home."

As if that isn't enough, Carrie has gone above and beyond to help select new equipment, design a bed and bath renovation, and even design a deck with an accessibility ramp. Lisa says, "Carrie has demonstrated unwavering dedication to these two sisters by changing her schedule to help bring them home post-hospitalization, providing education to other nurses, seeking suggestions on how she can improve her documentation, and providing a great support to the clients' mother."

The clients' mother affirms, "Basically, I could not imagine life without Carrie's help. My whole family loves her and I go to work every day knowing my girls are in the best hands possible."

Amanda Lyons, LPN Mt. Laurel, NJ Pediatrics (MLP)



Amanda began her BAYADA journey in 2016 as the first nurse resident in the MLP office. Client Services Manager **Michelle Moran** recalls being first impressed by Amanda's ability to "make you feel happy just in idle conversation." She adds, "Amanda is radiant with an energy that warms a room, a home, and even a phone conversation—and that warmth can be healing."

As part of the Nurse Residency Program, Amanda was required to visit many homes with clients of varied diagnoses. She loved every minute of it and proved to be a hard worker from the very beginning.

After completing the program, Amanda chose to care for a boy with Type 1 diabetes, a history of seizures, and cerebral palsy. To properly meet the demands of this case, Clinical Manager and Educator **Chantel Denny** admits that the right nurse must be physically fit and demonstrate a good lifting technique, perform his exercises, and use his adaptive equipment. The nurse must also possess excellent critical thinking skills to recognize the symptoms of high and low blood sugars and to intervene appropriately with insulin administration or emergent Diastat for seizures.

Amanda did not disappoint. Chantel shares, "I am confident in Amanda's skills and trust her completely to train new nurses on this client's care. More importantly, his parents do, too." Perhaps most importantly, however, is the joyful fact that, after nearly three-and-a-half years, the client's face still lights up when she enters the room.

For the past two years, Amanda has also touched the life of another client, becoming "an integral part in his medical care, development, and overall well-being," according to his mother. She accompanies the client to appointments and has added value to decisions made about his course of treatment. Amanda also accompanies this child to school and makes it a priority to incorporate therapies and treatments into his routine.

Continued on next page

MEET OUR 2019 NATIONAL HEROES

For example, Amanda always makes sure to set up his talker and offer plenty of opportunities for him to communicate and practice "talking" at home.

No stranger to going above and beyond for her clients, Amanda embraces the added traveling requested in the summertime, accompanying the family on trips to the shore where they can spend more quality time together. She also supports an annual walk that benefits the client's school. The client's mother feels privileged to have Amanda advocating for her son, always keeping him comfortable, active, and engaged. "She reads to him, takes him for walks, and continues to keep him motivated. Amanda really cares about him and his progress both medically and developmentally."

Clinical Manager **Teresa Clifford** believes Amanda is the total package, adding, "When it comes to documenting and transcribing orders, I am not easy to please, but Amanda passes my scrutiny." Colleague and 2018 RN Hero of the Year **Mat Gunkel** agrees, "She constantly brings in thoughtful supplies and reorganizes workspaces to perfection, but more important than her clinical strength is her heart." Chantel expands, "Amanda understands the importance of not just going to work, but going to work to make a difference."

Rose Arana, RN Mt. Laurel, NJ Pediatrics (MLP)



Rose has been a staple in the MLP office for more than 20 years. She most often works as the primary nurse on Client Services Manager **Michelle Moran's** cases, who

admires her professional demeanor and the meticulous care she provides.

Because of her reputation as a good communicator and someone who is in tune to the fine details of her work, Rose gains the trust of the families she serves very easily. Michelle says that Rose's "reassuring, strong, calm, and confident" demeanor contributes to her being an effective source of emotional support.

One family was introduced to Rose about a year ago when their 24-week premature baby came home from the NICU after six months, and still required oxygen, pulse oximetry, tube feedings, and additional care for significant reflux. The client's mother shares, "It was an incredibly stressful time in our lives. Rose was there the day after our son came home, and after her very first shift, I knew that she was a godsend. She would pick up on things clinically, sometimes even before I would."

The client's mother now depends on Rose to attend doctor appointments to ensure everything about her son's condition is communicated precisely and that all questions are asked and answered. Through the course of the past year, the client has come to trust and bond with Rose, too. His mom says, "My son beams when Rose walks in the door and immediately wants her to hold him." Likewise, she beams when she considers his accomplishments, like using a sippy cup, holding his own spoon, and eating foods such as oatmeal and veggie sticks. He even showed off his new-found mobility to Clinical Manager **Debra Reed** by cruising around the room with a push toy.

For more than five years, Rose has also cared for a girl with developmental delays and behavioral issues who requires tube feedings. Debra says, "Rose worked through the client's medical issues to help her achieve some major milestones appropriate to her chronologic age. As her client's condition became more complex with the onset of seizures, she was integral in monitoring and reporting any changes in neurologic status." In all, Debra thinks that Rose's dedication to maximizing each client's health potential, while also fostering their developmental growth, is what sets her apart.

A client's mother expressed a similar perspective. "Having a sick child is hard; having nurses in and out of the home is hard. Rose has made both of these things much easier. I trust her in my home with my child, and most importantly, I trust her to know exactly what to do if there was ever a medical concern or emergency."

Lisa Wedman, PT Sierra Vista, AZ Home Health (SVV)



In 2010 when Director **Brandy Owen** was planning to open the SVV office, she recruited Lisa to join her team. Together, they followed through on their vision and have upheld the standards of service they set for their community. Brandy considers Lisa to be the backbone of the office's Benson area, a very rural community located 45 minutes from her home, and someone who has "never lost her zeal for doing it right, no matter the cost or how far out of the way she must go."

A contributing factor to the office's success is the high standards Lisa has set for her quality of client care, which rubs off on her colleagues as she provides training to field employees across all disciplines.

Clinical Manager **Kendra De Bruler** says, "Lisa relates to clients in a way that makes them want to perform at the top of their abilities. They want her to be proud of them and see their accomplishments." In fact, clients have sent her video recordings of their successes, even after they were discharged. Perhaps that's because they bear witness to Lisa's dedication to meeting their own needs, no matter what it takes.

Time and again, Lisa has proven unwavering dedication to going above and beyond for others. She once spent hours on the phone to obtain care for a client's significant depression when his insurance company offered no local providers. Lisa stopped at food banks for clients who had empty cupboards, washed dishes, made meals, did laundry, walked dogs, and navigated a web of bureaucracy to secure orders and equipment for clients in need.

Lisa's concern for others is genuine, and her clients and their families sense it. She begins conversations with a pleasant "How are you?" and waits patiently for a reply. Lisa checks in, even when she doesn't need to, just to make sure everything is okay. She has motivated participation in therapy with the promise

Continued on next page

MEET OUR 2019 NATIONAL HEROES

of a rousing game of Bananagrams, and in perhaps her most noteworthy story, with the promise of a horseback ride.

Brandy recalls, "The client, a very sick man with cancer, had a goal to ride a horse one last time. After ensuring all the clinicians on his case were on board, Lisa developed the plan that would strengthen the client enough to tolerate the trip to the therapeutic equine center, the horse ride, and the return trip home." Despite leaving for vacation the same day, she traveled 95 minutes on the day of the scheduled ride and assisted her client in mounting the horse. Although difficult, it was done with confidence.

Lisa remained close by until the client tired. Then, she ensured he got back in his truck safely and returned home without incident. Lisa coordinated two more horseback rides for this man before he passed.

Through the years, Lisa has affectionately been dubbed many things by her clients and their families: the miracle worker, the drill sergeant, the one with the healing hands, the KT tape queen, the highlight of the day, Attila the Hun, the tough, gentle therapist, and the sassy redhead. However, friend and colleague RN **Holly Judd** has dubbed Lisa "a Hero" and someone who emulates *The BAYADA Way* in the fullest sense. "Lisa has a smile that clients look forward to seeing, and a firm work ethic that allows them to reach their goals and have a better quality of life."