

# Meet Our National Heroes

1Q'15

## Luz Sanchez, CHHA

Atlantic City, NJ adult nursing office



CHHA **Luz Sanchez** has been a hallmark of reliability during her nine years caring for clients through the Atlantic City, NJ adult nursing office. Client Services

Manager **Sharon Disney** has cited only three callouts since her start. However, one client's daughter says, "Luz has never missed a day of work at our household. She's always early and never rushes to leave at the end of her shift. She plans her work before arriving for her shift and works her plan."

Luz is also someone who obviously takes pride in a job well done. Sharon says, "She always goes the extra mile." So that one client would not have difficulty dressing on days off, Luz totally color-coded her wardrobe. Another client's daughter agrees, saying, "She goes above and beyond always." Recently, a sick baby was in this client's home. "Luz was like a sanitizer on steroids," shares the daughter. Luz cleaned every surface with bleach and Lysol, determined to eradicate every single germ. She also did double duty sanitizing the bedroom commode and then bathroom "with the same zeal." Still, the daughter insists, "This is how Luz performs every task, no matter how small or large." Sharon feels Luz's personality allows her to become part of a client's family while maintaining discretion and boundaries, keeping any problems of her own to herself, and always putting her clients first.

Part of Luz's appeal is her commitment to communication and her compassion. Her client's daughter shares, "We are never at a loss as to what will be completed next and when. Luz is always educating us to be better caregivers, but more importantly, better people. Her compassion transcends throughout the home and makes us all want to follow her lead and example."

## Geraldine "Geri" Flamer, LPN

Passaic County, NJ pediatrics office



LPN **Geraldine "Geri" Flamer** has been a nurse with BAYADA for the last 24 years. Passaic County, NJ Pediatrics Associate Director **Megan Seyler** speaks to her extensive service. "Geri started in our Wilmington, DE

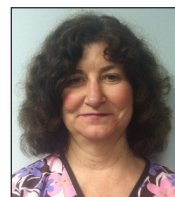
(WIL) home health office in 1991 and went on to work with the Delaware Pediatrics (DP) office until 2007. She then moved to New Jersey, where she has worked with North Brunswick Pediatrics (NBP), Hackensack Pediatrics (HP), and now PCP. "

In September 2013, Geri began caring for a three-and-a-half year old girl who was recovering from chemotherapy for liver cancer. "The client had a Broviac catheter and global developmental delays, and needed a nurse to monitor her closely during the school day to ensure she didn't try to remove her central line," explains Megan. Client and caregiver bonded quickly. The client's catheter was removed, her cancer remained in remission, and Geri's attention turned toward improving her client's poor feeding by eliminating distractions during meal times. She worked with the school to introduce a partition when feeding. Geri's client continued gaining weight and her feeding tube was eventually removed. Megan asserts, "Geri's client continues to thrive both physically and developmentally due the tremendous amount of effort and attention that Geri has given her."

Clinical Manager **Shawn Carroll** says, "Geri has shown herself to be a great client advocate." Knowing that foods high in fiber may contribute to her client's gastrointestinal issues, Shawn shares, "Geri goes through her food and holds anything that is high in fiber and could potentially worsen her condition. At times this can mean picking through fried rice and taking out the tiny vegetable chunks or something equally as time-consuming. Geri never complains about having to do this, she does it happily in order to better serve her client." In addition, Geri has been known to pull out alcohol swabs and wipe down her client's school bus seat before she sits down to prevent illness. Shawn sums, "You can tell that Geri is absolutely dedicated to that little girl, which I am sure comes through to the client and her family in the quality and consistency of Geri's care."

## Diane Sowell, RN

King of Prussia, PA assistive care state programs office



RN **Diane Sowell** has been working for the King of Prussia, PA assistive care state programs office since March 2013, but she has brought 25 years of experience in critical care. Clinical Manager **Cecilia Weber** maintains, "Her strengths

are her assessment skills, prompt response, and proactive preventative approach." Diane is certainly a nurse who knows how to generate positive outcomes. One client comments, "Diane creates such a positive environment that my husband instantly noted he saw me thrive and grow when Diane came back into my life!"

Another of Diane's clients is a young man with cerebral palsy, who also has a permanent tracheostomy and is deaf. Inspired to provide him the best possible care, Clinical Manager **Karen Troy** says, "Diane immersed herself in learning and constantly improving her sign language abilities in order to communicate effectively. She actually assists me during monthly supervisory visits and does much of the interpretation. Her sign language skills are amazing, and she also spends much time assisting her client in how to use his Dyna Vox communication device." This client's mother adds, "Not only is Diane the most skilled nurse I have ever met and worked with, but she exhibits a love of her patients and her work like no other. She moves through our home invisibly and takes care of everything my son needs and then some. Nothing is ever too much to ask of her." Karen feels that the effectiveness of Diane's care is her ability to seamlessly meet both the clinical and social needs of her clients.

## Michael Morrone, PT

Anne Arundel County, MD home health office



PT **Michael Morrone** of the Anne Arundel County, MD Home Health office has been part of the BAYADA team since 2006.

Clinical Associate **Amy McKenna** knows Mike as a senior therapist and preceptor who is "very reliable and consistently receives positive comments on client satisfaction surveys." She adds, "He is someone who demands quality from both himself and those he orients."

One 80 year-old client had little faith that her broken left arm would heal. She attests, "Boy was I wrong! Michael knew my limitations as much as I did. He always made me feel that I wanted to do more because I was progressing so well. My doctor was surprised at how much we had accomplished in such a short time." Another client testifies, "Mike's personality and the

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way he explained everything that I would be doing really helped me get started on my road back to full recovery. Time working with him just moved so fast. He put me through a very hard workout, but I felt great when he left."

Another client shares, "The best service he provided was showing me what not to do instead of just telling me. I have been extremely happy with his service and support since my left, total hip replacement." Mike's team approach to client care ensures nurses are involved with any changes in condition so that every need is met.

### 2Q'15

#### Nancy "Nan" Martin, OT Salisbury, NC home health office



Nan's smile and bubbly personality has graced the lives of her coworkers and clients since her start with BAYADA in 2012. One of Nan's strengths is her creativity, which has scored her bonus points with her clients. Associate Director **Alicia Wyatt** shares that Nan arrives to every client's home equipped with a trunk full of games and gadgets to help "fulfill their most urgent need."

Some of Nan's exercises don't require her trunk full of goodies. One of her client's favorite exercises is the fist-pump-with-a-finger wave that she exchanges with her client as she the client's home. Her ability to familiarize herself with her clients' motivations has also made her successful. She cheered one client up by recognizing his desire to get back into worship and helped another by finding a way of incorporating exercises into his favorite pastime of reading the newspaper. The client's wife shared, "Nan has a unique way of getting my husband to do things without him being aware that he's pushing himself. She does this without a struggle, and believe me, that says a lot."

Clinical Associate **Annette Wheeler** remarks, "Nan's greatest asset is her attitude. The only time I ever see her upset is when she is fiercely advocating for her clients. She has a wealth of experience behind that wonderful personality, which makes her the total package."

#### Jayne Lindo, RN

Rhode Island skilled pediatrics office



Jayne has been a permanent fixture for the past 16 years at the RIS office and in the life of a very special young man, who is nonverbal and has Leigh syndrome. Jayne was first introduced to the client care when he was 6 years old. She has held his hand through family celebrations and trying times of chronic illness and day-to-day health challenges. "Having someone understand your disabled child to this extent is incredibly reassuring," the client's mom shares. "I would be lost without Jayne's support. We have created a team that seamlessly synchronizes my son's care. Jane possesses a wonderful sense of humor and her nursing skills are exemplary. I know that her work ethic and demeanor will ensure a positive and safe environment in our home."

Client Services Manager **Marie Boutin** adds, "A few years ago, the client's mom remarried and Jayne helped take care of her client while mom was able to spend a weekend away for a honeymoon. She will do anything to help make their life easier and less stressful."

Despite working another full-time job at a local hospital, Jayne has been flexible and accommodating with schedule changes. Marie attests, "I have been with BAYADA for eight years and have never received a callout from Jayne."

#### Jennifer Carr Branch, LPN

Hickory, NC pediatrics office



Jennifer has cared for many HIP clients since the start of her BAYADA career in 2012. Clinical Manager **Jessica Price** bears witness to her impact, sharing, "She is loved wherever she goes, and I know our kiddos are well taken care of, and the families' minds are at ease that their child is cared for and loved." Jessica's impressions are corroborated by many.

One client's mother says, "Jennifer is very interactive and gives my daughter one-on-one attention at all times, which she loves. She encourages my daughter to play puzzles and looks for ways to improve her cognitively, which pulls her away from

electronic devices. Jennifer is very concerned about my daughter's well-being, and checks on her even when she isn't scheduled."

Another client's mother attests, "As a parent, it's hard to leave someone in your home caring for your child, but I'm very comfortable leaving Jennifer in my home to take care of my son. I knew in my heart when I met her that she was a good person, and I know that she comes in to do her job." Client Services Manager **Caitlin Sams** sees Jennifer as a "natural-born leader." She takes charge of her clients' supply orders, reviews their documentation, makes follow-up doctor appointments, checks the addendums, and ensures that skills learned in therapy sessions are being practiced.

Jennifer is determined to meet the needs of her clients and does not let anything stop her from getting to their homes. During recent snowstorms, when driving conditions were treacherous, Jennifer saddled up her horse and has rode to their homes to keep her commitments. She has also recently enrolled in classes to become an RN.

Caitlin sums her up by sharing, "Jennifer is giving, courageous, bold, action-oriented, energetic, and strong-willed. She genuinely wants to make a difference in her clients' lives, and she does a very good job."

#### Marianne Patterson, LPN

Sellersville, PA pediatrics office



Marianne has become an extension of her client's family. She has supported the client and his family over the past 13 years by attending school functions, plays, and vacations.

Associate **Christine Detweiler** says, "Marianne helped her client make the honor roll, and with her assistance, he has grown into a fine young man." The client's mother shares, "Christine has been our nurse since my son was five months old. She goes to school with him, sits in the hospital with us, cries with us, celebrates with us, and stays with us during winter storms. She has been our lifeline during storms that seemed to never end. Throughout all of this, she has never missed a shift and is still willing to cover for others."

Marianne's reliability is a testament to her work ethic and commitment. She travels

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more than an hour each way to get to work. Once there, Marianne has proven to be incredibly thorough. She researches what she does not know in order to provide her client with the highest quality care. His mother says, "My son is healthy, smart, and thriving largely due to Marianne's skillful, diligent, and loving approach. My son said it best when BAYADA launched the *Healing on the Home Front* book. The organizers were giving out name tags and he told them that her name tag should read Second Mother."

### Benjamin "Ben" Burns, HHA

*Lewisburg, PA Adults assistive care state programs office*



Ben has been actively pursuing his RN degree while providing exceptional client care for the past two years. His client, who has cerebral palsy and severe physical disabilities, had

been removed from his abusive home and welcomed into the home of a friend so that he would not be placed into a facility. The client had lost 40 pounds in less than four months and was, for good reason, hesitant to accept personal care assistance.

The client's friends expressed, "From the very beginning, we knew Ben was a perfect fit for his client and for us. He is the most kind, caring, and giving person. He was able to jump right in and attend to all of our friend's needs with care and compassion. We felt very comfortable with Ben in our home and completely trust him. He has a great sense of humor. Many nights, we would hear Ben and his client laughing, joking around, and having a great time together. They have a great relationship. He's like a best friend, talking cars and sports, and watching guy shows and movies."

Clinical Manager **Donna Kendrick** shares, "Ben wants his client to have a quality life and be happy." To that end, Ben has helped his client decorate for Christmas, fixed his broken wheelchair, burned dinners that have become a bit of an inside joke, and visited him when he was hospitalized—even on his days off.

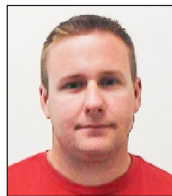
Clinical Manager **Patricia Hudson** adds, "Ben takes his client out into the community and encourages him to socialize. He has built up his client's self-esteem and promoted his independence. Now, Ben's client is independent and lives in

his own home." Donna has also noted marked improvement in Ben's client. "He has physically and emotionally grown in confidence and strength. He has gained weight and is able to communicate his needs and make his own decisions. He is full of life, and I have no doubt that the spark that keeps him going is Ben."

### 3Q'15

### Ralph Vance III, PT

*Berks County, PA home health office*



PT **Ralph Vance III** joined his Berks County, PA Home Health office just over three years ago. He is the office's only physical therapist covering Schuylkill County. Ralph has impressed

Associate **Erin Cattermole** as a therapist who "flies under the radar and lays low in the midst of daily chaos." She adds, "He gets the job accomplished without fuss or fanfare and routinely does it with high quality."

Ralph regularly goes above and beyond advocating for his clients. He is known to write letters to insurance companies on behalf of his clients in order to obtain needed equipment or additional care. As a result, Ralph has developed a positive reputation with clients, families, and peers alike. He is often mentioned by name on client satisfaction surveys, and he is often the reason why returning clients request care from BAYADA.

Marketing Manager **Amanda McKee's** father-in-law received care from Ralph, who really took the time to get to understand this client's unique personality. "Ralph truly embraced my father-in-law's sarcasm and wit, and was never offended by it, even when we were hiding from embarrassment." Ralph was the first person who could get this client to use his walker and to recognize when he needed help. During his frequent visits back and forth to the hospital, the client's connection to Ralph was evident. He expressed more concern that Ralph be notified of his whereabouts, rather than notifying family or friends.

The daughter of another client shares a similar outcome of Ralph's care. "My father tends to be lazy, and as soon as Ralph comes, he gets him up and moves around the house." Still another client's husband calls Ralph "excellent" for eliminating his wife's signs of paralysis, and enabling her to cook and bake again. "Testimonials such as these,"

says Erin, "are what keeps us moving forward as a successful care team and are key to our long-term growth and success as an office."

### Kelly Bivins, RN

*Shelby, NC adult nursing office*



The impact RN **Kelly Bivins** has had on the clients of her Shelby, NC adult nursing office is larger in scope than her tenure might suggest. Since her start in August

2014, she quickly earned a Remarkable Rookie Award and then became an Office and Division Hero.

Kelly's 19 years of prior nursing experience helped her quickly become most clients' "nurse of choice," and she was able to pick a schedule from among many cases. Her choice to care for a 35-year-old male with a tracheostomy, who had coronary disease, a seizure disorder, and was ventilated at night, was not an obvious one. This man lived at home with his sister and young niece in conditions that were very unfortunate. The family had little, and had an infestation of critters. Client Services Manager **Amber Mitchell** comments, "Kelly saw the need at this home and requested hours with this man, regardless of what caused many other nurses to run. Kelly went above and beyond for this family, not only with her nursing skills, but she brought food, toiletry items, and many other necessities they went often without."

Kelly currently cares for a married, educated man with two teenaged girls, who ran a successful real estate business. After a diagnosis of ALS came, he and his family struggled, as he slowly began to lose control of his body and his life. Kelly is patient in her care, taking the time to understand this now nonverbal client's needs, and assists him in communicating through his computer. The client's wife expressed, "Enthusiasm and smiles are contagious when Kelly's around. My husband is relaxed and appreciates the little extras she does to make him more comfortable."

Coworker **Vickie Deyton**, RN feels, "Kelly is the epitome of what a nurse should be. She is compassionate and caring. She is a problem-solver and a go-getter. Kelly will examine a situation and peel back the layers until she discovers a solution. She is

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empathetic when the situation calls for it and tough when toughness is required of her. Clinical Manager **Trish Lail** cites another situation in which Kelly was instrumental in the apprehension of a caregiver who was stealing narcotics from her client. She believes, "Kelly is just one of those people who was born to be a nurse. Her clinical skills are excellent, and her commitment to providing safe care is second to none."



### Patricia "Trish" Brick-Crosbie, LPN

*Hickory, NC pediatrics office*



**Patricia "Trish" Brick-Crosbie** is a perm-coded, pediatric and infant trach and vent LPN. She is also a preceptor who assists in training other nurses who are new to pediatric home care at her Hickory, NC Pediatrics office.

Trish's skills command respect, but she is the quintessential team player. In fact, when **Lillie Greenhill**, Client Services Manager, tried to thank Trish for covering a last-minute call out, she wouldn't have it. Trish said, "We're a team. We take care of each other and we have to work together to do what we do." Coworker **Brenda Taylor**, LPN further testifies, "Trish is a joy to work with. She is knowledgeable about the cases and clients she works with. I don't have to worry whether something is done." Lillie believes one key to Trish's success is that "she hears the voice of not only her clients, but the parents of her clients, which is essential when working with pediatrics."

Beyond having the right skill set, it was important for one client's mother to know that her daughter felt deeply loved. Her daughter came home from the hospital seven and a half months after being born. She arrived home with a ventilator, tracheotomy, a gastronomy tube, and in a fragile respiratory state with another heart surgery on the horizon. The client's mother recalls, "Trish was confident without being arrogant, took the time to listen and was able to incorporate our desires into her care." More importantly, in Trish's care, mom believed her little girl felt loved. As unlikely as it may have seemed, after about six years, this client was discharged from care, no longer requiring services. Lillie believes Trish strategically achieves maximum results like this for her clients through a combination of encouragement and praise for

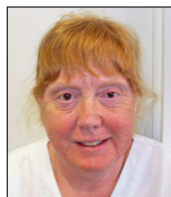
the family's work, and by exceeding doctor and therapist expectations.

"While Trish is able to work under pressure and has always managed to solve stressful situations," says Client Services Manager **Caitlin Sams**, "Trish's greatest asset is her heart." Caitlin explains, "Trish goes out of her way to help everyone and constantly thinks about others; whether it's by lending an ear, decorating and organizing clients' rooms, and crafting gifts." Clinical Manager **Jessica Price** agrees and says, "I found out very quickly that Trish has an amazing heart for what she does. I have never gone to a supervisory visit with Trish where she hasn't asked, "So, is there anything else that you feel I could be doing to help here?"



### Marion "Ruth" Newton Lytle, CNA

*Shelby, NC adult nursing office*



Since her start in 2009, CNA **Marion "Ruth" Newton Lytle** of the Shelby, NC adult nursing office has provided care to clients of six BAYADA offices. Time and again,

Ruth's "can-do" personality has proven that she is someone undeterred by the challenges of difficult care needs, uninviting living conditions, or extended commutes, says Recruiting Manager **Gabrielle Tubbs**.

A recent request for short-term care came in for a man whose health was declining rapidly due to metastatic cancer. At the end of his life, this man's greatest wish was to have one last trip with his family to their lake house. Though the family tried, they felt ill-equipped to provide all of his personal care needs. After hearing this story, Gabrielle shares, "Ruth made the long drive to Lake Lure and quietly met the client's clinical needs so he and his family could enjoy some time together without the stress of thinking about his health." Ruth did so without being effected by the dark humor he developed as a coping mechanism for his condition. The day after returning home, the client passed away. "The family was so grateful for the thoughtful and unobtrusive care Ruth provided," says Gabrielle.

Another case proved to be a staffing challenge for four weeks, due to the client's three dogs who did not deal well with new people in the home. Clinical Manager

**Patricia Lail** explains that she's met many aides who are afraid of animals. Patricia says, "Many are frustrated by the additional work of sweeping up or vacuuming dog or cat hair, mopping up muddy paw prints, or hearing incessant barking." Ruth, who grew up on a farm, agreed to give it a try and worked diligently to gain the animals' trust. "She did this because she knows having these animals gives her client peace and comfort."

Whether it is braving a winter storm, picking up a particular soap that a client likes, consoling a client after the loss of a family member, or humbly pampering a client's feet and arranging for a pedicure, Ruth does it all, and does it well. Ruth says she loves working for BAYADA because she loves being able to help her clients stay at home where they are happiest. ■