

Meet Our National Heroes

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Loretta "Lori" Phillips, RN

Delaware County, PA Home Health (DCV)



Loretta "Lori" Phillips, RN, of the Delaware County, PA Home Health (DCV) office "cares for the 'whole' patient and family," shares Director **Mary Lou Brophy**. "She

works diligently to do thorough physical, psychosocial, and spiritual assessments, and communicates well to the physician and the entire home health team."

To illustrate, one of Lori's clients, who was diagnosed with renal failure, received dialysis three times a week. Over time, it became evident that this client was dying, but he refused to stop dialysis and consider hospice. "After peeling back a few layers in her conversations, and getting the social worker involved," recalls Mary Lou, "Lori determined her client thought that stopping dialysis would contradict his religious beliefs." Lori contacted the client's parish priest, who agreed to visit and speak to him. Only then did the client agree to stop dialysis. He went onto hospice, and died peacefully a few days later.

Another client with multiple sclerosis began receiving care from Lori 10 years ago, after a recurring cycle of exacerbations that landed her in the hospital, and then rehab. "Lori is my girl," the client says. "She is more in tune with me and my body than I am. She notices a subtle decline from one visit to the next, and she knows I am heading for trouble before I do. More than once Lori has looked at me and asked, 'Am I calling 911 or are you?' That is just how in touch with her patients she is."

Lori also earned the respect of coworkers for her kind and compassionate nature. A colleague cared for a few of Lori's more challenging clients one weekend, and two had to be sent to the hospital. The following Monday, Lori sent a bouquet of flowers and a note of thanks for this nurse's efforts in getting through the challenging weekend. The nurse recalls, "She just made my week! I felt so appreciated and special!"

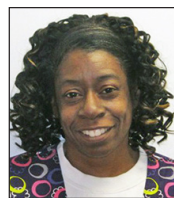
Mary Dart, an occupational therapist who shares many clients with Lori, similarly believes she is "one of the most compassionate and caring people I've ever met." Mary trusts Lori implicitly, enough to

have her treat Mary's own father. When it came time to have the difficult conversation about death and dying, Lori was right there by Mary's side. "She helped my family through my father's transition to hospice, and still checks in with my mother since my father passed away. I am forever grateful for her help."

Lori has been providing quality care to BAYADA clients since 2002.

Elizabeth "Liz" Henson-McAllister, LPN

Shrewsbury, NJ Pediatrics (SBP)



Elizabeth "Liz" Henson-McAllister is a permanently-coded, infant and pediatric tracheostomy and ventilation LPN who works for the Shrewsbury,

NJ Pediatrics (SBP) office. With 19 years of experience and more than 33,000 hours caring for BAYADA clients to her credit, Liz exudes confidence and control, offering a reassuring presence to the families she serves.

One teenaged boy has been in Liz's care for the last 16 years. The client's mother is grateful for her "cheerful and calming influence," especially when there is upset and stress over the client's illness. Liz simply asserts, "I've got this. Go to bed. If I need you, I know where to find you." Inevitably, the following day, mom finds the client and all his supplies clean and tidy. More importantly, mom wakes up to a happy son.

Another client's mom confirms, "Liz puts us at ease and cares for our son like he is her own. That is something we value and appreciate beyond words."

Liz is also known for her exemplary attendance. Recently stranded at a client's home during winter storm Jonas, Liz remained professional. Without complaint, she effortlessly worked a double shift. That client's mother recalls, "She came back the next night after we had a callout, like a rock star!" Director **Kimberly Anders** feels that Liz's steadfast commitment to one little boy over the past seven years yielded remarkable results. Kimberly explains, "He was a 24-week gestation, premature infant who came into the world weighing only one pound, 11 ounces. Nine months after his birth,

the child came home from the hospital, tracheostomy-and-ventilation-dependent with 24-hour care." As one of the first overnight nurses assigned, Liz's influence helped the boy grow strong and become independent of all the technology. Kimberly concludes, "Liz's clinical and assessment skills are superior, and she has the most amazing, positive attitude to go along with it. She is always so energetic and happy that we cannot help but smile when she arrives."

Barbara Lancianese, HHA

Willow Grove, PA (WG) assistive care



Barbara Lancianese, home health aide of the Willow Grove, PA (WG) assistive care office has dedicated her last 16 years to caring for BAYADA clients, after

the acquisition of her previous company. What's more, with more than 20,000 hours served, Barbara has only had one callout since 2006. One of her first assignments was to care for an elderly couple, both of whom had dementia, were hard of hearing, and had many aches and pains. Client Services Manager **Susan Tramontana** professed, "It takes a knowledgeable and confident aide to challenge the Veteran's Administration, an insurance company, or a doctor on behalf of her client. Barb has done all three to ensure her client's shower chair and wheelchair were safe, and that tube feedings weren't being administered through a moldy tube."

Clinical Manager **Carolyn Meyers** has also grown proud of Barbara's track record. She maintains that no client has ever fallen on Barbara's watch—including a man who stood at 5 feet 11 inches, carried close to 230 pounds, and was a left-leg amputee as a result of a military accident. Carolyn adds, "This client of more than eight years never had a wound or a sunburn, and it was Barb who discovered his infected teeth and gums. She knew this man and his body; she could read his face after he stopped speaking."

Barb also did little things that strengthened this client's quality of life—recording *Dancing with the Stars* or old movies he enjoyed, playing music he loved, talking to him, and encouraging him. The man's siblings would visit and often comment on how well their brother was being cared for.

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The client's son knew exactly who deserved the compliments, and would quickly pass them along to Barb.

Another client's daughter feels Barb has given her peace of mind. Sue concludes, "Barb is confident and never seems to get her feathers ruffled. She is beyond compassionate and cares for her clients as if they were her own family."



Stephanie Bowen, PT

Shrewsbury, NJ Pediatrics (SBP)



Stephanie Bowen,

physical therapist, has been encouraging clients from the Quincy, MA Home Health (QVW) office to reach their therapy goals since 2014. Clients

have lauded her technique time and again. One client proclaimed, "I was able to walk for the first time in 7 months without a cane or walker. Stephanie is a real professional. I enjoyed her advice and company."

Another client made a point to visit QVW in person and express his gratitude for Stephanie's care, using the words "brilliant, creative, and enthusiastic" to describe her efforts. The client, who happened to be a nurse, had just undergone cardiac surgery. His therapy was delayed after returning home, as there was a wait list for a therapist through another agency. Once BAYADA was contacted, the client was admitted within 24 hours, and Stephanie did her magic. The client believed in Stephanie, and started doing things he never thought he could do.

Director **Cynthia Dedes** remarked, "Stephanie uses everything in her toolkit to help her clients." For example, she placed rolls of quarters in this client's socks while doing exercises, instead of using weights. Instead of ignoring the client's autistic, adult son, Stephanie found ways to include him in the recovery process. The client shares, "Because of Stephanie, my son now participates in activities with me. He reminds me to take my meds and do my exercises."

After having just learned how to dance the waltz for her daughter's wedding, Stephanie found a way to incorporate the skill into her therapy, to strengthen a client's balance. Whatever the need, Stephanie takes the initiative to fulfill it. Cynthia shares, "When Stephanie's day is shortened by a cancellation,

she will call the office to see what else there is to do. She was the first to ask if she could be certified during our heart failure initiative. Shortly after, she did a presentation for her fellow therapists." When fellow therapists identified the need for an updated orientation manual, Stephanie assisted in the process. Cynthia sums, "Stephanie is definitely an employee who goes the extra mile for not only her clients, but also her peers."