

MEET OUR 2018 NATIONAL HEROES

1Q National Heroes

Sarah Druckemiller, HHA

Lycoming, PA State Programs (LSP)



Because she feels the elderly are very special, and it is important to keep them in their homes, Sarah began working for BAYADA in 2011. Her dedication and commitment to her

mission was challenged after an accident occurred while working with one of her first clients. Sarah's injury required an extensive recovery, but rather than fixating on how her injury would impact her upcoming wedding or her own well-being, Sarah's concerns were centered on her client's coverage.

Today, Sarah cares for an elderly woman who has been receiving care through our LSP office. A life-changing motor vehicle accident several years ago left this client with limited range of motion in her arms, and unable to complete daily living activities. The client's granddaughter was also in the vehicle at the time of the accident and incurred multiple injuries that warranted placement at a nursing facility.

Clinical Manager Benjamin Burns shares, "To ensure their special and irreplaceable bond continues, Sarah helps her client make lasting memories with her granddaughter. Sarah takes her client to see her granddaughter every week, no matter the obstacle."

The client also shares, "Sarah knows that nothing makes my week better than seeing my granddaughter."

When the client's beloved cocker spaniel, Daisy, got out of the house and went missing, Sarah took time out of her day to locate her.

Benjamin recalls, "She searched the neighborhood before and after work. She made flyers, distributed them, and reached out to social media for help. She also engaged a local group that helps locate missing animals."

Three days later, the dog was found outside a local pet shop, identified by the flyers Sarah made.

"Sarah knows how much Daisy means to me, and it warms my heart that she puts

my needs before her own," shares her client. Through a local group, Sarah also managed to secure funding for the dog's vet bills, and even furnace repairs.

"She goes above and beyond in everything, and she doesn't stop working," asserts Sarah's client. "I am so grateful for Sarah and everything she does for me."

Edward Cole, LPN

Downingtown, PA Pediatrics (DOW)



Edward offers the clients and families he serves a friendly smile and a big hello every time he walks through their doors.

DOW Director Joan Coleman shares, "He listens closely to the parents to make sure he is delivering care as they wish for their child. Ed has empathy for all family members, and never has a negative word to say."

One client's parent expressed, "Ed drastically changed the home environment from one of pure survival mode to one of ordered fun."

Joan further explains that while Ed always provides solid nursing care, "He never forgets he is working with children, and play is an integral part of his time with them."

Another client's mother further attests to Ed's positive spirit, and his competence. Her son has chronic autoimmune neutropenia and mild autism features.

"Ed is one of those few nurses who stand far above the rest," she says. "Engaging with people is, of course, important to my son. He gets so excited when Ed is scheduled, and boy does my son engage! He adores Ed's playful nature, and Ed doesn't miss a beat."

This mother even credits Ed for averting a hospitalization by noticing subtle, early signs of infection—a change in her son's activity level and a slight increase in heart rate—and then ensuring appropriate follow-up with medication to quell the impending infection.

Client Services Manager Kit Bennett feels that being a family man contributes to Ed's likeability. She says, "Ed understands a parent's love for his child, and is more

than willing to go the extra mile to reassure both the parent and child that he is there for them."

His client's mother agrees, adding, "Ed is the one who genuinely cares about his clients, and who likes them! He cares about the families and the pressure we endure. He always wants to take the pressure off of us for a while when he is here and make our lives a little easier."

She sums, "Ed is kind, thoughtful, skilled and fun!"

Ed joined BAYADA in 2002, first working at PAO before joining DOW in 2009. Kit says he is currently oriented to care for 10 DOW clients, and his services are in high demand!

Linda Waltermeyer, LPN

Lancaster, PA Pediatrics (LAN)



In 2010, Linda joined the LAN office to continue caring for a little girl whose family wanted to transfer their home care services to BAYADA. The client's mother thought so highly of Linda's

nursing care at the time that the only way she would follow through with the transfer to BAYADA was if Linda transferred, too. Through the years, the family's respect for Linda grew.

The client's mother explains, "Linda has been there for the good, the bad and the ugly."

While the expected lifespan of someone with Aicardi syndrome is typically two years, Linda's client, who has one of the more severe cases, is now 13. Linda has kept her client alive through seizures that have lasted longer than an hour, and through episodes when she has stopped breathing.

The client's mother indicates that the bottom line is, "Linda cares about my daughter as if she were her own. She goes above and beyond. She always has."

In addition, Linda has been able to effectively teach the girl's parents how to remain calm and controlled during emergencies, and how to respond medically. Client Services Manager Kelly Schauben adds that Linda became a trained

Continued on next page

MEET OUR 2018 NATIONAL HEROES

preceptor and excellent teacher who clearly details the “what” and the “why” to ensure thorough understanding.

“She helps to train all new nurses on her client’s case, to make sure they are capable and prepared to care for her,” Kelly shares.

The client’s mother deeply respects the fact that Linda always advocates for a path she believes is best for her daughter—even if Linda’s opinion differs from her own.

The client’s mother concludes, “We owe Linda everything. It is because of Linda that our marriage and our sanity are intact. It is because of Linda that we can sleep at night, and we can live somewhat normally. It is because of Linda that our daughter, who was not expected to live this long, is happy, healthy, and most importantly, alive!”

Julie Pergolizzi, RN

Paoli, PA Pediatrics (PAO)



Julie has been a devoted member of the PAO nursing team since 1999 and has cared for many different clients ever since.

“Julie is naturally able to connect with others, and easily forms meaningful relationships,” says Associate Director Matt Lewars. Her impact on one recent client and his family illustrates just how Julie has consistently gone above and beyond for each client, through the years.

Julie began caring for a 14-year-old boy diagnosed with neuroblastoma last spring, who had just undergone a bone marrow transplant. Julie assisted the client with medication management, and made sure he drank plenty of water, and ate a good breakfast every morning, which she administered through his gastronomy tube. Every couple months, a hospital visit was required for the client to receive auto-immunotherapy. Julie would call the family for updates throughout the duration of his stay. Inevitably, however, Julie’s client would return home, sick, and she’d have to employ her excellent assessment skills and clinical techniques to restore his health.

During periods of down time in the home, Julie creatively engaged her client in activities that did not involve his preferred video games. By spending quality time together, Julie’s client began to trust and confide in her. As their bond grew

stronger, Julie came to admire the family for its demonstrated, strong work ethic, and its commitment to family values. No matter how hectic their days became, they always managed to sit down and eat dinner together.

Julie found little ways to ease their day-to-day and financial struggles. She went above and beyond by cleaning dirty dishes from the night before and tidying their small apartment. When she found the power turned off one morning due to delinquent payments, Julie stayed on the phone with the energy company, explaining the situation and advocating for her client, until it was restored later that afternoon. Julie’s prompting also initiated fundraising efforts. A casual Friday dress-down day was held at the PAO office, which helped defray the cost of some bills. In November, the family received word that Julie’s client was cancer-free.

Matt recalls, “Our office team wanted to have a party for the client, and his mother agreed, thankfully. She only had one condition—that it was held on a day Julie was working.”

To complement this success story, Client Services Manager Arianna Billiris adds, “Julie sincerely celebrates all of her clients, has the biggest heart, and makes each and every one of us feel special in our role.”

Christine Fritzen, OT

Berks County, PA Home Health (BRK)



“Christine is a seasoned occupational therapist who brings quality, high standards of care and excellence to her clients and the Berks County, PA home health team,” shares BRK Director

Nicole Shuler. “She demonstrates client/family advocacy and takes initiative to put a plan in place when she identifies a concern. She owns the concern and rallies the team as needed to address the issue.”

It is said that Chris’s care is fueled by overflowing compassion, which results in actions that some may label as extraordinary, but Chris considers commonplace. For example, when a client demonstrates a need for adaptive equipment, Chris pulls out all the stops and does what it takes to make the equipment materialize. When a client in a personal care facility had no shoes to wear, no

family to call, and no footwear available from the facility, Chris did not turn away. Instead, she identified the safety concern, and after her visit, secured a pair of shoes for the client. She returned to the facility the same day to be sure they fit.

Another client revealed in a note to office staff, “My therapist delivers flowers here to me every week! Did you know that I owned a floral shop? I used to be able to get out for supplies, but am not able to anymore. I make arrangements to make the facility beautiful, and I give them to other residents.”

Since her start at BRK at the end of 2016, Chris has gone above and beyond in big and little ways that distinguish her from her peers. Recently, at the start of one visit, she evaluated that the client was having difficulty breathing and was too weak to stand on her own. After speaking to office staff and the client’s doctor, it was decided that the client needed to be seen by a physician. The client’s spouse was physically unable to transport the client alone. Therefore, using the transport wheelchair Chris kept in her own car, she wheeled the client to her car and safely transferred her into her seat. She followed the client’s husband to the urgent care center preferred by the couple, and then transferred the client from her car seat back into the wheelchair and into the center. Unfortunately, the center would not accept the couple’s insurance, so the entire scenario was reenacted, as the couple was redirected to the local hospital, where the client obtained her needed care.

Similarly, Chris’s OT evaluation of a different client revealed that he was not safe at home, and that his friend and primary caregiver could not safely manage his care.

Nicole recalls, “Chris facilitated communication to the team, and a referral for a direct admission to a local rehab was initiated.” A bed was available, but the client’s caregiver could not provide a safe transport. Chris volunteered to return to the client’s home at the end of her long day. She provided the needed transport to the rehabilitation facility, so the client would not lose his bed, and he would get the services he needed.

Nicole sums, “Chris is a very humble clinician who prides herself on caring for her clients.”

Continued on next page

MEET OUR 2018 NATIONAL HEROES

2Q National Heroes

Maria Rios, HHA

Reading, PA Adult (RAD)



HHA Maria Rios joined the Reading, PA Adult (RAD) assistive care state programs office only about 18 months ago, though she has been caring for her primary client nearly three years.

This man, who is a bilateral amputee, convinced Maria to leave the employer that previously provided his weekday care due to ongoing difficulties, and join BAYADA, who provided his weekend care at the time.

Director Megan Saraceno shares, "We are so happy that Maria agreed to join our team!"

Under her care, Maria's client discovered abilities that he once doubted, sharing, "I couldn't get out of bed on my own, but Maria kept encouraging me and guiding me, and now I can do it on my own." Maria's ability to anticipate and prepare for her client's needs affords him the independence he desires.

Megan explains, "Maria does things to ensure that her client will be okay when she isn't there, since he is only approved for four hours of care per day." She organizes his clothes for the week, and cracks open his water bottles knowing he is unable to do so on his own. She also prepares, packages, and labels individual servings of food, and stores them in his fridge.

Her client attests, "Maria is Better than gold; better than platinum! I wouldn't trade all the money in the world for her because Maria genuinely cares."

After joining BAYADA, Maria soon became a permanent aide for a few other clients, including a man with a spinal cord injury who became wheelchair dependent, and initially requiring 50 hours of care per week. With the help of another aide, the client progressed to needing only a few hours of care each day.

The client's aide moved on to new, full-time assignment, and Megan expressed, "We knew it would be a challenge to find the right person for this case—a consistent aide willing to work early morning, short

hours. Maria was up for the challenge and exceeded our expectations!"

After about one year, the client now only requires Maria's care two mornings per week. He touts, "Maria helped me tremendously with regaining my independence. She is uniquely skilled at observing my abilities and offering ideas on how to overcome my limitations." Together, they deciphered how to use a dressing stick and sock aid, how to resolve showering challenges while ensuring safety, and how to launder clothes independently.

"I was amazed at how much I was able to do myself, and will be forever grateful for Maria's patience, ingenuity and relentless encouragement."

Yet another client's daughter agrees. "My mom can depend on Maria. She helps her be independent. You can tell Maria enjoys her job. She gives my mom a lift, so she has less anxiety. She is perfect for the position."

Joyce Benes, LPN

Sellersville, PA Pediatrics (SEL)



"I find it extremely fitting that the word 'joy' is in 'Joyce' because that is exactly what she is to so very many people," shares Sellersville, PA Pediatrics (SEL) Associate Christine

Detweiler, referring to SEL LPN Joyce Benes.

When Joyce is not participating in her yearly medical mission trip to Costa Rica or coiffing new hairdos as a licensed hairdresser for those who might enjoy the gift and a visit on their birthday, Joyce is going above and beyond for her BAYADA clients.

Recently, Joyce responded to a call to bring home a 10-year-old boy with a terminal brain tumor.

From the moment Joyce walked through his door, Chris recalls, "Joyce began dedicating her life to what was left of his." She found ways to secure pajamas, bedding, washcloths, blankets, pillows, and many more items—anything the client or his struggling family needed—to ensure they were comfortable and their needs were met. When the family's insurance

company denied coverage for a bath seat, Joyce reached out to her connections on social media until she identified a donor. After a 100-mile drive, Joyce's quest became a victory for her client, and she secured a bath seat.

Additionally, Joyce's research to aid the family in their financial struggles resulted in a link to Peter Powerhouse, an organization that provides daily meal delivery and other assistance to struggling families. Still, Joyce's mission had only begun.

She explains, "I just wanted my client to have every experience he could. I also wanted to give his mother the chance to experience a milestone with her son that she will never truly have."

That's where the Tim Tebow Foundation came into play. Joyce went out on a limb to determine whether her client could attend the foundation's special needs prom, since his diagnosis was terminal. Once the foundation agreed, it was full steam ahead for Joyce as she obtained tuxedo donations for her client and his step-father, makeovers and dresses for the client's mother and grandmother, flowers for his little sister, and limo service.

In the end, the client went to prom, walked the red carpet, and was crowned a king. The family was elated to be celebrating his life and had photographs of a memory they will forever cherish, thanks to Joyce.

The client's mother shared, "Joyce has been an amazing nurse to my son. She loves her job, and what she does. You can see with her smile and the way she takes care of my son that she does it with love and a lot of patience."

Since Joyce's start at BAYADA about five and a half years ago, Chris adds, "She doesn't do these types of things for any other reason than to bring joy to others."

Jean Brown, RN

Hickory, NC Pediatrics (HIP)



RN Jean Brown of our Hickory, NC Pediatrics (HIP) office has been dedicated to caring for one client since her start at BAYADA nearly 17 years ago. Jean's journey with this client actually began a few years before that, when he was just an infant.

Continued on next page

MEET OUR 2018 NATIONAL HEROES

Clinical Manager Jessica Price shares, "Jean was the glue that held that case together." Jean's reliability rating for nearly 29,000 hours of service is 99.75%. She clearly has a reputation for keeping her commitments as promised. Client Services Manager Courtney McLeod also recalls times that Jean had gone in to work at "crazy times," such as 4:00 am, when to cover a night shift, or if an occasional weekend shift needed to be covered.

Additionally, Jean's skill level consistently matches the complexity of the care needed for her client. New nurses who trained with Jean are put at ease by her friendly and welcoming demeanor, and regularly compliment teaching abilities. Through the years, Jean made it clear that being a nurse was more than just a job.

Courtney says, "Jean has a heart of gold, and she is responsible for creating a lifetime of heartwarming stories of the time she and her client spent together." Once, Jean decorated his wheelchair to look like a John Deere tractor for Halloween, and she's known for decorating his room for just about any holiday. Jean was there for the ups, and the downs, and was a constant support to the entire family.

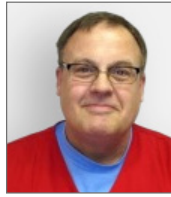
Jessica shares, "She was able to help the client's mom navigate difficult decisions through the years, including creating a DNR for him when it appeared to everyone that he was in the last stages of life. This was a very difficult decision for Mom, but I feel Jean was able to help comfort her during this time."

Earlier this year, when her client was nearing death at the age of 21, Jean went to the hospital in the wee hours of the morning to support his parents through the difficult time. Her impact on her client and his family was deep and almost palpable during his funeral service. The pastor recognized Jean for all her contributions and sacrifices, which rendered a round of applause throughout the church. During her brief response, Jean expressed her gratitude for being allowed to share in her client's life, and she recognized all the others who she felt were worthy of the recognition she was afforded.

Jessica says, "Jean's words were a total testament to who she is as a person. If her client could have said it, he would have said Jean was his best friend, his advocate, his sidekick, his teacher, his interior decorator, but most of all, his Hero—a superhero to be exact!"

David Smith, RN

Mt. Laurel Pediatrics (MLP)



David Smith, RN, has been caring for clients at the Mt. Laurel, NJ Pediatrics (MLP) office for nearly five years, accumulating nearly 9,000 hours of service.

With his ever-present

smile, Dave impresses others as being friendly, and eager to make everyone around him happy.

One client's mother says, "Dave always brings a smile and a sense of security. It is great to watch my son's face light up when he comes in."

Moreover, Clinical Manager Chantel Denny shares, "Dave is so eager to make everyone happy, and is always making sure he is doing everything he should be and doing it correctly." Chantel continues, "His passion for perfection is inspiring, and I think his clients are better because of it. Dave is stellar when it comes to clinical judgement, incisiveness, and following what he thinks is best for his clients, all while maintaining the physician orders. He is a thorough reporter and pays close attention to the details needed to keep his clients safe and healthy."

Clinical Manager Teresa Clifford concurs, adding, "Dave often asks for feedback from the clinical managers, demonstrating The BAYADA Way in continuously improving his work through evaluation."

Soon after hire, Dave expressed interest in developing his basic nursing skills, and enthusiastically embraced taking the office's tracheostomy and ventilation class. Soon after, he was introduced to caring for two of MLP's most clinically complex children. One boy's diagnosis is so rare that he participated in a study at the children's hospital to identify his syndrome, which has resulted in him being dependent on a ventilator and tube feedings. The child also is nonverbal, has seizures, developmental delays, and many clinical issues that require daily management. Dave precepted for many shifts, and then began caring for him in a home with many tenured nurses. Dave earned his way onto an ongoing schedule and is now an integral part of this client's clinical team.

Now in the position of orienting others, another client's mother said, "We have

ease knowing new nurses were trained by the best."

When it came to adjusting to the introduction of tablets for documentation in the home, Client Services Manager Michelle Moran found that, while Dave may not have loved the idea initially, "He never once complained, he stuck to it, and had the most positive mindset, despite the few hiccups he experienced."

Dr. John Petrides, PT

Wilmington, DE Senior Living (WIF)



PT John Petrides of the Wilmington, DE Senior Living (WIF) office, who joined BAYADA in April 2017, is nothing short of a miracle worker to just about anyone who bears witness to his care.

Transitional Care Manager Catherine Cochran shares that she watched this kind, mild-mannered therapist work miracles with many clients at his assigned facility.

One man with a severely kyphotic (forward bending) posture said that he can't remember ever feeling so good after just one hour with John. In another instance, Catherine found John with a woman who was in severe pain and crying late one evening, and thought she'd have to be sent to the emergency room because her pain meds were not helping. Instead, John performed a myofascial treatment on the resident, and she became comfortable enough to wait and see her primary care physician the next day. Another client returned to the facility after a hospitalization, and her care was to be resumed the next weekend.

Catherine recalls, "It was quitting time, but John looked in on her. She was eating dinner and asked if John would stay a while and keep her company, as she was feeling a little lonely. The next day, I had to tell him that she had passed away that morning. He looked shocked and I could tell he was very affected by the news."

One client's daughter felt her mother was destined to be in a wheelchair for the rest of her life after she was hospitalized twice for a broken leg and had had a lack of progress with initial attempts at rehabilitation. John, however, never doubted this client's ability to improve, and never wavered in his confidence and commitment to seeing her walk again.

Continued on next page

MEET OUR 2018 NATIONAL HEROES

When the client returned home to her residence, John provided his unsurpassed support, and maintained ongoing communications to the daughter in the evenings and on weekends with updates on progress.

The daughter shares, "Amazingly, to myself and everyone else around, my mother now can walk with her walker on a regular basis, confident, steady, and strong!" She continues, "This is a testament to John's ability as a therapist, patience, and dedication as a professional."

The daughter's words became the foundation of further recognition for John as a 2018 All Star Award nominee for the Delaware Health Care Facilities Association. In all, Director Kimberly Roman feels that John's success can be attributed to his ability to build relationships with his colleagues, clients and the communities he serves. In addition, John's results speak for themselves.

Kimberly asserts, "The residents under his care are less likely to be hospitalized, and he is always willing to educate their caregivers on the best techniques to keep their residents safe and as independent as possible."

3Q National Heroes

Betty Martin, LNA

Vermont Hospice (VTH)



About three years ago, after working at the US Postal Service for decades, Betty hit the ground running VTH with an all hands on deck spirit and a habitual, warm smile.

A nurse from one of the senior living facilities Betty serves shares, "Betty is quiet and kind. She takes the time to get to know each of our shared patients, so that she can thoroughly care for them the way they would like to be cared for."

Clinical Manager Sherri Lorette says, "I am frequently amazed at the information she learns about her clients by doing homework to become more knowledgeable. The next time she visits, she asks wonderful questions and draws her clients into a life review that is meaningful."

For example, when Betty learned that a client with dementia loved the opera *Madame Butterfly*, she found the music on YouTube and played it for him. Sherri recalls, "The music calmed him down and he allowed Betty to provide more personal care in one visit than he'd had in weeks."

When Betty learned another client was in the Merchant Marines or the Coast Guard, Sherri continues, "Again, Betty went home and did her homework, and was able to have an intelligent conversation, and ask great questions of this fellow."

Client Services Manager Brigid Rice indicates that Betty's desire to follow process and her inquisitive nature is why she is endearingly known to clients and hospice team members as "By the Book Betty." Proactive, prepared, positive, professional, empathetic, and respectful are words that have also been used to describe her.

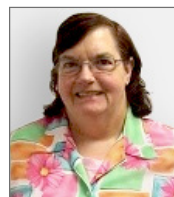
When she was assigned to care for a couple about two years ago, the husband initially did not like the way Betty stripped the bed linens. The wife encouraged him to discuss his preferences. "From that visit on," the wife says, "Betty was able to do it exactly how he wanted the task completed."

When the husband later passed, Physician Med Director John Saroyan observed, "The client was grieving her husband and her own terminal illness. Betty was a force of kindness and order." The client feels she and Betty have a "nice give and take relationship" and that Betty is "almost like a daughter." The client even shared her peanut butter fudge recipe with Betty, who made five batches—all deemed "very good" by the client's standards. Betty's client feels that her care "is more important than all the other disciplines that come to visit" because of Betty's concern and interest in how she feels.

She adds, "Betty is my main person to keep me going. I trust her with my whole life."

Lena Moneypenny, LPN

Gastonia, NC Pediatrics (GP)



Lena is a seasoned nurse who began her BAYADA career 18 years ago at GP. Her strength—of mind, body, and character—is the trait that resonates with most who know her.

RN Caroll Maholick, a coworker who worked with Lena for more than 10 years, asserts, "Lena is a strong, calm anchor for her clients in the stormy seas of pediatric homecare. She has withstood many a storm in her career and kept her clients safe through them all."

Clinical Manager II Tricia Parizo finds that the late actor Christopher Reeve's definition of a hero fits Lena to a tee: A hero is an ordinary individual who finds the strength to persevere and endure in spite of overwhelming obstacles.

One day last May, Lena set out to a routine shift for a little boy with a chromosomal abnormality. While providing care for activities of daily living, the child accidentally decannulated himself and stopped breathing. Without skipping a beat, Lena did as trained. She swiftly replaced the tracheostomy and began using a resuscitation bag until the client stabilized, which was within a matter of minutes.

Clinical Educator Amy Cason recalls, "All the while, Lena was having chest pains which she thought were anxiety from the stress and excitement of getting her client back to his normal self." Lena finished her shift so that the client's parents could finish their work days, only to find that her car had a flat tire. She attempted to change the tire herself, in 90-degree heat. Two strangers ultimately stopped to help and got her on her way. Leah then knew she needed to drive herself to the hospital, where she was admitted for her symptoms.

Amy S., a diagnostic medical equipment therapist who worked alongside Lena for many years shares, "I watched Lena grow and become the most confident, caring nurse that I have worked with. She goes above and beyond to do everything possible for each and every patient. She never turns away from crawling around on the floor with the most active tracheostomy and ventilation dependent clients. Nowhere will you find a nurse more dedicated or committed to making sure each and every patient need is met."

Area Director Timothy Peterkin agrees, adding, "Lena is one of the strongest nurses I know. She has had health scares, loss of family members, and personal challenges, and she still makes her clients her priority." More impressive, says Timothy, is that Lena's excellent and consistent nursing care gets results—and is what helped many GP clients get decannulated.

Continued on next page

MEET OUR 2018 NATIONAL HEROES

"Lena continuously improves her knowledge and skills through ongoing research and is a competent, well-rounded nurse who has a knack for making each client feel loved and special," Carroll shared. She becomes part of her clients' families, gets invited to birthday celebrations and brings batches of homemade brownies for all to enjoy. To some families, Lena fits the bill as the grandmotherly figure they desire, putting them at ease and instilling confidence to leave their children in her good hands.

Deirdre Harris, RN

Tampa, FL (TAM) adult nursing



Deirdre "Dee" Harris joined TAM about six and a half years ago as an LPN. For over five of those years, she cared for a man diagnosed with spina bifida at birth, who also has a

tracheostomy and a seizure disorder. He is ventilator-dependent and has been plagued with mysterious blood pressure and anemia issues. He is completely paralyzed and requires complete care. Dee was passively considering ongoing education around the time Manager of Clinical Operations Sherry Davidson visited her at the client's home.

Sherry recalls, "I was drawn into Dee's warm personality, delightful spirit, and insurmountable compassion for others." Dee proved to Sherry her skills were top notch, making complicated care appear effortless. In turn, Sherry encouraged Dee to become an RN, indicating she was "too smart not to take on that challenge."

Sherry's inspiration helped tip the scales in favor of Dee enrolling in school sooner than later. Now an RN, Dee frequently discusses further educational goals with Clinical Manager II Maureen Hildebrandt who says Dee is currently committed to obtaining her BSN degree.

While clearly an avid learner, it is the combination of Dee's excellent teaching skills and superior tracheostomy and ventilation skills that have elevated her influence—Maureen requires that all new nurses receive training from Dee when new to her client's care. Dee also embraces every opportunity to support her client and his mother, an elderly single parent who has been her son's only family caregiver for many years. When the mother's younger

sister was diagnosed with a malignant brain tumor, and moved into the home, Dee assumed responsibility for scheduling the client's appointments. She ensured that transportation was arranged, followed up on all lab studies, and communicated with the client's many doctors.

Maureen shares, "In short, she made it possible for the client's mother to devote her time to caring for her dying sister." Dee came through again last year when Hurricane Irma steamrolled through the client's neighborhood. She arranged for nearby accommodations to avoid missing her shifts, and ensure she was available if any became uncovered.

Maureen continues, "Dee made sure that all emergency procedures were followed and, as a result, the client was able to stay in his own home rather than go to a hospital or emergency center. Dee led by example, and the client's other nurses took her lead and upped their game to provide the same degree of care."

LPN and coworker Gift Majaura confirms, "I have found myself in awe and very much impressed by Dee. She exudes resounding enthusiasm, good communication skills, and her professional demeanor is unwavering and contagious."

Kristie Beaty, PT

Lehigh Valley, PA Senior Living (LHF)



Kristie is an uncommonly remarkable therapist to clients and office staff alike. No need is too great or too small for Kristie to identify, embrace, or impact.

Whether she's lending an extra pair of hands to flip a mattress, provide a massage, or tidy up a room, Kristie is quick to respond as needed, and always with a smile.

Associate Director Morgan Martin adds, "The individuals we serve at the facilities in which Kristie works pose specific challenges. There are schedule difficulties, inconsistent staff, and sometimes a lack of information and communication. Kristie embraces their needs and has routinely gone above and beyond to accommodate them."

When a client and her caregivers needed to get comfortable with a new Hoyer lift, Kristie, without reservation, seated herself in it and demonstrated how it worked.

She also arranged multiple trainings to accommodate teaching staff on various shifts and did not rest until everyone received instruction. When yet another client needed someone to lend an ear and listen to her concerns about previous services, Kristie sat with the client for well over an hour.

Morgan maintains that Kristie embraced the opportunity to help because she saw the value in building a relationship with the client. Morgan shares, "Kristie loves what she does and loves who she does it with."

Many clients would agree with Morgan's assessment. One proclaims, "When we are together, we have fun! I always look forward to Kristie's visits."

Another shares, "She's darn good! She is very nice and always goes out of her way to recognize and say hello to you."

While Kristie may be loved by all, her care is not one-size-fits-all. Yet another client explains, "I requested an ergonomic assessment, specifically for when I sleep. Kristie took her time observing me and shared her valuable input on how I should better position myself to reduce pain. This is exactly what I wanted, and she made it enjoyable."

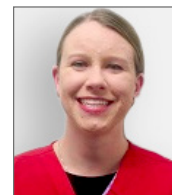
One of Kristie's male clients spent nearly a year in a rehabilitation facility after a stroke and became emotional about how instrumental and motivating Kristie had been to help him regain his independence.

He said, "Kristie listened to all my concerns and developed a plan that works for me. She is very genuine and expresses sincere interest in my wellbeing. She is a fabulous person and has helped me so much!"

With just over two years at BAYADA and a new leadership role as Homecare Homebase Point Care ambassador, there's no telling how much Kristie will contribute to the success of BAYADA, and her LHF office.

Elizabeth Lindblad, PT

Delaware Pediatric Home Health (DPV)



Elizabeth began working at DPV nearly two years ago through its New Grad Mentee program. Client Services Manager Joanne Bemis attests that Liz's skills are

Continued on next page

MEET OUR 2018 NATIONAL HEROES

uncommonly sharp, and her approach to client care has been filled with enthusiasm and dedication ever since.

One client's family member adds that Liz always takes her time when providing care. "She tries new things to get my cousin out of his comfort zone. She has great patience, and an awesome personality!"

The mother of another client with both developmental and global delays is similarly attuned to Liz's dedication. "From the moment Elizabeth stepped foot into our home and began her evaluation of our son, her dedication was apparent, and still continues to follow our baby boy's journey," the mom stated. "She continues trying new things, listening to our wants and needs, and learning everything she can about our son and his diagnosis to meet his specific needs and work toward accomplishing his goals."

Through Liz's care, this child learned to sit, kneel, stand, cruise, crawl, and more! Of course, it didn't hurt that a mutual fondness existed between the two. Says the client's mother, "My son's face lights up with the brightest smile the moment we open our door for our scheduled visits with Elizabeth."

After transitioning yet another client from Early Intervention to the local school district, Liz's initiative helped the family navigate through school-based services by putting them in touch with local supports and resources. Liz's passion for learning is revealed through countless hours at home searching and seeking information to help her provide the best client services possible. She has even gone above and beyond a PT's typical focus on gross motor development to better address her clients' communication needs by participating in an assistive technology program at the University of Delaware. By implementing what she learned, her clients with communication deficits now have a voice!

Joanne sums, "Liz has a generous, kind heart. She is someone who offers help without being asked and is someone everyone can depend on to get the job done."

4Q National Heroes

Melisa Perry, Occupational Therapist

Denver, CO North Senior Living (DNF) home health



After four and a half years, Melisa is considered a veteran of her DNF office. In fact, fellow OT Betsy Dunn, among others, considers Melisa to be her "go-to." Betsy explains, "Melisa is kind, compassionate, and super knowledgeable in all the areas of occupational therapy. She is just fantastic."

Having once been oriented to a case by Melisa, OT Laura Hertel adds, "After two years, Melisa continues to be my go-to person if I have any questions, or want advice concerning treatment ideas, documentation, device management, etc. No question is a dumb question, per Melisa."

Colleague PT Jessica Scanlan agrees and reveals that she helped her learn much about the process of obtaining diagnostic medical equipment. Jessica says, "I am constantly amazed by all the work she does and what she is willing to do for her clients." For example, when clients cannot afford a piece of equipment that is needed for treatment or recovery, Melisa takes the time to call multiple suppliers and price shop.

Melisa is a support and role model to her entire team. CNA Karol Pittman says, "She teaches us everything we need to know to reach (our clients') goals, and she makes sure we have the tools to do so. She's definitely a great asset." Melisa once engaged the maintenance man in a community she serves to help secure a toilet riser properly for a client who is unsteady during transfers. She was also responsible for obtaining a custom wheelchair that suited another client's needs, after many consultations with the DME company and the client's son.

Another one of Melisa's clients had a history of seven hip dislocations and two surgeries. When she came home from a stint in rehab, Melisa was concerned of further injury, should the client attempt to bend over to give her dog water. She had some plastic piping cut to length so the client could pour water into her dog's dish

without bending. "She does little things like that all the time, and she is so helpful," shared the client. "I think that she is over and above what BAYADA expects from their people."

Similarly, facility staff find Melisa's contributions remarkable. A facility director credited her for being the first person to identify an ongoing medication error, and for following through for another resident until a needed evaluation was obtained. Another facility's sales director summed, "Melisa always does everything with a smile on her face, and an urgency that is unlike anyone I have seen in her role. We work in a somewhat stressful environment that is, at times, sad and uncertain. Melisa always stays upbeat and looks for the positives in these difficult circumstances." Family members often compliment her great communication skills, as well.

Keri Warner, LPN

Towanda, PA Pediatrics (TWP)



A BAYADA LPN since 2012, Keri became a vital part of the TWP team since the office opened in June 2017. Area Director Kristen Beals considers Keri to be "extremely

competent with her skill set," allowing her to provide care to "some of the most critical pediatric clients."

One of her long-term clients was a young, nonverbal boy with special needs, whom she accompanied to school. The two attended kindergarten through the beginning of third grade together, until Keri went on maternity leave that November. The mother recalls, "She was amazing! My son thrived when in school and did wonderful."

The child had a rough summer before the start of third grade, however, and his illness persisted through a couple hospitalizations at the end of the year. The mother felt something was very different; something was wrong. Keri became a source of comfort to the mother during that time of uncertainty.

When the client came home on hospice at the end of December, Keri was the first person to greet them, with dinner in hand. She obtained an early release from her doctor to return to work. The client's mother said that Keri simply needed to be

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MEET OUR 2018 NATIONAL HEROES

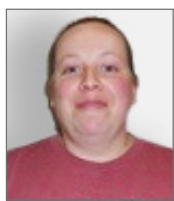
with her son, and he needed to be with her. Keri was “the rock” the entire family needed. “She was not only a nurse—and an amazing one at that—but she showed such professionalism with her job,” attests the client’s mother. When the client passed away the following February, Keri was the first person the mother turned to for comfort.

Over the past year, Keri began working with a client who required tracheostomy and ventilator care. When the night shift became open, she was hesitant to take on the coverage fearing that she would probably be “no good after 1 am.” Concern over her client’s lack of coverage, though, jumpstarted Keri’s creativity the next time it became open. She spoke with another nurse and they decided to split the 12-hour shift. Kristen recalls, “She did this several times with staff to help cover a particular month.”

After the other nurse took a different position, Keri successfully covered a night shift on her own, and then “completely rearranged her schedule to train a new nurse on nights to be sure her client had the care she needed. Kristen believes that her effort and her willingness to adapt and grow “truly shows her dedication and commitment to being the best nurse she can be.” That client’s mother agrees, adding, “Keri has always been a delight to work with. She is a nurse for all the right reasons, and it shows in her work.”

Jenny Hartick, LPN

Erie, PA Adults (ERA) adult nursing



Jenny joined the ERA team about three years ago and quickly earned the trust, respect, and admiration of all she encountered. She was assigned the complex care of a client who

“has unpredictable and frequent seizures, requires g-tube care, feedings, medications, aspiration precautions, skin care—including frequent turning and positioning—as well as incontinence care,” explains Clinical Manager Diane Schlegel. “The client requires very detailed attention to her respiratory care, due to apnea and ineffective ability to cough, which necessitates suctioning, oxygen, chest PT, pulmonary vest treatments, nebulizer treatments, and cough assistance as needed,” she continues.

After asking her on her first visit if she was able to maneuver and position her daughter in bed, the client’s mother knew Jenny was a keeper. She quickly responded that she could and did so with a smile. Diane believes Jenny “effortlessly understands the hardships and perspectives of others,” and takes pride in being able to create a positive impact.

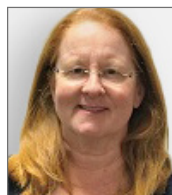
When her client had to go to the emergency room, Jenny stayed and held her hand during her entire shift. Diane further notes, “She performs the big important tasks just as she performs small, messy, or easy-to-overlook ones—with commitment, compassion, love, and always a smile and a kind word or two. She always takes the time to ensure everything her client needs is taken care of, that she is wearing the cutest clothes and that her hair is brushed.”

When another family member folded the client’s clothing, her mother found the drawers to be more disorderly than the way Jenny kept them, so she took the clothes back out because she like the way Jenny did it. “She is always keeping everything neat, clean, and organized, and even cleaned up after one of the cats threw up in the night,” the client’s mother says. “Jenny is particular about everything, and I like that.”

Because of her compassion, attention to detail, and desire for ongoing evaluation of her own work, the client’s family requested that Jenny orient all new nurses to their child’s case. Of course, she is happy to oblige. Diane says, “Jenny sees the value in having a strong, dedicated, and well-prepared team, and she takes the time to teach new staff members all of the intricate details of her client’s care.” In the 19 years that the family has had nurses, the mother sums, “Jenny is the very best we have ever had.”

Ellie Buchwald, RN

Downingtown, PA Adult Nursing (DAN)



The DAN office has thought of Ellie as a Hero since the first day she started, nearly two years ago. Client Services Manager Chloe Smith recalls, “Most of our clients in this area had holes in their schedules and needed someone reliable to fill in when needed.”

Not only does Ellie fill in on every case needed, she also reminds the office that she is available whenever inclement weather strikes.

It wasn’t long before Ellie began caring for a 34-year-old man with severe cerebral palsy and multiple health issues. She turned out to be his perfect match, according to Clinical Manager Karen Troy, because of the way she identifies specific needs and fulfills them in particularly meaningful ways.

For example, this young man has “extremely high muscular tone in his arms and legs,” which requires cushioning for comfort. Other clinicians employed stuffed animals to fit the bill. Because the client is also legally blind, tactile and auditory stimuli play a very important role in his care. When the stuffed animals become worn out or Ellie feels an update is needed in the rotation, she has taken it upon herself to simply bring in new ones. Karen asserts, “She realizes innately the powerful impact of the ‘small things’ that make all the difference in someone’s quality of life and health.”

The client’s parents have also found Ellie to be “totally selfless.” Due to their son’s respiratory issues, he can be stressed at the end of the day, so she provides him with calm music, a foot massage, and soft lights before bedtime. It is “special to see him so relaxed,” they say.

While Clinical Manager Leeann Leary affirms that Ellie is an “excellent nurse with exceptional critical thinking skills” and an ability to “respond quickly to situations and problems,” it is her “kind-hearted nature” that makes her a good fit for some more challenging clients. “Ellie is able to make a very shy young girl feel comfortable with having nurses in her home, so she is able to get the care she needs,” explains LeeAnn.

In all, it is Ellie’s humble and kind nature that Karen admits challenges her to be a better nurse and person. “Ellie’s generous spirit is palpable to anyone who comes in contact with her. She approaches each case with enthusiasm and tailors her care to the unique needs of the individual.”

Continued on next page

MEET OUR 2018 NATIONAL HEROES

Dushana “Dee” Carty, CNA

Willow Grove, PA (WG) assistive care



Dushana joined her WG office about 10 years ago. Her experience caring for many clients has helped her develop an excellent set of skills, says Client Services Manager Craig Matz.

“All of Dushana’s clients compliment her on her ability to make them feel comfortable. She has a way with words that helps her get through any challenging situation.”

In 2014, Dushana began a four-year journey with a client diagnosed with Alzheimer’s disease. The client’s daughter recalls, “My father was beginning to do far too much and was sacrificing his own health and care. When Dee arrived, our lives changed, and the next four years were the best of times and the worst of times, but we had Dee by our side.”

Dee quickly gained the family’s trust because she was professional and “on time to the minute.” The client’s husband soon grew comfortable leaving his wife in her hands in order to keep appointments or visit friends.

Craig says, “Dee was needed three times a week for personal care, and, of course, the best companionship an aide can offer, making frequent trips into the community.” Clinical Manager Cindy Buongiovanni comments, “The bond these two had really was something to watch. Dee always had her client dressed so nicely, and she took her to get her hair and nails done regularly.”

Although the client rarely spoke due to her disease’s progression, Dee maintained that she always knew what was going on. Her respect for her client was evident in everything that she did, and in turn, her client’s expressions showed how much she appreciated her. Cindy says, “Dee helped her client maintain her dignity until the very end.”

As expected, the client’s health status slowly declined, and soon Dee was needed four days a week, and then five. The client’s family was concerned that the increased need might be too much for her, but she never let on that it was. The daughter expressed, “To say that Dee ‘took care’ of my mother minimizes the magnitude of what she really offered. She

was empathetic, kind, and caring towards my mother, but also towards my father and the entire family. Dee became family. We didn’t expect it, need it, or see it coming, but Dee became a reliable source of care and an objective part of the team.”

After hospice was in place, the time came when the family felt something was different, and the client passed within a few days. The daughter shared, “It was a Saturday and Dee worked Monday through Friday. Who shows up on Saturday? Dee—to show love to my mother and say goodbye.” She sums, “Dee is strong, passionate, kind, funny, quirky, smart, loving, and intuitive. We are forever grateful to her for guiding us through a terrible time with love, laughs, and compassion for each of us.”

Iy-Isha Andrews, HHA

Greenville, NC Adults (GRA) assistive care



Client Services Manager Kerri Albertine attests that Iy-Isha has demonstrated all the characteristics of a “heroic leader” since her start with BAYADA in 2013. Moreover, she is a

“shining star” to her client, who has dementia and a recent traumatic brain injury.

Iy-Isha’s infectious smile, calm demeanor, and attitude are enough to put the client at ease, no matter what kind of day she has. Kerri explains, “There are days when it can run very smoothly and then there are days that the client can become very combative. Iy-Isha learned to make the best of any situation and will find a way to make the day comfortable for everyone, especially the client.”

Iy-Isha invests time in learning about her client’s past, which sometimes offers insight to her behaviors. She also takes note of things that please the client, like fresh flowers, and often comforts her with them to generate a smile. Iy-Isha shares her findings with other aides so they, too, can be effective in their care.

Iy-Isha’s true colors were pronounced last fall, as the threat of a category four hurricane became imminent throughout the service area. She proactively arranged for her own children to be with family and prepared to bring extra clothing to work

and stay at a nearby hotel, in case flooding or road conditions prevented access back and forth. The hurricane was downgraded to a category two the day before it hit, but the client’s facility proceeded with evacuating all residents to a location four hours away. Iy-Isha’s reply was, “I will pack enough clothes to get me through a few days and I will go.”

The facility remained evacuated for two weeks. Iy-Isha stayed and cared for her client the entire time, even though the change in environment and schedule does not typically sit well on someone with dementia, making it more challenging to provide care. She persevered through her client’s behavioral challenges and was resourceful in securing additional clothing and supplies during her extended time away.

Iy-Isha’s ability to weather just about any storm is what makes her a Hero to her client’s daughter. “Miss Andrews is almost impossible to fluster, and she does not overreact to things. Because of these qualities, I know when she tells me there is an issue, I need to pay close attention and address it. There have been several times when she drew my attention to signs and symptoms of medical issues, which led to early intervention and better outcomes for my mom.” In all, the daughter says, “Miss Andrews is kind and gentle with my mom and treats her with respect. She individualizes her care and changes her behavior as my mom’s needs change. Being able to relax and truly know my mom is being well cared for is such a blessing and a gift she gives me.” ■