

BAYSHORE BRIDGES

A newsletter from Bayshore HealthCare – Canada's leading provider of home and community health care services.



CAREchart@home reduces ER visits for Ontario cancer patients

The official launch of the CAREchart@home program took place at Southlake Regional Health Centre – site of the program's pilot – earlier this year. In attendance (left to right) were: Karyn Perry and Dr. Peter Anglin, both of SouthLake; Sherry Hnatyshyn-Webster, CAREpath; Stuart Cottrelle, Bayshore HealthCare; Honourable Christine Elliot, Ontario Minister of Health; Tracy Keeble, Bayshore HealthCare; Catherine Cotton and Arden Krystal, both from Southlake and Dr. Michael Sherar, Cancer Care Ontario.

Cancer patients across Ontario now have greater support for symptom management through CAREchart@home, an innovative program that is sponsored by Cancer Care Ontario and powered by CAREpath, a subsidiary of Bayshore HealthCare.

In partnership with cancer treatment centres, CAREchart@home provides after hours symptom management support for patients receiving systemic and radiation therapy. Instead of going to a hospital emergency department, patients can remain at home and talk to an experienced oncology nurse, when the cancer clinic is closed.

CAREchart@home was piloted at Southlake Regional Health Centre in Newmarket, Ontario, starting in July 2016. Since then, the program has expanded to 39 other hospitals. By this Fall, the total will be 74, says Sherry Hnatyshyn-Webster, Managing Director, CAREpath.

Cancer Care Ontario and regional cancer centres recognized the gap in after-hours care and looked for solutions to reduce the high rate of emergency department visits, Hnatyshyn-Webster explains. Since the launch of CAREchart@home, patient visits to the emergency department have dropped 20% to 30%, helping physicians focus on urgent care. Eighty percent of patients using CAREchart@home say that without the service, they would've gone to the emergency room.

"Helping people avoid hospital visits saves time and reduces stress, and it minimizes exposure to infectious diseases," says Hnatyshyn-Webster. "I'm proud to say that we're offering this service to cancer patients."

For more information, please contact Sherry Hnatyshyn-Webster at shnatyshyn@carepath.ca

As I see it...

Our story is always evolving



Welcome to *Bayshore Bridges*! I'm particularly pleased to share this issue with you, because it reflects an important idea: our story is always evolving, since health care in Canada is constantly changing.

In recent years, we've all heard about the growing pressure on our country's health system: rising costs, long wait times and overcrowded hospitals. The headlines are alarming, and many Canadians are deeply concerned – what will happen when they or a loved one needs help?

At Bayshore, we're determined to be part of the solutions to these challenges. In these pages, you'll read about our partnerships with hospitals, and our new resources and tools for patients. There's much more to come, and we'll be sure to share more chapters of our story in future newsletters.

Stuart Cottrelle
President, Bayshore HealthCare

Bayshore partners with Parkinson's Association of Alberta

To better support people living with Parkinson's disease, Bayshore Home Health's Edmonton branch has developed a relationship with the Parkinson Association of Alberta.

At its Buchanan Centre facility, the association offers a wellness program that includes physiotherapy and other services. "As the disease progresses, people experience a lot of issues," says Izabella Roth, Area Director of the Edmonton branch. "The centre has a wonderful program, offered at a nominal cost."

Bayshore provides support in a dedicated space where its nurses teach people how to use various aids and move safely, such as how to get in and out of a bathtub safely. Bayshore also supports the association's respite programs and matches new clients with in-home caregivers as needed.

For more information, please contact Izabella Roth at iroth@bayshore.ca



Bayshore partners with Best Buy to launch Assured Living

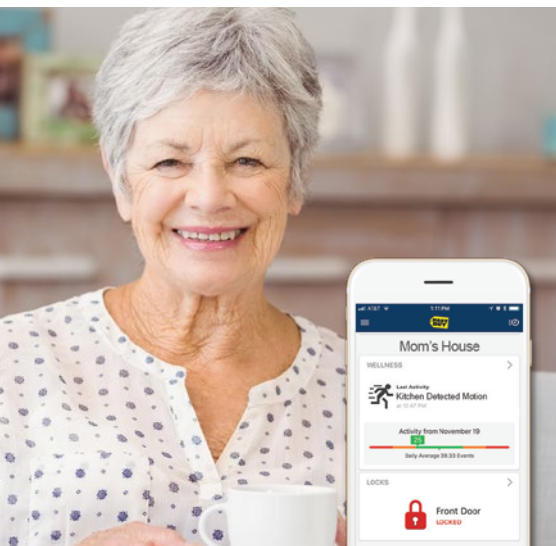
Now available in the Vancouver, BC area, Assured Living offers solutions enabling seniors to stay independent, healthy and safe, in the comfort of their own homes. From motion sensors, fall alerts, customized notifications, wellness reports to access to Geek Squad Home Membership and access to a registered nurse

through Bayshore HealthCare, Assured Living provides smart technology that keeps families connected.

Wellness monitoring equipment is provided by Best Buy. Their Geek Squad agents will complete an in-home consultation to determine the family's needs and will install the purchased equipment. Geek Squad Home Memberships offer tech support, discounts on products and services and special members' only deals to Assured Living customers. Bayshore's Health and Wellness Concierge service gives Assured Living members access to a registered nurse who can help members navigate the health care system, provide advice on health and wellness and make recommendations about Bayshore Home Health services.

Assured Living will soon roll out across the country.

For more information about Assured Living, please contact Anisha Patel, Manager, Product Implementation & Operations at apatel@bayshore.ca



Bayshore contributes to new RNAO book

Bayshore has contributed to a new book from the Registered Nurses Association of Ontario (RNAO), *Transforming Nursing Through Knowledge: Best Practices for Guideline Development, Implementation Science, and Evaluation*. The book tells the story of RNAO's best practice guidelines program, which began in 1998.

Bayshore was certified as a Best Practice Spotlight Organization (BPSO) in 2012. It is one of five BPSOs featured in the chapter "Creating Evidence-Based Cultures Across the Health Continuum." The organizations share their successes and challenges, as well as how they're sustaining and expanding their work. Holly Quinn, Chief Nursing Officer, wrote Bayshore's contribution.

"The book acknowledges the work that Bayshore has put into achieving our BPSO designation and ensuring that we provide evidence-based services of the highest quality," says Quinn. "RNAO has



been a significant partner in supporting our quest for quality nursing."

For more information, please contact Holly Quinn at hquinn@bayshore.ca

Bayshore partners with VoxNeuro for cognitive health

Bayshore Therapy and Rehab has partnered with VoxNeuro, which offers an innovative cognitive health assessment method that helps clinicians diagnose concussions and traumatic brain injuries,

create targeted rehabilitation plans, and track the progress of recovery with quantitative clinical evidence.

VoxNeuro involves a one-hour test of core cognitive functions, such as concentration and information processing. The result is an objective evaluation of how an injury has affected brain function. These assessments help to accelerate and improve the management of concussions and traumatic brain injuries.

"We've been pleased to collaborate with VoxNeuro over the past year," says Marie Graham, Divisional Director, Therapy & Rehab. "In our pilot project, VoxNeuro has helped our occupational therapists focus their clients' treatment based upon the results of their assessments."

For more information, please contact Marie Graham at mgraham@bayshore.ca

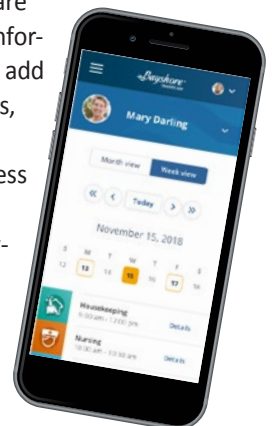


Bayshore pilots MyBayshoreCare portal

Bayshore is piloting a new online portal, MyBayshoreCare, that connects clients with their care team. This free, secure service is currently being piloted with home care clients in the Barrie, Ontario, area.

MyBayshoreCare includes features such as the client's care schedule, care plan information, the ability to add care hours or services, communication with the care team, wellness updates for family members, online payments and more.

For more information, please contact Dheeraj Paul at dpaul@bayshore.ca



Bayshore launches interactive Care Planner online

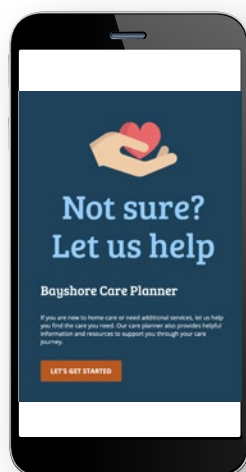
To help Canadians assess their own or a loved one's home health care needs, Bayshore has created an interactive tool called Care Planner, available on our website at bayshore.ca/care-planner.

Care Planner asks the visitor a few questions (such as who needs the care, when is care needed, and what medical condition the person has) to create a customized care plan, including recommended home care services, and relevant Bayshore blog posts and video resources for further information.

Visitors who have an immediate need for care also receive a follow-up call from Bayshore's call centre. Responses to Care Planner questions are shared with the call centre so the client experience reps have the info they need when making outbound calls and the potential client doesn't have to repeat their story.

For those not quite ready for home care services, the Marketing team has created email campaigns to provide additional information and support throughout the customer journey.

For more information, please contact Jodi Marrin, Director of Marketing at jmarrin@bayshore.ca



Bayshore Specialty Rx moves into new facility

In our previous issue of Bayshore Bridges, we shared the news that Bayshore Specialty Rx would be moving into a new, larger, state-of-the-art facility. As of February, the division is fully settled into its spacious new home, near its former location in Markham, Ontario. The transition to the new facility was so smooth that customer service was never interrupted.

The move has benefited the division in many ways, says Karl Frank, Divisional

Director, Bayshore Specialty Rx. "There are no barriers between departments anymore – we're all one family now," he says. "In addition, when vendors and other partners visit, they understand the depth of what Bayshore can offer – from intake to pharmacy to logistics to wholesale – and they're really excited. We're growing and offering so much more, and now we have the facilities to do it."

For more information, please contact ssanghera@bayshore.ca

Tickit software improves patient experience

In October, Bayshore Specialty Rx implemented innovative patient engagement software, *Tickit*™ by Tickit Health, for its Manulife Specialty Drug Care Program. *Tickit* uses secure web-based technology to send patients health assessments, satisfaction surveys and educational materials. It also helps health-care professionals make better care decisions with real-time analytics and patient-reported data.

"*Tickit* makes it easier to get information we need for patient care," says Vincent Ng, Director, Manulife Specialty Drug Care Program. "It's user-friendly, and patients can access it on their cell-

phone or computer."

As part of the Manulife program, Bayshore nurse case managers provide health coaching. Using *Tickit*, patients complete health assessments in advance, which allows their nurse case managers to tailor their services. "For example, if a patient wants to quit smoking, we can gather information to help them," says Ng. "When the patient and nurse case manager talk, they can spend time discussing the answers, not going through the questions. We've found this to be a much better client experience."

For more information, please contact Vincent Ng at vng@bayshore.ca



Family honours Bayshore nurses with charitable donation

A family in Barrie, Ontario, recently donated to the Bayshore Foundation for Empowered Living in honour of the Bayshore nurses who provided end-of-life care to their loved one. The family also acknowledged Bayshore in the client's obituary.



The nursing team included Jennifer Byrne, Tammy McNeill, Melissa Kerr, Genevieve Mulder and Tanya Eade. "The family was so impressed

with these nurses that they invited memorial donations to the Bayshore Foundation," says Lindsay Valentine, Manager of Clinical Practice, Bayshore Home Care Solutions.

The Bayshore Foundation is a national charity that assists people living with illness, injury or aging to reclaim or maintain their independence.

For more information about making memorial donations, please visit bayshorefoundation.ca or contact John Lawrence, Director, Bayshore Foundation, at jlawrence@bayshore.ca



Mississauga branch gives back with the Power of One

The Bayshore Home Care Solutions branch in Mississauga, Ontario, has undertaken a generous initiative: the Bayshore payroll deduction program that invites employees to donate to the branch's chosen charity, Canadian Mental Health Association (CMHA) Toronto.

"CMHA Toronto serves the Dufferin and Lawrence area, where a lot of our staff and clients live," says Paula Brundia, Human Resources Manager. "The concept of the Power of One is that we can make a big impact if we work together. The Bayshore Foundation is matching

our efforts with 50 cents per dollar, and we know that 100% of this money will help clients who need CMHA's services."

The program launched in March with staff luncheons in Vaughan and Mississauga, and a CMHA representative has given a talk about the organization's much-needed services for people living with mental illness or addiction. Already, 40 employees have enrolled or made one-time donations, says Brundia.

For more information, please contact Paula Brundia at pbrundia@bayshore.ca

RBC chooses CAREpath for employees

RBC has added CAREpath, a unique health care navigation program led by highly trained health care specialists, to its employee benefits package.

Customized for RBC employees and their families as My Healthcare Navigator, CAREpath is available under a three-year contract that started in July 2018. RBC employees can call a dedicated toll-free number to receive answers, guidance and support in the event of an

illness or other health crisis.

Bayshore HealthCare offers CAREpath as a service for insurers and employers. Over 900,000 Canadians have access to the service through their employers' health benefits programs.

For more information about CAREpath, please visit carepath.ca or contact Sherry Hnatyshyn-Webster, Managing Director, CAREpath, at shnatyshyn@carepath.ca



Bayshore acquires Gold Cross Home Care

Bayshore HealthCare acquired Gold Cross Home Care in July, 2018. For more than eight years, Gold Cross has provided services in Hamilton, Burlington, Dundas, Ancaster, Stoney Creek and surrounding areas, in Ontario.

“The transition has been very positive,” says Luanne Ellison, Area Director of Bayshore Home Health’s Hamilton branch. “We’ve welcomed great new employees and clients from Gold Cross, and it’s beneficial for clients to have the same personal care workers they’ve had for years.”

Joanne De Rubeis, founder of Gold Cross, has joined the Bayshore family as Program Manager of the National Care Manager Program. Her daughter, Jacqueline De Rubeis, is the Hamilton Home Health branch’s Care Manager. “They’re well known and well respected in the community,” says Ellison. “To have them join us is a big win for Bayshore.”

For more information, please contact Luanne Ellison at lellison@bayshore.ca

Montreal branch recognized for fundraising at Lakeshore General Hospital

Bayshore is honoured to be recognized by the Lakeshore General Hospital Foundation in Pointe-Claire, Quebec, as an annual partner. The company’s name was included in a new Recognition Wall at the hospital, unveiled in November.

The Foundation recently completed its two-year Capital Campaign, which brought in \$8.2 million. Bayshore participated in local fundraising activities, including a community art workshop, a radio-thon and a health-test booth at a shopping centre. The Bayshore Foundation for Empowered Living has also contributed to the campaign.

“We’re proud to help improve health care in our community – it’s part of the Bayshore way,” says Kirstin Bennett, Care

Manager for Bayshore Home Health, West of Montreal. “The Greater Montreal Area is expanding, and we’re happy to be recognized as a community partner and a resource for care.”

For more information, please contact Kirstin Bennett at kbennett@bayshore.ca

Bayshore wins three-year contract in Winnipeg

The Winnipeg Regional Health Authority (WRHA) Home Care Program has awarded Bayshore Home Care Solutions a three-year contract, with two optional one-year extensions, to provide back-up nursing, personal care and home support services, effective Sept. 1, 2018. Bayshore coordinates services from a new Winnipeg office opened to facilitate the contract. “This marks the beginning of a long relationship with the WRHA, and it opens the door to future contracts for Bayshore within the city and province,” says Lisa Bagan, Area Director.

For more information, please contact Lisa Bagan at lbagan@bayshore.ca

Bayshore sponsors panel discussion



From left to right: Anita Fitches, Director Integrated Care Solutions, Bayshore; Lydia Lee, National Digital Health Lead, KPMG; Silvie Crawford, Kingston Health Services Centre; and Jill Tettmann, Chief Executive Officer, North Simcoe Muskoka LHIN.

Bayshore sponsored a panel discussion on Integrated Care Solutions for Ontario Health Teams in partnership with Longwoods Publishing. Creating purposeful partnerships with integrated community teams is an effective way to designing models of care which support seamless

patient transition and improve patient experience and outcomes. Opening Keynote speaker for the panel was Janet Davidson, Chair of CIHI’s board of directors.

Bayshore named Best Managed Company for 13th year

For the thirteenth straight year, Bayshore HealthCare is honoured to be included on the list of Canada’s Best Managed Companies. Bayshore has also achieved Platinum Club status for the seventh consecutive year (to qualify, members must have maintained their Best Managed status for seven years or more).

The prestigious awards program is sponsored by Deloitte, CIBC, Canadian Business, Smith School of Business, TMX Group and MacKay CEO Forums.

For more information, please contact Kevin Webster at kwebster@bayshore.ca

Bayshore Therapy & Rehab opens new clinics in B.C.

Bayshore Therapy & Rehab has opened new clinics in Langley and the Fraser Valley to serve British Columbia’s Lower Mainland. Services include physiotherapy, occupational therapy, kinesiology, clinical counselling and psychology. “It’s truly multi-disciplinary, and we treat the entire person,” says David Rosen, Director, Bayshore Therapy & Rehab BC. The larger clinic in Langley has space for individual and group therapies. It also offers a new mental health initiative, *The Awesomeness Program*, that helps clients stay at or return to work.

For more information, please contact David Rosen at drosen@bayshore.ca

Infusion clinics in Quebec receive accreditation

Bayshore Specialty Rx has been awarded Exemplary Status by Accreditation Canada for the cancer care standards at its 21 infusion clinics in Quebec. To earn this designation, Bayshore Specialty Rx achieved more than 95% on criteria



Vancouver Island Home Health branch receiving their awards.

in the independent surveys of each location.

Accreditation Canada is an independent, not-for-profit affiliate of the Health Standards Organizations and has been accrediting organizations in Canada and internationally since 1958.



"Bayshore has always prioritized patient safety, quality of care and continuous improvement," says Zoe Vernham,

Regional Director, Business Development. "We're already ISO-certified, but we wanted to go a step further to deliver the best possible care. It's an achievement the entire Bayshore clinic network can be proud of."

For more information, please contact Zoe Vernham at zvernham@bayshore.ca

Vancouver Island branch wins two business awards

Bayshore Home Health's Vancouver Island branch has been honoured with two awards. In October, the Saanich Peninsula Chamber of Commerce recognized the branch as Employer of the Year as part of the 2018 Crystal Awards for Excellence. In January, the branch was named Health Care Company of the Year at the 2019 Grant Thornton LLP Vancouver Island Business Excellence Awards.

"We're thrilled to be recognized as a top employer and company in this marketplace, which is very competitive for attracting workers," says Stasia Hartley, Area Director, Vancouver Island. "It brings everyone at the branch a sense of pride, and it shows that our work is making a difference in the communities we serve."

For more information, please contact Stasia Hartley at shartley@bayshore.ca

Darling Home for Kids awards Bayshore nurses

Three nurses at Bayshore Home Health Halton branch have received awards from the Darling Home for Kids, which provides paediatric hospice care, residential support and respite services to families whose children have life-limiting or life-threatening illnesses. Bayshore nurses and personal support workers have worked at the facility, located in Milton, Ontario, for the past decade.

Imelda Ferry, RPN, received the Family Impact Award for her positive effect on families; Maria Arnone, RN, received the Butterfly Award for growth; and Memory Gaka, RPN, received the Darling Home Award, the facility's highest recognition of patient care and kindness. "The nurses were all so surprised," says Jan Harper, Area Director, Halton Home Health. "It's a very big honour, and we're very touched."

For more information, please contact Jan Harper at jharper@bayshore.ca



Left to right: Imelda Ferry (Family Impact Award), Memory Gaka (Darling Home Award) and Maria Arnone (Butterfly Award).

Connect with Bayshore on social media

Did you know that Bayshore HealthCare is on Facebook, Twitter, LinkedIn and YouTube? Follow us to stay up to date and connect with the Bayshore community. For more information, please contact Harpreet Agand at hagand@bayshore.ca



facebook.com/bayshorehc
facebook.com/bayshorecareers



twitter.com/bayshore_health

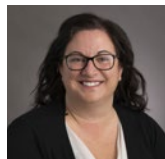


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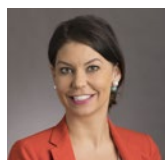


youtube.com/user/BayshoreHomeHealth

APPOINTMENTS



Michelle Bloodworth has joined Bayshore as the Area Director for the London/Kitchener Home Health branch. She is an experienced leader with a background in consumer sales in the retail sector and the specialty dementia care space.



Ginger Boviz is the new Area Director for the Calgary Home Health branch. She is an experienced sales and operational leader, and she has a background in managing growth and operations in the consumer-focused health-care industry.



Jennifer Hess is the Area Director of the Ottawa Home Health branch. She is an experienced sales leader with a background in the retirement living sector and, for the past year, in home care as the branch's Care Manager. Recently, Jennifer's territory has expanded to include the Kingston and Brockville areas.



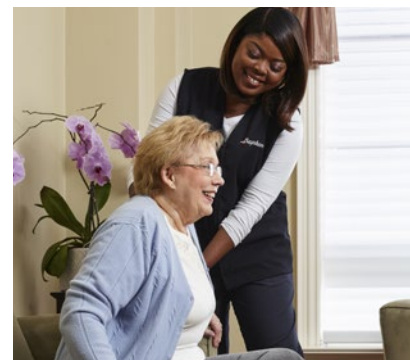
Sheryl Mann is the new Area Director for the Toronto Home Health branch. She has previously worked at A Place for Mom and in the retirement living sector.



Heather McClure has joined Bayshore as Chief Financial Officer. She has held several executive finance positions for organizations such as Rogers Communications, Workopolis and Bell Canada. She has a keen interest in community-based health care and has served as a board advisor in this space.



Tammy Whittaker is the new Area Director of the Edmonton Home Care Solutions branch. Most recently, she was Clinical Operations Manager for Home Living at Alberta Health Services. Tammy has worked in clinical operations for over 17 years.



About Bayshore HealthCare

Bayshore HealthCare is one of the country's leading providers of home and community health care services and a Canadian-owned company. With over 100 locations across the country, including home care offices, pharmacies and community care clinics, Bayshore has more than 13,500 staff members and provides care to over 350,000 clients.

Bayshore Home Health

Medical and non-medical home care and staffing services

Bayshore Home Care Solutions

Home care services for government care programs

Bayshore Specialty Rx

Specialty pharmacy, infusion and pharmaceutical patient support services

Bayshore Therapy & Rehab

Physiotherapy and rehabilitation services

Bayshore Bridges is a newsletter from Bayshore HealthCare, published for community members, health care professionals and Bayshore's employees. For more information about this newsletter, please contact your local Bayshore branch or Mary Mamak, at the Bayshore National Development Centre, 2101 Hadwen Road, Mississauga, Ontario L5K 2L3, Tel: 905.822.8075, Fax: 905.822.8397, Email: mmamak@bayshore.ca.

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Videos show the impact of Edmonton caregivers

Bayshore's Edmonton Home Health branch has produced two short videos showing how its services support families when a health crisis strikes. They offer moving portraits of two clients: Muriel (Mert) Shapka, a senior who lives with dementia, and Davis Iwaniuk, a young man who recently died of cancer.

The videos have raised awareness of Bayshore's home care services and quality of care. Many viewers didn't know, for example, that families can hire supplemental caregivers to visit their loved ones in a care facility, says Izabella Roth, Area Director. "Mert loves it, and her daughter says that if it weren't for



Client Voices:
Muriel Shapka's Story



vimeo.com/318896808/d672d2026f

Bayshore, her mom would have a drastically different quality of life."

The videos also show how Bayshore's services help families have more quality time together. Davis Iwaniuk received palliative care at home rather than in a hospital, enabling him to spend more time with his loved ones.

For more information, please contact Izabella Roth at iroth@bayshore.ca

