

BAYSHORE BRIDGES

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



Bayshore Health Monitor supports independence for people living with dementia

Bayshore HealthCare, in collaboration with iCan Interactive and Georgian College, has designed an innovative digital health wearable solution – *Bayshore Health Monitor* – that enables family caregivers to remotely monitor their loved ones living with dementia. Designated professional or paraprofessional health care providers can also use *Bayshore Health Monitor* to remotely monitor their dementia clients.

Bayshore Health Monitor seamlessly connects people living with dementia to their caregivers via an Apple Watch and an app called *MyBayshoreCare*. The Apple Watch collects biometric data from individuals living with dementia, such as location, heart rate and activity levels, and shares it with their designated caregivers in the *MyBayshoreCare* app. It allows clients and caregivers to manage home care schedules, connect with Bayshore specialists over the phone or on video, see updates from Bayshore caregivers on how visits went, and view personalized care services.

If the biometric data captured by the Apple Watch finds metrics above or below patient-specific thresholds, it sends notifications to caregivers and posts alerts on a patient monitoring dashboard with *MyBayshoreCare*. *Bayshore Health Monitor* also features two-way communication allowing caregivers to send notifications in real-time, such as medication reminders, from the *MyBayshoreCare* app directly to their loved ones' Apple Watch.

iCan Interactive developed the app with Bayshore as a patient-centred wearable device that will provide live monitoring and feedback to a client's caregivers.

Georgian College designed and completed a research study to assist Bayshore HealthCare and iCan Interactive in assessing and evaluating the potential of *Bayshore Health Monitor*. The research study helped inform Bayshore's decision to move the idea from concept to reality and provided students with invaluable real-world experience working directly with Bayshore clients, families, and caregivers.

Bayshore Health Monitor leverages adaptable technology found in the Bayshore Digital Experience Platform (Bayshore DXP). Bayshore DXP is a launch pad that facilitates the evolution of a suite of digital home health care products and patient programs and services to enhance the client experience and support people living with chronic diseases.

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





As I see it...

Equality, Diversity and Inclusion - putting those words into action

You will be hearing a lot more about equity, diversity and inclusion in the coming months as Bayshore goes on a journey of discovery, learning about the experiences of our employees and understanding if there are any barriers to their success.

We have made our first steps by recently launching a survey to all staff. This survey will help us to understand more about how diverse we are today, and to pinpoint whether different groups of people are experiencing roadblocks, with the ultimate goal of making Bayshore a better place to work.

Our workforce is a diverse group, with life experiences and backgrounds that make us rich in character and commitment. I imagine our collective stories would make for interesting conversations around a dinner table!

Stuart Cottrelle
President, Bayshore HealthCare

Bayshore awarded prestigious BPSO Designation for 2021-2023

Bayshore HealthCare was recently awarded the Best Practice Spotlight Organization (BPSO) Designation for 2021-2023 by the Registered Nurses' Association of Ontario (RNAO) and is eligible to continue in the program. Bayshore achieved the designation thanks to its implementation of best practice guidelines in preventing violence, harassment and bullying against health care workers and a palliative approach to care in the last 12 months of a client's life.

The RNAO also commended Bayshore's continued support to build capacity for nursing and the interprofessional team, and for maximizing clinical excellence and evaluating outcomes using RNAO's Best Practice Guidelines.

Bayshore's BPSO journey began in May 2012 when Bayshore Home Health was chosen to join the prestigious BPSO program along with 14 other organizations to implement its internationally recognized clinical best practice guidelines. As a chosen national BPSO, Bayshore benefits from external coaching to further enhance its services as well as provision of superior and trusted service for its clients.

Clinical Corner - *The Future Looks Bright*

It's been two long years since the World Health Organization officially declared a global pandemic in response to the outbreak of the novel coronavirus. It's been two long years of hearing about daily case counts, learning about new variants, and, of course, enduring many challenging lockdowns in order to slow the spread of this awful virus.

Now, thankfully, it appears the end of the pandemic could finally be in sight!

With more and more Canadians now fully vaccinated against COVID-19 and hospitalizations continuing to decline, public health restrictions are being eased across the country more than at any point of the pandemic. While there is plenty of reason for optimism, we must remain vigilant and continue to follow the advice of our medical experts as we begin returning to normal. We all know how transmissible this virus can be and how quickly new variants can mutate.

Since starting at Bayshore in January 2020 as the novel coronavirus was emerging, I've heard countless inspirational stories about staff making personal sacrifices, working in extremely challenging conditions, and going above and beyond to keep our clients, their families and each other safe during these truly unprecedented times.

I know the past two years were extraordinarily hard on everyone and no words can describe how thankful I am for the heroic efforts of all 15,000 Bayshore staff. Thank you for protecting yourselves and others by getting vaccinated and following public health guidelines. It's because of you all that Bayshore some of the lowest rates of infection and that we are now closer than ever to moving from a pandemic to an endemic with COVID-19.

I sincerely wish you well as we all begin to transition into the post-pandemic world. I hope you are able to enjoy time with your family and friends, visit your favourite local restaurants and businesses, and set aside some time for a vacation when it's safe to do so. If these past two years have taught us anything, it's that life is short so don't put off those plans when you get the opportunity.

Maureen Charlebois
Chief Nursing and Clinical Officer





March is Pharmacy Appreciation Month

While not the brick and mortar consumer pharmacies that are in every town across Canada, Bayshore's Specialty Rx (BSRx) division has 11 pharmacies across the country, whose goal is to not only dispense much needed specialty medications, but to offer the support, advice and service to all of its patients every year.

Every day, the team of pharmacists, pharmacy technicians, pharmacy assistants, delivery drivers and nurses who work at BSRx dispense, deliver and administer over 300 different medications. These drugs are taken orally or are infused or injected, either in the homes of patients or at one of our clinics across the country, and are used to treat a variety of diseases, including cancer, multiple sclerosis and rheumatoid arthritis.

"It is my privilege to acknowledge the incredible difference the people of our division make in the every-day lives of Canadians," says Karl Frank, Managing Director BSRx. "I hear all the time how grateful patients are for the services we provide and the individuals who are making a difference to them."



Schola Okonkwo

Eva, a patient in Alberta told us, "I appreciate every single person at this pharmacy but no one has spent as much time, given me as much information on my medications, answered my questions so thoroughly and treated me so kindly and professionally as Schola Okonkwo." Schola is one of Bayshore's over 65 pharmacists.

"I really enjoy the help of the Pharmacy Assistant, Sajjad Hassam," says E. Wong. "Sajjad notifies me of my monthly medication delivery. His emails are business like and provide all the information required while being friendly."

BSRx is contracted to provide its services to five regions across Ontario, filling over 273,000 service requests in 2021 alone. This is in addition to the prescriptions for specialized medications from doctors across the country. Beyond filling these requests, Bayshore services include medication counselling, education, including adverse reaction, multiple drug interactions, sterile hazardous and non-hazardous drug compounding.

The people of BSRx are located across the country, but they are universal in their commitment to their profession and of helping Canadians. Their interactions with patients have led to many memorable moments. When asked to share a personal story, Josie Luongo, Pharmacy Operations Manager for Bayshore Express Pharmacy, related one of her earliest moments in her career at Bayshore.



Josie Luongo

"Very soon after I started working with Bayshore, I visited an elderly client for a medication review in her home. She was so appreciative and honoured that we would provide such personalized service. When I arrived, she had hot coffee ready and served it in her fine china tea-cups on a fancy tray."



Jessie Tottle

Jessie Tottle, Pharmacy Manager in Manitoba, likes the support he receives. "Bayshore Pharmacy is very supportive in allowing me to practice pharmacy with the greatest scope possible. This ultimately translates into a win for my patients."



Jeff Jardine

In Charlottetown, PEI, Pharmacy Manager Jeff Jardine has a unique connection to his patients but also with the teams spread across the country. "The thing that I enjoy most about working at Bayshore Specialty Rx is the culture and comradery. If you have any issues with anything there are so many resources to check with and everyone is so willing to help in any way possible. You never feel like you are on your own."

Medical Supplies to Ukraine

Bayshore's Specialty Rx pharmacy division donated much needed medical supplies to support emergency response activities in Ukraine. Bayshore stands with Ukraine, our Ukrainian colleagues and the Ukrainian Community of Canada.





Shout Outs:

The Bayshore Foundation for Empowered Living for their remarkable fundraising work this year. The Bayshore Foundation is a proud supporter of local charities across the country through local fundraising events, the payroll deduction program and individual donations. Even with COVID-19, Bayshore teams from across Canada, from St. John's, NL to Victoria, BC and everywhere in between, were able to raise just over \$190,000 in the last year. With the Bayshore 50% match, more than \$285,000 was donated to our charity partners at a time when they need it most.

Donna Rae Pareigis, a Registered Nurse with the Sault Ste. Marie branch, for the health care hero story written about her work in SOOTODAY.com. She was featured as an example of the important role home care nurses play in the health care system.

Bayshore's Western Canada branches for their recent sponsorship and participation in the Alzheimer Society's second annual Breakfast to Remember with keynote speaker Dr. Lisa Genova, neuroscientist and #1 international and New York Times author. Her best-selling book *Still Alice* is a powerful story of a woman coping with early onset Alzheimer's disease.

Christina Clark, Health Care Aide with Bayshore's Victoria, B.C. branch for being chosen as winner of the British Columbia (BC) Care Provider of the Year Award (Home Health Category). Christina was acknowledged as an inspiration by her colleagues for her dedication to her clients.

Got news or shout outs to share? Send them to Mary Mamak at mmamak@bayshore.ca.

About Bayshore HealthCare

Bayshore HealthCare is one of the country's leading providers of home and community health care services and is a Canadian-owned company. With locations across the country, including 82 home care offices, 11 pharmacies and 100 community care clinics, Bayshore has more than 15,000 staff members and provides care to over 350,000 clients annually. Its services are purchased by government care programs, insurance companies, workers' compensation boards, health care organizations, the corporate sector and the public. The Bayshore brand extends across three business divisions: 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), in addition to two innovation teams: Integrated Care Solutions and Bayshore Digital. The company's goal is to enhance the quality of life, well-being, dignity and independence of Canadians of all ages. Bayshore HealthCare has been a recipient of Canada's Best Managed Companies award since 2006. In 2017, Bayshore HealthCare launched the Bayshore Foundation for Empowered Living to assist those living with illness, injury or aging reclaim or maintain their independence.

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.

Danielle Gruber has returned from maternity leave and will be supporting the BHCS Kingston and Belleville branches as Area Director. Danielle has been instrumental in supporting our Burnaby branch as Area Director for the past five years.

Laurie Poole is the new Managing Director, BHCS Government Division. Most recently Laurie worked at Ontario Health, where she held the position of Vice-President, Clinical Innovation, Population Health and Value-based Health Care. Laurie has also worked at Ontario Telemedicine Network, where she was responsible for building and sustaining a provincial remote care management program.

Karen Bushell has recently joined Bayshore as the Area Director of the Bayshore Home Care Solutions branch in Kitchener. A nurse by background, Karen has a passion for palliative care and most recently lead a team in a Regional Client Services Manager role.

Sheryl Winkler is now Area Director for BHCS Greater Toronto Area, based in Mississauga. Sheryl is a physiotherapist and has extensive experience in the home care sector.

Appointments