



BAYSHORE BRIDGES

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

Community Health Worker program creates jobs, changes lives

Thanks to an innovative program, Bayshore has created more than 1,000 new jobs in Ontario this past year and enabled more Ontarians to receive care in the comfort of their homes.

Bayshore's Community Health worker (CHW) program has also created more capacity in the health care system so that only the most acute clients are receiving care in hospital or long-term care settings. Additionally, the CHW program has helped hundreds of people find new and rewarding careers.

Discussions about the program first began at Bayshore's Cornwall branch when, after seeing the need for more health-care aids, managers began to discuss opportunities for training in homecare.

"The education for this program is one of the first courses that is geared entirely to home care and working in people's homes," says Christine Favreau, Registered Practical Nurse at Bayshore's Cornwall Branch and a CHW Educator.

The CHW program is designed for people with a customer service background with no health-care experience as a requirement. The online program, which takes eight to nine weeks to complete, offers a comprehensive home-care-focused curriculum followed by a clinical placement. Throughout the training, students are paid as employees, and are offered full-time employment with Bayshore upon successfully completing the program.

"This program has acted as a stepping stone for those interested in a career in home care," says Maureen Charlebois, Bayshore's Chief Nursing & Clinical Officer. "It has also served to increase the quality and quantity of care that we offer at Bayshore."

For more information about this exciting career choice, please go to www.careersatbayshore.com to learn more about Bayshore's CHW program.



"I never thought I would do this career and then I saw an ad on Facebook for the CHW program and decided to try it. I love this job; I love it so much because I go to work happy knowing that I'm helping somebody."

- Latoya Murray,
Chatham, ON



President of Bayshore **Stuart Cottrelle** visits the Victoria branch team as part of his first trip to Western Canada since the pandemic began.

As I see it...

Country singer Willie Nelson said—well sang—it first; I'm on the road again!

Prior to the pandemic one of my greatest joys was getting out to the branch offices and meeting with the field and administrative staff. I've missed that personal interaction and connection with the unique individuals of Bayshore who are open, gracious and fun. They challenge me, but mostly they welcome me. They all know how I feel about how important they are to the health care journeys of our clients.

This has been a tough 28+ months for Canadians. We've said goodbye to people too soon and under circumstances no one would have ever imagined. Our collective sigh of relief to see this chapter of the pandemic end is only matched by the desire to get our lives back to a new "normal." For me, that includes being with family and friends in-person again!

Stuart Cottrelle, President of Bayshore

Bayshore HealthCare receives platinum status in Canada's Best Managed Companies

For the 16th year in a row, Bayshore HealthCare has earned inclusion on Deloitte's list of the Best Managed Companies in Canada. Bayshore also received the highest designation, Platinum status, for the 10th consecutive year.

Now in its 29th year, Canada's Best Managed Companies remains one of the country's leading business awards programs recognizing Canadian-owned and managed companies for innovative, world-class business practices.

"The COVID-19 pandemic accelerated the shift from institutionalized care to home, community, and digital health care in Canada," said Stuart Cottrelle, President of Bayshore HealthCare. "We directed our strategy to reflect this need, putting more resources into wrap-around services for aging in place and contact-less care. I am particularly proud to see how our evolution of digital home health care services will further enhance the experience for patients, caregivers, and front-line workers."

For more information, please contact scottrelle@bayshore.ca



Bayshore staff enjoyed Canada Day celebrations held at our National Development Centre in Mississauga, ON.

Clinical Corner with Maureen Charlebois:

Bayshore's Infusion Therapy and Vascular Access Program



Maureen Charlebois, Chief Nursing & Clinical Officer

Did you know that Home & Community Intravenous (IV) Management is becoming one of the top reasons patients are referred to Bayshore? In fact, in 2020/21 Bayshore HealthCare administered over 25,000 infusions in our clinics and over 30,000 home-based intravenous infusions and injection services across Canada. In some areas, the patient demand for vascular access and infusion therapy is greater than the availability of nurses who have advanced IV competencies. Therefore, in collaboration with local home care branches, we extended and piloted Bayshore's Infusion Therapy and Vascular Access Program (IVAP).

Here's what our nurses are saying:

"This was the most comprehensive infusion therapy training I have received in my career."

"I have been a nurse for many years and this was a good refresher for some of the areas that I have not been using more recently."

"Very helpful to get hands-on teaching from advanced practitioners. Improved my daily IV practice."

Why Home & Community IV Care?

The complexity of vascular access and infusion therapy care requires nurses to have advanced education that is not provided in their undergrad curriculum. Most people want to receive care in the comfort of their own home and the benefits of home IV therapy are well-documented. Some of these benefits include cost savings, improved patient experience and satisfaction, and safe administration with advanced clinical knowledge, skills, and competencies.

What is Bayshore's IVAP Program?

Bayshore's IVAP Program establishes the regulated health profession competencies, key performance indicators, and clinical expectations for the delivery of high-quality, safe, and evidence-based vascular access and infusion therapy. It provides advanced learning for nurses on the fundamentals required to provide care with vascular devices and provides them with the advanced knowledge, skill, and judgment required to practice IVAP skills safely and competently. The program can be broken down into three parts.



Nurses participating in hands-on training as part of Bayshore's Infusion Therapy and Vascular Access Program (IVAP).

Part 1: The Infusion Nurses Society Fundamentals of Infusion Therapy (INS-FIT) eLearning series. INS develops global Gold-Standard Best-Practice Guidelines regarding vascular access and infusion therapies. INS is fully endorsed by the Canadian Vascular Access Association (CVAA), the premier authority regarding vascular access and infusion therapies here in Canada.

Part 2: Lab simulation/hands-on skills training and return demonstration; knowledge translation quiz and validation of competency.

Part 3: Nursing preceptorship and ongoing learning and professional development.

By implementing a standardized, evidence-informed approach to IV care, the program can create a learning environment that gives precedence to an expanded scope of practice, person-centred care plans, and positive health outcomes.

Our Collaborative Approach

Our national clinical team collaborated with Bayshore Home Care Solutions branches in Ontario, including Niagara, Ottawa, Cornwall, and Pembroke. In total there were 42 nurses who participated in the pilot.

Implications to Clinical Practice

The pilot sites provided a very positive review of the program and demonstrated an increased level of competence upon completion, which in turn has increased the nurses' scope of practice and confidence in providing vascular access and infusion.

- 95% of nurses were very satisfied/satisfied with the program structure
- 94% of nurses felt the skills day reinforced the INS-FIT learning modules
- 100% of nurses would recommend Bayshore's IVAP Program to other nurses

What's Next?

All new nurse hires to the Bayshore Home Care Solutions division will be receiving this training if they do not have advanced IV competencies. For more information, please contact CQresponseteam@bayshore.ca

Bayshore's Northern Nurses make a big impact on small communities

When Amber Miller started her nursing degree at the Memorial University of Newfoundland, she had no idea that 11 years later she would be flying into remote northern Canadian communities with a stethoscope, a backpack, and a cooler of food.

"It would have been very inspiring for me to hear about northern nursing at the time," says Miller, who is a Registered Nurse working as a Community Health Nurse in an expanded scope of practice. "I have never felt more respected professionally than I have as a nurse in the north. I really feel like I am welcomed. I've tried moose meat, caribou, and have fished with locals. I treasure my handmade mittens and bone and beaded earrings. I'm sure my accent isn't perfect, but I'm able to say about 30 phrases in Oji-Cree and make a point of learning more each time I'm in the north. The Northern Lights are simply spectacular. Working in the north can be quite the adventure."

Over the past two years, Miller has done more than 15 assignments as part of Bayshore's Northern Staffing program, ranging from one week to one month during the height of the pandemic. As a Northern Nurse, Miller wears many hats. She provides primary, emergency, and prenatal care, runs immunization and well-baby clinics, promotes the reduction of communicable diseases, performs x-rays and casting, consults with specialists in pediatrics, obstetrics, and more.

Bayshore has been one of Canada's premier providers of health



Amber Miller is one of Bayshore's many Northern Nurses.

care staff in remote and isolated communities for more than 20 years through its Northern Staffing program. The program enables nurses and nurse practitioners to perform primary care, advanced clinical assessments, and mental health services in nursing stations, health centers, hospitals, long-term care facilities, and patient homes on temporary assignment in Inuit and First Nations communities.

When asked what advice she has for someone considering

Bayshore's Northern Staffing program, Miller says to be ready to work hard and embrace the adventure. While it is a challenging role, Miller says it's also very rewarding and she has learned a lot.

"I'm more confident in my skills as a nurse because of my experience working in the north. I can really have a direct impact on people, and I appreciate the opportunities I have to learn from my colleagues and the Indigenous populations I serve," she says. "I don't know if there's a single facet of my life that has not benefited from the opportunities the Northern Staffing program has given me. It's been pretty amazing."

To learn more about Bayshore's Northern Staffing program, please contact Olywn Lewis at olewis@bayshore.ca

Unity Health and Bayshore team up to ease capacity pressure at hospitals

As Ontario hospitals faced capacity pressures during the COVID-19 pandemic, Providence Healthcare, the rehabilitation hospital of Unity Health Toronto, supported the system by accepting additional patients from across the Greater Toronto area and opening new transitional care beds for patients in need.

In addition to adding 14 extra beds in its units, Providence worked with Bayshore's Integrated Care Solutions (ICS) team to secure provincial funding for an additional 27 transitional care beds. These beds, located at the Weston Carden Retirement

Residence in North York, ON, are for patients who no longer need to be in a hospital but still require support until they can find a place in long-term care.

Transitional care beds are critical to relieving capacity pressure at hospitals. Without them, patients may end up waiting for a very long time in a hospital setting.

The Bayshore ICS team was tasked with setting up the unit as well as finding staff and creating a user-friendly admission process to the unit within a tight two-week deadline. Between December 2021 and February of this year, the extra beds meant that Providence was able to support the transfer of 300 patients from across Unity Health Toronto.

For more information, please contact Karen Fisher at kfisher@bayshore.ca

Shout Outs

Bayshore's Nurse navigators as they monitor patients through a pilot digital care program from North York General Hospital (NYGH). The digital platform, called *SeamlessMD*, will empower patients in their surgical journey and enable the medical teams to track their recovery at home. Nurse navigators at NYGH and Bayshore will monitor eligible patients on dashboards, from pre-surgical preparation to post-surgical recovery.

All our staff who have helped with the launch of our DX platform. Bayshore was recently featured in a Longwoods Publishing health leadership discussion that showcased the transformational power of the DX platform and three digital health solutions it has enabled: Care Chart's virtual after-hours patient support program, MyBayshoreCare's patient engagement platform, and ICS's Remote Patient Monitoring program. The panel of experts was moderated by Canadian health journalist André Picard of The Globe and Mail.

Our 4,000 nurses who provide our patients with specialized nursing services including wound care, pediatric care, medication administration, intravenous therapy, home infusion services, dressing changes, ventilator care, pain and symptom management, chronic disease management, serious injury care, and post-surgical care. This year more than 65 nurses were recognized by their branches for their nursing leadership, teamwork, caring, and compassion during our Nursing Week 2022 celebrations.



Bayshore nurses across Canada celebrated Nursing Week 2022 from May 9 to 15 with in-person events. A welcome sign things are returning to normal.

Announcements



Kindree Alkins was recently promoted to Senior Operations Manager of the Integrated Care Solutions Neurological Rehabilitation Institute of Ontario (NRIO). Kindree has been with NRIO for over six years in different capacities, most recently as Program Manager. She has replaced Colleen Boyce, who has moved to a part-time position as Senior Advisor, Client Services. Colleen has been with NRIO for 26 years and is recognized as a leader in the brain injury community.



Grace Kong has joined Bayshore as Chief Diversity and Inclusion Officer and Head of Talent Strategies. She is a thought leader and has expertise in talent acquisition, employee retention, organization and cultural change. She will be leading Bayshore's Equity, Diversity, and Inclusion journey along with other major initiatives aimed at increasing capacity and improving the employee experience.



Leslie Marvell, previously the National Clinical Practice Leader for Palliative, Oncology, and Infusion, has recently transitioned from her position on the clinical team to the Northern Staffing team. Leslie recently graduated

with her Master's in Nursing and successfully received her Nurse Practitioner designation. She is now working with the Government of Nunavut's Chief Nursing Office to develop and implement the role of nurse practitioner for their home and continuing care programs throughout the territory.

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.

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