



BAYSHORE BRIDGES

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

Bayshore's new program recruits nurses from traditional workplaces to home care

In the last two and a half years, the nursing profession has faced so much additional pressure and challenges in their traditional workplaces, brought to bear by the pandemic. It has resulted in burnt out nurses seriously considering leaving the profession altogether. There is an urgent need for re-imagining the work and care that nurses provide – not only within the profession, but within the healthcare system in general.

In response to that need, Bayshore has developed the Creating Nursing Capacity (CNC) program, within its Bayshore Home Care Solutions division. CNC has not only re-imagined how nurses work but gives them additional tools to continue in the profession they felt called to in the first place. The goal of the CNC program is to recruit 500 nurses by the spring of next year – to continue in their profession – but this time in home care. The CNC program offers nurses a more flexible and rewarding path in their nursing journey.

"It has already achieved very positive results, with over 150 nurses already hired," says Patricia Syms-Sutherland, National Project Manager for the Bayshore Home Care Solutions division. "Home care is a flexible and rewarding way to continue in their career that many were feeling burnt out or unable to find a 'place' in the profession."

To ensure their success, Bayshore is giving these highly trained nurses additional support to successfully transition

into home care, with a four-week orientation and training program as well as preceptorships at the branch level. The CNC program provides evidence-based educational modules with particular attention to autonomous practice, wound care, palliative care, chronic disease management, and the provision of community care virtually.

Amanda Gopaul is one of the nurses who recently joined Bayshore through this program. She had spent nine years working in the emergency department of a Toronto hospital and is now the Nursing Capacity Program Manager.

"Like many nurses, I was affected by COVID-19, working on the front lines. I found myself being burnt out, stressed, and not taking care of the health of myself or my family," admits Amanda. "I needed a change. I have always had an interest in community nursing, which led me to Bayshore. I'm able to help reduce the shortage of nurses across the province by being part of the CNC team. My hope is that I can continue to contribute by hiring, training and retaining amazing nurses who too, can fall in love with nursing again, and be part of community and home care, by providing the great nursing services that our communities need. I'm looking forward to continued success and growth in our field of nursing."

For more information on the CNC program, please contact psymssutherland@bayshore.ca. If you are interested in becoming a Bayshore nurse, please contact agopaul@bayshore.ca.

VYTA simplifies aging in place at home

Bayshore is proud to introduce an innovative solution to aging in place. Called VYTA, the program advises, coordinates, and delivers a range of services and products designed to keep Canadian seniors happy, healthy and safe at home.

We make aging at home easier for clients and their families by providing a dedicated VYTA Expert to guide them through the aging journey allowing for a single point of contact and only one bill to manage.

“No one business can provide everything needed to age in place, from cleaning to in-home care, property maintenance, and even home modifications designed specifically for individual needs,” explains Blake Cottrelle, Director of the VYTA program. “VYTA works with our vetted partners to advise, coordinate, and deliver these services in a way that no one else can.”

It starts by connecting with a VYTA Expert who will discuss challenges and goals with the client and their family. Next, the

Expert advises on the right mix of services for that client and creates a plan to address the relevant challenges and achieve the set goals. They will continue to check in with the client and family to assess the effectiveness of the plan and make changes as necessary.

VYTA partners with businesses to deliver a more seamless customer experience on services like lawn care, snow removal, deep cleaning, transportation, and more.

With VYTA it all comes together as one, regardless of the number of different services needed. With the simple addition of required services, VYTA clients can remain in the home for longer. In addition, a VYTA Expert can reduce the demand on customer service resources within a local Bayshore branch, by acting as the front-line support and point of contact for all of its clients.

To learn more about VYTA, please contact bcottrelle@bayshore.ca or visit VYTA's website: <https://vyta.ca>



Client and patient safety is our top priority



Maureen Charlebois, Chief Nurse & Clinical Officer

Every October, HealthCare Excellence Canada runs its Canadian Patient Safety Week campaign to promote and encourage the safe care of patients. This year, Bayshore participated in the initiative for the first time and a multi-divisional committee developed an excellent program to educate as well as learn from our staff about safer care of patients. The theme for this year's Safety Week was “Press Play on Safety Conversations.” It is strongly aligned with Bayshore's own Patient and Family Centered Care Principles of respect, information sharing, participation and collaboration.

All staff were encouraged to complete a survey and the feedback we received is vital for us to hear so we can continue to be an organization rooted in safe care for all. We are also very proud of the incredible responses we received for the Patient Safety & Quality Awards. There were 23 winners which included individuals, as well as branch and clinic nominations. To read

the nominations from across the country was a joy and highlight for me, the strong passion and care our staff gives every day, and for that I am truly humbled and grateful.

We were delighted to include a special guest speaker during Canadian Patient Safety Week. All staff were asked to tune into the teleconference featuring Laura Tamblyn Watts, President and CEO of CanAge, Canada's national seniors' advocacy organization. Laura was an engaging and passionate speaker and judging from the interaction of our staff in the virtual event chat and the Q & A portion, her presentation will lead to even more conversations around the subject.

Conversations are an important step in building a proactive safety culture. And we take it very seriously. Other evidence of this culture is ingrained in the policies and procedures which guide us, the precautions we take on infection prevention and control, and the many services and products we have developed for the safety of our staff, clients and patients.

Maureen Charlebois,
Chief Nursing & Clinical Officer

Alzheimer training a national priority

Almost 600,000 Canadians were diagnosed with dementia in 2021 and that number is expected to almost triple over the next 30 years, according to the recent study of the Alzheimer Society of Canada. Dementia and other cognitive impairments, such as Alzheimer's disease, can be difficult for people who are caught up in the dilemma of how to help their family member or where to turn for more information.

In partnership with the Alzheimer Society of Canada, Bayshore HealthCare is happy to share that training is now being offered to its 80 branches from coast to coast. Called U-First, this patented Alzheimer's disease and cognitive impairment training will help our staff help families learn as much about the disease as the treatment.

Client service coordinators, personal support workers, nurses, and managers will all be offered this training, as it will become an essential part of our dementia care program. Leading the program for Bayshore is Michelle Bloodworth, Regional Director, Bayshore Home Health in Ontario and Eastern Canada.

"I have been passionate about dementia care for a long time. This training helps instill confidence and better prepares our staff to help our clients and support their families on how to care for and respond to someone with dementia or other cognitive impairment," explains Michelle, who has a background as an educator for the Alzheimer Society of Canada.

The six-hour, live-facilitated workshop includes group activities and discussion, as well as patented U-First workbook and Job Aid Wheel. Michelle and her team have already trained people at our Edmonton, Toronto and Windsor branches and have plans to roll it out to all Bayshore branches across Canada over the next couple of years.

For more information on U-First, please contact mbloodworth@bayshore.ca

Remote patient monitoring technology improves patient experience



Dheeraj Paul,
Director of Business
Transformation

Bayshore is using remote patient monitoring (RPM) integrated with our patient digital hub *MyBayshoreCare* to bridge the gap between physicians, clinicians, and their operational teams, and improve patient experiences – making participation more meaningful and care more impactful.

"RPM technology in convergence with our virtual visit platform, will enable Bayshore to improve health outcomes for more Canadians in the comfort of their homes," said Dheeraj Paul, Bayshore's Director of Business Transformation.

The move from aspiration to reality required a solution to connect referrals from hospital information systems (HIS) directly to Bayshore's IT ecosystem. Once connected, care coordination and virtual scenarios could replace the current state of management via fax, phone calls, frequent manual interventions, and data entry.

In scoping solution priorities, Bayshore required the solution to be intuitive for clinicians and patients to use. Another important consideration was that the solution should improve the ease with which clinicians can access patient data to gain insights and to take action.

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As I see it - home health care has never been more important



Stuart Cottrelle,
President of Bayshore

I have always felt passionate about the benefits of home care. When starting out in this field many years ago, I envisioned the need for it would grow exponentially over time. I also saw the potential to fill that need. But it wasn't until the pandemic over the last 2.5 years that people have seen the proof of the safety and security of receiving healthcare right in their own home.

Care is still a hands-on service, but modern improvements, such as technology at the communication and scheduling level has improved how we deliver care.

But changes are also happening in the nursing profession, many of whom saw their career in a hospital or a long-term care facility. Nurses are now looking for alternatives to those venues, reconsidering their profession and looking at home care. I am delighted so many nurses are now choosing careers in home care and recognizing it as a safer, less stressful and more flexible option.

Stuart Cottrelle
President, Bayshore HealthCare

After careful consideration, Bayshore selected 3Cloud, a Microsoft Gold Partner with a dedicated healthcare cloud technology practice. The goal of that potential relationship from the perspective of Bayshore would be to offer the end-to-end solution they were developing to hospitals across Canada. The solution would allow all Bayshore's operational branches to propose RPM as a service delivery option.

"As of June 2022, the Bayshore Digital had successfully completed phase 1. It covered the pre-production environment, and we've begun to focus on the due diligence around compliance and security required to move into phase 2 of implementation, which is production," said Dheeraj. "It has been great working with Microsoft and 3Cloud holistically, both from the engineering side and the consultancy advisory side as well."



L to R: Chris Watkins, Chantal Matte, Scott Maloney and Olwyn Lewis.



Getting a first-hand look at nursing in the North

This summer, while many Canadians were finally able to enjoy the warm and sunny days we associate with the season, Scott Maloney, Director of Bayshore's Northern Staffing division, travelled more than 3,500 kilometres to meet with the Chief Nursing Officer and contract lead of the Ministry of Health and Social Services for the Government of Nunavut. It also gave Scott and Chantal Matte, Bayshore's Manager of Client and Nurse Experience, a better glimpse into the world of northern nursing. Joining them on the trip was Olwyn Lewis, Area Director for the division.

"What struck me right away was how difficult being remote is, especially from what we are used to in a major city where we take so much for granted," acknowledges Scott. "But the best part was the community members were the friendliest people in the world. The sense of community was overwhelming, and it was great to see how everyone was looking out for each other."

"While I may have chosen a good time to take this trip north, I cannot help but admire and be grateful to the nurses who willingly take on the challenges of northern nursing in some of the harshest weather conditions in Canada," he adds.

"Northern nursing is a unique opportunity for professional growth," says Olwyn, "and many of our nurses are eager to not only travel to many locations but share their experience with others."

Bayshore's Northern Staffing division services over 125 communities in British Columbia, Alberta, Manitoba, Ontario, Yukon, Nunavut, and Quebec. The nurses who take on these assignments, which can be two weeks to two months in length, are well prepared by Bayshore's Northern Staffing team for their assignments, from orientation to additional training to travel arrangements and housing.

"Our nurses are highly skilled and want to expand their scope of practice to be able to work more autonomously and provide the best care possible in a very challenging environment," says Chantal. "They are also very eager to learn about the culture and engage with the people and their traditions. Often many of these nurses make multiple trips."

So, why do they return to the nursing stations? Chris Watkins, Manager of Clinical Practice for the Northern Staffing division, explains it best. "Our northern nurses are exceptional individuals with many leaving families, friends and loved ones to work in such remote areas where they potentially have minimal access to resources, they are more accustomed to in larger settings. They go north with bags and coolers along with dreams and hopes to genuinely make a significant difference in the lives of people in remote communities."

For more information on Bayshore's Northern Staffing opportunities, please contact cmatte@bayshore.ca or check our website at <https://bayshore.ca/services/government/northernopportunities/>

IT team reduces waste, raises money for the Bayshore Foundation

Bayshore's IT team recently donated more than \$17,000 to the Bayshore Foundation through an unlikely source: recycling and repurposing old computer equipment.

The Bayshore Foundation, the charitable arm of Bayshore, donated the money to the Alzheimer Society of Peel, the IT team's chosen charity. The Alzheimer's Society of Peel will direct the funds to programs that help people with dementia live independently, including adult day programs and dementia education for care partners.

"The IT team's contribution is a win for the environment and a win for the Alzheimer Society of Peel," says John Lawrence, Director of the Bayshore Foundation. "My thanks go out to the Bayshore IT team for their care and consideration that went into this project."

Sat Sarangi, Director of IT Operation, Service and Support, led the environmentally friendly initiative. It was Sat's idea to donate the funds Bayshore received through a partnership with Abtron Computer Services, a Toronto-based company that securely recycles and removes data from outdated



The IT team at Bayshore HealthCare raised more than \$17,000 through the recycling of computer equipment.



Bayshore staff present the \$37,500 donation to the Dr. Bob Kemp Hospice (L to R: Danielle Zucchet, CEO, Dr. Bob Kemp Hospice, Mui Tran, Registered Nurse, Eva Nemeth, Area Director, Hamilton).

electronic equipment, often repurposing it for use by underprivileged schools and organizations.

“As a group, the IT team truly believes in humanizing our technology experiences through convenience, empathy, simplicity, and inclusion,” says Sat.

With recycling initiatives such as this, the benefits are two-fold: Bayshore can support charitable organizations while curbing its production of e-waste, currently the world’s fastest-growing trash stream.

For more information, please contact ssarangi@bayshore.ca or jlawrence@bayshore.ca

Palliative care nurses honoured with donation, use funds to support local charity

Mui Tran, Zuzana Sarmany, and Lily Hamilton are three of Bayshore’s palliatively trained nurses who were honoured through a donation made to the Bayshore Foundation. The \$25,000 donation was received through the will of a client’s husband, who donated the money to commemorate the outstanding care his wife received several years before.

In Hamilton, the palliative care team is made up of 12 palliatively trained Registered Nurses and Registered Practical Nurses along with a Manager of Clinical Practice, Client Service Coordinator, Team Lead, Client Services Manager, and Director.

Most members of the close-knit team have been with Bayshore for 10 years – and many of them even longer. Mui, Zuzana and Lily, along with the entire Palliative Nursing Team and branch management, decided that the donation should go to the Dr. Bob Kemp Hospice in Hamilton, a non-profit organization offering services to patients and families of those living with a progressive, life-limiting illness.

“We are proud to be a part of the initial support of this much needed resource in our community,” says Eva Nemeth, Area Director of the Bayshore Home Health branch in Hamilton. “The Bayshore palliative team and Dr. Bob Kemp Hospice have a long history of working together collaboratively to provide Hamiltonians with excellent palliative care.”

Bayshore provided a 50% match of the money donated, bringing the total to \$37,500. The funds will help support programming for children’s palliative care, including services provided at the new Dr. Bob Kemp Children’s Hospice once it’s completed.

“I would like to thank Bayshore Home Care Solutions in Hamilton for their generous gift, which will go directly to the planning and delivery of these game-changing programs,” says Danielle Zucchet, Chief Executive Officer of Dr. Bob Kemp Hospice. “As a bereaved mother myself, I can assure you that together, we will change the face of healthcare in Hamilton for children and families.”

To learn more about the Bayshore Foundation, or to donate to one of the over 60 charities it supports, please visit: <https://bayshorefoundation.ca/campaigns/>

Appointments

Kent Harris has joined Bayshore HealthCare as Chief Financial Officer to lead our Finance Team. Kent brings significant retail and manufacturing experience as well as extensive public and private management experience focusing on strategy, financial accountability, restructuring and team development. Kent joins us from the Liquor Control Board of Ontario where he served as Chief Financial Officer.

Lisa Solhjell is now Area Director for the Victoria Branch of Bayshore Home Health. Lisa joined Bayshore in June of 2017 and was recently the branch’s Client Service Manager. She has over 30 years experience in the home care industry.

Shout Outs



Kayla Haslam, a case manager in Patient Support Services, had to face an emergency situation while on the phone with a suicidal patient. Realizing the gravity of the situation, Kayla reached out to her program manager and asked her to contact emergency services while she stayed on the line with the patient. Kayla stayed in communication with the program manager and the 911 operator to facilitate the intervention.

Kayla remained calm, showed compassion with the patient, and demonstrated how well she can perform under pressure. Our patient thanked Kayla for her outstanding intervention. Bayshore Specialty Rx regularly recognizes employees who go above and beyond and demonstrate one of Bayshore's core values of compassion and reliability; team work and diversity; innovation, leadership and growth.



The National Pharmaceutical Congress has inducted **Karl Frank**, Bayshore's Managing Director of Specialty Rx, into the Canadian Healthcare Marketing Hall of Fame. Karl joined Bayshore in 2011 and brought with him a focus on patient experience that helped to shape Bayshore's Specialty Rx division into what it is today. Congratulations, Karl!

The **Burnaby, BC Home Care Solutions** team has achieved Accreditation with Commendation from Accreditation Canada. This is the 2nd highest standing Accreditation Canada awards an organization. It is an incredible accomplishment under any circumstance, but an extraordinary accomplishment given the team continued to provide exemplary care and services while managing a pandemic, floods and fires!



Women We Admire recently announced The Top 50 Women Leaders of Toronto for 2022 and the list included Bayshore's **Lynn Roger**, Chief Human Resources Officer. This year's awardees are highly thought of and true professionals in their fields. Lynn is a passionate supporter of mental health, mentoring female leaders, and will be a key driver in Bayshore's diversity, equity, and inclusion initiative. Thanks for your leadership, Lynn!



Maureen Charlebois, Bayshore's Chief Nursing Officer, participated in the Global Health Care Forum and Health Advisory Panel in Dublin, hosted by Enterprise Ireland – a government organization that helps Irish startup companies expand into global markets. More than 130 healthcare executives from 22 countries and 77 Irish life science companies attended the three-day event to discuss the future of healthcare. As part of the advisory panel, Maureen met with clinical leaders from across the global healthcare sector and Ireland's top digital health and medical device companies.

Carecor signed a three-year contract extension with Plexus & Mohawk Medbuy to provide staffing relief to 22 hospitals in the Greater Toronto and Hamilton Area as well as Southwestern Ontario. Carecor is the

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.

primary vendor for most hospitals and provides staffing relief in Intensive Care Units, Emergency Department and Medical/Surgical departments. The staff include registered nurses, registered practical nurses and personal support workers.



Karen Fisher, Bayshore's Director of Community Partnerships, recently participated in 6th Annual IoT, Big Data Healthcare Summit, as both a moderator and panelist. She moderated the panel entitled "Designing Our Healthcare Future" and was a panelist on the "Creating Resilient Healthcare Systems" panel. The Intelligent Cities Summit (IoT) serves as a forum where global public sector leaders converge to ponder all aspects of creating an intelligent and efficient public sector of tomorrow.