



BAYSHORE BRIDGES

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

Quebec Neighbourhood Health Team concept gets back to the basics

Bayshore Home Health’s Quebec Consumer Private offices are excited to pilot a new model of home care, which keeps people in their homes as long as possible using a health team approach. This model has the proven ability to transform the home care delivery system by working on the principles of trust, autonomy, creativity, simplicity, and collaboration. While going back to the basics, it has the modern advantage of making maximum use of technology for communication and administrative work.

The Neighborhood Health Teams (NHT) model will uphold an inspiring vision of nursing by supporting clinical work and reducing regulations which hinder innovation.

“I have had the privilege of being a Registered Nurse for nearly 26 years,” says Zoe Vernham, Director of Healthcare Innovation, Bayshore HealthCare. “When I read news articles about new nurses often leaving the profession after just two years it made me think about the fundamentals of nursing care and what Bayshore could do to transform the way care is delivered. NHT is about getting back to the basics of being a nurse in the community. It is about trust, autonomy, creativity, simplicity, and teamwork. A neighborhood health nurse can be the difference for the people in their community by understanding how to navigate the local healthcare system and by advocating for their patients and families from a place of knowledge and professional experience.”

Nurses go out of their way to co-create care plans that suit individual clients and their families. Together they find the most efficient way to meet our clients’ needs while always keeping family members and other care providers involved and informed. This personal approach to care is built on positive and respectful relationships.

Each nurse led team provides up to 336 hours of home care each week within a very focused geographic area. Customer insights data are used to select these areas. There is a minimum service of 12 hours per week required and clients receive a customized mix of nursing and personal care.

The clients are usually older adults with chronic conditions, dementia, or in palliative care. Neighborhood teams provide the right amount of care using a simple common-sense approach and are built on a culture of curiosity and continuous learning.

To learn more about this program, please contact zvernham@bayshore.ca

As I see it, nurses are our warriors



Stuart Cottrelle,
President of Bayshore

The COVID-19 pandemic forced changes on everyone and altered norms of care. It challenged all facets of our business to find new ways to continue to provide the best healthcare to Canadians.

On the front lines, nurses as well as paraprofessionals were involved in the war on COVID-19 on a very personal level – in people’s homes. They were in the trenches, so to speak, and I am so grateful to everyone for rising to the challenge of beating this pandemic.

We’ve referred to them as heroes, but I think of our nurses as warriors. They fearlessly put themselves in the line of danger to care for the needs of others. Our nurses are some of the best in the country and work tirelessly to care for all Canadians, from coast to coast to coast.

Stuart Cottrelle

President, Bayshore HealthCare

Shout outs

Bayshore Specialty Rx data offers key insights for cancer study

A new study published in *Current Oncology*, leveraged Patient Support Program (PSP) data collected by Bayshore's Specialty Rx pharmacy division to demonstrate that gastric and esophageal cancer patients may see an additional benefit of 3.5 months without their condition worsening while receiving FTD/TPI treatment. The study highlights the benefits of data collected through Bayshore's PSP by providing key insights into positive health outcomes for an effective therapy in a real-world setting.

Carecor Health Services achieves accreditation

Accreditation Canada recently awarded Accreditation with Exemplary Standing to the four offices of Carecor Health Services, a staffing division of Bayshore HealthCare. Celebrating this milestone are the offices in Halifax, Hamilton, Toronto and Ottawa.

Bayshore's digital expertise spotlighted in webinar

Digital Health Canada recently featured Bayshore's digital expertise in an industry showcase webinar. Entitled "Reimagining an Incumbent Healthcare Organization as a Connected Digital Enterprise," the webinar featured Bayshore's digital advances and highlights from Carepath Digital Health, Integrated Care Solutions and Bayshore Specialty Rx.

Bayshore Foundation

The Bayshore Foundation for Empowered Living, the charitable arm of Bayshore HealthCare, has donated \$10,000 to the Canadian Organization for Rare Disorders. The donation was made in partnership with Bayshore Specialty Rx to support the one in 12 individuals in Canada who are affected by rare diseases.

Forbes names Bayshore as one of Canada's Best Employers for 2023

Forbes has selected Bayshore HealthCare as one of Canada's 2023 Best Employers. This incredible achievement reinforces Bayshore's reputation as a leading Canadian healthcare organization that is committed to providing excellent employee experiences and opportunities.

Forbes identifies Canada's Best Employers through an independent survey conducted by Statista Inc., the world-leading statistics portal and industry ranking provider. It took a sample of more than 12,000 Canadian employees from across all industry sectors that were working part or full-time for companies with more than 500 employees. The 300 companies receiving the highest total scores, including Bayshore, were chosen as Canada's Best Employers 2023.

"This means so much to us because this recognition reflects how our employees feel about working at Bayshore," says Lynn Rogers, Chief Human Resources Officer. "We are committed to creating positive employee experiences and opportunities for individual growth, and this independent survey validates our ongoing efforts to achieve that."

For more information, please contact lrogers@bayshore.ca



Bayshore's innovative @home programs improve ALC patient outcomes, increase system capacity

Bayshore is helping to add capacity to the healthcare system, reduce emergency room visits, and divert patients from long-term care through innovative @home programs that transition frail, elderly or long COVID-19 patients from hospital to home in a 16-week pathway.

Since the launch of its @home programs four years ago, Bayshore has partnered with 13 hospitals across Ontario to save more than 240,000 Alternate Level of Care (ALC) hospital bed days. Of the 2,900 patients admitted, 94% said they would recommend the program. The @home transitional care model has also reduced risk of falls by 77%.

"When I came home from the hospital Bayshore took over," said Vimal Kochhar, a patient in Bayshore's @home program in partnership with North York General Hospital. "They had a walker waiting for me when I arrived at home. Nursing care and

physiotherapy were provided on a constant basis. All the staff I have dealt with have been courteous, professional, kind, and always on schedule."

Bayshore's @home programs are a form of transitional care program, which supports the patient by offering physiotherapy, nursing, and rehab services from home. The 16-week program leverages an interdisciplinary care team and digital solutions for workflows with the hospital. It also provides patients with an individualized care plan and works with community support agencies in their area.

Thanks to @home programs more than 80% of patients have been diverted from long-term care, with 40% of those patients continuing to live independently in their home.

For more information, please contact jdaglish@bayshore.ca

Clinical Corner – Bayshore completes first phase of BPSO implementation

Bayshore has been proudly recognized as a Best Practice Spotlight Organization (BPSO) by the Registered Nurses Association of Ontario (RNAO) since 2012. One of our commitments in the 2021-2023 designation period is to implement the Preventing Violence, Harassment and Bullying Against Health Workers Best Practice Guideline (BPG).



Maureen Charlebois,
Chief Nursing &
Clinical Officer

Workplace violence is a global issue that affects all healthcare organizations. In fact, a study that included 150,000 nurses from 160 international samples reported that more than one third had been physically assaulted during their career. At Bayshore, we have a zero-tolerance policy to workplace violence and are committed to a safe, high quality and healthy practice environment. Safe and healthy practice environments are critical to achieve optimal outcomes for our patients and clients.

This BPG provides evidence-based practices that support the excellence in care and services that our healthcare team provide everyday. The prevention of workplace violence, harassment and bullying requires a multi-faceted approach. Education and training to healthcare providers is paramount for successful implementation. Not only does ongoing education support knowledge in how to respond to violent behaviours; knowledge of when to report enables the organization to respond appropriately with implementing and monitoring safety measures.

The first step begins with a Point of Care Risk Assessment (PCRA). A PCRA is a set of questions that the healthcare provider asks themselves each time they begin care, and throughout care to identify potential risks and whether it is safe to proceed. The PCRA considers the client, the environment, the task, and the healthcare provider. The healthcare provider's actions directly correlate to what they have observed.

Risk screening and assessment tools provide a standard against which to evaluate individuals for potential violence, enabling all healthcare providers to share a common frame of reference and understanding. Following a comprehensive assessment, client-centred behavioural care plans are developed that inform healthcare providers about the risk of violence for a specific person and recommended approaches and precautions to provide safe and effective care. Plans are re-evaluated at regular intervals as client care needs do not remain static.

Together we have implemented the Workplace Violence Prevention Program to all Bayshore divisions starting with organizational wide education. Each division is underway in completing the mandatory education and implementing the PCRA through documentation updates to support the enterprise Violence Prevention program. Our Home Care Divisions are underway in adopting the enterprise program with the Integrated Care Solutions division next.

Healthy work environments are practice settings that maximize the safety and well-being of our healthcare team and improve health outcomes for our patients and clients and their families. The creation of a safe work environment is everyone's responsibility - thank you for making a difference!

Wave™ achieves compliance as a virtual visit platform

Bayshore HealthCare's new virtual visits platform, called *Wave*, empowers patients to self-schedule visits with Bayshore Specialty Rx nurses who support them with virtual injection training for complex diseases such as multiple sclerosis. It also allows patients to access pharmacy virtual consultations for medication review, diabetes care, oncology care, and older adult care through a secure online portal.

Wave was recently added to Ontario Health's Verified Solutions List, guaranteeing its compliance with provincial privacy, security, interoperability, and technical requirements, as well as safeguarding personal health information.

"With *Wave* we identified areas where we can digitize our patient's experience by fully understanding our patient population and the care team members interacting with them," says Erin Smith, Director of National Pharmacy, Bayshore Specialty Rx. "*Wave* provides the flexibility to choose services and technologies that meet our patient's needs with the goal of achieving the best health outcomes possible."

Wave was developed in-house by the Bayshore Digital team,

who focused on creating a streamlined workflow for the clinician in addition to expanding access to medical consultation. The platform's integration with patient care information allows nurses and pharmacists to easily view notes from previous appointments. Other features of the platform include consent management, notifications, synchronization with Outlook Calendar, self-serve booking, rescheduling and cancelling.

"*Wave* empowers patients to take an active role in their care and provides clinicians with the technologies to help them better connect with the patient and meet their home care needs," says Dheeraj Paul, Director, Business Transformation, Bayshore HealthCare.

"Virtual care is a great tool to help reach patients in remote and isolated homes and communities across the country," says Maureen Charlebois, Chief Nursing & Clinical Officer, Bayshore HealthCare. "It also helps reduce the risk of disease transmission and increases capacity within the healthcare system."

For more information about *Wave*, please contact dpaul@bayshore.ca

Appointments



The new Director of Operations for Bayshore Medical Personnel is **Sandra Jalonen**. Sandy has been a senior executive leader in health administration and medical clinic operations after a distinguished career in the Canadian Armed Forces. She has replaced Joanne Dix, who has retired.



Chantal Matte is now the Director of Operations for the Northern Staffing Division, replacing Olwyn Lewis, who has retired. Chantal is a Registered Practical Nurse and has been with Bayshore for over 20 years, most recently as the division's Manager of Client and Nurse Experience.



Darlene Burgess is the new Area Director for Bayshore Home Health's Kitchener office. Darlene is a Registered Kinesiologist who has been in the healthcare industry for several years in regional operations roles and most recently as Director of Operations and Business Development for sports medicine and orthopedic surgery.



Keena Naik has been appointed Director, International & Diversity Recruitment. Keena has vast experience within Bayshore over the past 20+ years and will draw upon her passion for recruitment of foreign trained professionals in her new role. Her most recent role at Bayshore was as National Director of Operations for Bayshore Home Health.

About Bayshore HealthCare

Bayshore HealthCare is a Canadian-owned company and is one of the country's leading home and community healthcare service providers. The company aims to enhance the quality of life, well-being, dignity and independence of Canadians of all ages. With locations across the country, including 80+ home care offices, 11 pharmacies and 100+ community care clinics, Bayshore has more than 18,000 staff members and provides care to over 350,000 clients annually. Bayshore has been a recipient of Canada's Best Managed Companies award since 2006. 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. In 2017, Bayshore HealthCare launched the Bayshore Foundation for Empowered Living to assist those living with illness, injury or aging to 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 the National Communications team, at the Bayshore National Development Centre, 2101 Hadwen Road, Mississauga, Ontario L5K 2L3, Tel: 905.822.8075, Fax: 905.822.8397, Email: nationalcommunications@bayshore.ca.

The Bayshore Home Care Solutions division recently announced the following appointments:



Sam Marzouk is now the Regional Director, supporting the following branches: Burnaby Paeds, Calgary, Edmonton, Winnipeg, Simcoe County, GTA, Hamilton, Niagara and Brantford. Sam was most recently Director of Operations for the Guelph Family Health Team, where he oversaw all operations for the FHT.



Angel Roth has been appointed as the Area Director for the Brantford branch. Angel began her career as a Registered Practical Nurse and has worked at several long-term care and retirement homes in management positions.



Victoria Merchant-Miller is filling in the Area Director role of the Kingston and Belleville branches while the current Area Director is on maternity leave. Vicki previously held the role of Clinical Manager at the Greater Niagara General Hospital Emergency department.

Kathy Mastrangelo recently joined the Thunder Bay branch as its Area Director. Born and raised in Thunder Bay, Kathy has worked in home and community care for the past 30 years. She is also a Registered Practical Nurse.