



2019 – 2022 IMPLEMENTATION PLAN
SUSSEX CAMPUS

III. REVIEW OF IMPLEMENTATION PLAN FROM 2019 ASSESSMENT

As a result of the 2019 Community Health Needs Assessment (CHNA), Bayhealth selected the following priority areas to improve upon: (1) obesity/nutrition, (2) diabetes, (3) cancer, and (4) mental health/substance abuse. This grid depicts progress made in each area including Bayhealth departments that participated in each strategy.

SUMMARY OF 2019-2022 IMPLEMENTATION

CHNA STRATEGIES – SUSSEX CAMPUS

| Health Concern | Activity Implemented | Activity Results with Timeframe | Bayhealth Departments |
|---|---|---|--|
| Obesity & Nutrition | Collaborating with community service partners to develop strategies to address needs in Dover and the surrounding areas | <p>Despite the challenges brought on from the COVID-19 pandemic, the Bayhealth Bariatric Program completed more than 260 bariatric procedures at both hospitals over the past 32 months (reported 2/21/22)</p> <hr/> <p>Community involvement was significantly diminished; however, the Bariatric Program did participate in the following: Bayhealth Movie Night at Delaware Turf Fields (10/2019), Go Pink (10/2019), Diabetes Expo (11/2019), and a radio opportunity with WGMD on 1/8/2020 to discuss obesity with its impact on overall health and wellness</p> <hr/> <p>The Bariatric Program worked with marketing to develop social media posts to drive interest to the website; the community can now locate information on this program, including an on-demand online informational seminar; this has allowed individuals to learn more about obesity and surgical weight loss options offered at Bayhealth</p> <hr/> <p>Interactive support groups were offered twice monthly to help the community with healthy endeavors; support groups were held at each hospital location and simultaneously via WebEx to increase accessibility and were held virtually until April 2022; patients may attend even if they have not had bariatric surgery at Bayhealth</p> <hr/> <p>The goal of the Bariatric Program is to educate the community regarding success stories for patients who have had bariatric surgery; these are shared in the Bayhealth Community Health & Wellness electronic newsletter</p> <hr/> <p>Patricia Deer, RN, the Bariatric Program Coordinator, worked with physician liaisons and provided the Bayhealth Medical Group with brochures for patients seen in clinics</p> <hr/> <p>Plans moving forward include monthly educational offerings on various topics including nutrition, pregnancy and bariatrics; Dr. Theodoros Katsichtis, general surgeon, is involved with a WebEx endeavor to engage the community</p> | <p>Executive Team and Board of Directors</p> <p>Medical Staff</p> <p>Patient Care Services</p> <p>Bariatrics</p> <p>Food & Nutrition</p> <p>Pharmacy</p> <p>Education Department</p> |
| Substance Abuse and Behavioral (Mental) Health | Partner with community service organizations, local | In 2019, Dr. Jonathan Kauffman led the creation of Bayhealth's Opioid Oversight Task Force; Psychiatrist, Dr Andrea DeSimone and Care Manager, Patricia Buck joined the team to address patients with addictions | <p>Executive Team & Board of Directors</p> <p>Medical Staff</p> |

| | | | |
|--|--|--|---|
| | <p>academia, and the State of Delaware to discuss specific concerns related to substance abuse and behavioral health</p> | <hr/> <p>Bayhealth implemented the Electronic Prescription Controlled Substances (EPCS) platform in the electronic medical record for physicians to provide electronic prescriptions for controlled substances</p> <hr/> <p>Dr. Kelly Abbrescia and Dr. Jonathan Kauffman serve on the Delaware Overdose System of Care Committee, a group created by and run by the State of Delaware; they are seeking to improve access to treatment and reduce overdose deaths. Naloxone is now available through a state program for ED patients and families of patients who have had an overdose; several physicians have undergone training to prescribe Suboxone from 2019 to present.</p> <hr/> <p>Bayhealth hired Peer Recovery coaches (recovering addicts) in our Emergency Departments; Peer Recovery Coaches were contracted through Recovery International - two at the Kent Campus, one for the Sussex Campus, and a supervisor who is back-up for each campus; Dennis Hallock supervises all Peer Recovery Coaches for the Kent and Sussex Emergency Departments.</p> <hr/> <p>In September 2020, Bayhealth hosted a 2-part “Back to Reality: Substance Use Disorders” virtual Webex to educate healthcare professionals about drug threats in caring for individuals presenting to our hospitals and appropriate treatment modalities; four sessions were held for Bayhealth staff with nursing contact hours awarded.</p> <hr/> <p>SUN Behavioral programs offered by Webex to Bayhealth staff on various behavioral health topics.</p> <hr/> <p><i>My Medication Bags</i> are available throughout Bayhealth, physician practices, and at Community Wellness Clinics to improve medication reconciliation and compliance</p> <hr/> <p>Inpatient order sets created and utilized in electronic medical record based upon evidence-based practice; standardized assessment tools and medications used for alcohol and substance withdrawal.</p> <hr/> <p>Bayhealth participated in Delaware Goes Purple in 2019 and 2020 to raise awareness and reduce the stigma attached to substance use and addiction; in 2019, a team organized a “Taking Steps” event where employees gathered for a short walk around the building to show their support for this initiative; Marketing and Communications promoted this campaign at drive through point-of-distribution stations at Blue Hen Mall and Sussex Campus, table displays at Kent/Sussex Campuses, a moment of prayer and meditation on</p> | <p>Patient Care Services</p> <p>Finance</p> <p>Emergency Department</p> <p>Education</p> <p>Patient Advocacy</p> <p>Performance Improvement</p> <p>Risk Management</p> <p>Care Management</p> <p>Workplace Violence</p> <p>Patient Experience</p> <p>Chaplains</p> <p>Population Health</p> <p>Marketing & Communications</p> |
|--|--|--|---|

| | | | |
|---------------|---|---|---|
| | | <p>October 23, 2020 at the Kent Chapel, and on Facebook and Workplace</p> <hr/> <p>Psychiatric telehealth is available for use on inpatient units and Emergency Departments at the Kent, Sussex, and Smyrna sites</p> <hr/> <p>Mental health counselors are available for students at all high school Bayhealth Wellness Centers</p> <hr/> <p>Suzanne Chafin, Licensed Professional Counselor for Mental Health, employed by Bayhealth Family Medicine, Dover to offer a range of behavioral health services and counseling to families, children, and adults</p> | |
| Cancer | Collaborating with community service partners to develop strategies to address needs in Dover and the surrounding areas | <p>2019 – Runway of Hope raised more than \$83,000 for the Bayhealth Survivorship Program; Go Pink! event raised more than \$28,000 for the Bayhealth Cancer Screening Assistance Program</p> <hr/> <p>Expanded the medical team with a radiation oncologist, hematologist-oncologist, and telegeneticist</p> <hr/> <p>Expanded access to patients for the medically-managed genetic counseling program</p> <hr/> <p>Partnered with Penn Medicine’s Abramson Cancer Center Telegenetics Program to provide genetic testing and counseling to guide the development of the patient’s personalized treatment plans for patients</p> <hr/> <p>Targeted at-risk groups for outreach; implemented colorectal and lung navigator programs to reduce barriers to screening and early detection of cancer</p> <hr/> <p>Inaugural celebration for local cancer survivors on June 4, 2019; developed special video featuring Cancer Center staff to express their gratitude</p> <hr/> <p>Received donations from the following: (1) Dogfish Head Craft Brewery for benevolence funds to help assist cancer patients during times of financial hardship, (2) Safeway Foundation to provide free biopsies to women in need in central and southern Delaware, (3) C.F. Schwartz Toyota to support oncology services, and (4) Winner Subaru and Delaware Chapter of the Leukemia & Lymphoma Society for cancer patients</p> <hr/> <p>Bayhealth’s Lung and Colorectal Cancer Screening and Outreach Nurse Navigator, Trina Turner, MSN, RN-BC, LNC, raised awareness for colorectal cancer and screening/early detection at Delaware Agricultural Week event in Harrington, Delaware</p> <hr/> <p>Bayhealth participated in Hope Day at Legislative Mall in July 2019 which was hosted by Convoy of Hope; reached more than 350,000 people in Kent County; conducted free clinical breast exams, facial skin screening assessments, and provided information on prostate, colorectal and lung cancer screenings, smoking cessation, and skin health</p> | <p>Executive Team & Board Members</p> <p>Medical Staff</p> <p>Patient Care Services</p> <p>Cancer Institute</p> <p>Finance</p> <p>Clinical Nurse Navigators</p> <p>Education Department</p> |

| | | | |
|--|--|---|--|
| | | <p>Bayhealth cancer registry top cancer sites were breast, lung, and prostate for both campuses</p> <hr/> <p>Bayhealth Research Committee held annual conference entitled “Discover the Wonders of Research”</p> <hr/> <p>2020 – Outreach limited due to the COVID-19 pandemic; lung navigator served as a liaison for the Imaging Center which improved lines of communication</p> <hr/> <p>Imaging Centers designed new ways to screen patients while protecting patients and care providers to minimize risk from potential COVID-19 exposure; instituted universal mask policy to comply with Centers for Disease Control and Prevention guidelines</p> <hr/> <p>Bayhealth Cancer Institute enrolled in the American Society of Clinical Oncology’s registry to collect information about patients who have cancer and were diagnosed with COVID-19; Bayhealth was the only cancer program enrolled in Delaware for this program as of November 2020</p> <hr/> <p>In March 2020, hospital and physician practices altered appointments from in-personal to “virtual” face-to-face and telehealth appointments without disrupting care or quality of services received</p> <hr/> <p>Bayhealth celebrated the 15th anniversary of Go Pink! in October 2020 and sold 4,200 t-shirts for breast cancer awareness month; proceeds after expenses were divided between breast screenings and education programs available through the Bayhealth Cancer Institute and the Delaware Breast Cancer Coalition (DBCC)</p> <hr/> <p>The National Breast Cancer Foundation awarded \$5,000 to Bayhealth to support the low-cost breast cancer screening programs</p> <hr/> <p>The telegenetics program expanded from Kent County into Sussex County with an additional medical oncologist hired for the Cancer Institute</p> <hr/> <p>Dr. Rishi Sawhney, Medical Director of the Bayhealth Cancer Institute, began a bimonthly Molecular Tumor Conference to allow the team to weigh in findings, discuss treatments, and educate others on research impacting therapies</p> <hr/> <p>Trina Turner, MSN, RN-BC, LNC, Bayhealth’s Lung and Colorectal Cancer Screening and Outreach Nurse Navigator, was a dual nominee for excellence awards in Ambulatory Care and Volunteerism & Service; she partnered with the Delaware Quit Line and prior to COVID-19, attended over 20 community outreach and educational events to help the underserved in both Kent and Sussex Counties</p> <hr/> <p>To raise awareness for colorectal cancer, Bayhealth team members wore blue on the first two Fridays in March 2020; information was shared regarding colorectal cancer and screenings</p> <hr/> | |
|--|--|---|--|

| | | <p>Two new nurse practitioners and one new radiation oncologist joined the oncology team in 2020</p> <hr/> <p>2021 – According to the Bayhealth cancer registry, top cancer sites for each hospital were breast, prostate, and lung.</p> <hr/> <p>Bayhealth Cancer Institute’s 10th Annual Runway of Hope fundraiser raised \$100,308 in support of programs for cancer survivors and patients.</p> <hr/> <p>Bayhealth joined a national Return to Screening effort, spearheaded by the Commission on Cancer, the American Cancer Society, and the National Accreditation Program for Breast Centers to boost screening rates by 10%</p> <hr/> <p>Sent postcard reminders in My Chart for overdue screenings</p> <hr/> <p>Worked with Dover Air Force Base to ensure that they were aware of the Bayhealth screening program and appointments that are available; opened additional evening appointments at Eden Hill Medical Center</p> <hr/> <p>Bayhealth launched a program with the Perdue Foundation to assist underserved women for breast cancer screenings</p> <hr/> <p>Partnered with the Delaware Breast Cancer Coalition and Westside Family Healthcare to conduct patient outreach</p> <hr/> <p>Patients enrolled in clinical trials by year:</p> <table border="1" data-bbox="493 1234 1130 1381"> <thead> <tr> <th></th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Kent Accruals</td> <td>442</td> <td>525</td> <td>42</td> </tr> <tr> <td>Sussex Accruals</td> <td>226</td> <td>251</td> <td>12</td> </tr> <tr> <td>Total Accruals</td> <td>668</td> <td>776</td> <td>54</td> </tr> </tbody> </table> | | 2019 | 2020 | 2021 | Kent Accruals | 442 | 525 | 42 | Sussex Accruals | 226 | 251 | 12 | Total Accruals | 668 | 776 | 54 | |
|----------------------------------|---|--|---|------|------|------|---------------|-----|-----|----|-----------------|-----|-----|----|----------------|-----|-----|----|--|
| | 2019 | 2020 | 2021 | | | | | | | | | | | | | | | | |
| Kent Accruals | 442 | 525 | 42 | | | | | | | | | | | | | | | | |
| Sussex Accruals | 226 | 251 | 12 | | | | | | | | | | | | | | | | |
| Total Accruals | 668 | 776 | 54 | | | | | | | | | | | | | | | | |
| Availability of Providers | Identifying community need to partner with undergraduate (UME) students and graduate medical education (GME) through a formalized program to increase | <p>In 2019, Bayhealth became a formal teaching hospital by providing training to 11 third-year medical students from the Philadelphia College of Osteopathic Medicine (PCOM)</p> <hr/> <p>Bayhealth partnered with numerous area medical schools to bring on third- and fourth-year medical students for clinical rotations</p> <hr/> <p>Bayhealth partnered with Philadelphia College of Osteopathic Medicine, Drexel, and Sidney Kimmel Medical College</p> <hr/> <p>Bayhealth partnered with Arcadia to place Physician Assistant students</p> | <p>Executive Team</p> <p>Medical Staff Liaisons</p> <p>GME Program</p> <p>Marketing & Communications</p> <p>Finance</p> | | | | | | | | | | | | | | | | |

| | | |
|--|--|--|
| <p>access to providers in the Bayhealth service area</p> | <p>Undergraduate medical education (UME) expanded from 76 students in 2019-2020 to 219 students in 2021-2022</p> <hr/> <p>Bayhealth was highlighted in the July 2020 Delaware Healthcare Association's community benefit report with the steps taken to address access to primary care in Delaware</p> <hr/> <p>Received initial accreditation for Family Medicine (2019), Internal Medicine (2020), General Surgery (2021), and Emergency Medicine (2022) residencies from the Accreditation Council for Graduate Medical Education</p> <hr/> <p>During 2021-2022, there were 13 internal medicine residents and 8 family medicine residents for each 3-year program</p> <hr/> <p>Dr. Brintha Vasagar appointed Program Director for Family Medicine Program which opened in July 2021</p> <hr/> <p>Bayhealth Family Medicine Primary Care Practice created in Dover; this was the first in the area to integrate mental health counseling and offer addiction treatment and the only practice with PharmD integrated; this program increased the need for primary care by 30,000 outpatient visits per year in the local community; this is one of only two practices in the area accepting new patients with the overall shift to concierge medicine</p> <p>From 2021-2022, family medicine residents were involved in the community at the Hope Clinic in Dover; they also rotated to Camp Rehoboth to support the LGBTQ+ community to address special needs of this population by participating in the HIV Clinic</p> <hr/> <p>Dr. Joseph Deutsch appointed Program Director for Internal Medicine Residency program beginning in July 2021</p> <hr/> <p>Medical student rotations created in internal medicine</p> <hr/> <p>The Bayhealth Internal Medicine outpatient practice opened July 2021 in Milford, DE; provided care for an underserved population as Milford is a physician-shortage area; when fully staffed in 2024, this practice will add more than 20,000 patient visits to the community per year</p> <hr/> <p>Bayhealth sponsored the 2021 Delaware Resorts 55+ Expo in Lewes; blood pressure screening and flu shots were provided, along with information on the Referral Line (1-866-BAY-DOCS) for individuals requesting a new physician</p> <hr/> <p>Projected residents for 2022-2023 are 26 internal medicine, 16 family medicine, and 3 general surgery</p> <hr/> <p>Emergency Medicine Residency Program will begin in July 2023 led by Program Director, Dr. Dean Johnson; there will be 6 residents for</p> | |
|--|--|--|

| | | |
|--|---|--|
| | <p>this inaugural class for a 3-year program; a medical student elective in emergency medicine will be available with this program</p> <hr/> <p>Team members from the GME program represented Bayhealth at the June 2022 PrideFest event on Legislative Mall in Dover</p> <hr/> <p>To enhance the training environment with state-of-the-art technology, Bayhealth created a Simulation Lab for multi-disciplinary team training with an Open House scheduled for September 7, 2022; the Simulation Lab will utilize state of the art training to improve the learning experiences of the interdisciplinary team.</p> | |
|--|---|--|