



**CY 2022-2025 IMPLEMENTATION PLAN**

**SUSSEX CAMPUS**

### III. REVIEW OF IMPLEMENTATION PLAN FROM 2022 ASSESSMENT

As a result of the 2022 Community Health Needs Assessment (CHNA), Bayhealth selected the following priority areas to improve upon at the Sussex Campus: (1) mental health (2) obesity (3) social determinants of health and (4) preventable emergency room visits/ hospitalizations.

This grid depicts progress made in each area including Bayhealth departments that participated in each strategy.

#### SUMMARY OF 2022-2025 IMPLEMENTATION CHNA STRATEGIES – SUSSEX CAMPUS

Health Concern	Activity Implemented	Activity Results with Timeframe	Bayhealth Departments
<b>Mental Health</b>	Develop and implement systemwide strategies for behavioral health services.	<ul style="list-style-type: none"> <li>• Integrated behavioral health clinicians into primary care practices. PCPs refer patients to behavioral health staff. “I haven't seen one of my patients smile in over 5 years and after receiving care from our Behavioral Health Clinician, he's been smiling, and it touched me...” Primary Care Doctor (2023)</li> <li>• Four PCP offices have a behavioral health navigation service that coordinates behavioral health therapy services to inpatients and/or discharge planning services for future outpatient care. Approximately 800 total patients seen from July 2023 – February 2024</li> <li>• Requested FTEs for future expansion. (2024)</li> <li>• Improved the physical appearance and layout of the behavioral health rooms in the Emergency Dept.(2024)</li> <li>• Chaplaincy is part of all the hospital’s teams that assist staff with Wellness and Mental Health. They counsel patients on both the inpatient and outpatient level to support their mental health and refer out for ongoing counseling services. (ongoing)</li> <li>• In the process of recruiting a behavioral health social worker for the Emergency Department and FY25 budget approved that will allow for ED staffing of preferred psychiatric area. (2024)</li> </ul>	Executive Team and Board of Directors  Medical Staff  Patient Care Services  Emergency Department  Population Health  Care Management  Facilities  Risk Management  Patient Experience  Chaplaincy

<b>Obesity</b>	Affiliate with trusted partners to elevate services to our community.	<ul style="list-style-type: none"> <li>• Bayhealth joined Unite Delaware, a coordinated care network consisting of healthcare, government, nonprofit, and other organizations. These network partners use Unite Us’ software to securely identify, deliver, and pay for services that address the needs of individuals within their communities. This allows patients who are screened as positive for SDOH to be connected to resources. (2022)</li> <li>• Bayhealth partnered with the Food Bank of Delaware to create 302 Food Rescue. Thanks to the power of technology and a smart phone app, 302 Food Rescue connects volunteers (302 Food Rescue Crew) with fresh nutritious foods from participating grocery stores, caterers, restaurants, and others and allows them to deliver to organizations that serve food-insecure individuals across the First State. (2022)</li> <li>• Developed a management structure to facilitate community partnerships and coordinate outreach activities. (2023)</li> <li>• Obtained mobile medical unit and provide clinic services to populations in their own neighborhoods. (2023)</li> <li>• Provide low sugar, low sodium food boxes to patients identified with food insecurity. This program started in Feb 2023 as an inpatient resource and expanded to our outpatient areas in fall of 2023. (2023)</li> <li>• Bayhealth is expanding initiatives to assist residents to improve the provision and improvement of housing. (2024)</li> <li>• GME worked with Food Services to increase healthy food options. Cafeterias now provide more food options. (2024)</li> <li>• GME has started getting healthier snacks delivered to the residents lounges, in an effort to expand initiatives to assist residents gain consistent access to healthy food. (2024)</li> </ul>	<p>Executive Team and Board of Directors</p> <p>Medical Staff</p> <p>Patient Care Services</p> <p>Bariatrics</p> <p>Food &amp; Nutrition</p> <p>Pharmacy</p> <p>Education</p> <p>Population Health</p> <p>Marketing, Communications, and Community Outreach</p>
----------------	---	---	---

<b>Social Determinants of Health</b>	Affiliate with trusted partners to elevate services to our community.	<ul style="list-style-type: none"> <li>• Approximately 90% of inpatients are screened for SDOH, with an average of 15% qualifying. The two highest needs are typically food insecurity and transportation. Bayhealth is working to address both of these needs.</li> <li>• Using funds raised from the Auxiliary throughout the 2022 year, as well as funds raised at the Bayhealth Foundation Southern DE Golf Tournaments, Bayhealth purchased a new Cancer Center Patient Transport Van. The van is used to transport eligible radiation therapy patients to and from daily appointments at Bayhealth’s Kent and Sussex Campuses over several weeks of treatment, helping to relieve the burden of transportation. (2022)</li> <li>• Bayhealth partnered with Sussex County Habitat for Humanity, HELP Initiative, and others on the Energy Resilient and healthy Homes Initiative (ERH2) where Bayhealth identified patients who were presenting to the emergency departments on a recurring basis. Interventions such as counseling on ways to save energy, installation of</li> </ul>	<p>Executive Team and Board of Directors</p> <p>Oncology</p> <p>Medical Staff</p> <p>Patient Care Services</p> <p>Respiratory</p> <p>Cancer Institute</p> <p>Finance</p> <p>Foundation</p>
--------------------------------------	---	---	--

		<p>\$100 in energy-saving products, Healthy and Safe Home Kit were done as needed after initial home assessment. If home qualified for an Energy Audit or further Health and Safety assessment it was referred to energy, health and safety assessors. (2022)</p> <ul style="list-style-type: none"> <li>• Oncology was the first department to trial food boxes for those patients screened for food insecurity. (2023)</li> <li>• Bayhealth started giving low sodium, low sugar food boxes to staff in December 2022, inpatients in March 2023, and Outpatients in September 2023. This program was designed as a stopgap for when a patient is identified as food insecure and when the long term solutions, such as the food bank, start. As of May 2024, a total of 884 food boxes have been given to community members in need.</li> </ul>	<p>Clinical Nurse Navigators</p> <p>Population Health</p>
--	--	---	---

<p><b>Preventable Emergency Room Visits and Hospitalizations</b></p>	<p>Improve access to care and introduce services to inform and promote convenience to patients.</p>	<ul style="list-style-type: none"> <li>• Initiated emergency medicine residency program. (2023)</li> <li>• Bayhealth encourages community members to put their best foot forward and take a step toward better health with Walk with a Doc, a health program that brings doctors and patients together to walk every first Sunday of the month at 11 a.m. at Brecknock County Park. (2023). This expanded to include an Ask a Doc program, held at Modern Maturity Center. (2023)</li> <li>• Developed the ambulatory center called Bayhealth at Blue Hen in Dover.</li> <li>• Two GME residents spent 8 weeks at La Red, to improve access for local Hispanic population. (2024)</li> <li>• The GME Residents are active participants in community outreach events. This includes, but it not limited to: Pride Fest (2022-2024), Avenue United Methodist Church Community Wellness Program (2023), and free sports physicals for students. (2023-2024)</li> <li>• BHMG Primary Care practices introduced chronic care managers. Patients with 2+ chronic conditions (diabetes, heart issues, COPD, etc.) have a dedicated nurse embedded in their Primary Care Office to do the following: <ul style="list-style-type: none"> <li>○ Education</li> <li>○ Coordination of care between offices</li> <li>○ Decrease their likelihood of hospitalization</li> <li>○ Increase medication adherence</li> <li>○ 1:1 time together</li> </ul> </li> <li>• Bayhealth developed the Bayhealth at Home app to allow community members to access a board-certified physician from their cell phone or tablet. (2023)</li> <li>• Bayhealth created the Virtual Operations Center (VOC) to ensure proper placement of patients. This ensures emergency departments are used for those patients who need it most. (2023)</li> </ul>	<p>Executive Team and Board of Directors</p> <p>Medical Staff Liaisons</p> <p>GME Program</p> <p>Bayhealth Medical Group</p> <p>Population Health</p> <p>Information Technology</p>
--	---	---	---

		<ul style="list-style-type: none"><li>• Bayhealth Family Medicine offers onsite mental wellness counselors that are embedded in the practice. (2023)</li><li>• BHMG Primary Care quality metrics improved across all chronic disease and preventative care screenings from CY 2021 to 2023, with readmission rates decreasing each year. (2021-2023)</li><li>• Bayhealth partnered with Unite Delaware to refer those inpatients and outpatients with SDoH needs to local resources. After Unite DE referral with intervention, almost half of all patients had zero ED/IP use in the next 6 months. (2022-2023)</li><li>• In Fiscal Year 2024, approximately 1,000 patients were referred to Unite Delaware. (2024)</li></ul>	
--	--	--	--