

Education and Other Resources

A GUIDE FOR PATIENTS AND CARE PARTNERS



THE DRIVE IS *here.*[®]

BAYHEALTH.ORG



At Bayhealth, our mission is to strengthen the health of our community, one life at a time. As central and southern Delaware’s largest healthcare system, we do this through the services we provide at both of our hospital campuses and numerous satellite facilities and employed physician practices. We also partner with other organizations to offer additional support and education to our patients and the greater community.

In this guidebook, you’ll find information about the various classes, events, support groups, and other services and resources available to help you take control of your health and well-being. You can also learn more by visiting our website Bayhealth.org or by calling the phone numbers listed throughout this guide.



Table of Contents

CLASSES AND EVENTS	3	MATERNITY	8
HEALTHY AGING	3	OSTOMY	8
CPR & FIRST AID	4	STROKE	9
MATERNITY	5	WEIGHT LOSS	9
EXPLORERS POST	6	DIABETES	9
WEIGHT LOSS	6	DIABETES WELLNESS CENTER	9
SCREENINGS	7	OTHER RESOURCES	10
SUPPORT GROUPS	7	HOME HEALTH CARE	10
ADDICTIONS	7	HOSPICE	10
CHRONIC LUNG DISEASE	8	INPATIENT REHABILITATION	10
CANCER	8	OUTPATIENT THERAPY	11
CARDIOVASCULAR	8	ADDITIONAL SERVICES	11

Classes and Events

Bayhealth offers numerous classes, health screenings, and other events to help further improve the health of our patients and our entire community. In this section, you'll find descriptions of our classes and recurring events. Visit [Bayhealth.org/Classes](https://www.bayhealth.org/Classes) for a complete list and for specific dates and times and/or to register. You may also call 1-877-453-7107 or use the contact information provided at the end of the description.

HEALTHY AGING

A Matter of Balance

Many older adults experience concerns about falling and restrict their activities. A Matter of Balance is an award-winning program designed to manage falls and increase activity levels. This program emphasizes practical strategies to manage falls.

You will learn to:

- View falls as controllable
- Set goals for increasing activity
- Make changes to reduce fall risks at home
- Exercise to increase strength and balance

Who should attend:

- Anyone concerned about falls
- Anyone interested in improving balance, flexibility and strength
- Anyone who has fallen in the past
- Anyone who has restricted activities because of falling concerns

The class is geared toward adults age 60 and older. Participants should wear loose-fitting, comfortable clothing, wear stable footwear such as sneakers, and be able to walk and stand. The use of walking aids such as canes and walkers is allowed.

A Matter of Balance runs for eight weeks with locations in Dover, Milford and Smyrna. The program is free, but registration is required.

PACE Program

(previously STEPS to Healthy Aging Program)

PACE (Promoting Active Community Engagement) is a program for anyone in Bayhealth's service area who is interested in living a healthier life. For example, it's important to monitor blood pressure, since hypertension (high blood pressure) may be linked to heart and other chronic diseases. PACE Clinics give you an opportunity to see an RN who will provide individualized counseling for you based on your health problems, medications and blood pressure.

Clinics are held monthly from 9–11 a.m. on designated dates with locations in Dover, Lincoln and Milford. Quarterly lectures are also provided. The program is free and registration is not required.



CPR & FIRST AID

Heartsaver CPR/AED

This course is designed for non-healthcare providers in the community. It will review the steps of cardiopulmonary resuscitation (CPR) for adults, children and infants. In addition, participants will learn the use of an automatic external defibrillator (AED).

The course is offered as a two-part program. Part 1 is an online program and Part II is held in the classroom. A course completion card is issued for this course with re-certification every two years.

This course has a fee and the purchase of a textbook and registration are required.



Heartsaver CPR/AED/First Aid

This course is designed for non-healthcare providers in the community. It will review the steps of cardiopulmonary resuscitation (CPR) for adults, children and infants. In addition, participants will learn the use of an automatic external defibrillator (AED). The course also provides information on how to manage an injury of a child during the first few minutes of an emergency until professional help arrives. This class includes four core modules: first aid basics, injuries and illnesses, life-threatening emergencies, and the chain of survival.

The course is offered as a two-part program. Part 1 is an online program and Part II is held in the classroom. A course completion card is issued for this course with re-certification every two years.

This course has a fee and the purchase of a textbook and registration are required.

Heartsaver Pediatric CPR/First Aid

This course is designed for non-healthcare providers in the community. It will review the steps of cardiopulmonary resuscitation (CPR) for children and infants and provides information on how to

manage an injury of a child during the first few minutes of an emergency until professional help arrives. This class includes four core modules: first aid basics, injuries and illnesses, life-threatening emergencies, and the chain of survival.

The course is offered as a two-part program. Part 1 is an online program and Part II is held in the classroom. A course completion card is issued for this course with re-certification every two years.

This course has a fee and the purchase of a textbook and registration are required.

Heartsaver Friends and Family CPR

This course is designed for people who want to learn cardiopulmonary resuscitation (CPR) but do not need a CPR course completion card to meet a job requirement. It is ideal for community groups, new parents, grandparents, babysitters, and others (age 14 and over) interested in learning how to save a life.

This course has a fee and the purchase of a textbook and registration are required.

Safe Sitter

The babysitter is in charge! These are the last words parents utter on their way out the door. Getting the kids into bed on time may not be a problem, but if an accident happens, will your sitter know what to do? Safe Sitter® is a medically accurate program that teaches boys and girls ages 12 to 15 how to handle emergencies when caring for children.

Certified instructors teach safe and nurturing child care techniques, behavior management skills, and appropriate responses to medical emergencies. Students will also learn cardiopulmonary resuscitation (CPR) skills. Each child receives a Safe Sitter manual and tote bag. The Safe Sitter course is offered several times per year at Bayhealth Hospital, Kent Campus.

This course has a fee and registration is required.

Healthcare Provider Courses

- BLS: Basic Life Support for Healthcare Providers
- ACLS: Advanced Cardiac Life Support
- PALS: Pediatric Advanced Life Support

These courses are offered as a two-part program: Part 1 is an online program and Part II is a skills station. All courses have fees and registration is required. For more information and to register, call 302-744-7135.

MATERNITY

Breastfeeding 101

This class teaches the basics of breastfeeding. Support persons are also encouraged to attend. This class is offered monthly in Milford and Dover.

The class is free, but registration is required.

Infant Care

This monthly class is taught by a clinical educator and focuses on basic infant care to give parents confidence in their ability to take care of their babies safely once they arrive. Topics covered include diapering, care of skin, safety, newborn characteristics, sleep, crying, and so much more.

The class is free, but registration is required.

Infant Massage

Infant massage helps parents feel closer to their child, to better understand their baby's communication and cues, and to develop an interactive practice that may improve their baby's sleep patterns, support regular elimination and enhance immune function. It also reduces postpartum depression and relieves stress for both parents and the baby. This five-week course is for babies ages 1 to 10 months and their parents. Classes are held for one hour each week and are taught by instructors trained by Infant Massage USA.

This course is free, but registration is required. For more information and to register, call 302-744-7186.

Labor and Childbirth

Bayhealth offers labor and childbirth classes for expectant mothers and their partners. Mothers-to-be are encouraged to register early in their pregnancy. A childbirth educator teaches this flexible series. Through lecture, DVD, Q&A sessions, and hands-on experience, parents are empowered with knowledge and skills to make labor the best experience possible. Topics covered include pain management, breathing, the role of the coach, stages of labor, comfort measures, and much more. You will find this a welcoming environment for any questions you may have.

This course has a fee and registration is required.

ACCESS TO FREE ONLINE RESOURCES

For *Breastfeeding 101*, *Infant Care*, *Infant Massage*, *Labor and Childbirth*, and *Pumping Milk and More*, you also can sign up for a free online tool and additional educational resources — from milestones to infant care and everything in between, with multilingual, read-to-me options available — which are accessible via your tablet, computer, and smartphone.

Pumping Milk and More

Expectant mothers will learn the ins and outs of what kind of pump works best, based on personal circumstances and preferences.

The class is free, but registration is required.

Hello Baby

The birth of a baby is a joyous occasion, but it also means many changes within a family. Adjusting to a new brother or sister can be especially difficult for the older sibling. Bayhealth's "Hello Baby" program is designed to help children accept their new role.

Open to youngsters between the ages of 3 and 6, the program will explore the child's feelings and fears about having a brother or sister in the family. In addition, the children will learn basic infant skills so they can participate in the care of the new baby.

The program, which is offered four times a year in Dover, includes:

- Discussion about the new baby
- Practice diapering and holding the child's own stuffed animal or doll

At least one parent must accompany the child/children. Each child should bring a doll or stuffed animal. This course has a fee and registration is required.

Center for Women & Infants Tours

We invite you to tour the facility where you will meet your new baby for the first time.

For more information about the free tours of the Center for Women and Infants, which are offered quarterly at the Kent and Sussex Campuses, or to sign up, visit Bayhealth.org/Classes or call 1-877-453-7107. To arrange for a personal tour, please call 302-744-7245 (Kent) or 302-430-5739 (Sussex).



WEIGHT LOSS

Surgical Weight Loss Informational Seminar

These informational seminars, which are held monthly at both Bayhealth hospitals, provide the opportunity for you to learn more about the Bayhealth Bariatric Program. This includes the solutions we offer: Laparoscopic Roux-en Y Gastric Bypass, the Laparoscopic Sleeve Gastrectomy, and revisional bariatric procedures. You'll also find out about the risks, benefits and outcomes of weight loss surgery. Meet the surgeons and staff, ask them questions, and find out if you meet the criteria for bariatric surgery.

These seminars are free of charge, all are welcome and registration is encouraged. Call 302-430-5454 for more information or to register.



EXPLORERS POST

Bayhealth's Education department, in partnership with the Del-Mar-Va Council of Boy Scouts, provides an Explorers Post that gives high school students ages 14 to 20 the opportunity to learn more about careers in healthcare.

Students must have completed eighth grade to attend this program. Briefings and tours are provided for each meeting. We welcome all interested students to participate in this very valuable learning experience!

Areas that have been explored include: Radiology, Oncology, Imaging, Operating Room, Cardiac Cath Lab, Speech Therapy, Special Care Nursery, Respiratory Care, Physical Therapy, Forensic Nursing, Occupational Therapy, Wound Care Center, Pharmacy, Laboratory, Neurosurgery, Sleep Lab, and Vascular Access.

You must apply for this program and there is a membership fee. Visit Bayhealth.org for more information.

SCREENINGS

Clinical Breast Exams

As part of its commitment to promote better breast care and health, each month Bayhealth provides free clinical breast exams to uninsured and underinsured women in the surrounding community at both of its Cancer Center locations.

A clinical breast exam is a physical exam normally done by a healthcare practitioner during regular checkups. Clinical breast exams can help detect abnormalities in breast tissue and play a role in lifelong breast health.

Although these exams will be done free of charge, registration is required. To register, call Harriet Pinkston at 302-744-6719.

Screening Mammograms

An annual screening mammogram can detect abnormalities within breast tissue that may later develop into tumors or even cancer. Each month, Bayhealth hosts regular mammogram screenings in Dover, Middletown, Milford, and Smyrna at no cost to those who are uninsured and underinsured.

Although these exams will be done free of charge, registration is required. To register, call Harriet Pinkston at 302-744-6719.

Prostate Screenings

According to the Delaware Division of Public Health, prostate cancer ranks as the most common cancer and second-leading cause of cancer death among Delawarean men. That's why regular prostate screenings are important for all men, but especially for those with a family history of prostate concerns, those aged 65 and older, and those who are African American.

Each September, Bayhealth offers free prostate screenings for the community. For more information and to register, call Katie Killen at 302-744-6562.

Skin Screenings

Each year, Bayhealth offers skin screenings to the local community.

The screenings are free, but registration is required. For more information and to register, call Katie Killen at 302-744-6562.

Diabetes Screenings

The American Diabetes Association reports that over 30 million American adults have diabetes and over 7 million Americans are undiagnosed. Could you have diabetes and not know it?

Diabetes screenings are offered every Wednesday from 1 to 3 p.m. at the Outpatient Services departments at the Bayhealth Kent and Sussex Campuses.

The screenings are free and fasting is not required. For more information, call Bayhealth's Diabetes Wellness Center at 302-744-6307.

Support Groups

In addition to classes and events, there are various support groups and other resources designed to help you and your loved ones recover and maintain your health. Some are offered by Bayhealth and others are provided through local and national organizations. Below is a listing of some that are offered in Bayhealth's service area.

ADDICTIONS

Tobacco Cessation Resources

Quitting smoking is about the best thing you can do for yourself and for your loved ones. Other forms of tobacco such as chewing tobacco, cigars, snuff, and pipes are also harmful. When you stop using tobacco products, you will see almost immediate benefits that will increase over time.

Tobacco cessation isn't easy. Many different methods of quitting exist; you just need to find the one that works for you. And, you don't have to do it alone — resources are available to help you quit.

The Delaware Division of Public Health offers the Delaware Smoking Quitline to help smokers ages 18 and older quit smoking. You may receive either telephone or face-to-face counseling from a tobacco specialist who will assess your needs, explore cessation options and determine the best treatment plan for you.

Call 1-866-409-1858 for more information, or go to Quitsupport.com for online support. You may also contact the American Lung Association at 1-800-586-4872 or the American Cancer Society at 1-800-304-0779 for more information.

CHRONIC LUNG DISEASE

Better Breathers Club

This support group is for people with chronic lung disease and their family members. It is made possible through the Delaware Division of Public Health's Tobacco Prevention Community Contract. Funding for the contract is provided by the Delaware Health Fund and managed by the American Lung Association of Delaware.

The club meets monthly in Dover and Milford. Membership is free and registration is not required. For more information, contact Bayhealth Respiratory Navigators Crystal Hiser, RRT, at 302-744-7661 (Dover) and Elizabeth Hurley, RRT, at 302-430-5902 (Milford).

CANCER

Cancer Support Community

The Cancer Support Community is a statewide non-profit organization that is dedicated to helping people cope with and manage the emotional aspect of cancer.

Visit CancerSupportDelaware.org for more information.

Look Good Feel Better

The Look Good Feel Better program focuses on helping people manage the appearance-related side effects of cancer treatment and find normalcy in their life again.

Visit LookGoodFeelBetter.org for more information.

Prostate Cancer Support Group

There's nothing like sharing your own thoughts with others who have been in similar situations. Bayhealth's Prostate Cancer Support Group brings together cancer survivors and those who are close to them in an open forum so they can talk about triumphs and disappointments and learn from each other about how best to handle them.

This free support group is held monthly at both Bayhealth Cancer Centers. Call Heather Wiggam at 302-744-7990 for more information.



CARDIOVASCULAR

Healthy Hearts Club

This support group provides a forum where patients and their care partners can learn how to live a heart-healthy lifestyle and maintain overall health. Topics vary each month with different guest speakers presenting.

The group, which meets the third Tuesday of each month and alternates its location between the Bayhealth Kent and Sussex Campuses, is free to join. Registration is not required, but is appreciated by the Friday before each meeting. Those who are unable to attend the meeting in person may participate via phone.

MATERNITY

Breastfeeding Support Group

This support group is designed to provide encouragement to new and experienced breastfeeding moms through the first year and beyond.

The group, which meets monthly in Dover and Milford, is free to join and registration is not required. For more information, contact Bayhealth Lactation Services at 302-744-7233.

OSTOMY

Ostomy Support Group

The goal of the Bayhealth chapter of the United Ostomy Association of America (UOAA) is to improve the quality of life for ostomates in the community by addressing skin care, pouching, activity, and nutrition issues.

The meeting is open to all ostomates, their family and caregivers. For more information, please call 302-744-6691.

STROKE

Stroke Support Group

This group is for stroke patients and their caregivers. Guest speakers present information on educational topics such as dealing with depression, nutrition and the promotion of overall wellness. The discussions are participant centered.

The group is free to join and registration is not required. Meetings are held on the second Thursday of even months (February, April, June, August, October, and December) from 5:30-7 p.m. at the Kent Campus and on the second Thursday of odd months (January, March, May, July, September, and November) from 4-5:30 p.m. at the Sussex Campus. For more information, call Dori Kerner, PT, at 302-744-7095 (Kent) and Margaret Gullede, OTD, OTR/L, at 302-430-5977 (Sussex).

WEIGHT LOSS

Surgical Weight Loss Support Group

The success of surgical weight loss relies heavily on a patient's understanding of and commitment to certain lifestyle changes. We encourage you and your family to gain support not only from our bariatric experts, but from others going through similar experiences. These meetings, which are held monthly at both Bayhealth hospitals, offer a secure and comfortable forum for both patients who have already had bariatric surgery and people who are considering weight loss procedures. The support group meetings offer valuable information, presentations from guest speakers and open discussion.

The group is free to join and registration is not required. For more information, call 302-430-5454.

DIABETES

Diabetes Support Group

The diabetes educators at Bayhealth are happy to facilitate a peer-led support group for people with diabetes. The group provides a non-judgmental atmosphere where participants can gain management insight from others. Group meetings help individuals with diabetes realize they are not alone. The group allows people to share their experiences to help others learn and grow.

The group is free to join and meets monthly in Dover. Feel free to bring a family member, friend or support person. For more information, call 302-744-6307.



DIABETES WELLNESS CENTER

The Diabetes Wellness Center at Bayhealth, which is recognized by the American Diabetes Association and meets the National Standards for Diabetes Self-Management Education requirements, provides the educational tools needed for persons with diabetes to successfully manage their diabetes.

Diabetes education and support is offered for persons with Type 1, Type 2 and gestational diabetes. The diabetes team consists of registered nurses and a dietitian who specialize in diabetes self-management education and nutritional support.

A referral from your physician who manages your diabetes care is required to participate in the program. Your healthcare provider and diabetes educator will assist you with choosing the program that best fits your needs, either individual appointments or group classes. Completion of any program will help improve your comfort level with the day-to-day management of diabetes. Day and evening appointments are available. Preregistration and an initial assessment is required for all diabetes education.

Visit Bayhealth.org/Diabetes-Management for more information or call 302-744-6307, Monday through Friday, 8 a.m.—4:30 p.m.

Other Resources

HOME HEALTH CARE

BAYADA Home Health Care at Bayhealth — a joint venture of Bayhealth and industry leader BAYADA Home Health Care — provides supervised in-home health care services to help clients get better and remain safe and independent in their own home. BAYADA Home Health Care at Bayhealth is committed to providing the highest quality care with compassion, excellence, and reliability and is certified by Community Health Accreditation Partner (CHAP), the leading accrediting organization for the home health care industry.

Short-term services include in-home nursing and therapy for adults and seniors to help them manage chronic conditions or recover from a recent illness, injury, or hospitalization. Professional care teams may include nurses, therapists, home health aides, and medical social workers. They are specially trained, skilled, and equipped to educate clients and their family caregivers about medical conditions and how to manage their health to avoid an unnecessary hospitalization.

All BAYADA Home Health Care at Bayhealth clients undergo an initial comprehensive health assessment that guides the development of a customized, client-centered plan of care. The home health care team communicates with the client and their health care providers to ensure care is delivered according to the doctor's orders, and they keep doctors updated on their patient's progress.

Following a hospital stay, the home health care team:

- Reviews the client's discharge instructions
- Educates the client (and client's family or other lay caregiver) on all current medications (including prescriptions, over-the-counter medications and supplements)
- Ensures the client has all of the medical equipment, community resources and educational tools required to remain safe at home
- Ensures the client makes a follow-up appointment with their doctor

Home health care services are covered by Medicare and some commercial insurance. BAYADA Home Health Care at Bayhealth also handles insurance-related tasks and determines what charges the client may be responsible for before services begin. Call 302-213-5030 or visit Bayada.com to learn more.

HOSPICE

Unfortunately, in some cases, despite our best efforts and for various reasons, patients will face a point when there is nothing else that can be done to heal their body and prolong life. At that time, a common course of action is to transition the patient to hospice care.

Visit the National Hospice and Palliative Care Organization's website at Nhpco.org/About/Hospice-Care to learn more about hospice care.

INPATIENT REHABILITATION

Sometimes doctors refer patients to Inpatient Rehabilitation. At Bayhealth, our team of experienced rehabilitation professionals — including doctors, nurses, physical therapists, occupational therapists, speech language pathologists, and case management staff — works with patients to address physical and medical challenges such as those related to mobility issues, self-care, feeding, swallowing, communication, and problem solving. The Inpatient Rehabilitation team treats patients with a wide variety of ailments, including but not limited to:

- Stroke
- Spinal cord injury
- Cardiac or pulmonary disorders
- Orthopaedic conditions
- Brain injury
- Multiple trauma
- Neurological disorders, such as Parkinson's disease or Multiple Sclerosis
- Amputation of limbs
- Generalized weakness or deconditioning

Inpatient Rehabilitation works with you and your care partner(s) to develop a customized patient-centered treatment plan that helps you meet your goals and gives you what you need to get back to daily life.

Visit Bayhealth.org/Inpatient-Rehabilitation for more information.

OUTPATIENT THERAPY

Bayhealth also offers a variety of outpatient therapy services with personalized treatment plans to meet each patient's needs and health goals. Here is an overview of some of our most popular outpatient rehab therapies and services.

Physical Therapy

This service, which is available for patients of all ages, includes evaluations and training for a range of conditions such as arthritis, back pain, bursitis, chronic or acute musculoskeletal pain, concussions, foot and ankle issues, gait issues, hip pain, joint replacement recovery, sports injuries, tendonitis, and many more.

Vestibular Dysfunction Therapy

There are many causes and symptoms of vestibular dysfunction. Causes may include conditions affecting the inner ear and parts of the brain that affect balance and eye movement. Symptoms may include dizziness, sense of spinning, double vision, loss of balance, and frequent falls. Bayhealth's rehabilitation experts are specially trained in the evaluation and treatment of these symptoms and causes.

Speech Pathology

Also known as Speech Language Pathology Services, or Speech Therapy, this consists of the evaluation, diagnosis, and treatment of speech, language, cognitive, and swallowing disorders. Bayhealth offers this therapy to both adults and children.

Hand Therapy

This is the art and science of rehabilitation of the upper quarter of the human body. Using specialized skills in assessment and treatment, Bayhealth's certified hand therapists promote restoration of function and prevention of dysfunction of the upper extremities.

Aquatic Therapy

This is an effective treatment for a wide range of orthopaedic and neurologic diagnoses, including knee and shoulder surgeries, back injuries, arthritis, stroke, fibromyalgia, multiple sclerosis, and many other conditions.

Occupational Therapy

This treatment may be needed after an injury, surgery or stroke or for managing disease, the natural effects of aging, birth defects, or developmental issues. Our expert occupational therapists are trained to help improve form and function required for the activities of daily living. Bayhealth offers this therapy to adult, pediatric and geriatric patients.

Sports Medicine

The Sports Medicine Therapy team works with athletes of any age and strives to return athletes of all performance levels back to their sport as quickly and safely as possible.

Visit [Bayhealth.org/Outpatient-Therapy](https://www.bayhealth.org/Outpatient-Therapy) or call 302-744-7095 or 302-430-5706 to learn more about these and other outpatient therapy services offered by Bayhealth.

ADDITIONAL SERVICES

In addition to those therapies just mentioned, Bayhealth offers a couple of other specialized services.

Cardiopulmonary Therapy

Our cardiopulmonary rehabilitation team focuses on helping patients recover from a heart attack, heart surgery, valve replacement, stenting procedures, or angioplasty or to help them manage a diagnosis of chronic obstructive pulmonary disease (COPD) with exercise, education, counseling, and breathing retraining services.

Visit [Bayhealth.org/Cardiopulmonary-Rehabilitation](https://www.bayhealth.org/Cardiopulmonary-Rehabilitation) for more information.

Sleep Care

This entails state-of-the-art sleep disorder testing, including overnight sleep testing and daytime multiple sleep latency testing, for adults and children suffering from sleep deprivation and illness resulting from sleep disorders.

Visit [Bayhealth.org/Sleep-Care](https://www.bayhealth.org/Sleep-Care) or call 1-855-873-4177 for more information.



Learn more online

Visit **Bayhealth.org** to learn more about our services and other resources and for specific dates, times, and locations for our classes and events. To register for classes, you may also visit **Bayhealth.org/Classes** or call 1-877-453-7107.



N#3723 10/2019

BAYHEALTH HOSPITAL, KENT CAMPUS

640 South State Street
Dover, DE 19901
302-674-4700

BAYHEALTH HOSPITAL, SUSSEX CAMPUS

100 Wellness Way
Milford, DE 19963
302-422-3311