Often overwhelmed by complex medical diagnoses, many patients return home with unanswered questions accompanied by loved ones who feel alone and without resources. Bayhealth’s Family Involvement Team created a program to help alleviate this burden.

As a result of the collaboration amongst an interdisciplinary team, a notebook evolved containing elements identified as crucial not only for a successful discharge but also for the journey ahead. The notebook is based on the experience of a member’s family. The patient was a gentleman who experienced a stroke and was later diagnosed with gastric cancer. The spouse found that compiling his medical information, along with physician contacts, insurance information, medical data, lab and radiology reports, she was able to ensure that all members of his healthcare team had the latest information necessary to provide care. This process became invaluable when visiting other healthcare facilities and discussing treatment plans with other family members. As a result she was able to confidently provide care for him until his death.

At Bayhealth, this program has been tailored to meet the needs of many of our specialty areas with growing success.