



Chase Brexton  
Health Care



# HEALTH

# CARE



# THAT'S TRUE TO YOU



2023  
Annual  
Report





## OUR MISSION

To provide compassionate and integrated high quality health care that honors diversity, addresses health inequities, and advances wellness in the communities we serve.

## OUR VISION

To be a health equity leader in our communities, recognized for excellence in patient care and a culture of teamwork that supports individuals to achieve their full potential.

## OUR VALUES

We are committed to being trustworthy and reliable and to authentically living our values.

### RESPECT

We are committed to respect each other and to value unique qualities, diverse backgrounds, and perspectives.

### COMPASSION

We are committed to helping our patients, their families, and each other, with kindness and understanding.

### PATIENT-FOCUSED CARE

We are committed to partnering with our patients and communities to improve their health and well-being.

### INNOVATION

We are committed to adopting technology to remove barriers to care and continuously improve the patient and staff experience.



## TO OUR

# PARTNERS & DONORS,

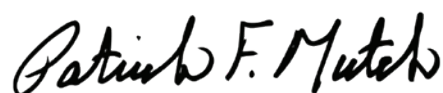
Since 1978, Chase Brexton Health Care has been an unwavering health leader in the communities we serve—and that will not change, even as we grow. Our patients depend on our person-centered approach to care, and we remain dedicated to providing customized, educated, and empowering services that create complete and total wellness for everyone we encounter.

As a supporter, you know that Chase Brexton patients are met with kindness, authenticity, and compassion by team members who are focused specifically on them and their needs. Our providers will never ask patients to be anyone other than themselves, and they will always offer health solutions that are realistic for each individual and their distinct lifestyle. It is all about delivering **Health Care That's True to You**—whether you're a Chase Brexton patient, a partner, a donor, or an employee—and it's with the support of our community that we're able to make this kind of care possible.

To continue this commitment of quality care, we devoted Fiscal Year 2023 to preparing for big changes that will shape the future of Chase Brexton Health Care. One exciting change includes the renovation of our new Security Square Center which opened to patients on January 16, 2024, and the move from Randallstown to this new location. You have supported this \$7 million renovation and expansion every step of the way by helping us raise money to not only modernize the space, but purchase the extra equipment and furnishings needed to accommodate our significantly larger home.

With this move, we have also had the opportunity to expand our programs and service lines and put strategic systems into place that improve how we interact with patients and help them lead healthier lives. With the recent launch of our new STI Clinic, as well as an expansion of our Diabetes Management Program and HIV clinic, we're ensuring people get the care they need, when and where they need it.

We have taken the time to listen to our patients and we've heard their requests. This year, we have installed a better, more reliable phone system that makes it easier for users to quickly connect to the health care services they need. We have also expanded our outreach efforts to reach new people in diverse communities and to reassure our current patients that we're always here for them. As we move forward into 2024, we plan to build on this momentum to further enhance our mission and advance wellness in the communities we serve—and you're the spark we need to ignite the fire in others to join our cause. Together, we can change lives and create healthier communities in Maryland—so let's keep going!



Patrick Mutch  
President & CEO, Chase Brexton Health Care



Juan Negrin  
President, Chase Brexton Board of Directors

Juan Negrin  
Board President



Patrick Mutch  
President & CEO

## Strategic Imperative #1: Quality

At Chase Brexton, our superior, quality care is at the center of everything we do for patients—but quality care means something different to every person you ask. That's why we're continuously evolving our programs and services to ensure everyone has access to top-of-the-line treatments and resources that help them live freely, happily, and healthily.

# HEALTH CARE THAT'S POWERFUL & ACCESSIBLE

## Chase Brexton's HIV Clinic Expands to Improve Access to Life-Changing Care

As a leader in prevention and treatment of HIV, our Infectious Disease Center of Excellence plays a significant role in helping people lead healthy, happy, fulfilling lives. With our care, more than 90% of our patients living with HIV have found hope again due to undetectable viral loads—meaning they can't transmit HIV through sex and the virus no longer takes a toll on their bodies.

Now, we're encouraging more people to know their HIV status and have access to quality prevention and treatment resources by expanding our POWER PrEP Clinic to our new Security Square (previously Randallstown) Center. The clinic offers patients expert HIV prevention, testing, and treatment; PrEP and PEP guidance and prescriptions; and confidential support from a first-rate team of physicians. In addition to the clinic, community members can depend on fast, free walk-in testing available daily at all Chase Brexton Centers. "The goal of the clinic is to inform people that we can Protect Ourselves With Every Resource," says Dr. Aalok Malankar, Medical Director of Chase Brexton's Security Square Center. "This expansion shows that our team will do everything we can to deliver superior care that helps people feel protected and empowered when it comes to their health."

**Want to learn more? Visit [chasebrexton.org/services/infectious-disease-treatment](https://chasebrexton.org/services/infectious-disease-treatment) today.**



# HEALTH CARE THAT'S HEARTFELT & SUPPORTIVE

## Senior Patients Can Experience Improved Care Coordination with the New HEART Program

At Chase Brexton, we believe being in good health requires more than just medicine—it's about your total well-being. Our Care Coordination Program helps patients manage more than just their health care by ensuring everyday factors of life do not get in the way of leading an enjoyable, active lifestyle. The program is free and open to Chase Brexton patients with Medicare, and now eligible seniors who are part of the Care Coordination Program can benefit from additional offerings from the new Chase Brexton HEART (Health Equity Advancement Resource and Transformation) Program.

With a goal to make being healthy easier, Chase Brexton introduced the HEART Program in FY2023 to give senior patients added support in areas like managing their health care, accessing food, finding transportation, meeting housing and utility needs, obtaining gift cards for certain necessary resources, addressing financial issues, and more. Older adults who are a part of HEART can take advantage of weekly visits to the Chase Brexton Every Meal Matters Food Pantry at our Columbia or Mt. Vernon Centers to pick out a free bag of groceries filled with items like canned or boxed goods, juice, and pasta. "We encourage patients to ask our Care Coordinators if they can take a trip to the pantry during their doctor's visit," shares Russell Burdette, RN, Clinical Program Manager - Population Health. "Our Care Coordinators are dedicated to ensuring you receive the right care, at the right place, at the right time. We know life can throw anyone a curveball, but we're here to help our patients through it all."



**Visit [chasebrexton.org/about-care-coordination](https://chasebrexton.org/about-care-coordination) to see if you're eligible for the HEART Program.**



## Strategic Imperative #2: Employee Engagement

Our care is only as good as our team—and we have an incredibly committed, skilled, and diverse range of employees at Chase Brexton. We're always proud of our providers and staff members and their hard work and steadfast care, but this year we introduced a brand-new employee honor—the Chase Brexton Health Care Provider of the Year—and crowned 16 team members as part of the CHASE Values Program as a way to show our appreciation.

# HEALTH CARE THAT'S DEDICATED & VALUED



### Chase Brexton Shines a Spotlight on Devoted, High-Quality Staff

People come to Chase Brexton for personalized, accepting, and compassionate health care services—and that wouldn't be possible without our incredible staff and providers. As a thank you to these hard-working individuals, our CHASE Values Program annually recognizes team members who exemplify our values of respect, compassion, patient-focused care, and innovation. We're proud to share we crowned 16 employees who have authentically lived our values each day—whether they've uplifted their co-workers or delivered excellent patient care.

We've also introduced a new yearly employee honor, known as our Chase Brexton Health Care Provider of the Year award, and the first-ever recipient is Dr. Sarah Connor (pictured above)! Dr. Connor is a Chase Brexton family physician in Columbia and the leader of our Diabetes Management Program. A true champion for her patients, Dr. Connor has been providing dedication and quality care at Chase Brexton since 2011. Provider of the Year follows a peer-led process, and nominators had the following to say about Dr. Connor, "Dr. Connor goes above and beyond for everyone she works with. She is patient, understanding, and takes the time to make sure she listens. Dr. Connor is also an amazing person overall!"

When asked about receiving this honor from her peers, Dr. Connor acknowledged how far she's come thanks to the support of her family, colleagues, and patients who have helped her become the doctor she is today. "I am dedicated to Chase Brexton's mission, and I'm honored to serve this diverse community," she shares. "This has been such a rewarding career path, and I am grateful for the opportunity to be where I am today."



## CHASE Values Program "Crowned" Team Members

FY24 (July 2022 - July 2023)

**Yessenia Hernandez** COMPASSION  
Medical Assistant, GBC

**Felipa Reynolds-Norwood** PATIENT-FOCUSED CARE  
Pharmacy Technician, RC (now SSC)

**Chante Dowell-Scott** COMPASSION  
Patient Service Representative, RC (now SSC)

**Michael McGraw** PATIENT-FOCUSED CARE  
Behavioral Health Therapist, GBC

**Michael Varela-Sanchez** RESPECT  
Help Desk Specialist, MVC

**Tikia Wilson** PATIENT-FOCUSED CARE  
Linkage Case Manager, MVC

**Alfredo Santiago** INNOVATION  
Psychiatric Coordinator, MVC

**Tarsha McFarlin** COMPASSION  
Diabetes Management Linkage I, MVC

**Rolesia Rogers** RESPECT  
Substance Use Therapist, GBC

**Ta'Von Vinson** PATIENT-FOCUSED CARE  
Linkage Case Manager I, MVC

**Tyjai Marshall** PATIENT-FOCUSED CARE  
Financial Eligibility Specialist, MVC

**David Idemudia** RESPECT  
Behavioral Health Therapist, GBC

**Johnny Zuniga** PATIENT-FOCUSED CARE  
Financial Eligibility Specialist, GBC

**Dorian Peoples** PATIENT-FOCUSED CARE  
Nurse Care Manager, MVC

**Dondrea Conaway** COMPASSION  
Patient Service Representative, CC

**Samantha Youngbar** INNOVATION  
Medical Assistant, GBC

### Strategic Imperative #3: Growth

Exciting expansions are now in motion at Chase Brexton—meaning we will be able to help more people in more communities have access to the health care services they deserve. With the opening of our new Security Square location, we're able to double the number of local residents served to over 14,000 unique patients—but the growth doesn't stop there! Also in 2024, our new STI Clinic will launch at our Security Square and Mt. Vernon Centers and our Diabetes Management Program will be available to patients at our Columbia, Glen Burnie, Mt. Vernon, and Security Square locations.

## HEALTH CARE THAT'S

# REALISTIC & EFFECTIVE



### **The Chase Brexton Diabetes Management Program Expands to Serve More Communities**

Patients with diabetes can live their healthiest lives possible with help from Chase Brexton's myA1c inCheck Diabetes Management Program. Created in 2021 and originally offered at the Columbia Center, the program provides realistic and effective treatments, healthy lifestyle plans that can easily be followed and maintained, and access to a hands-on provider team to help people manage their blood sugar levels. With services like nutrition counseling and education, pharmacy guidance, and specialized care, this is a life-changing program that gives patients with diabetes hope for the future—and now more people will be able to benefit from it. "We have expanded our program to Mt. Vernon and Glen Burnie this year thanks to a \$1.16 million seed grant from Quest Diagnostics," says Mahro Ershadi, Chief Pharmacy and Strategy Officer. "Plus, in January 2024, we expanded to our new Security Square Center."

Melvin, a patient at the Mt. Vernon location, has been working with Dr. Briana Murray and shares that the program has helped him improve his A1c numbers and prevent further health complications. "The program is very straightforward," he states. "We focus on targets and goals, and I am happy to say I've been hitting all of [them]. If you're having problems, join the program. Chase Brexton should have a whole floor of diabetes doctors, it's so helpful."

**Visit [chasebrexton.org/services/diabetes-management](https://chasebrexton.org/services/diabetes-management) to see if the program is right for you.**



***"We focus on targets and goals, and I am happy to say I've been hitting all of [them]."***

*Melvin, a patient at Chase Brexton's Mt. Vernon location*



## Strategic Imperative #4: The Patient Experience

At Chase Brexton, our patients' needs drive the work that we do—so we want them to know that here they are heard. We're committed to providing individualized care that respects and empowers every patient and honors, affirms, and supports them both inside and outside our Centers. In just over two years, The Institute for Equity, Diversity, and Inclusion (EDI) at Chase Brexton has diligently worked to further our purpose of "disrupt[ing] the behaviors, beliefs, and policies that sustain systemic inequities, structural racism, and other discriminatory practices."

# HEALTH CARE THAT'S INCLUSIVE & IMPACTFUL

Removing long-standing barriers and working toward equitable health care, particularly for marginalized individuals, continues to be the crux of our work at Chase Brexton—as it has been behind every strategic initiative undertaken in 2023 and will continue to inform the work we do in 2024.

### Reflecting on 2023, The Institute for EDI:

1. Reviewed nearly 500 organizational policies to remove binary (gendered) language and ensure that all policies contain inclusive language.
2. Demonstrated adherence to six new Joint Commission Health Care Equity Standards.
3. Hosted, along with The Center for LGBTQ Health Equity, an LGBTQ+ Chamber of Commerce and Foundation Board Training centered on intersectionality, cultural humility, implicit bias, and microaggressions. One attendee commented, "This training should be expanded and made available to as many organizations as possible as the information shared is invaluable."
4. Received a grant from the Community Foundation of Anne Arundel County to provide four EDI trainings at our Glen Burnie Center:
  - Burnout Breakthrough: Reclaiming Your Energy
  - Foundations of Equity, Diversity, and Inclusion Part I and II
  - How to Recognize and Respond to Microaggressions
  - Understanding Your Patient's Context and Trust
5. Developed and facilitated monthly New Hire Orientation EDI Trainings and an annual Disability Awareness Training.
6. Participated in the Leaders in Equity and Diversity (LEAD) Collaborative.
7. Partnered with Cool & Associates, LLC to begin developing a Spanish-Speaking Patient Journey & Engagement Guide. This important resource will aid in fostering compassionate and equitable care.
8. Instituted the EDI Glossary, an internal facing document to be used as a reference to foster education and understanding of diverse perspectives.
9. Began the implementation of our EDI Strategic Plan. This plan charts a path forward and outlines EDI goals and objectives in employee engagement, patient experience, growth, community engagement, quality, and finance. It is a roadmap that will inform our decision-making process and strategic priorities in the years to come.



Embarking on FY24, The Institute for EDI remains committed to effecting change in the areas of policy and conduct, and in the experience of each patient and employee. As our strategic plan guides our work, relationship building is central to its progress—paving the way for communication that fosters solutions. We are thankful to our colleagues for their generosity and expertise which has, in great part, allowed for seamless integration of EDI best practices in the last year. Our gratitude also extends to our partners, whose support continues to assist in pushing our initiatives forward while enriching the greater public. As we forge ahead, we are ever committed to our patients, staff, and community and look forward to a transformative year.

# WHO WE SERVE

## TOTAL PATIENT VISITS BY SERVICE



Medicine/OB-GYN  
90,217



Behavioral Health  
30,882



Social Work & Outreach  
15,702



Dental  
12,135



Substance Use  
1,476

## WHO WE SERVE\*

### LGB Patients by Sexual Orientation



Lesbian/Gay: **3,011**



Bisexual: **2,142**



Other/Self-Described: **646**

### Identify as Gender Diverse by Age

\* These numbers are based off of patient self-reporting.

0-20 Years Old: **1,023**

21+ Years Old: **2,760**

## PAYOR MIX

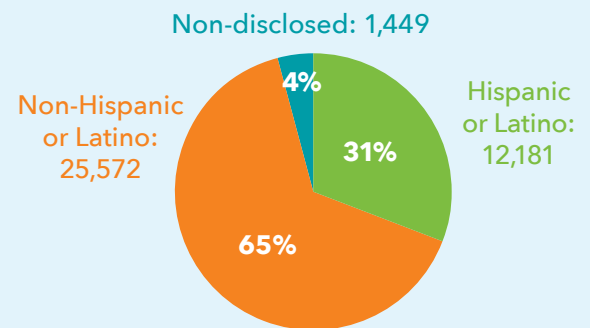
Medicaid:  
**12,388**

Uninsured:  
**16,201**

Medicare:  
**2,536**

Private Insurance:  
**8,551**

## RACE & ETHNICITY



Black/African American:  
**17,068**

American Indian/Alaskan Native:  
**981**

More Than One Race:  
**300**

White:  
**14,016**

Asian/Native Hawaiian:  
**1,830**

**Total Number of Patients:  
39,202**

## PATIENTS WE SERVE

Patients We Serve Who Do Not Have Insurance

**16,201**  
FY23

## CARE WITHOUT COMPENSATION FY2023

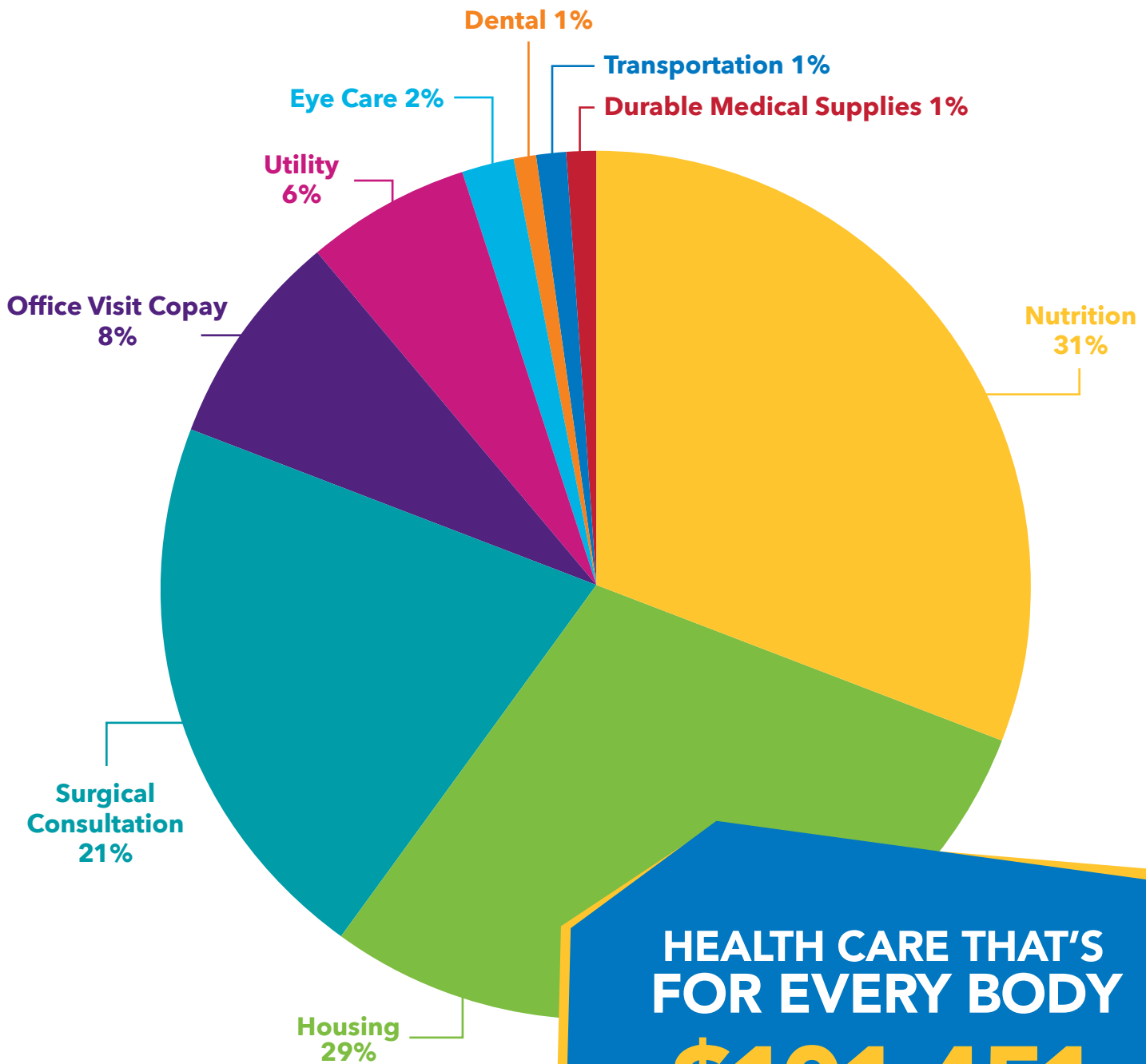
**\$11,749,741**





# HOPE LIVES **HERE**

Chase Brexton's Hope Lives Here Fund helps our most vulnerable patients receive much-needed health care and support services. Here is how funds were used in FY2023:



**HEALTH CARE THAT'S  
FOR EVERY BODY**

**\$101,451**

*Hope Lives Here FY23*

# HEALTH CARE THAT

# TRAVELS NEAR & FAR



April 15, 2023

## HOWARD COUNTY

*The County's Largest Celebration of Earth Day at Howard County Community College*



May 6, 2023

## ANNE ARUNDEL COUNTY

*University of Maryland Baltimore Washington Medical Center's Community Wellness Day*



May 16, 2023

## BALTIMORE CITY

*National Honor Our LGBT Elders Day at Center Stage*



June 1, 2023

## TALBOT COUNTY

*LGBTQ Center for Health Equity: Lunch & Learn in Easton*

### **Chase Brexton's Hope Lives Here (HLH) Tour Made Stops Around Maryland for a Good Cause—Bringing Health Care to Those Who Need It**

Imagine if having access to health care services were as easy as stepping outside of your front door. The HLH Tour hopes to make that vision possible by raising \$240,000 for its Mobile Medical Van Program that will deliver care directly to those in our community who need it most.

Throughout the spring, members of the Chase Brexton community traveled across the state bringing food, fun, health challenges, and more to different communities during the five-stop adventure—all while raising funds for the future Mobile Medical Van Program. From community wellness days to honoring our LGBT elders, there were many opportunities to hear from patients, meet new community members, and advance our mission by bringing accessible services and affirming care to more people.



Currently, we're over the halfway mark to reach our goal—and there's still time to help! Even though the physical tour is over, you can visit [events.chasebrexton.org/hlhtour2023](https://events.chasebrexton.org/hlhtour2023), or [scan the QR code](#), to select your fundraising goal and get started. Everyone's health matters—and we're one step closer to making an impactful difference in the way Chase Brexton Health Care reaches our communities.



# SPONSORS

Our sponsoring organizations consistently go above and beyond in their efforts to support Chase Brexton's mission. These organizations bring us into their corporate families and make us a part of their culture. They encourage their employees to volunteer their time and engage their customers and vendors on our behalf. To each of our partners, we say "thank you" for your passionate commitment to our communities.

## GOLD



## SILVER



## BRONZE



## JUMP



## RUN



## HOP

- AdNet
- Brown Advisory
- Devaney & Associates
- United Healthcare

## SKIP

- CBIZ
- Enterprise Holdings Foundation
- IMPACT
- Morgan Stanley

## FRIENDS

- Comptroller of Maryland
- Giant
- Infinite Legacy (Donate Life Maryland)
- Wegmans



# THE CHASE SOCIETY

The Chase Society of Chase Brexton Health Care was established to recognize the generous contributions individuals or family foundations have made over their lifetime. In FY2023, The Chase Society expanded to include its new Corporate Recognition Program, which recognizes Gold, Silver, and Bronze corporate donors who likewise have shown an ongoing commitment to Chase Brexton's mission.

## GOLD

**\$500,000 or Greater Over a Lifetime**

Maryland Community Health System  
Associated Black Charities  
Harry & Jeanette Weinberg Foundation

## SILVER

**\$250,000 or Greater Over a Lifetime**

France-Merrick Foundation, Inc.  
Kaiser Permanente  
SAGE (Services & Advocacy for LGBT Elders)  
Gilead  
GE Aviation - Middle River Aircraft Systems  
Baltimore City Health Department  
Horizon Foundation  
CareFirst BlueCross BlueShield

## BRONZE

**\$100,000 or Greater Over a Lifetime**

Kenneth S. Batty Charitable Trust  
The Rouse Company Foundation  
Aetna Foundation, Inc.  
M&T Charitable Foundation  
GlaxoSmithKline  
Quest Diagnostics  
Siemens  
PNC Charitable Trusts  
Broadway Cares/Equity Fights AIDS  
Middendorf Foundation

## RUBY

**\$50,000 or Greater Over a Lifetime**

Karen Bellesky, RDN  
Barbara J. Kane  
Eric Lancaster  
Lockhart Vaughan Foundation, Inc.  
William G. Baker, Jr. Memorial Fund  
Leonard & Helen R. Stulman Charitable Foundation

## SAPPHIRE

**\$10,000 or Greater Over a Lifetime**

Jacqueline C. Adams  
Samuel J. Ady  
Don Alexander & Roy Chestnut  
Bruce H. Caviness  
Betsy Cerulo & Susan Murray  
Jesse Craig  
Roger M. Dalsheimer  
Mary Ann & Robert Facente  
John Farley, Jr.  
Paul Fowler, MD & Franklin N. McNeil, Jr.  
Andy Frake & Richard Bennett  
Susan & Robert Friedlander  
Ronald Griffin  
David Hankey  
Payam Hariri  
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Yvette Oquendo-Berruz, MD & Edwin Berruz  
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Judy & Timothy Shahan  
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James Spellissy & Joe Ennd  
Ronald J. Taylor  
Guy J. Van Tiggelen & Charles Archer  
Karen Weiss  
The Herbert Bearman Foundation  
Skip Johnson Charitable Foundation, Inc.  
Annie E. Casey Foundation, Inc.  
Macht Fund of the Associated  
Lois & Irving Blum Foundation

## EMERALD

**\$5,000 or Greater Over a Lifetime**

Harry Alascio  
Phillip E. Bovender  
Davis Bradley  
Carol G. Brochin  
William Budacz  
Richard Caserta  
George Chambers  
Rev. Thomas Davison  
Randy R. Delker  
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Douglas L. Miller  
Nancy A. Miller  
Thomas Moloney-Harmon  
Shanae Murray  
Geri O'Donoghue  
The Hon. Christopher L. Panos & Dennis T. Cashen  
Johna Ruffo & Karen Konkel  
Philip Saracino  
Donna Schoch-Spana  
Alice R. Sliwka  
Raymona Smith  
Jane Steck  
Lauren Vaszil  
Chris & David Wallace  
Sanford & Doris Slavin Foundation





# LEGACY SOCIETY

The Legacy Society recognizes and honors those who have created a planned or deferred gift for Chase Brexton Health Care to ensure a better future with access to health care for all.

Anonymous  
John R. Chrisman  
Tommy Flow  
Alan E. Povey

Ronald J. Taylor  
The Sugarman Family  
James Zabora

## THANK YOU TO ALL OUR DONORS

Every gift makes our communities stronger. Scan the QR code below to view the complete list of our 2023 donors.



# LOCATIONS

**ANNE ARUNDEL COUNTY**  
Glen Burnie Center

200 Hospital Drive  
Glen Burnie, MD 21061

**TALBOT COUNTY**  
Easton Center

500 Cadmus Lane  
Suite 203  
Easton, MD 21601

**BALTIMORE CITY**  
Mt. Vernon Center

1111 North Charles Street  
Baltimore, MD 21201

**HOWARD COUNTY**  
Columbia Center

5500 Knoll North Drive  
Suites 370 & 400  
Columbia, MD 21045

**NEW ADDRESS!**

**BALTIMORE COUNTY**  
Security Square Center

6901 Security Boulevard  
Suite 200  
Baltimore, MD 21244

Did you know? Our Randallstown Center relocated to Security Square. The new Security Square Center at Chase Brexton Health Care will allow us to double the number of patients served in Baltimore County each year.

*Chase Brexton Health Care is also the provider of primary care services at Sheppard Pratt's Way Station.*

## TOTAL PATIENTS

by Center

**SECURITY SQUARE CENTER**  
*(previously Randallstown)*



6,265

**MT. VERNON**



14,021

**COLUMBIA + WAY STATION**



12,198

**GLEN BURNIE**



8,415

**EASTON**



765





# BOARD OF DIRECTORS

## FISCAL YEAR 2023

Our Board provides guidance on all aspects of Chase Brexton's growth, and more than half of our Board members are also our patients. We are honored by the time, dedication, and wisdom each of our Board members provides to us.

### OFFICERS

- CHAIR**  
Juan Negrin
- VICE CHAIR**  
Russ Montgomery
- SECRETARY**  
Kaye Gooch
- TREASURER**  
Sanjeev Dev

### MEMBERS-AT-LARGE

- Lois Anderson
- F.T. Burden
- Dr. Damian D. Crawford
- Neijma Celestine-Donnor
- Joseph Ferlise
- Oscar Franklin
- Sam Fuller
- Dr. Rahul Gor
- Julia Krieger
- Jessica Obayan
- Alaysia Phillips

# SERVICES



Primary Care



Pharmacy & Lab



Pediatric Care



Dental



Therapy



OB/GYN



Psychiatry



Substance Use



Social Work & Outreach



Infectious Disease Center of Excellence



Gender Affirming Care



HIV Counseling, Testing & Referral



Center for LGBTQ Health Equity



Chase Brexton Health Care

1111 North Charles Street, Baltimore, MD 21201 | 410-837-2050 | [chasebrexton.org](https://chasebrexton.org)