



HEALTH CARE FOR
EVERY
BODY



Chase Brexton Health Care

2022 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 AND DONORS,

At its core, Chase Brexton Health Care is a mission-driven organization committed to improving the health of our patients and the communities we serve. However, it is you either as a patient, supporter or donor and your enduring belief in our mission and persistent support of our vision who make our work possible.

During this last fiscal year, the Board and Senior Leadership took on the bold task of evaluating and updating our organizational mission, vision, and values, which we are honored to share with you here (see left). The mission serves as a guiding light for our teams and a promise to our patients and communities. What we say, how we affect change, and how we address the shifting healthcare needs of our communities must be reflected in our mission, our vision, and our values as an organization.

Words matter. But ultimately it is the actions of our staff that shift the tide toward true equity and wellness across our communities. Therefore, as we reflect on the work accomplished in Fiscal Year 22, we want to illustrate how Chase Brexton's staff show their commitment to and embody the new Chase Brexton values.

Respect: Over the last five years, our Board, leadership teams and staff have driven the effort to strengthen a culture of equity, diversity, and inclusion for everything we do. In Fiscal Year 22, we were proud to launch the Institute for Equity, Diversity, and Inclusion of Chase Brexton Health Care. After an intensive search, we were thrilled to hire Aya Shuman as executive director of the Institute. You can read more about the activities, goals, and work ahead for the Institute on page 4.

Compassion: The immense effort our teams have taken to better improve our work for our patients and communities, as well as one another is simply overwhelming. Across departments and teams, we have gone above and beyond to ensure each of us has the tools to lead a well-lived life. The launch of Every Meal Matters, our food security program in partnership with the Maryland Food Bank, is just one example of consideration and kindness being a priority for our teams. The needs of our patients are always more than healthcare alone and this program is adding food pantries to our Centers for any patient in need to receive free, healthy food, recipes, and cooking tools.

Patient-Focused Care: Our development teams continue to find more opportunities to engage with organizations and governmental entities to build wellness opportunities that help patients beyond the exam room. We have secured grants that enhance the referral of emergency department patients for follow up dental care, support the healthcare needs of mothers and babies, and offer a diabetes management program that includes medication management and nutritional services.

Innovation: Technology can be a barrier unless it is used to better serve our patients and staff. This past year we have launched the mobile phone and tablet app versions of our Patient Portal to offer more ways to equip patients with access to their health care. Telehealth has continued to expand, and we have built a robust system to ensure patients of their ability to access the care they deserve, wherever they are. And, our launch of the remote self-monitoring blood pressure program, myBP inCheck, gives patients ownership of their care and allows them to remain in consistent communication with nurse care teams through a blood pressure cuff that is connected to the patient portal. Knowledge is indeed power as our patients become more educated about their own health in real time as they work to reduce hypertension and improve their well-being.

We hope that this annual report clearly demonstrates our commitment to authentically live our mission, vision, and values in all our goals, priorities, and actions. Thank you for all you do in support of our special mission.

Yours in good health,



Juan Negrin
Board President



Patrick Mutch
President & CEO

Patrick Mutch
President & CEO, Chase Brexton Health Care

Juan Negrin
President, Chase Brexton Board of Directors

Strategic Imperative #1: Quality

At Chase Brexton, quality of care and patient safety are our highest priorities. As our communities' needs evolve, we must evolve, too. As such, we're strategically focused on creating highly tailored and specialized services that enable all patients—regardless of their diagnoses—to take control of their health and live their healthiest lives possible.

COLLABORATIVE CARE FOR EVERYBODY

Diabetes Management Program Gives Patients Multi-Disciplinary Support

In August 2021, Chase Brexton launched the Diabetes Management Program at our Columbia Center to best address and treat diabetes among patients. The program uses a multi-disciplinary approach, focused on best practices in the field. A patient's primary care physician, pharmacists, and dietitians form a care team to support the patient in healthy habits and disease management. This personal and individualized approach assists the patient in making disease management easier to understand, implement, and stick to. Through Every Meal Matters, in collaboration with The Maryland Food Bank, participants have on-site access to healthy food options, recipes, and kitchen utensils, assisting with food insecurity (see page 6).

Visit ChaseBrexton.org/Diabetes-Management to learn more about the program.



EDUCATION FOR EVERYBODY

Nurse-Driven Program Helps Patients Learn About & Manage High Blood Pressure

Some Chase Brexton patients don't know they have high blood pressure, or don't know how to bring it under control. For those patients, Chase Brexton now offers a new nurse-driven blood pressure monitoring and education initiative. Available to Chase Brexton patients with diagnosed hypertension, the program provides education and an interactive blood pressure cuff to help them check their blood pressure at home. Chase Brexton nurses also consult with the patient about healthier lifestyles. "We want to find gaps in patient's knowledge and lift them up with education and wrap-around services at Chase Brexton," said nurse Jennifer Mayhew. "To make that patient better, we have to look at the whole patient."

To read more, visit ChaseBrexton.org/Blog/New-Chase-Brexton-Program-Helps-Patients-Manage-High-Blood-Pressure.



Strategic Imperative #2: Employee Engagement

The work that we do at Chase Brexton is not possible without a strong, devoted, and talented staff. Today, we're developing new recruitment and retention strategies, professional development opportunities, and equity, diversity, and inclusion (EDI) initiatives to empower our employees and give them the tools they need to pursue their most meaningful callings.

OPPORTUNITY FOR EVERYBODY

Employee-Led Effort Launches Institute for Equity, Diversity & Inclusion

When Chase Brexton first decided to create the Institute for Equity, Diversity & Inclusion (EDI) in 2020, it wasn't a mandate from the top. Instead, it was the brainchild of a collection of employees—known as the Beacon Initiative—who saw the need to look within the organization and beyond, acknowledge Chase Brexton's blind spots, and advocate for positive shifts in perspective and behavior that would challenge Chase Brexton to be more.

Over the course of 18 months, the Beacon team carefully plotted out the vision for the new Institute, engaging fellow employees at every level of the organization in the building process through surveys, workshops, and honest—if not always easy—conversations.

The Institute officially launched in January 2022 with the hiring of EDI expert Aya Shuman as its executive director. Today, the Institute is working on building a strategic roadmap that will include ensuring EDI principles are deeply embedded in Chase Brexton's policies and practices; identifying and addressing patient barriers to equitable care; promoting inclusivity and learning through staff education and development; and fostering a culture of EDI innovation and growth within Chase Brexton and the greater community.

"Being a champion for diversity, health equity, inclusivity and anti-racism at times feels like an uphill battle and the sheer enormity of work can feel quite daunting," said Shuman. "One can choose to look at this as an insurmountable task, or a challenge that we're willing to embark on. We choose the latter every day, knowing that our efforts positively impact the diverse patients and communities we serve."

Learn more about the Institute and get to know executive director Aya Shuman now at ChaseBrexton.org/Institute-EDI.



*Aya Shuman
Executive Director, Institute for
Equity, Diversity & Inclusion at
Chase Brexton Health Care*



The Institute for
Equity, Diversity, & Inclusion

Strategic Imperative #3: Growth

At Chase Brexton, we believe everyone deserves great health care because everyone's health matters. So we're working hard to get more health care services to more people than ever before. That includes expanding our Glen Burnie and Columbia Centers, diversifying our service lines, and joining forces with community partners who share our vision for healthier communities.



MENTAL WELLNESS FOR EVERYBODY

In-Person & Virtual Behavioral Health Services Continue to Grow

For several decades, Chase Brexton Health Care has been providing behavioral health and medicine services to children, adolescents, and adults in our communities. In recent years, these programs have deepened, expanded, and flourished. Peer support, including smoking cessation, provides a unique healing model and opportunity, allowing for a robust approach to treatment. Our individual, family, and group therapies, in addition to education programs support the whole family through comprehensive, holistic, and compassionate care. These behavioral health and medicine services at Chase Brexton are available in-person as well as virtually, expanding access not only to the communities in which our centers reside, but to the entire state of Maryland.



MEDICATION MANAGEMENT FOR EVERYBODY

Enhanced Pharmacy Program Leads to Better Patient Outcomes

In March 2022, the Chase Brexton Pharmacy department unveiled its Pharmacy Adherence Support Team (ASTRx) program. A reboot of the organization's previous Medication Support program, ASTRx aims to help patients who are diagnosed with acute or chronic infectious diseases manage their medication and treatment. As a part of ASTRx, patients are given support to help achieve care goals; receive dedicated care from a clinical pharmacist, pharmacy technician, and medical assistant who work closely with their infectious disease provider; and get their medications packaged in pill packs at every appointment to make medication management smooth and easy. The program currently sees almost 100 patients, with 85 percent of patients successfully reducing their viral load to less than 200 after being enrolled in the service.

"It's a pleasure getting to serve our patients every day, helping them navigate a really challenging health condition in a really challenging health environment a little bit easier," said Mackenzie Hrubey, PharmD. "Everyone deserves to feel cared for and to understand their medications."



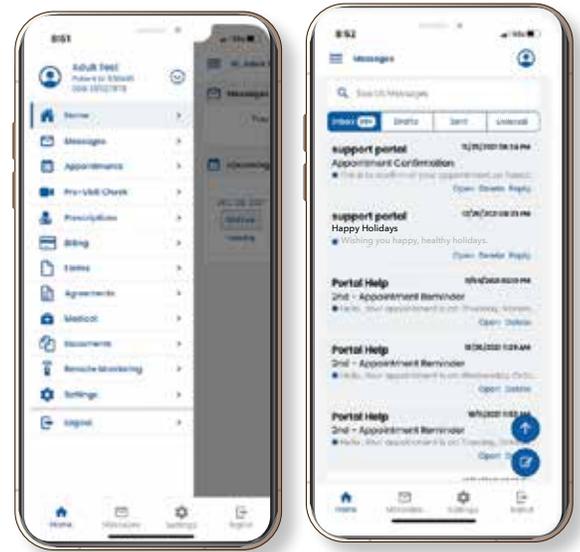
Strategic Imperative #4: The Patient Experience

At Chase Brexton, healthcare is more than medicine. We strive to deliver a patient experience that's welcoming, affirming, and completely tailored to each person. Over the next three years, we're developing new ways to improve patient outcomes, better meet our patients' needs, and ultimately make our services more accessible, equitable, and inclusive for every patient who counts on us.

ACCESS FOR EVERYBODY

Putting Health Care in Patients' Hands With the MyChaseBrexton App

For many patients, life is so hectic that finding the time to take care of one's health can feel almost impossible. Chase Brexton is committed to making it easier by investing in smarter, more user-friendly tools like the MyChaseBrexton app, which launched in June 2022. With the MyChaseBrexton app, patients no longer have to wait for office hours to complete many of their everyday health tasks. They can schedule appointments, view test results, request prescription refills, monitor their medical vitals, and more—wherever and whenever it's most convenient for them.



WRAP AROUND SUPPORT FOR EVERYBODY



Every Meal Matters Program Tackles Food Insecurities

There are more than 619,000 food insecure Marylanders—a 27 percent increase since the onset of the pandemic. Chase Brexton set out to address this head on in 2021 with the creation of the Every Meal Matters program, part of our new role as an official Distribution Partner of the Maryland Food Bank. Through this routine food distribution program, Chase Brexton is able to dispense 4,000 pounds of food each month at our Centers in Baltimore, Columbia, Glen Burnie, and Randallstown. The program is expected to provide healthy food to more than 2,400 families in our community in 2022.

Did you know? A donation of \$25 provides a week's worth of healthy supplemental food to a family of four. Visit ChaseBrexton.org/Give to find out how you can pledge your support.

TOTAL PATIENT VISITS BY SERVICE



Medicine/Psychiatry/
OB-Gyn
67,929



Behavioral Health
28,167



Social Work & Outreach
11,120



Dental
9,233



Substance Use
1,547

WHO WE SERVE*

LGB Patients by Sexual Orientation



Lesbian/Gay: **2,902**



Bisexual: **1,869**



Other/Self-Described: **582**

Identify as Gender Diverse By Age

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



0-20 Years old: **810**

21+ years old: **2,448**

PAYOR MIX

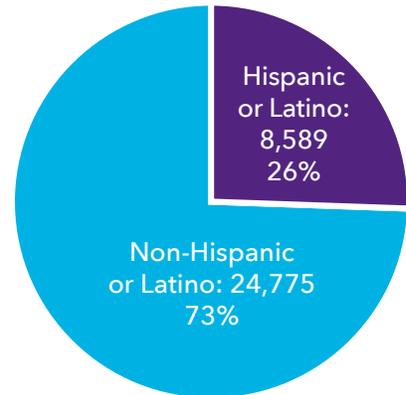
Medicaid:
12,312

Uninsured:
10,675

Medicare:
2,628

Private Insurance:
8,533

RACE AND ETHNICITY



Black/African American:
15,659

American Indian/Alaskan Native:
656

More than one race:
271

White:
10,387

Asian/Native Hawaiian:
1,606

**TOTAL NUMBER OF PATIENTS:
33,364**

POVERTY LEVEL PERCENT

Patients Reporting At or Below
Federal Poverty Levels (FPL)

69% at or below
100% FPL

97% at or below
200% FPL

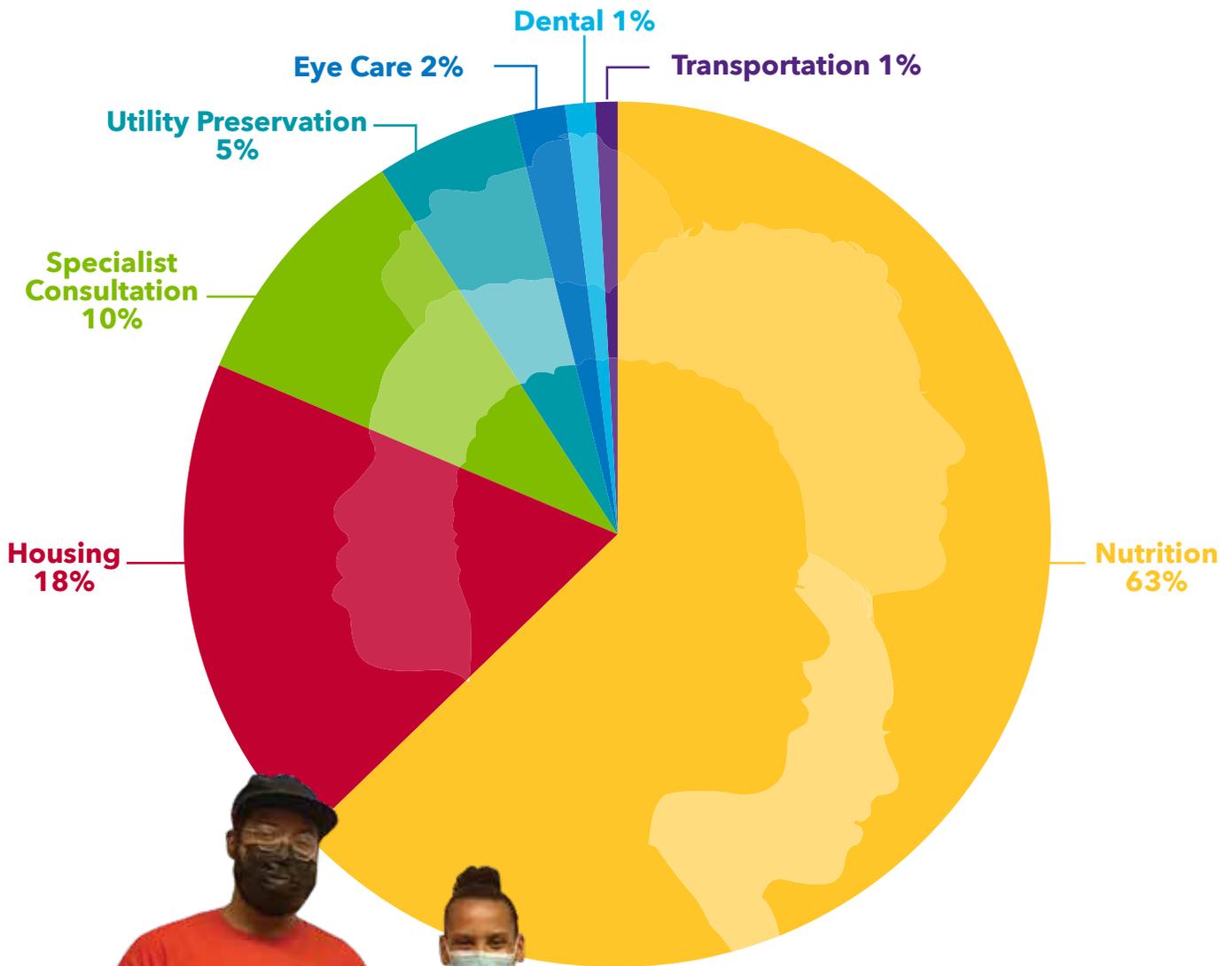
CARE WITHOUT COMPENSATION FY2022

\$7,872,516



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 FY2022:



HEALTH CARE & SUPPORT FOR
EVERYBODY
\$136,472

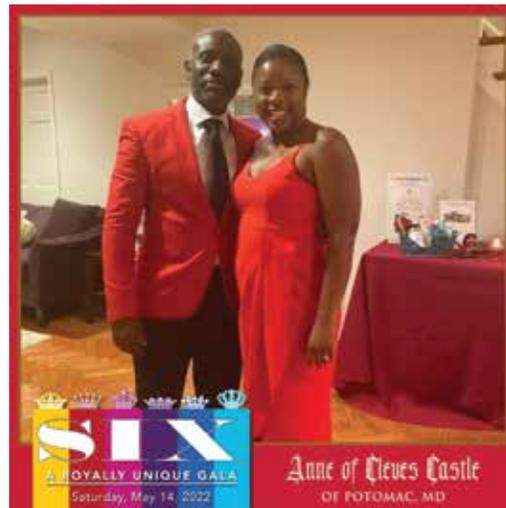
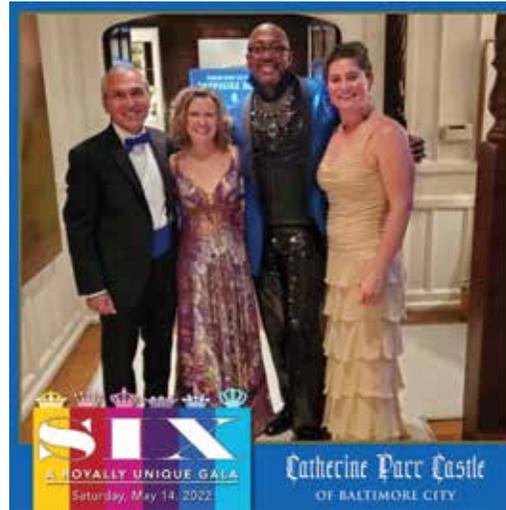
A CELEBRATION FOR EVERYBODY

It was an event fit for a queen. Six queens to be exact. On Saturday, May 14, 2022, 350 revelers came out to support Chase Brexton at one of six “castles” (private homes) across Maryland for a royally unique gala inspired by Henry the VIII’s six wives and the hit Broadway musical SIX.

Each castle offered guests a unique celebration in terms of dress code, food, entertainment, and attire—from a “preppy pink” Chesapeake Bay fete in Annapolis to a cabaret-and-black-tie affair in Baltimore City. Guests were invited to celebrate at the castle of their choosing or virtually from the comfort of their own home.

The multi-location format was motivated in part by COVID-19 uncertainties, but also as a way to give community members a new and different way to celebrate Chase Brexton’s mission. The response was overwhelming: by the end of the event, more than \$340,000 had been raised, surpassing the gala committee’s original goal of \$225,000 and setting a new fundraising record for the biennial event along the way.

Proceeds from the gala are now being used to fund two of Chase Brexton’s newest programs: the Every Meal Matters food distribution program (see page 6) and the Institute for Equity, Diversity & Inclusion (see page 4).



MEET OUR CASTLE HOSTS

Thank you to our 2022 Castle Hosts—some of Chase Brexton’s most loyal supporters who so generously opened up their “castles” to our gala guests for the May 14th celebration.

Catherine of Aragon Castle

Sanjeev & Leena Dev

Anne Boleyn Castle

Jamie Merida & Vincent Bochin

Jane Seymour Castle

Mark & Mary Blake Foster

Anne of Cleves Castle

Mahro Ershadi & Mo Ghorbanpour

Catherine Howard Castle

Jennifer Navabi, Paulo Fernandez, and Special Guest Annapolis' Mayor Gavin Buckley

Catherine Parr Castle

Anthony Evans & Kevin Sowers, RN



GALA SPONSORS

Our corporate partners consistently go above and beyond in their efforts to support Chase Brexton’s mission. These organizations take 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.

BLACK PRINCE’S RUBY



DIAMOND



RUBY



SAPPHIRE



EMERALD



PEARL



MEDIA



TUDOR CROWN



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

J Howard Hyph
Alan Povey
Ronald J. Taylor

The Family of Bruce Thomson
The Sugarman Family
James Zabora

IN MEMORIAM

Millard "Mil" Holmes: Chase Brexton Supporter

Affectionately known as Mil, Millard Holmes, age 74, was born in Baltimore, MD. He served in the U.S. Army during the Vietnam era, serving in Louisiana, Texas, Alabama, and South Korea. Mil was employed for 40 years by Simplex Time Recorder Company (later SimplexGrinell). He married his wife, Kris, and the newlyweds moved to Columbia and joined First Presbyterian Church of Howard County where they were asked to become Senior High Youth Co-leaders. Mil enjoyed all kinds of sports, especially going to his children's sporting events.

Mil's wife, Kris, served as a member of the Board of Directors at Chase Brexton Health Care from 2008 to 2017. During her time on the Board, Chase Brexton achieved numerous milestones, including:

- Expanding its busy Randallstown Center to accommodate more patients and improve access to care (2011)
- Adding medical exam space, more dental operatories, and a full pharmacy in its Columbia Center (2012)
- Becoming the provider of MICA's on-campus student health services (2012)
- Moving its Mt. Vernon Center into the Monumental Life building and adding OB/GYN care (2013)
- Opening of the LGBT Health Resource Center (2015)

Mil is fondly remembered by the Development staff for making donations to Chase Brexton to surprise and support Kris in her volunteer service to Chase Brexton, a charity she continues to cherish to this day. Upon Mil's passing in 2022, donations made in his memory provided a week's worth of food to 38 families through Chase Brexton's Every Meal Matters program (see page 6).



THANK YOU TO ALL OUR DONORS

Every gift makes our communities stronger. To view the complete list of our 2022 donors, visit ChaseBrexton.org/DonorListFY22 or scan the QR code.



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 FY2022, 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

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

SILVER

\$250,000 or Greater Over a Lifetime

CareFirst BlueCross BlueShield
GE Aviation- Middle River Aircraft Systems
Horizon Foundation
Kaiser Permanente
SAGE (Services and Advocacy for GLBT Elders)

BRONZE

\$100,000 or Greater Over a Lifetime

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

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
Direct Relief
Kenneth S. Batty Charitable Trust
France-Merrick Foundation, Inc.
Middendorf Foundation

SAPPHIRE

\$10,000 or Greater Over a Lifetime

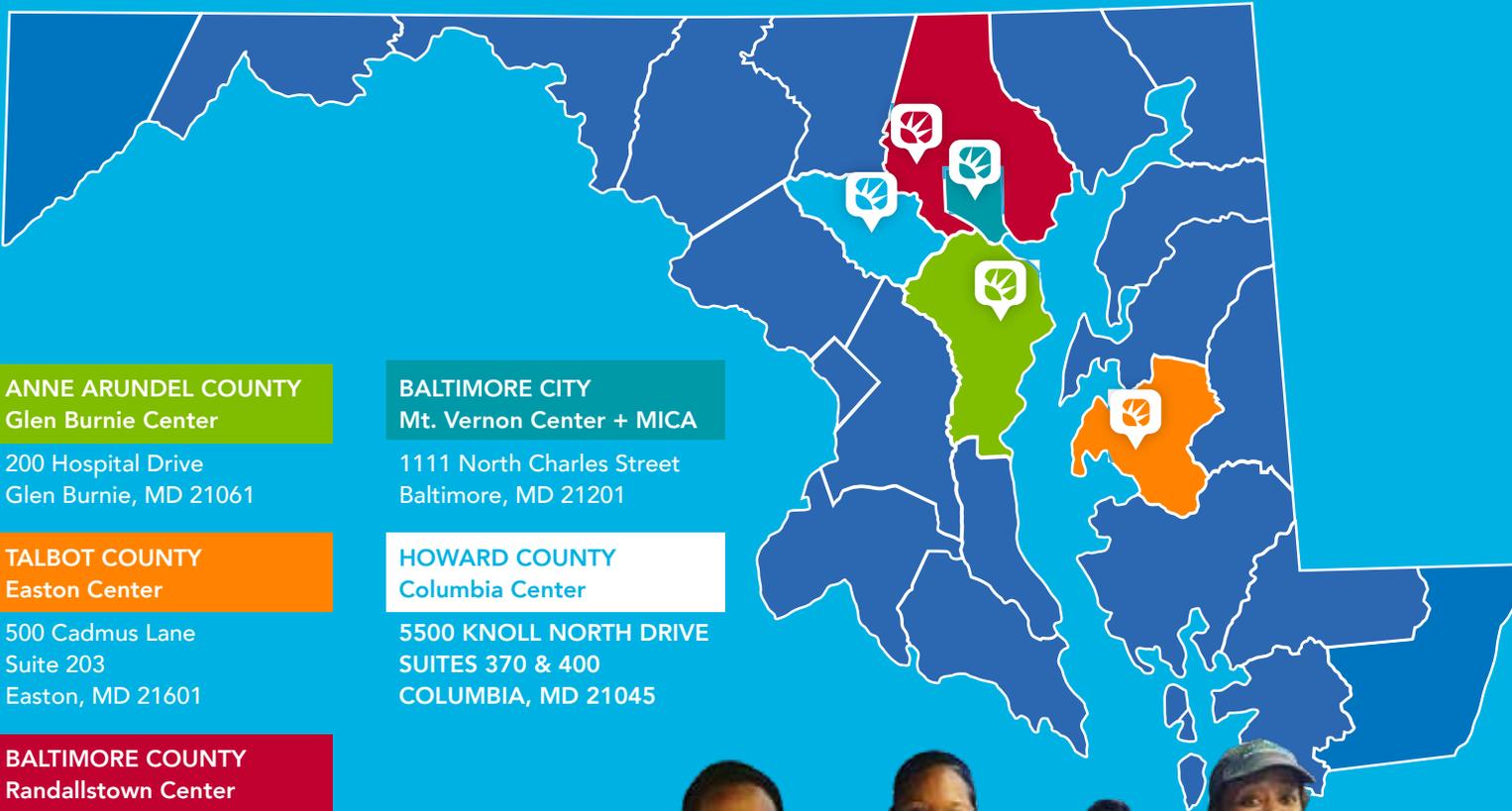
Jacqueline C. Adams
Samuel J. Ady
Don Alexander & Roy Chestnut
Kenneth C. Bryan & Michael A. Gervais
Bruce H. Caviness
Elizabeth Cerulo & Susan Murray
Jessie B. Craig
Roger M. Dalsheimer
Mary Ann & Robert Facente
John J. Farley Jr., MD
Paul Fowler, MD & Franklin N. McNeil, Jr.
Dr. Claude E. Fox
Andrew C. Frake & Richard G. Bennett
Robert & Susan Friedlander
Tracey Gersh & Amy Johnson
Ronlad W. Griffin & Shaun Carrick
David Hankey & Barry Kessier
Payam Hariri, DMD
Roberta A. Heath
Kristine & Mil Holmes
Roderic Hooks
Jeffery Jensen, MD & Warren E. Connor
Carolyn Kennedy-Piggott & Carl Piggott
Frederick Koontz Esq.
Joanne & Edward Kraus, MD
Richard Larison & Darius Docena
George Lavdas & Jeremy Walston, MD
Merle McCann & Jared Christopher
Patrick & Amy Mutch
Charles & Mary O'Connell
Ms. Geri O'Donoghue
Joe O'Neill, MD & Walter F. Atha, MD
Yvette Oquendo-Berruz, MD & Edwin Berruz
Neha & Kapil Pandit, MD
Ron Pelzer & Philip Baty
Les H. Pitton, Jr.
Kimberly Price
David Reed, Jr. & Lawrence Strassner
Ken Ruby, III
Judy & Timothy Shahan
David H. Shippee & Ann M. Volpel
James Spellissy & Joe Ennd
Ronald J. Taylor, MD
Patricia Thomson (Family of Bruce Thomson)
Guy J. Van Tiggelen & Charles Archer
Karen G. Weiss
The Herbert Bearman Foundation
Susan G. Komen Maryland
Skip Johnson Charitable Foundation, Inc.
Annie E. Casey Foundation, Inc.
Macht Fund of the Associated
The Columbia Foundation
Lois & Irving Blum Foundation
The Donald A. Otenasek Trust

EMERALD

\$5,000 or Greater Over a Lifetime

Harry Alascio, Jr.
J. K. Bonds
Phillip E. Bovender, RN
Davis Bradley
Carol G. Brochin
William Budacz
Jon Carneiro
Richard Caserta
Dennis T. Cashen & The Hon. Christopher L. Panos
George Chambers
William Charmak, MD
Rev. Thomas Davison
Randy R. Delker
Deborah Dunn
Maddy Feinberg
Tommy Flow
Becky Frank
Samuel Fuller & Kamila Alexander MD
C. David Haltiwanger, PhD & Michael T. Natchuras
Brian P. Hannon
James F. Hart
Eva Hersh, MD
Robert Hoehn
Ann M. Holmes
Evelyn S. Kalanick
Denise Karas & Katherine Bishop
Joyce S. Keating
Jeff A. Klug
Aaron Lorance
Jennifer Mayhew
Daniel K. McEvily
Steven & Jamie Miller
Douglas L. Miller
Nancy A. Miller
Thomas Moloney-Harmon
Shanae Murray
Damian O'Doherty
Brian Pieninck
Terry Pritt, MD
Johna Ruffo & Karen Konkel, MD
Philip & Lauren Saracino
Donna Schoch-Spana
Alice R. Sliwka
Nate Sweeney
Chris and David Wallace
Hamel Foundation
Sanford & Doris Slavin Foundation

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 COUNTY
Randallstown Center

3510 Brenbrook Drive
Randallstown, MD 21133

BALTIMORE CITY
Mt. Vernon Center + MICA

1111 North Charles Street
Baltimore, MD 21201

HOWARD COUNTY
Columbia Center

5500 KNOLL NORTH DRIVE
SUITES 370 & 400
COLUMBIA, MD 21045

 **COMING IN 2023!**

Did you know? Our Randallstown location is moving! Set to open in the fall of 2023, 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, as well as the MICA Student Health Center.



TOTAL PATIENTS BY CENTER

GLEN BURNIE



6,077

EASTON



747

RANDALLSTOWN



5,571

**MT. VERNON
+ MICA**



13,074

**COLUMBIA +
WAY STATION**



9,671

BOARD OF DIRECTORS

Fiscal Year 2022

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

SECRETARY

Kaye Gooch

VICE CHAIR

Russ Montgomery

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



Social Work & Outreach



Substance Use



Psychiatry



Infectious Disease Center of Excellence



Gender Affirming Care



HIV Counseling, Testing & Referral



Center for LGBTQ Health Equity





Chase Brexton Health Care

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ChaseBrexton.org

