



Chase-Brexton  
Health Services, Inc.  
Open minds, healing hands.

# Engaging Consumers & Providers:

## Education to Improve Access to Dental Services

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[www.chasebrexton.org](http://www.chasebrexton.org)

Oral Health Policy Symposium

The Hilltop Institute

June 17, 2008





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# SERVING THE UNDERSERVED

*First hand perspectives from a  
Community Oral Health Care Provider*



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# Chase Brexton Health Services History and Scope of Care



- Opened in 1978
- FQHC in 1999
- 2002 (2005) ambulatory and mental health services accredited by JCAHO, PCER
- Four locations in 2008

# Service Sites

\* includes dental services



**Mt. Vernon Center\***  
Baltimore City

**Randallstown Center\***  
Baltimore County

**Columbia Center\***  
Howard County

**Easton Center**  
Talbot County

# Comprehensive Services



- Primary care
- Mental health
- Dental
- Pharmacy
- Infectious diseases
- Addictions
- Women's health
- Case management
- Nutrition
- Clinical research
- Legal assistance
- Specialty consultations

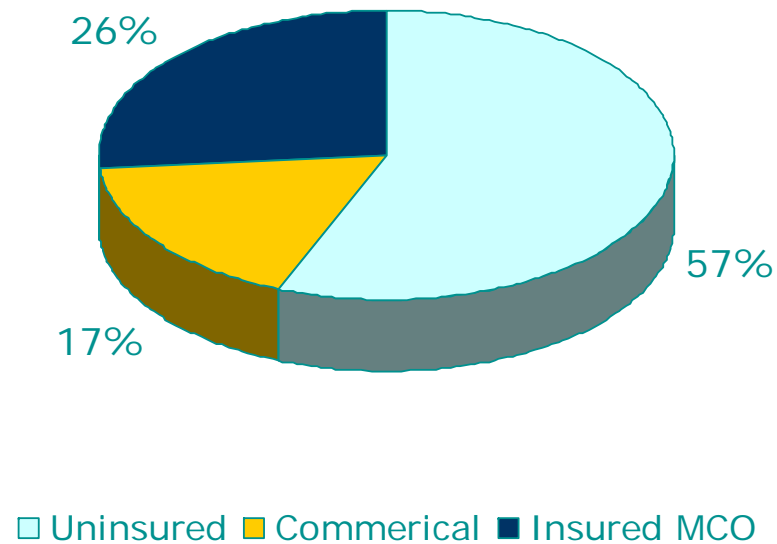
# Oral Health Care Services



- **Comprehensive dentistry**
- **Fee-for-service**
- **Federal/state grant funding**
- **Multiple locations/hours**
- **Electronic health record**
- **Digital radiography**
- **Secured web-server**

# Who We Serve: Payor Breakdown

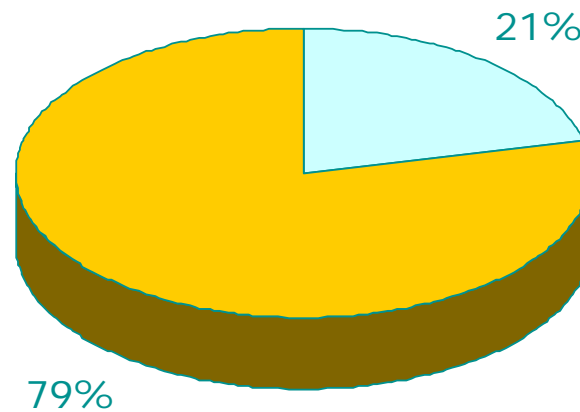
## Insurance





# Age Breakdown

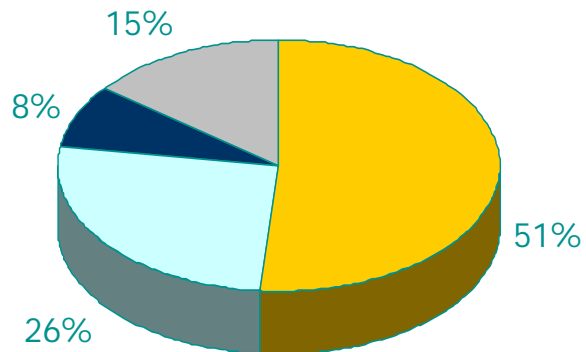
Age



□ Under 21   □ Over 21

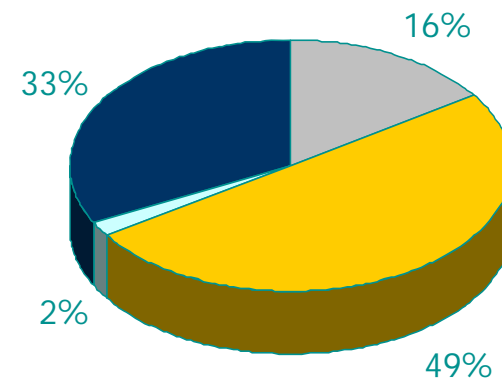
# Race/Sexual Orientation

Race



■ African-American ■ Caucasian ■ Other ■ Unknown

Sexual Orientation



■ Gay ■ Straight ■ Bisexual ■ Other\*

\* includes unidentified & pediatric

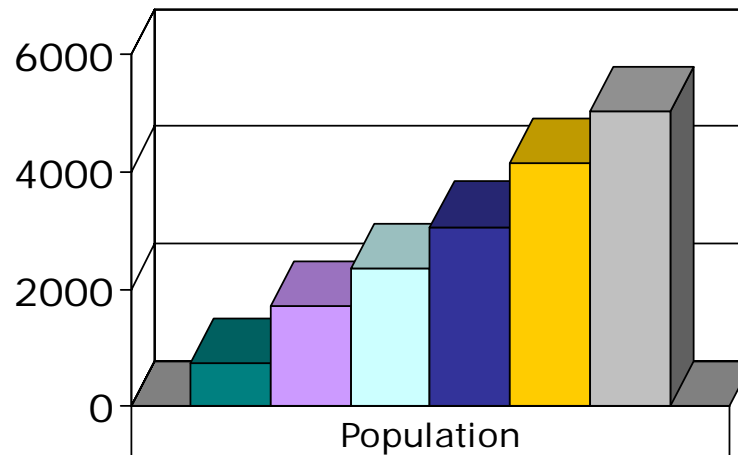
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**FL1**

Franny Lerner, 8/23/2007

# Dental Population Growth



Year	Population
2002	743
2003	1725
2004	2346
2005	3061
2006	4135
2007	5006

# Challenges: Uninsured/Low-Income Populations



1. Financial Barriers
2. Appointment Compliance
3. Staffing
4. Specialty Referrals



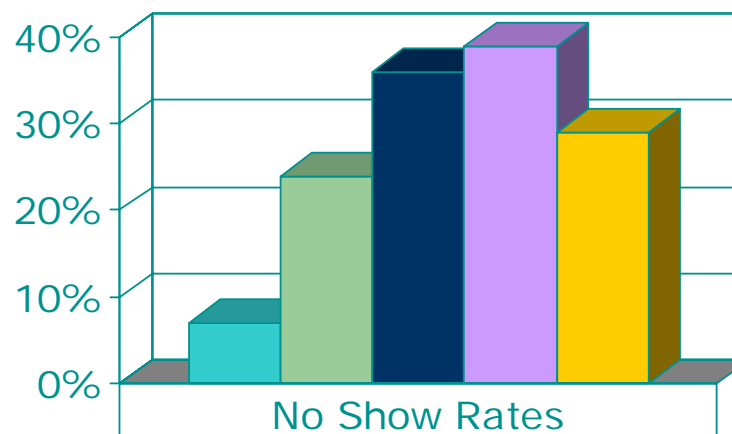
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# CHALLENGE: Financial Barriers

1. Sliding fee scale
2. Payment plans
3. Grant resources
4. Case management options



# No Show Rates by Appt. Type FY07



No Show Rates	
Emergency	7%
Routine	24%
Recall	36%
New Patient	39%
Department AVG	29%



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# CHALLENGE: Appointment Compliance

1. Compliance agreements
2. Provider cancellations
3. Multi-disciplinary appointments/care
4. Double bookings
5. Case management follow-up
6. Disengagement





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## CHALLENGE: Staffing

1. Competitive salaries
2. Competitive benefits
3. Loan repayment options
4. Incentive compensation



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# CHALLENGE: Specialty Referrals

1. Endodontic
2. Oral surgery
3. Externships/internships/fellowships

# State Policy Solutions? Funding!

- Increase funding to CHCs: fee scales can be more broadly applied, specialty referral fees covered, competitive staff salaries offered, services expanded, staffing expanded.
- Increase funding to loan repayment plans: larger incentive to gain new dental providers into community healthcare.