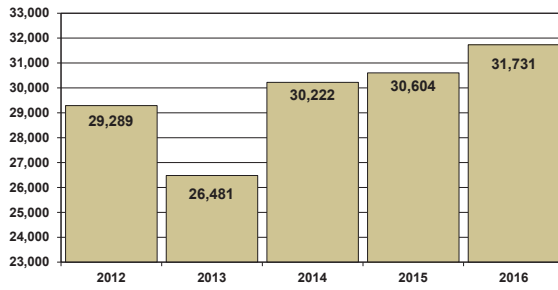
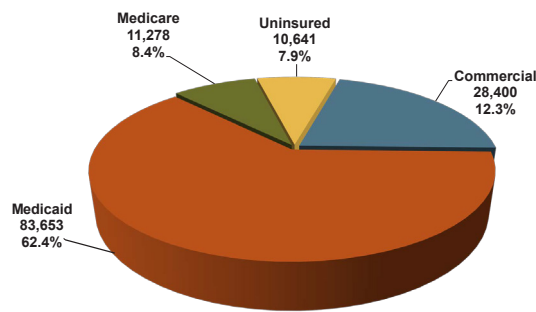




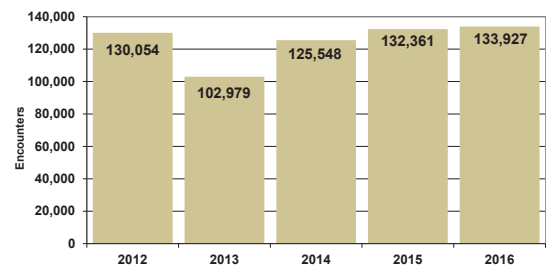
**Total Patients
2012 - 2016**



2016 Total Encounters by Payer Source



**Historical Patient Encounters
2012 - 2016**



Community Involvement

- W.K. Kellogg Foundation • Battle Creek Community Foundation • Southwest Michigan Rehabilitation Foundation • The Miller Foundation
- Guido A. and Elizabeth H. Binda Foundation • Food Bank of South Central Michigan • Calhoun County Office of Senior Services • Comerica
- Summit Pointe • Allegra of Battle Creek • Dollar General • American Cancer Society • March of Dimes • American Dental Association • United Healthcare Community Plan • Blue Cross Blue Shield Safety Net Symposium • Community Action • Regional Health Alliance • Fountain Clinic of Marshall • Bronson Battle Creek Hospital • Oaklawn Hospital of Marshall • CentraCare • Greater Battle Creek & Calhoun County Homeless Coalition • Calhoun County Behavioral Health Expo • Calhoun County Senior Fair • Michigan Oral Health Coalition • Homeless Health Fair & Veterans Stand Down • Albion Baby Day • Our World for Children • Calhoun County Kids' Day • Young Parents Community Resource • National Big Latch On • Born to Be • Maternal & Infant Health Commission • Breastfeeding Coalition • Fetal Infant Mortality Review Board • Great Start Collaborative • Infant Safe Sleep Coalition • Pregnancy Care Workgroup • 5th District Medical Response Team • Local Emergency Planning Council • American Red Cross • The Coordinating Council • Access to Care • CEO Forum • BC Pulse • Community Front Line Meetings • Community HealthCare Connections • Calhoun County Public Health Department • Integrated Health Partners • Share Center • InAsMuch House • The Haven • Michigan Quality Improvement Network • Michigan Community Health Network • Michigan Oral Health Coalition • Dental Quality Alliance • American Association of Public Health Dentistry • Nurse Family Partnership Advisory Board • North Central Neighborhood Planning Council #2 • Women's Life Recovery Program • Michigan Prison Re-Entry Initiative • Voces • Burma Center • Lakeview Coordinated School Health Team • Kellogg Community College • Michigan State University • University of Michigan • Western Michigan University • Michigan Primary Care Association

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Sites

Medical/Dental

181 West Emmett Street
Battle Creek, MI 49037
(269) 965-8866

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115 Market Place
Albion, MI 49224
(517) 629-6540

www.gracehealthmi.org

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grace HEALTH

2016 Annual Report

Our Mission

At Grace Health, we provide quality health care with the belief that all individuals have the right to considerate service at all times with recognition of their personal dignity.



To YOU from President/CEO, Dr. A. J. Jones



Dr. A.J. Jones

Grace Health (GH) celebrated its 30th anniversary July 14, 2016. What started as seed faith money from W.K. Kellogg Foundation and a small number of staff providing care for just over 900 patients has now grown to the largest non-profit health center in Calhoun County with over 300 staff members providing almost 134,000 services for more than 31,700 patients in 2016; an average of 703 new patients were seen on a monthly basis. Although GH started providing only women's health services, additional services were added over the past 30 years to meet increasing health needs in our community. Services include: Family Practice, Internal Medicine, Pediatrics, OB/GYN, Dental, Behavioral Health, ENT and our newest service, Vision/Optometry. The addition of Vision/Optometry in March 2016 has helped patients access vision care, especially those with diabetes needing a yearly vision exam. Although glasses are not currently offered at GH, we are looking to expand our vision services in 2017.

In an effort to meet patient needs, GH expanded medical hours starting January 2016. We are now open Monday – Friday, 7 am – 8 pm. Walk-in hours were also added making it easier for patients to access care.



Vision / Optometry

We continued our collaboration through Calhoun County Senior Millage with Fountain Clinic of Marshall and provided 714 oral health services for 80 Calhoun County low-income residents over age 60. GH Dental Department began its 2nd year of working with University of Michigan School of Dentistry (UMSD) in which 4th year UMSD dental students assist in the delivery of on-site dental services at GH. There are a total of 2 UMSD students in GH's Dental Department each day, 6 days a week.

Michigan State University students and Sparty visited GH April 15 for a special reading time with patients and Stars & Stripes Learning Station students. The children, parents, GH patients and staff enjoyed listening to the stories and visiting with Sparty. Through GH's Reach Out and Read Health and Early Literacy program, almost 2,500 books were given in 2016 to children during their well-child exam. Over 50,700 books have been given since the start of the program in 2004.



Sparty Visits Grace Health

The new service of Guest Service Coordinators was added in May. Not only do they greet patients and visitors when arriving at GH, but they also help escort people to various areas of the building when needed and answer questions. Their warm, friendly smiles and compassion for others provides everyone with red carpet treatment.

In June, GH received Patient-Centered Medical Home (PCMH), Level 2 Recognition from the National Committee for Quality Assurance (NCQA). The NCQA standards for PCMH emphasize use of systematic, patient-centered, coordinated care that supports access, communication and patient involvement. Per NCQA, this recognition shows that GH is providing the right care to its patients, at the right time. We continue to work on improving care for our patients. An incubator program for GH's Medical Assistants (MA) was started in which MAs go through a 6-month comprehensive program that includes both classroom and clinical training. MAs learn about body systems, vital signs, NextGen (GH's Electronic Medical Record system), medication administration and various procedures. Twelve GH MAs completed the training in 2016.

The Center received approval from the Federal government to provide Behavioral Health Services (BHS) at area schools. At the beginning of the 2016-2017 school year, GH began providing BHS at Homer Community Schools with plans to provide services in additional schools in 2017.

GH's Maternal Infant Health Program (MIHP) passed certification review in 2016; about 220 moms and babies are being seen through MIHP. With MIHP, GH works with women to have a healthy pregnancy, positive birth outcomes, and healthy infant growth and development. CenteringPregnancy celebrated its first anniversary of providing group prenatal care. During CenteringPregnancy, women meet with their provider and other women with similar due dates allowing time for questions and sharing experiences. In October, GH received approval as an official Centering site. CenteringParenting began in December which brings 6-8 moms, partners, support people and their same-age infants together for family-centered care for the child's first two years of life. Patients can receive support through CenteringParenting where they interact with other parents who have children the same age.



Guest Services Coordinators



CenteringParenting

Surveyors for Health Resources and Services Administration's (HRSA) Bureau of Primary Health Care (BPHC) completed an Operational Site Visit at GH in October. Since GH is a Federally Qualified Health Center (FQHC), there are a total of 19 federal program requirements GH has to meet. The three main categories reviewed for the 19 program requirements include: Services, Management and Finance, and Governance. GH received the highest rating and passed all 19 program requirements. The purpose of HRSA's Operational Site Visit is to provide an objective assessment and verification that each Health Center Program grantee is in compliance with statutory and regulatory requirements of the Health Center Program, as well as a review of progress on clinical and financial performance.

As we look to 2017 and beyond, GH is working to add more services to meet our patients needs and is moving toward a teaching model. With this new model, GH is working with Western Michigan University Homer Stryker MD School of Medicine and Bronson Healthcare to start a Family Medicine Residency Program. The first residents will begin providing services at GH in 2018.

I don't know about you, but all of this has made me tired! I know – a funny statement, right? Well, it's with great joy and sadness that I say farewell to the Grace Health Board of Directors, staff and patients. I am retiring as President/CEO the end of June 2017. I can only sum up the past 25 years by quoting George Bernard Shaw, "I am of the opinion that my life belongs to the community, and as long as I live, it is my privilege to do for it whatever I can". Thank you for allowing me to serve side-by-side with you to make our community better. God Bless You All.

Health care with grace,

A.J. Jones, ND

