

# grace HEALTH

Here to **SERVE** Our Patients & Community



*This is  
how we plan  
to serve you!*

Have the mind of a **SERVANT**.

**ENGAGE** with each other & patients.

Let your light **RADIATE**.

Every person is a **VIP**.

**ENCOURAGE** each other & our patients.

# OUR MISSION & VISION

***Our Mission*** - To provide patient-centered healthcare with excellence in quality, service, and access.

***Our Vision*** - A community in which all people achieve their full potential for health and well-being across the lifespan. We work to be trusted by patients, a valued partner in the community, and creators of positive change.





## To YOU from Dr. Peter Chang, President/CEO

Although 2019 proved to be another busy year, our focus remained the same – to SERVE you! More than 134,500 visits were scheduled at Grace Health for just over 31,000 patients.

To SERVE our patients better, staff looked at ways to improve our patients' overall experience when at Grace Health. One of the changes made was to increase the percentage of time patients see their primary care provider – improving the relationship between patients and providers. The actual amount of time patients spend waiting when coming for an appointment was also evaluated. Each step of the process from the time patients arrive until they leave was monitored. After review of the data, changes were implemented to decrease wait times. As a result of improvements made, the average medical visits decreased from 68 minutes to 50 minutes and average dental visits decreased from 72 minutes to 55 minutes. Patients spent less time waiting! Most of the time they were in the office was spent with either their provider or a staff member.

To truly SERVE, it takes more than just providing quality care. It also takes staff with a heart to SERVE. Grace Health is fortunate to have staff who love to SERVE. To provide staff with additional tools to enhance their service skills, all staff members completed customer service training called, Communicate with H.E.A.R.T., a Cleveland Clinic program. With funds received through the State of Michigan / Michigan Works Going PRO Talent Fund, 16 staff members received training as Communicate with H.E.A.R.T. trainers. After completing the train the trainer program, classes were scheduled and all staff were educated in the Communicate with H.E.A.R.T. model. Each staff member completed the three modules of the program: S.T.A.R.T. with Heart, Respond with H.E.A.R.T., and Answer with H.E.A.R.T. This customer service training provided staff with skills to better SERVE our patients, their co-workers, and our community.

We like hearing from you. To make it easier for patients to provide feedback, electronic surveys were implemented in 2019. Comments received from patients are reviewed and utilized to make improvements to services provided.





To provide students with an easy way to access needed care, Grace Health began providing school-based health care at the Student Health Centers within five local schools in January. The school-based health centers are located in Battle Creek Central High School, Lakeview High School and Springfield Middle School. Although the Student Health Center in Lakeview Schools originally opened in Lakeview Middle School, it was later moved to Lakeview High School. With the support from Battle Creek Community Foundation and Lakeview Schools, space within the high school was renovated for the new Student Health Center. The School Wellness Programs are located at Northwestern Middle School and W.K. Preparatory High School. The school-based health centers are staffed with a nurse practitioner, social worker and support staff to meet students' physical and mental health needs. The Health Center's nurse practitioner can be the students' regular provider or support the students' regular provider/pediatrician. The School Wellness Programs are staffed with a nurse and social worker to help meet students' physical and mental health needs. Renovations were made in each Student Health Center to provide a safe, clean and private area for students to receive care. Once the updates were made, Grace Health held open houses for students, their families, and school staff. Grace Health continues to provide portable dental in all schools within Calhoun County and Behavioral Health services within Pennfield Schools and Homer Schools.

Grace Health Pharmacy celebrated its 1st anniversary in May. More than 84,400 prescriptions were filled for almost 15,500 patients in 2019. To help patients with prescription costs, a partnership was established with Salvation Army to provide extra assistance for those in need. The Pharmacy hosted 4 flu shot clinics during the year at Grace Health Student Health Centers for school staff. A Red Med box was installed in the Pharmacy to collect expired medications. From October to December, a total of 15.9 pounds of medications were collected.



If you have expired medications or medications you no longer need, you may safely dispose of them in the Red Med box located in Grace Health Pharmacy.

In partnership with Western Michigan University School of Medicine and Bronson Battle Creek Hospital, the Family Medicine Residency Program started in July 2019. A total of 65 residents were interviewed and 6 were matched. The residents provide services at Grace Health and see patients at Bronson Battle Creek Hospital. Interviews are underway for 6 additional residents who will begin in July 2020 – giving us a total 12 residents in the Program. By 2021, the Family Medicine Program will be at capacity with a total of 18 residents.

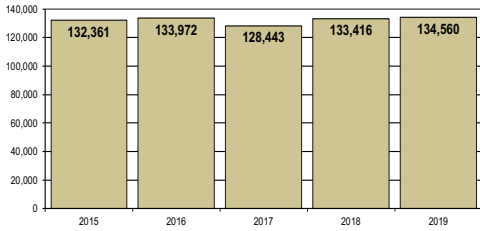
In July, Grace Health's Medical Assistant program was reviewed and officially recognized by the Department of Labor as a Medical Assistant Apprenticeship Program. Eight staff completed the program and another class will begin in 2020. During the year, staff had the opportunity to share information about the Medical Assistant Apprenticeship Program at the Michigan Primary Care Association (MPCA) Conference, the MPCA Recruitment and Retention Conference, Upjohn Corporation, Battle Creek Academy Professional Development, and Midwest Clinicians Network webinar.

Since Grace Health receives federal funding, every 3 years we are required to have an Operational Site Visit performed by HRSA (Health Resources and Services Administration). There are a total of 21 requirements that were reviewed during the 3-day visit in September to ensure Grace Health is meeting government mandates, providing required services and spending funds appropriately. Grace Health successfully met all 21 requirements!

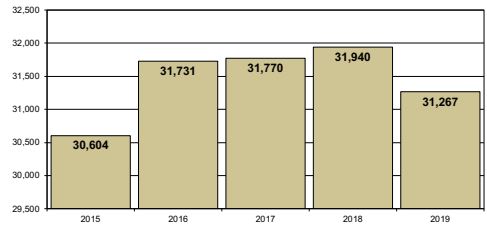
Grace Health's Maternal Oral Health Initiative Program, that began in 2015, has been so successful that we were asked to provide training to other Community Health Centers within Michigan. Throughout the year, Grace Health's Dental Hygienist working in the Maternal Oral Health Initiative Program, visited 17 Community Health Centers throughout Michigan and provided training/education about the components of the program and how to start a Maternal Oral Health Initiative Program. In the program, women meet with a Registered Dental Hygienist during their pregnancy. At the first trimester visit, the hygienist works with the patient on her oral care and focuses on keeping her healthy. The focus for the second trimester visit is nutrition and the third trimester visit is about infant and oral health.



**Historical Patient Visits  
2015 - 2019**



**Total Patients  
2015 - 2019**



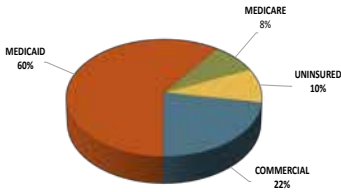
Grace Health continues to participate in health fairs and community events. See “Community Involvement” on this report to see where staff were in attendance in 2019. For the first time in the history of Grace Health, we participated in the Battle Creek Christmas Parade. Staff worked hard designing and making a float and several staff and their family members walked in the parade alongside the float. Another way we show our support of and SERVE our community is to give students the opportunity to learn more about employment opportunities in the healthcare field. We once again participated in the Sophomore Future Track in which 20 students from local schools came to Grace Health and met with staff to learn more about careers in healthcare.

Staff were given opportunities to volunteer during the year and SERVE our community. Staff served our community by participating in two American Red Cross blood drives hosted by Grace Health. Over 80 people volunteered, and a total of 111 people will be helped as a result of the donations received. Our staff’s generosity continued throughout the year as they participated in other events to give back to the community. In June, 21 staff members and United Way staff packed 400 feminine hygiene kits within 45 minutes! These kits were provided to the schools for students in need. Staff and community members cut out 205 infant sleepers which will be provided to families with newborns. In October, Grace Health staff and United Way staff packed a total of 150 mother and baby bags to be provided to new families in need of extra support.

Grace Health’s Pediatric staff celebrated the “Week of the Young Child” with our patients during the week of April 8 – 12. Each day of the week there was a different event and theme: Musical Monday, Tasty Treat Tuesday, Reading Wednesday, Artsy Thursday, and Family Photo Friday. This week provided a way for staff and patients to have fun, connect with one another, and discuss healthy habits.



## 2019 Total Visits by Payer Source



The Staff Wellness Program is still being offered and gives staff various ways to improve their overall health. Staff have a Physio Check once a quarter and meet one-on-one with a Professional and Personal Wellness staff member to set healthy lifestyle goals. Staff participated in Corporate Cup and took 2nd place for Division 2! Our goal for Corporate Cup 2020 is 1st place. Watch for updates on Facebook and come cheer on staff.

Grace Health was recognized throughout the year for our service to our community, our patients and our staff. The Calhoun County Public Health Department recognized Grace Health for attaining greater than 55% MCIR (Michigan Care Improvement Registry) Up-To-Date Immunization rates for teenagers 13 – 17 years of age. Grace Health was awarded the Michigan Primary Care Association Data Hygiene & Validation award at the Michigan Primary Care Association 2019 Annual Conference in August. Not only was Transitions of Care and Risk validating done, but Grace Health also ran the Questionable Values Report 5,219 times since January 2019. The Michigan Breastfeeding Network presented Grace Health with the Michigan Breastfeeding-Friendly Workplace Silver Award for supporting breastfeeding employees upon their return to work. Since Grace Health supports staff who serve in the Guard and Reserve, recognition as a Patriot Employer was received from the Employer Support of the Guard and Reserve (ESGR), a Department of Defense Program.

What's next for 2020? The search for the next group of residents to join the Family Practice Residency Program has begun. Once matched, the residents will start in July 2020. We continue to make computer updates, improvements to our wireless system and are even exploring the use of telehealth (virtual visits) for some of the services provided. The system used to schedule appointments will also be upgraded to provide staff with a more efficient way to schedule. Although there are several things we are working on, there is still more to come for 2020. Grace Health continues to look for ways to SERVE you by providing quality care, while keeping you safe and healthy. Follow us on Facebook to keep up-to-date on what is happening at Grace Health. We are here for you.

Health care with grace,

*Peter Chang*

Peter Chang, MD, MPH, CPE, FAAFP  
President/CEO

Find us on 

# COMMUNITY INVOLVEMENT

W.K. Kellogg Foundation • Battle Creek Community Foundation • Southwest Michigan Rehabilitation Foundation • Guido A. & Elizabeth H. Binda Foundation • South Michigan Food Bank • Calhoun County Office of Senior Services • Share Center • Michigan Works • Summit Pointe • Allegra of Battle Creek • United Healthcare Community Plan • United Way • American Cancer Society • Cereal City Lions Club • Chemical Bank • Community Action • Regional Health Alliance • Fountain Clinic of Marshall • Bronson Battle Creek Hospital • Oaklawn Hospital of Marshall • HelpNet Leadership Oasis • BC Pulse • Greater Battle Creek & Calhoun County Homeless Coalition • Calhoun County Senior Fair • Michigan Oral Health Coalition • Homeless Health Fair & Veterans Stand Down • Career Life Expo • Albion Healthy Baby Days • Diaper Bank • Charitable Union • S.A.F.E. Place • National Big Latch On • Born to Be • Maternal & Infant Health Commission • Infant Safe Sleep Coalition • Breastfeeding Coalition • Albion's Father/Son Picnic • Fetal Infant Mortality Review Board • Great Start Collaborative • Pregnancy Care Workgroup • Early Childhood Connections • Early Childhood Learning Neighborhood Collaborative • Southwest Michigan Perinatal Quality Improvement Collaborative • Sewing Guild's Annual Cutting Day • Battle Creek Unlimited • 5th District Medical Response Coalition • Battle Creek Response Consortium • Community Complex Care Response Team • Local Emergency Planning Council Task Force • Community Health Needs Assessment Advisory Committee • Albion Health Care Alliance • The Coordinating Council • Access to Care • CEO Forum • Calhoun County Public Health Department • Integrated Health Partners • Red Cross • InAsMuch House • The Haven • BCPathways4Success Consortium • Great Lakes Practice Transformation Network • Michigan Quality Improvement Network • Michigan Community Health Network • Dental Quality Alliance • Battle Creek Public Schools Behavioral Health Crisis Coalition • North Central Neighborhood Planning Council #2 • Women's Life Recovery Program • Michigan Prison Re-Entry Initiative • American Association of Public Health Dentistry • Michigan Pharmacist Association • Michigan Initiative for Maternal and Infant Oral Health • Beyond the Cereal Bowl • Voces • Burma Center • Lakeview Coordinated School Health Team • Lakeview Schools • Battle Creek Public Schools • Pennfield Schools • Homer Schools • Kellogg Community College • Michigan State University • University of Michigan • Western Michigan University • Michigan Primary Care Association • Michigan Department of Labor • Leading in Faith Team (LIFT)

## 2019 BOARD OF DIRECTORS

- Dean Newsome, Board Chair
- Ann Gallagher, Vice Chair/Treasurer • James Reed, Secretary
- Jim Blocker • Bridgette Jones • Timothy Kool
- Christopher McCoy • LaTosha Potter • Kate Segal

## SENIOR EXECUTIVE MANAGEMENT

- Peter Chang, MD, MPH, CPE, FAFP – President/CEO
- Sonja Elder, MA – Vice President/CIO
- Scott Hutchings, CPA – Vice President/CFO
- Sheng Liu, MD – Vice President/CMO
- Jill Wise, MBA, CMPE – Vice President/COO

Find us on 



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