

# grace & HEALTH

Here to **SERVE** Our Patients & Community



*This is  
how we  
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.

# To YOU from President/CEO

Although 2020 was a challenging year, our focus remained the same – safely serving you! Through all the changes made due to COVID-19, Grace Health still provided more than 106,400 visits to just over 28,000 patients.

## Safely Serving You During COVID-19

- Most in-person visits were changed to virtual (telehealth) visits at the onset of COVID-19. By the end of 2020, the majority of visits were in-person while still offering virtual appointments.
- Patients were seen by appointment only. Extended hour appointments will be offered in 2021
- At the start of COVID-19, Grace Health suspended some services and sites due to the Governor's mandate to provide only essential services.
- Trailers were added on-site for COVID-19 testing and as an ill/triage area to serve patients with symptoms.
- Other changes were made to keep both patients and staff safe: changed work areas so staff could socially distance; required staff to wear both a face mask and face shield in clinical areas and full Personal Protective Equipment (face mask, face shield, gloves, gown, cap) in ill/triage area; installed sneeze guards at all reception areas; posted signage reminding people about social distancing; installed an air purification/filtration system; and screened all patients and staff prior to entering the building.
- In partnership with Bronson Laboratory, Grace Health became a COVID-19 testing site. From March 17 to December 31, 2020, a total of 11,706 tests were done.



Peter Chang

DR. PETER CHANG  
President & Chief Executive Officer





# 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.



Dental

- From March to June, virtual dental appointments were available to reduce the number of in-person visits and routine dental cleanings / preventive care was suspended. Appointments were scheduled for patients needing in-person care.
- Certain dental procedures required patients to receive a COVID test before coming to their appointment.
- To reduce the amount of aerosol in the air, a suction machine was installed at each dental station.
- Michigan School of Dentistry (UMSD) D4 Dental Students stopped providing services at Grace Health in March and returned to providing services again in September.

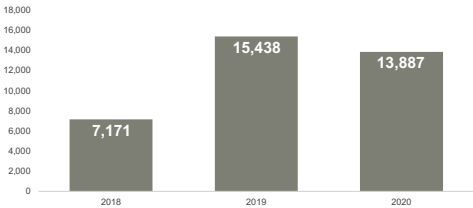


Pharmacy

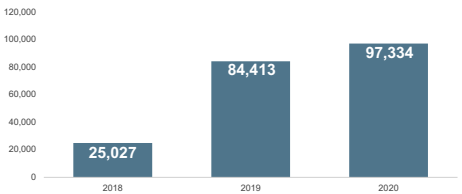
- Curbside delivery was added in March.
- In April, Grace Health Pharmacy began providing free prescription delivery service within a 15-mile radius of the Center and to Albion. A total of 920 deliveries were made to 254 people; total of 3,344 prescriptions.
- In December, a robot was added in Pharmacy to help fill prescriptions – allowing staff more time to work with patients one-on-one.



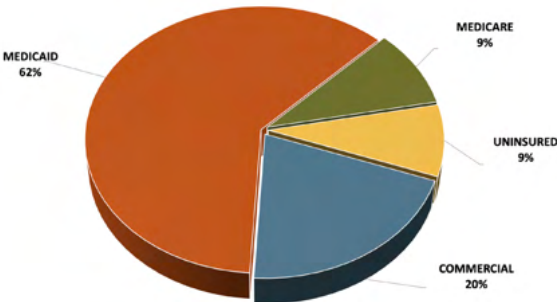
Grace Health Pharmacy  
Total Patients Served



Grace Health Pharmacy  
Total Prescriptions Filled



2020 Total Percentage of Visits by Payer Source





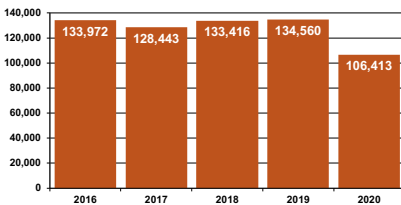
## Information Technology (IT)

- Grace Health's IT Team implemented the technology needed to provide virtual appointments.
- Software was added to give patients the ability to fill out paperwork before arriving for their appointment and to check in with a tablet when they arrive.
- Grace Health's new Patient Portal, now through Medfusion, allows patients to make appointments, request prescription refills, ask their provider a question, pay a bill, etc.
- A new Microsoft Teams phone system utilizes a phone tree allowing patients to select which department is needed without needing to be transferred several times.
- The wireless system was upgraded.

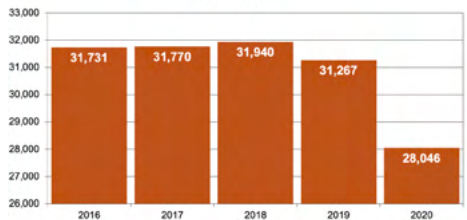
## Quality Measures

- Our colorectal cancer screening goal was to increase the number of tests done by 5% within 90 days. This goal was exceeded, and the rate was improved by 16%.
- Patients needing to monitor their blood pressure were given a blood pressure monitor to safely check their blood pressure at home. Blood pressure monitors given to patients were provided through funding received from McLaren and Molina Health Plans.
- Drive thru A1C checks were done at Grace Health – allowing patients to safely get their A1C checked from their vehicle.
- Flu Vaccine events were held, and information was shared on the importance of getting a flu vaccine due to COVID-19.

**Historical Patient Visits  
2016 - 2020**



**Total Patients  
2016 - 2020**



## Family Medicine Residency Program

- In partnership with Western Michigan University School of Medicine and Bronson Battle Creek Hospital, the Family Medicine Residency Program is in its 2nd year.
- Six resident physicians joined the program in July 2020 – giving us a total of 12 residents.
- Candidates were interviewed and 6 additional residents will begin in July 2021 – putting the Program at capacity with a total of 18 residents.



## Medical Assistant Apprenticeship Program

A total of 6 staff members completed Grace Health's Medical Assistant Apprenticeship Program and received certification as a Certified Clinical Medical Assistant.



## New School Site Opened

Began providing behavioral health and mental health services at Verona Elementary in October 2020.



## New Programs Added in 2020

- Family Engagement Initiative: In partnership with the Calhoun County Intermediate School District's Early Childhood Connections (ECC), we created the Family Engagement Initiative. The initiative includes a coordinated plan for ECC Family Coaches and Grace Health Resource Specialists to work in tandem to connect Grace Health families to parenting and school readiness support provided through ECC and, in turn, connect ECC families to Grace Health services. This new initiative complements Grace Health's Reach Out and Read / Early Literacy program that started in 2004. When the program started, new, age-appropriate books were given to children 6 months to 5 years of age by their health care provider at each well-child visit. In 2020, the program expanded to provide books to children birth to 5 years of age during their well-child visit.
- Community Health Workers: Grace Health's Community Health Workers (CHW) are frontline agents helping to reduce health disparities by promoting health, supporting and advocating for individuals and the communities in which they live. CHWs will use many different tools to engage







patients such as home visits or visiting patients in the hospital. They will reach out to patients on a few key areas, such as patients who haven't had a visit within a year and then determining the cause and addressing their individual needs. Another area of outreach will be inappropriate utilization of the emergency room. Our number one goal is to provide additional support for our patients by building relationships and getting patients more engaged in their care.

Although 2020 was a challenging year to be in healthcare, Grace Health found innovative ways to serve you. Staff has shown true grit and compassion to stand firm in the midst of the pandemic. We appreciate all of the community members and organizations who reached out to us in 2020 and provided support in many different ways. A huge THANK YOU from all of us at Grace Health to all of you. We look forward to continuing to serve you in 2021! Watch our Facebook page and website for updates about Grace Health.

Health care with grace,

*Peter Chang*

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



# OUR SITES

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

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

## SCHOOL-BASED HEALTH CENTER SITES

Battle Creek Central High School  
100 West Van Buren Street  
Battle Creek, MI 49017  
(269) 965-9539

Lakeview High School  
15060 Helmer Road  
Battle Creek, MI 49015  
(269) 565-3704

Springfield Middle School  
1023 Avenue A  
Battle Creek, MI 49037  
(269) 441-1295

## SCHOOL WELLNESS PROGRAM SITES

Northwestern Middle School  
176 Limit Street  
Battle Creek, MI 49037  
(269) 965-9662

W.K. Preparatory High School  
60 West Van Buren Street  
Battle Creek, MI 49017  
(269) 965-9676

## BEHAVIORAL HEALTH SITES

Dunlap Elementary School  
8465 Pennfield Road  
Battle Creek, MI 49017  
(269) 961-9789

Homer Schools  
403 South Hillsdale Street  
Homer, MI 49245  
(517) 568-4452

North Pennfield Elementary School  
7422 Poorman Road  
Battle Creek, MI 49017  
(269) 961-9797

Purdy Elementary School  
6510 Purdy Drive  
Battle Creek, MI 49017  
(269) 961-9795

Verona Elementary School  
825 Capital Avenue, NE  
Battle Creek, MI 49017  
(269) 441-9736



## 2020 BOARD OF DIRECTORS

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

## SENIOR EXECUTIVE MANAGEMENT

• Peter Chang, MD, MPH, CPE, FAAFP – 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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[gracehealthmi.org](http://gracehealthmi.org)