

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 our President/CEO

Grace Health faced many of the same challenges as other organizations this past year, due to the ongoing pandemic, including staffing shortages. Through these challenges we continue to look for ways to work differently and more efficiently to serve you. I would like to share a quote from Dr. Martin Luther King Jr: "If you can't fly then run, if you can't run then walk, if you can't walk then crawl, but whatever you do, you have to keep moving forward." I believe this is what we have done and will continue to do at Grace Health – move forward. Through all the difficulties, staff have shown a true commitment to our patients and our community. In 2021, we provided more than 112,200 visits to just over 29,000 patients, which is an increase from the previous year of almost 6,000 visits to an additional 1,000 patients. Here are some highlights of what we accomplished.



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.



Serving Our Patients



- Fresh Food Pharmacy, a 6-month program funded by a grant in partnership with Food Bank Council of Michigan and South Michigan Food Bank, started in January. Eligible patients receive a fresh food box and recipes every two weeks and nutritional counseling once a month. The goal of the program is to help patients better manage their diabetes and improve health outcomes. A total of 167 patients participated in the program.
- Chronic Care Management (CCM): Medicare patients with two or more chronic conditions qualify for CCM services. CCM more closely tracks the health of patients between visits. A Care Coordinator contacts the patient each month to answer questions, discuss test results, and possible treatment options between office visits.
- Grace Health partnered with McLaren Health Plan to provide lead screenings for patients in October. This is the first event of this kind that Grace Health hosted with a Health Plan. Additional clinics are being planned!
- Student Health Center staff submitted an innovative plan to Health Resources and Services Administration (HRSA) P4 Challenge (Promoting Pediatric Primary Prevention) to increase well-child visits and improve immunization rates. Our plan is to meet patients where they are – in their home, in the community – to provide immunizations and well-child visits. Progress of the plan was monitored and evaluated. Out of 250 participants nationwide, Grace Health was selected as 1 of 50 Phase I winners!
- Pharmacy

Grace Health Pharmacy continues to grow. A total of 7,007 patients were served and 105,365 prescriptions filled. A total of 396 complementary antibiotics were provided to 347 patients and 210 complementary prenatal prescriptions were filled for 80 patients. Through the Sliding Fee Discount program, 2,224 patients were served and 20,317 prescriptions filled.

Our Pharmacy is expanding in 2022 to better serve you. Watch our Facebook page and website for updates.

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 3rd year.

Six resident physicians joined the program in July 2021 – giving us a total of 18 residents. The program is now at capacity.

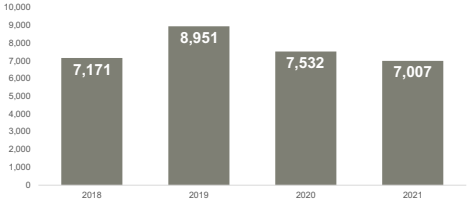
The six residents who started in the program 3 years ago, will complete their residency in June 2022 and a group of six new residents will join the program in July 2022.

Serving Our Community

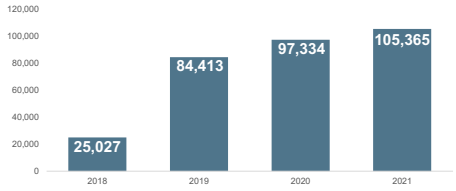
- Grace Health assisted with multiple COVID-19 vaccine clinics throughout Calhoun County to increase vaccination rates.
- The Northwestern Middle School Garden Project was completed in May. Grace Health Student Health Center staff



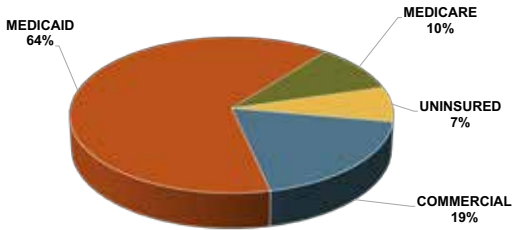
**Grace Health Pharmacy
Total Patients Served**



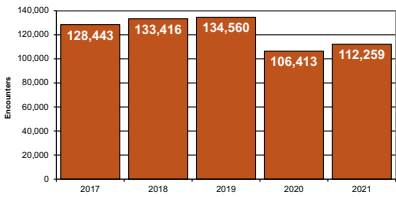
**Grace Health Pharmacy
Total Prescriptions Filled**



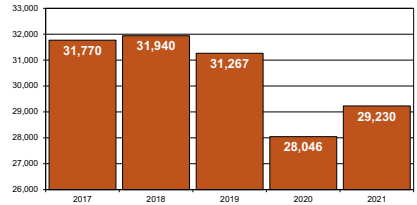
2021 Total Percentage of Visits by Payer Source



**Historical Patient Visits
2017 - 2021**



**Total Patients
2017 - 2021**





along with Northwestern Middle School students cleared the courtyard and relandscaped the area by adding plants and trees – giving the students the opportunity to learn about gardening and also have a nice place to relax.

- A total of 400 bags of food were packed by Grace Health Student Health Center staff and distributed to Battle Creek Public School students – providing students with access to food while they are on break from school.
- A total of 500 bags were packed by Grace Health staff for the Calhoun County Connect / VA Stand Down. Each bag contained a blanket, socks, facial tissues, and hand towel. The bags were given to our homeless and veteran populations.
- Grace Health staff participated in multiple health fairs and events throughout the year sharing information about services we provide.
- Staff enjoyed Jeans Day to raise funds for Charitable Union, Sexual Assault Awareness, and Grace Health’s Mitten Tree. Anyone wishing to wear jeans paid a fee. All funds raised were given to these nonprofit community partners.
- First Facebook Live events were held in October and November. In October, Nicole Salerno, DO shared information about COVID-19 and Miriam Scherrer, PA-C shared information about Diabetes in November. More Facebook Live events coming in 2022! Watch our Facebook page for upcoming events.



Using Information Technology to Better Serve You

- New technology is allowing patients to check in before arriving for an appointment.
- When arriving for an appointment, patients have the option to use a kiosk, iPad or talk with one of our Patient Services Assistants to check in.
- Tablets were installed in the exam rooms so patients may complete forms electronically within the exam room. Once completed, forms automatically upload into the patient’s chart.
- Through Grace Health’s Patient Portal, patients may easily schedule an appointment, make a payment, or ask their provider a question.
- Grace Health has a cancellation line that is available 24 hours a day, 7 days a week – patients may call when it works best in their schedule to cancel appointments.
- Additional layers of security have been added to Grace Health’s computer system – helping to keep all information safe and secure.



Meeting and Exceeding Standards

- Grace Health was once again recognized by the National Committee for Quality Assurance (NCQA) as a Patient Centered Medical Home. The NCQA also recognized Grace Health with Distinction in Behavioral Health Integration. This is the first year Distinction in Behavioral Health Integration has been awarded by the NCQA.
- As a result of all our quality efforts, HRSA (Health Resources and Services Administration) provided Grace Health with the







following Community Health Center Quality Recognition (CHQR) Badges: Patient Centered Medical Home, HRSA COVID-19 Data Reporter 2021 Awardee, HRSA COVID-19 Testing 2021 Awardee, and HRSA Advancing HIT (Health Information Technology) for Quality 2021 Awardee.

- Grace Health reached the highest score in our history for colorectal cancer screening at 61.26%. We received recognition from Michigan Primary Care Association for improving colorectal cancer screening rates through a pandemic.
- Grace Health’s dental sealant rate among children 6 – 9 years of age is 91% for 2021 which is higher than the Michigan dental sealant rate of 43% and the national dental sealant rate of 48.7%. We are also #1 among all other health centers in Michigan for dental sealants. Why is this important? Dental sealants form a protective barrier on the chewing surface of your child’s teeth. This barrier helps prevent cavities (tooth decay) from forming. Sealants have been shown to reduce the risk of getting cavities in molars by 80%! Grace Health Dental has sites in both Battle Creek and Albion and the Grace Health Portable Dental Team visits almost all schools in Calhoun County.

Recognizing Our Staff

- Our staff is very committed and does an amazing job serving patients each and every day. As a way to show staff how much they are appreciated, various events were held throughout the year: Popcorn Day, Easter Treats, Jeans Day, Staff Appreciation Summer Picnic, Food Truck Day Luncheon, National Health Center Week, and Christmas Luncheon.
- Eats.BC raised funds to provide lunch for the entire staff as part of “Stuff the Front” to recognize and thank health care workers for all their hard work during the pandemic. A huge THANK YOU to Eats.BC for making our day extra special!

Yes, 2021 proved to be both a busy and challenging year. Through all the difficulties our staff worked together to come up with innovative ways to provide you with the best service possible. We are looking forward to the upcoming year and the exciting things to come in 2022. 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. Kellogg 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



2021 BOARD OF DIRECTORS

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- 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
- Jill Wise, MBA, CMPE – Vice President/COO

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