

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 our President/CEO

Wondering if COVID-19 still had an effect on Grace Health in 2022? The answer is “yes.” Although we faced challenges, we remained committed to our patients, staff and community. By focusing on what we can do and how we can better serve you, we made improvements in processes, exceeded goals, renovated space within the building and provided more than 96,500 visits to over 27,000 patients. Here are some highlights of what we accomplished.



DR. PETER CHANG
President and
Chief Executive Officer

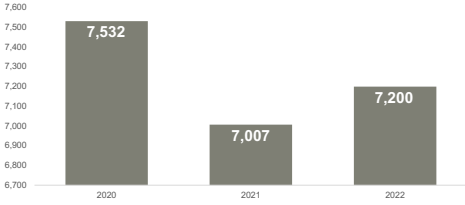
Serving Our Patients

- Through a 3-year Connected Care Pilot Program from the FCC (Federal Communications Commission), Grace Health is providing either a device or home internet to patients so they can connect virtually with us and increase their access to health care. Grace Health is partnering with T-Mobile to provide phones, hotspots, and iPads. Our partnership with Comcast provides internet connectivity within a patient's home. A total of 75 phones, 80 tablets, 13 hotspots, and 33 Comcast internet packages were provided in 2022. Additional connectivity will be provided in 2023 to patients who qualify.
- During the week of April 4 – 8, staff celebrated Week of the Young Child with patients. The theme was superheroes. Iron Man, Captain America and Spider Man made surprise appearances throughout the week visiting with patients and staff. Special events were planned for each day: Music Monday, Tasty Tuesday, Reading Wednesday, Artsy Thursday, and Family Friday. A big THANK YOU to our superhero health plans (Blue Cross Blue Shield, McLaren Health Plan, Meridian, Molina Healthcare, Priority Health, and UnitedHealthcare) for providing funding to off-set expenses and prizes to be given to patients.
- Blitz Week, an extension of Week of the Young Child, occurred April 27 – 28. Well-child visits, immunizations, hearing tests, and vision screenings were provided for patients. Some gaps in care were closed; 76 well-child visits, 47 vision and hearing tests, and 17 dental visits were completed.
- Through Grace Health's Reach Out and Read Program, almost 4,000 books were given to our patients 0 – 5 years of age during their well-child visit. We sincerely appreciate the grant funding received from Battle Creek Community Foundation and funds and books received from Meridian and UnitedHealthcare. It is through their generosity and support that Grace Health was able to provide new, age-appropriate books for our younger patients when coming for a well-child visit.
- Grace Health Student Health Centers are located within 11 school buildings in our community to provide medical and behavioral health services. These sites give students easy access to medical and behavioral health services. An E3 (Expanding, Enhancing Emotional Health Program) site was opened within Harper Creek High School to provide behavioral health services. The site located at W.K. Kellogg Preparatory High School changed from a School Wellness Program to an E3 site. The Northwestern Middle School site changed from a School Wellness Program to a Child and Adolescent Health Center site and now has medical and behavioral health providers on-site to provide services for students.
- Kaitlyn Thomas, Lakeview High School student, painted a mural at Grace Health Student Health Center – Lakeview. The purpose of the mural is to engage students in a way that represents the diverse student body and creates an inviting atmosphere within the Student Health Center. It also represents the partnership between Grace Health, Lakeview Schools, and the students.

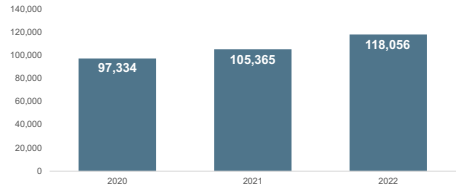




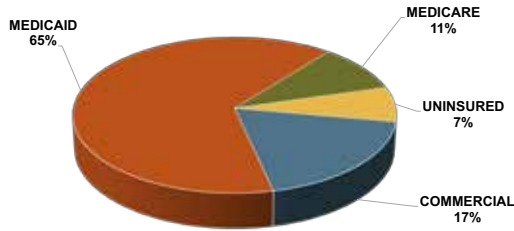
**Grace Health Pharmacy
Total Patients Served**



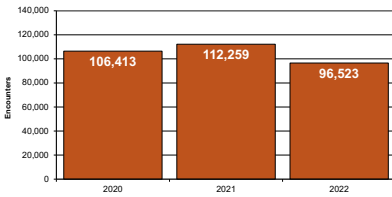
**Grace Health Pharmacy
Total Prescriptions Filled**



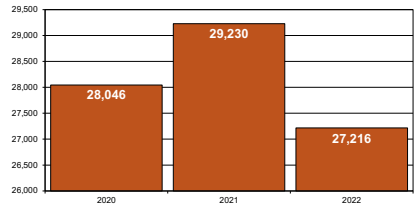
2022 Total Percentage of Visits by Payer Source



**Historical Patient Visits
2020 - 2022**



**Total Patients
2020 - 2022**





- Pharmacy
 - Grace Health Pharmacy continues to grow. A total of 7,200 patients were served and over 118,000 prescriptions were filled.
 - Delivery service area was expanded to a 20-mile radius.
 - Expansion/renovation of the pharmacy space was completed in March. Grace Health Pharmacy now has a larger lobby area, an extra consultation room, and a medication packaging system. With Grace Health Pharmacy’s medication packaging system, our pharmacy staff can package your medication by day and time – making it easier for you to know when to take your medication.
- 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 4th year.
 - The first class of six residents to join at the start of the program completed their residency in June 2022, and a group of six new residents joined the program in July 2022.

Serving Our Community

- On August 24, staff rolled up their sleeves for the American Red Cross Blood Drive. A total of 45 units were collected.
- Staff volunteered to pack a total of 500 bags which were given at the Calhoun County Connect / VA Stand Down event to help the homeless and at-risk veterans in our community. Each bag was packed with a blanket, pair of socks, hand towel, and information about Grace Health services.
- Not only will you see staff on-site, but you will also see them out in the community. Staff attended more than 30 health fairs and assisted at nine COVID vaccine events.
- Grace Health had three Facebook Live Events. Topics were: Listen to Your Heart, Healthy Summer Tips, and Affordable Healthcare. More events are planned for 2023. Watch our Facebook page for details.
- A little friendly competition is always a fun way for staff to raise funds to help serve our community. Who will win the game? MSU or U of M? Staff donated to vote for their favorite team. Funds were used to purchase hats, mittens, and scarves for the Mitten Tree. These warm winter items are available to anyone in need when visiting Grace Health. Staff also had a summer picnic 50/50 drawing to raise funds for the Mitten Tree and paid to wear jeans to raise funds for the Charitable Union.

Meeting and Exceeding Standards

- Grace Health was once again recognized by the National Committee for Quality Assurance (NCQA) and Blue Cross Blue Shield as a Patient Centered Medical Home and recognized by Health Resources and Services



Administration (HRSA) as a FSHCAA (Federally Supported Health Centers Assistance Acts) Deemed Health Center.



- HRSA awarded Grace Health the following Community Health Center Quality Recognition (CHQR) Badges: Health Center Quality Leader, Advancing HIT (Health Information Technology) for Quality, Addressing Social Risk Factors, and Patient Centered Medical Home. What does this mean? It means that Grace Health is in the top 21-30% of all health centers nationwide achieving the best overall clinical quality measure performance; that Grace Health meets all criteria to optimize Health Information Technology services to advance telehealth, patient engagement, etc. to increase access to care and advance quality care; and that Grace Health provides services centered around our patients.



- Our Quality Team had a Diabetic Measures Blitz in November. They served 23 patients, closed 68 gaps in care and provided 29 additional supportive services. They also did Lead Point of Care Testing in December with Health Plans to eliminate barriers to care and revamped Grace Health's Call Us First Campaign. Not feeling well? Call us first! Nurses are available 24/7 to assist you.



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.





- A huge THANK YOU to Michigan Primary Care Association, Michigan Community Health Network, and Molina Healthcare of Michigan for recognizing staff during National Health Center Week by providing lunch and prizes used in drawings for patients. Staff worked to “close the gap” in well-child visits for patients 8 – 17 years of age. Patients coming for a well-child visit were entered into a drawing to win a prize.
- Other fun activities provided for staff included: Camping theme summer party, pizza party, taco bar, veggie bar, popcorn and candy break, hot cocoa bar, Jingle and Mingle Christmas luncheon, National Mental Health coloring boards, birdhouse contest, and to help with inflation and the rising cost of gas every staff member received a Meijer gift card from Grace Health.

If you are wondering how we accomplished all of this, it is because our staff is committed to serving you, our patients, and our community! There are more exciting things to come in 2023. We started a renovation project on the 2nd floor of our East Building to expand primary care and are planning for further expansion. Don't miss out on the latest news! Watch our Facebook page, website, and soon Instagram 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

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

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

BEHAVIORAL HEALTH SITES

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

Harper Creek High School
12677 Beadle Lake Road
Battle Creek, MI 49014
(269) 441-8421

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

N. 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

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



**SOUTH MICHIGAN
FOOD BANK**

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- James Reed, Secretary • Jim Blocker • Yanira Flores
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- Sonja Elder, MA – Vice President/CIO
- Scott Hutchings, CPA – Vice President/CFO
- Jill Wise, MBA, FACMPE – Vice President/COO

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gracehealthmi.org