

# 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

**To YOU from our President/CEO**

*Grace Health continues to look for ways to better serve our patients and community. If you have been in our building recently, you may have noticed that space is being renovated to allow room for the expansion of services. We provided more than 109,500 visits to over 27,800 patients. Here are some highlights for 2023:*

**DR. PETER CHANG**  
President and  
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

- During the week of April 3 – 7, staff celebrated Week of the Young Child with patients. The theme was superheroes. Iron Man, Captain America and Captain Marvel made surprise appearances throughout the week visiting with patients and staff. Special events were planned for each day: Music Monday, Tasty Tuesday, Wordy Wednesday, Together Time Thursday, and Flash Friday. A big THANK YOU to our superhero health plans (Blue Cross Blue Shield, McLaren Health Plan, Meridian, and Molina Healthcare) for providing funding to off-set expenses and prizes to be given to patients.
- In June, Family Practice expanded into the newly renovated space on the 2nd floor of Grace Health's East Building. This is just the beginning of renovations to improve the way we serve our patients and better utilize space within the building.
- Grace Health is constructing a new site at 175 College Street that is attached to Summit Pointe which will have space for Family Practice and another Pharmacy. A Groundbreaking Ceremony was held in September to celebrate the start of the project and our partnership with Summit Pointe to better serve the community. It is anticipated the new site will open in summer 2024.
- Grace Health's 1st Women's Health Blitz to raise awareness of the importance of women's health, close gaps in care for women, and help improve the overall health of women in our community was held in October. We sincerely appreciate our sponsors, Blue Cross Blue Shield and Meridian, for providing funding and prizes.
- Dental expansion project began in October and will be complete in spring 2024. This expansion will add 5 dental operatories to increase access to dental services.
- World Diabetes Day was celebrated in November. Staff were available to talk with patients and provide testing and education about diabetes. THANK YOU, Molina Healthcare, for sponsoring this event!
- A Patient Self-Rooming / Communication Tool (SyncTimes) was installed in Grace Health Family Practice East Building and in Dental. The goal for this new technology is to streamline workflows for clinical staff, improve patient experience by reducing patient wait time and alone time, and optimize exam room utilization. The system helped staff provide care more efficiently, which led to improved patient and staff satisfaction. As a result, the system will be installed in the remainder of the building in early 2024.
- We are in the 2nd year of the 3-year Connected Care Pilot Program through the FCC (Federal Communications Commission). Grace Health is working with T-Mobile and Comcast to provide either a device or home internet to patients so they can connect virtually with us and increase their access to health care.



- Through Grace Health's Reach Out and Read Program, more than 3,900 new, age-appropriate books were given to our patients 0 – 5 years of age during their well-child visit. We sincerely appreciate funding from Meridian that was used to purchase the books that are given to our younger patients. In 2024, Grace Health will celebrate the 20th anniversary of our Reach Out and Read Program.
- Grace Health Pharmacy continues to grow. A total of 8,913 patients were served, over 164,700 prescriptions were filled, and more than 9,200 pharmacy deliveries were made. Construction for a new pharmacy site located on College Street began in September and will be open by summer 2024.
- In partnership with Western Michigan University School of Medicine and Bronson Battle Creek Hospital, the Family Medicine Residency Program is in its 5th year.
- Grace Health's Mom & Baby Smoking Cessation program went live in October. This program is to encourage and support women to stop smoking during their pregnancy. Those who successfully complete the program will receive packages of diapers each month for up to 6 months post-partum.
- Molina Healthcare of Michigan provided a RetinaVue 700 Imager to Grace Health which will be used for patients with diabetes. The RetinaVue is a smart camera that is specifically designed to take high resolution images of the eye and retina. Once the image is taken, it will be sent to a retinal specialist to determine if the patient has healthy vision or diabetic retinopathy.
- The Battle Creek Cereal City Lions Club presented Grace Health a \$1,000 gift for Optometry/Vision Care to assist patients in need of eyeglasses. This gift was made possible by Linda Pell. After purchasing a Lions of Michigan Foundation raffle ticket and winning the grand prize, Linda decided to share a portion of her winnings by asking the Cereal City Lions Club to select a recipient. Grace Health Optometry/Vision Care was chosen as the recipient of these funds to assist patients with eyeglasses.

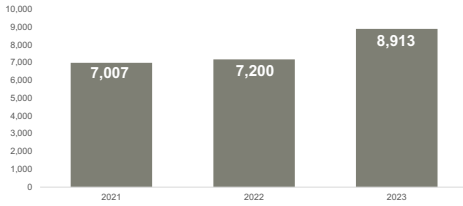


### *Serving Our Community*

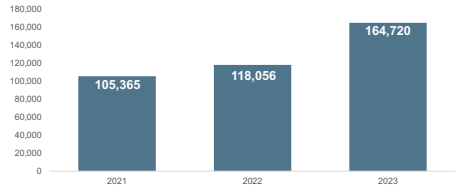
- On May 31, staff rolled up their sleeves for the American Red Cross Blood Drive. A total of 35 units were collected.
- Staff volunteered to pack 500 bags which were given at the Calhoun County Connect / VA Stand Down event to help the homeless and at-risk veterans in our community. Each bag was packed with a blanket, pair of socks, hand towel, first aid kit, 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 35 health fairs.
- Grace Health had 3 Facebook Live Events. Topics were: HIV Screening and Prevention, Mental Health, and Smoking Cessation and Dental Care. More events are planned for 2024. Watch our Facebook and Instagram pages for details.



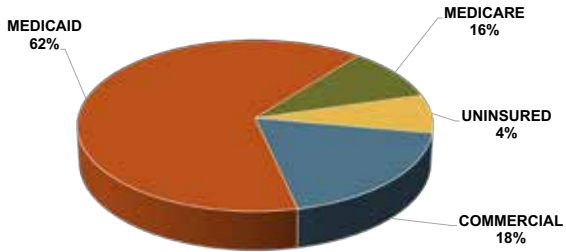
**Grace Health Pharmacy  
Total Patients Served**



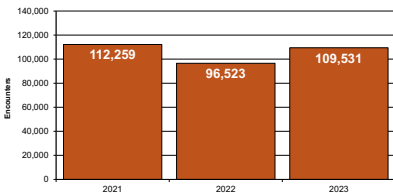
**Grace Health Pharmacy  
Total Prescriptions Filled**



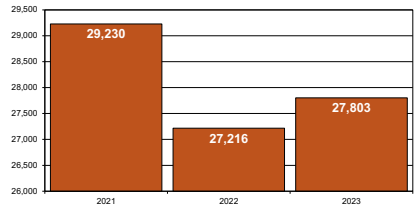
**2023 Total Percentage of Visits by Payer Source**



**Historical Patient Visits  
2021 - 2023**



**Total Patients  
2021 - 2023**





- 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 pay funds 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) as a Patient-Centered Medical Home with Distinction in Behavioral Health Integration.
- HRSA awarded Grace Health the following Community Health Center Quality Recognition (CHQR) Badges: Health Center Quality Leader, Advancing HIT (Health Information Technology) for Quality, 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.
- Grace Health was awarded the NextGen Excellence in Clinical Care Award for demonstrating excellence in how patients are engaged, treated, and communicated with to provide the best possible experience.
- The Michigan Department of Labor and Economic Opportunity recognized Grace Health as a model Registered Apprenticeship Program for its Medical Assistant Apprenticeship Program.



### *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.



- Representative Jim Haadsma and Ben Mcleod, Field Representative from Office of Representative Huizenga joined staff for the National Health Center Week Celebration on August 10. On the Roll, Teresa's Kitchen, and our own "Grace Health Grillers" cooked up a delicious lunch for staff and guests who attended the celebration. Tables were set up around the Center so staff and various Health Plans could share information with patients about services provided. Patients even got to spin the wheel for a chance to win a prize. We would like to thank our sponsors Molina Healthcare, McLaren Health Plan, Aetna Better Health of Michigan, and Blue Cross Blue Shield for supporting our National Health Center Week celebration by providing prizes and funding. Staff worked to "close the gap" in care and help patients get up to date on well-exams, vaccines, and screenings.
- Grace Health ranked 1st place at Corporate Cup 2023! Staff participated in volleyball, yoga, cardio drumming, cornhole, pickleball, and spirit contest. Way to go Grace Health Team!
- Other fun, staff activities included: 80's theme summer party, taco bar, popcorn, Valentines Day treat, heart healthy snack for National Wear Red Day, caramel apples and popcorn, sloppy joe luncheon, and a Christmas luncheon.

Our staff remains committed to serving you, our patients, and our community! Wondering how we can possibly achieve more in 2024 than we did in 2023? For starters, our new College Street site will be opening, expansion of Dental Department will be complete, Grace Health Mobile Dental Unit will be rolling into the community summer of 2024, Grace Health's School-Based Services will be expanding into Lakeview Middle School, plus there are still more exciting things to come. Watch our Facebook and Instagram pages for updates on what's happening at Grace Health. We look forward to 2024 as we continue to find new, improved ways to serve you.

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

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

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



**SOUTH MICHIGAN  
FOOD BANK**

## 2023 BOARD OF DIRECTORS

- Dean Newsome, Board Chair
- Timothy Kool, Vice Chair
- Ann Gallagher, Treasurer
- James Reed, Secretary
- Shannon Bagley
- Yanira Flores
- Bridgette Jones
- 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, FACMPE – Vice President/COO

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gracehealthmi.org