

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

At Grace Health, our unwavering commitment to improving the quality of care and expanding access to health services drives everything we do. Our primary goal is simple: to serve more patients and ensure every individual receives the highest quality care they deserve. As we reflect on 2024, we're excited to share the progress we've made in this mission. This year, we provided over 124,300 visits to more than 29,400 patients — a 6% increase in the number of patients and a 14% increase in visits compared to the previous year.

DR. PETER CHANG
President and
Chief Executive Officer

Serving Our Patients

- Every member of our team rallied around the Wildly Important Goal (WIG) of reaching more patients. This focus led to new strategies and improved processes for connecting with our community. To address same-day needs, we introduced walk-in hours, ensuring that we were available when our patients needed us most.
- In April, we celebrated the Week of the Young Child with fun and engaging activities for our youngest patients. Special themed days—Music Monday, Tasty Tuesday, Wordy Wednesday, Thinking Thursday, and Fitness Friday—helped foster a sense of community. Grace Health is deeply grateful to our sponsors—Blue Cross Blue Shield, McLaren Health Plan, Meridian, and Molina Healthcare—for their generous support, and to Kellogg Company and Kellanova for providing snacks for our patients.
- We completed an exciting dental expansion project in May, adding five new operatories to improve access to dental care. This marks a significant step in meeting the growing demand for dental services within our community.
- Our new Grace Health Mobile Dental Unit began serving schools in October, offering vital dental care to underserved populations, including school-aged children and homeless individuals. This innovative program is made possible through support from W.K. Kellogg Foundation and will operate out of a mobile unit that can be taken to schools, various shelters, community events, low-income areas, and childcare centers – meeting community members where they are.
- We opened our new College Street location in September, bringing primary care and behavioral health services to Summit Pointe's campus. By December, the pharmacy

opened its doors, providing patients with convenient access to medications, including the added convenience of a drive-thru window for easy prescription pick-up.

- This year, we further expanded our reach in schools, opening behavioral health sites at Beadle Lake Elementary School and Lakeview Middle School. These services provide students with immediate access to critical mental health resources. Grace Health plans to open additional sites within Marshall High School and Pennfield Middle School in 2025.
- In October, we held our second Women's Health Blitz, aimed at raising awareness of the importance of women's health and addressing gaps in care. Thanks to our sponsors—Aetna, Meridian, and United Healthcare Community Plan—for their continued support.
- During the week of August 4, Grace Health celebrated National Health Center Week (NHCW) with patients and staff. Congressman Tim Walberg joined Grace Health staff on Patient and Staff Appreciation Day when Grace Health celebrated its 20th anniversary as a Reach Out and Read Program. Children from Stars and Stripes Learning Station joined for story time with Congressman Walberg. Ben McLeod, Field Representative for Representative Bill Huizenga, showed his support for NHCW by visiting Grace Health. Aetna Better Health of Michigan, Meridian, United Healthcare, Breast & Cervical



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.



Cancer Control Navigation Program, Cereal City Sunrise Rotary Club, Exact Sciences, S.A.F.E. Place, and South Michigan Food Bank joined the NHCW celebration at Grace Health to share information with patients about resources available within the community. Grace Health staff were also available to share information about services we provide and to assist patients in getting scheduled for needed screenings. Although they were unable to join the festivities during the week, McLaren Health Plan and Blue Cross Blue Shield provided support for Grace Health's NHCW celebration.

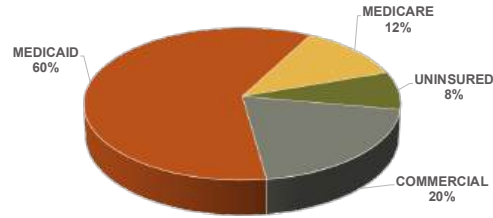
- In October, we hosted the Michigan Mobile Mammography Unit on-site, providing mammograms to 19 patients. Early detection is key in saving lives, and we are proud to offer this critical service to our patients.
- During the month of November, Grace Health hosted a World Diabetes Day event and a Colorectal Cancer Screening event to raise awareness of diabetes and the importance of being screened for colorectal cancer. Staff were available to talk with patients and provide education about diabetes and colorectal cancer. THANK YOU, Meridian and Exact Sciences, for supporting these events!
- Grace Health is in the third year of the Connected Care Pilot Program with the FCC (Federal Communications Commission), collaborating with T-Mobile and Comcast to provide devices and home internet to patients. This initiative helps bridge the digital divide, allowing our patients to connect virtually with our healthcare providers, increasing their access to care.
- Grace Health Pharmacy continues to serve our community, reaching 10,214 patients, filling over 201,400 prescriptions, and delivering more than 14,000 prescriptions to patients' homes. Our pharmacy team is dedicated to making healthcare more accessible and convenient for our patients.
- In partnership with Western Michigan University School of Medicine and Bronson Battle Creek Hospital, we are proud to be in the 6th year of the Family Medicine Residency Program, training the next generation of medical professionals who will continue to serve our community.



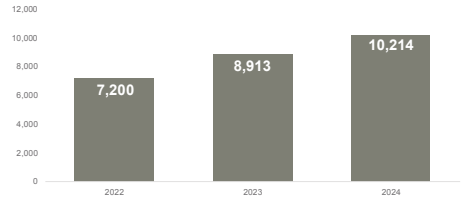
Serving Our Community

- Staff rolled up their sleeves for the American Red Cross Blood Drive. A total of 37 units were collected.
- Two Pop-Up Produce Distribution events were held at Grace Health. South Michigan Food Bank distributed fresh produce to community members.
- Grace Health supported the Calhoun County Connect / VA Stand Down event to help the homeless and at-risk veterans in our community by providing 250 towels, first aid kits and pairs of socks. Staff were also available at the event to share information about Grace Health and the services we provide.
- 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.
- Grace Health had 3 Facebook Live Events. Topics were: Cancer Screening and Prevention, Primary Care vs. Emergency Room Care, and Grace Health OB/GYN services. More events are planned for 2025. Watch our

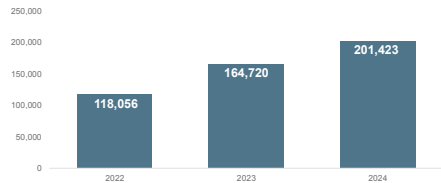
2024 Total Percentage of Visits by Payer Source



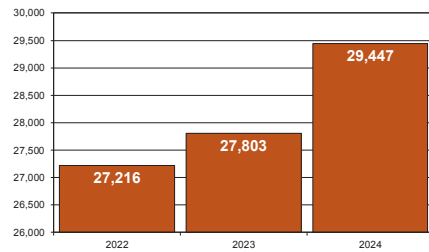
Grace Health Pharmacy Total Patients Served



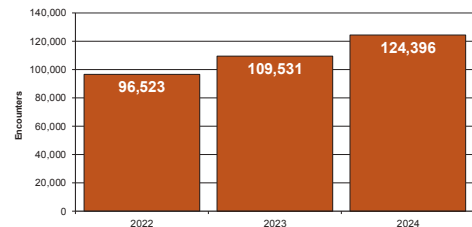
Grace Health Pharmacy Total Prescriptions Filled



Total Patients 2022 - 2024



Historical Patient Visits 2022 - 2024





Facebook and Instagram pages 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 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.
- To support and raise awareness of various health concerns, you will see our staff wearing red for women's heart health, pink for breast cancer, and blue for colorectal cancer.

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.
- The American Heart Association awarded Grace Health the Gold 2024 Certificate of Recognition for having greater than 70% appropriate statin therapy use for our at-risk population. Grace Health also received the Silver "Target:BP" award from the American Heart Association for our unwavering commitment to achieving better blood pressure control in our community.
- The Priority Health 2023 Quality Award was given to Grace Health in recognition of being a top physician office that improves health care outcomes for patients across Michigan.
- Grace Health School-Based Health Centers received an A+ from the Michigan Department of Health and Human Services (MDHHS) during the onsite reviews conducted by MDHHS. These exceptional results are a testament to Grace Health staff members' steadfast commitment to delivering high-quality care and support to students and families.

Recognizing Our Staff

Our staff is incredibly dedicated and consistently provides exceptional care for our patients. To express our gratitude and show how much

we value their hard work, we organized a variety of events throughout the year.

- Grace Health ranked 1st place at Corporate Cup 2024! This is the 2nd year in a row the Grace Health Team placed 1st. Staff participated in volleyball, basketball, cardio drumming, pickleball, and biking. In celebration, we had a Victory Picnic with staff. Way to go Grace Health Team!
- Sponsorship of the Battle Jacks is a new way Grace Health not only supported our local baseball team but also provided fun events for staff to attend. Staff enjoyed Home Plate seating at games, group outings with co-workers in the Dog House, and we also had a Christmas in July takeover game in which Dr. Chang threw the first pitch and funds were raised during the game for Grace Health’s Reach Out and Read Program.
- Other fun, staff activities included: Carnival theme summer party, Zero Vaccine Error Celebration with hot chocolate and cupcakes, Pharmacy Madness Taco Bar Celebration, Pharmacy Spa Day, Sloppy Joe Luncheon, Veggie Day, Soup Day, and a Winter Celebration.

Our team remains deeply committed to serving you, our patients, and our community. Stay connected with us on Facebook and Instagram for the latest updates on all that’s happening at Grace Health. As we look ahead to 2025, we’re excited to continue discovering innovative ways to better serve you.

Health care with grace,

Peter Chang

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



OUR SITES

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

Medical/Pharmacy
175 College St., Ste 100
Battle Creek, MI 49037
(269) 965-8866 (medical)
(269) 441-6819 (pharmacy)

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

BEHAVIORAL HEALTH SITES

Beadle Lake Elementary School
8175 C Drive North
Battle Creek, MI 49014
(269) 441-3254

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

Lakeview Middle School
300 South 28th Street
Battle Creek, MI 49015
(269) 565-3907

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

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

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**SOUTH MICHIGAN
FOOD BANK**

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