



## CHRISTIAN GLOBAL MEDICAL HEALTHCARE, INCORPORATED

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**\*Christian Global Medical Healthcare Incorporate is an at will employer.**

#### Mission

## Our Mission

The mission of Christian Global Medical Healthcare Incorporated is to increase access to barrier free inclusive high quality value-based healthcare by culturally competent highly qualified professionals in friendly welcoming environments for all people to reduce health disparities among populations served regardless of their age, gender, religion, disability, sexual orientation, race, ethnicity, social economic status, reproductive health preference, and national origin in this community, this state, this nation, and in this world.

#### Motto/Theme/Slogan

Increasing access to reduce health disparities!

## Our Main Vision

- 1. Our vision is to become the largest non-profit provider of choice** delivering barrier-free inclusive high-quality value-based primary healthcare by culturally competent highly skilled, respectful and caring professionals to reduce health disparities among populations served. in many locations for all people regardless of income, race, age, gender identity, sexual orientation, reproductive health preference, religion, national origin, disability, or creed. The following things are done to achieve this vision.
  - Patients who cannot afford to pay their insurance co-pays at once may sign agreement to pay the balance owed over six months.

- The uninsured will only pay 50% of the cost of their care with no questions asked about their income levels and if they are unable to pay this amount at once, they can sign a payment plan to pay over six months.
- Migrant workers, foreign visitors without health insurance, and undocumented individuals and families (people with no immigration status) will be seen without any request to show their social security cards, driver licenses, state/national identification cards, or their immigration status. They will only pay 50% of the cost for their care and will be allowed to sign agreement to pay over six months if they cannot afford 50% at once.
- Patients that cannot speak English are provided with professional interpreter service to increase their access to care as well.
- No patients are discharged from CGMH for not showing up late or never coming for appointments except for physical and verbal violence and other unlawful behaviors in clinic facilities and grounds. Patients that are frequently late for appointments and no shows are put-on walk-in basis for 90 days and encouraged to schedule for telehealth visits.
- Engage in non-profit primary healthcare delivery in selected nations including Haiti, Burma, Liberia, West Africa, and other nations to increase access to care for their citizens.
- **To become the largest non-profit employer of choice.**

## **OUR PHILOSOPHICAL TENENTS:**

1. All human beings have a soul, body, and spirit and are equally created with unique gifts, talents, and dreams and thus deserve to be treated in all CGMH clinics with the highest respect regardless of age, disability, income, immigration status, gender identity, race, sexual orientation, national origin, religion, or creed by everyone working for or affiliated with this non-profit healthcare corporation with no exceptions.
2. Every human being should prosper in all areas of life realizing their dreams when given early access to barrier free high-quality value-based healthcare delivered by culturally competent providers to reduce health disparities while promoting safe living and work environments, access to good nutrition, exercise, & rest activities, strong social support system, access to mental health services, and access to early & lifelong education that produces needed labor force for the economy and affordable retirement planning.

## **VALUES/BELIEFS:**

Christian Global Medical Healthcare, Incorporated believe in the following ten values.

1. **COMPASSION:** We believe that understanding what our diverse clients and our diverse teammates are experiencing affect each encounter and by empathizing with them, we can **effectively** serve them with excellent outcomes
2. **CONFIDENTIALITY AND SAFETY:** We believe and commit to maintaining a highly confidential and safe work environment at all times without exceptions for our clients, teammates, volunteers, students, business associates, contractors, etc. through continual training

and implementation of policies and procedures as relating to safe work place, privacy (HIPAA and Security) laws, workplace violence, OSHA policies, infection control policies, labor law, civil rights law, and others that govern our operations.

3. **HOPE:** We have a high hope that we at CGMH can make things better for all of humanity presenting in our clinics by consistently providing barrier-free culturally competent inclusive high-quality value-based healthcare for all people while relating well with our teammates, partnering agencies, donors, volunteers, students, and business associates
4. **HUMILITY OF SERVICE:** We believe in serving in a respectful non-biased and non-threatening and humble manner for all of humanity.
5. **INTEGRITY:** We believe in honoring our commitments to providing barrier-free, culturally competent inclusive high-quality value-based healthcare based on the world view and daily experiences of populations served and never compromising ethics and morality. We commit to adherence to regulatory compliance at all levels of operation in this corporation and encourage our teammates to report any violations to their supervisors or to compliance officers immediately without fear of reprisal.
6. **INTELLIGENCE:** We believe in acquiring knowledge, understanding, and wisdom. In keeping with this value, we provide our diverse clients with culturally enriched health education to keep them current in understanding and managing their disease processes. We provide resources for ongoing education of diverse teammates to keep them current and culturally competent in the discharge of duties in their disciplines. We actively participate in the education of diverse students of all disciplines in our facilities to produce highly skilled health professionals needed to deliver care locally, nationally, and around the world.
7. **PERFORMANCE AND INNOVATION:** We demonstrate excellence in everything we do now with continuous improvements from what has been learned from the past and we invent the future through curiosity for new ideas on effective delivery of barrier-free culturally competent inclusive high-quality value-based healthcare services in desirable settings to increase access and reduce health disparities among populations served.
8. **RELATIONSHIP:** We believe that trust is built through respectful honest clear communication that conveys **collaboration, acknowledgment, appreciation, validation, and enhancement (CAAVE)** of each other's talents in the discharge of our duties. That each person is part of the team, and no one can carry out their functions without all the members of the team in action doing their parts with excellence at the right time and for the right clients and for teammates. Therefore, our clients and teammates are family and central to the existence of Christian Global Medical Healthcare, Incorporated.

9. **RESILIENCE:** At CGMH, building a health system resilience from the day we opened to see patients on April 6, 2015, and onwards, is core to our existence. We design and implement resilient practice and infection control policies that enable CGMH Health System not only to prepare for shocks, but also to minimize the negative consequences of such disruptions, to recover as quickly as possible, and adapt by learning lessons from the experience to become better performing and more prepared. We do this by buying and stocking infection control supplies like PPEs, hand sanitizers, sanitizing wipes, masks, goggles, shields, gloves, yellow contact gowns, and blue chucks to regularly use them as warranted and in the event of crisis make us ready! We adopt our scheduling to patient experiences and world views, remote appointments, same day and walk in visits to increase access and maintain flow of revenue. As a non-profit, we engage in grant writing, building a donor pool through solicitation of individual donations, and plan and carry out fund-raising methods to promote continuity of care and availability of staff and supplies. We encouraged volunteer service and student training in the process as well.

#### **10. Volunteerism**

At CGMH, we value volunteers in all capacities helping us achieve our mission of increasing access to reduce health disparities and to implement the four-fold vision to accomplish the goals toward the mission. Therefore, we welcome volunteers 18 years and older that are high school graduate or equivalent to come help us. As an institution present in many locations, CGMH also encourages and sends out its staff members to volunteer with various local community programs serving the inhabitants of the local areas.

## **OUR GOALS**

Through diverse but united teammates implementing the vision that is undergirded by great philosophy and strong values, we commit to achieving the following goals toward our mission of increasing access to reduce health disparities among populations we serve.

1. **To create a non-profit healthcare delivery system that increases** access to barrier-free inclusive high-quality value-based healthcare to reduce health disparities for all people regardless of their ability to pay for care, age, race, disability, ethnicity, gender identity, sexual orientation, religion, national origin, immigration status, income, or their reproductive health preference. This care is now provided delivered by qualified culturally competent providers six days a week through our family practice clinics and urgent care clinics. Later, we will add mental health and substance abuse treatment clinics, immigration exam clinics, pharmacy services, dental, optometry, podiatry, women's health services, and other health services in several locations to prevent clients from traveling long distances for value-based care not available in their areas.
2. **To increase client visits by 30% each year starting 2024** through superior compassionate humble non-biased and non-threatening healthcare delivery and innovative visit scheduling models that promote more and more patients' word-of-mouth referrals of new clients to our organization. We are working on creating online scheduling of appointments in addition to our current remote telehealth, in person, walk-in, and same day appointments at all of locations.

- 3. To hire two full time providers and two full time support staff for each clinic** that are highly skilled, purpose driven, caring, respectful, and culturally competent diverse professionals for each clinic by the end of 2024. Continue staff development programs, recruitment and training of new hires, and offering competitive compensations and benefits to retain staffing at all levels by the end of 2024 and onwards to meet the increasing healthcare demands for diverse clients.
- 4. To identify and establish partnerships** with other non-profit agencies, for-profit agencies, laboratory and diagnostic agencies, pharmacies, myriad specialties, psychological and psychiatric consultants, acute hospitals, rehabilitative, home health, convalescence, and hospice organizations for prompt referrals of our clients as appropriate in the next five years and beyond. To fully accomplish this goal, we would hire one part-time liaison personnel at each location by the end of 2025.
- 5. To identify and establish contractual/partnership relationships** with at least ten professional, community, national, funding, international organizations, and governments to increase access to high quality affordable optimal healthcare services for many people in their desired settings 2030.
- 6. To strive for and to maintain the collection of 95% or more of reimbursements** by third party payers and individuals 2030 and beyond to buttress the effectiveness and continuity of the delivery of barrier-free inclusive high-quality value-based healthcare for all hiring. To accomplish this goal by 2030, we have hired an excellent billing company that has experience billing Medicaid and Medicare and other insurances. on December 13, 2022. The company started work January 2023 is now submitting claims to health insurance companies and collecting what little revenue Medicaid and Medicare pays the clinic. We are working on closing notes and generating and submitting visit encounters to them in timely fashion. As we get funding, we will buy dictation and transcription services to improve provider completion of visit notes in timely fashion for billing company to submit the claims on time.
- 7. To reduce the number of missed appointments and no shows to 10% or less** for daily scheduled patients by 2024 ending. Will achieve goal by calling and rescheduling in-person appointments throughout the day, by telehealth appointments, online appointments, walk-ins, and same day appointments. Doing reminder calls or texting to patients about upcoming office visits and implementation of flexible access to modes of appointments to primary care clinic Monday through Saturday except holidays and weekends and to be seen in urgent care seven days a week.
- 8. To achieve a maximum wait time of 10 minutes** for clients to be seen by the providers after being checked in for appointments and a maximum of 30 minutes for urgent care patients 2024 ending and beyond through prompt respectful client-centered effective support staff rooming and working up patients for providers to see them in timely fashion, a strong provider-client relationship that builds trust to reduce time with patients unless needed. To further achieve goal,

we have implemented 45 minutes for new patient and adult physical exam, 30 minutes for hospital/ER follow up visit, extended established complex patient visit, and pediatric physical exams, 20 minutes for regular established adult or pediatric chronic disease management and medication renewal visit, 20 minutes for paperwork completion visit to send to external agencies, 20 minutes to review laboratory and diagnostic results to address abnormal findings, etc. These appointment times allow more time with our patients than at any other clinics. We collect verbal and written client input in the care being provided, client and family education, and soliciting and implementing ongoing evaluation of care feedback from clients.

**9. Partnerships with Educational Institutions to Train Healthcare Professionals and Leaders**

To participate in partnership education of 1-2 diverse professional students from different disciplines (medical student interns/residents, nursing students, medical assistant students, advanced practice nursing students, physician assistant students, social work and other students) in our facilities and we have executed academic affiliation agreements with 17 accredited US universities. From 2015 to present 2023, we have trained 50 nurse practitioners (9 blacks and 41 whites), two MSW social workers, two MSN Nurse Educators, two MSN nursing management students, 8 BSN nursing students, one MBA student, one master of public health student, one doctor of ministry student, one PhD in Public Health student. We have also trained 8 Medical Assistant interns. Many of the students that graduate work in various healthcare settings thus reducing the shortage of health professionals needed in Michigan, in other states, and hopefully around the world. CGMH is open to train medical and physician assistant and other residents in the future as well. CGMH will continue to fulfill its vision of being a partner in the education of many other kinds of health professionals toward the fulfillment of its ultimate mission of increasing access to health care to reduce health disparities.

**10. CGMH Clinical and Administrative Staff Do Coach Patients On How To Get Jobs, Enroll In School And How To Become Better Parents and Caregivers**

Our goals for coaching our patients to be successful in all areas of life are:

- To train and help two patients a month to gain and retain employment in industries that can absorb their talents.
- To help two patients a year enroll and remain in community college and to train in a trade.
- To educate two parents/caregivers a month on good parenting.

To achieve above goals, we do the followings and as a result, we have achieved many measurable goals following our list of interventions below.

1. We help patients identify jobs that fit their readiness and then help them fill out applications on paper or on clinic computers.
2. We educate patients to prepare and dress up for job interviews.
3. We help patients plan their ride to interviews to arrive at least 30 minutes before.
4. We coach patients how to sit for and go through successful job interviews.
5. We help patients how to review different schools online that fit their desired educational goals.

6. We make computers available for patients and our staff guide them to apply online for school or help them fill out hard paper applications.
7. We educate pregnant women on healthy habits like smoking cessation, avoiding drugs, eating healthy, and reducing stress to reduce infant mortality rates in Kalamazoo County and surrounding places. We refer them to their County WIC programs if they cannot afford nutrients during and after pregnancy.
8. We educate young parents to get their babies and toddlers vaccinated routinely to prevent childhood disease.
9. We educate young parents the importance of getting early dental care for their babies and children.
10. We educate all patients about home safety to prevent accidental death and the importance of smoke detectors, radon meters, carbon monoxide detectors in the home is delineated for patients.
11. We teach less educated and uneducated parents and those that cannot read how to get help for their young children in school to succeed through available community programs and school system.
12. Education on safety about sex, firearms, seatbelts, helmets, and drugs is provided here for patients 15-30 years old.
13. We target older adults with intense education on home safety, assistive devices, avoidance of telephone fraudulent financial criminals, the use of 911 and programs in the county available for them.

**The Measurable Outcomes of the above investment in patients to use their talents and now in upward economic mobility from being abjectly poor when they came to us:**

1. One of our patients opened his own restaurant in 2021 in Battle Creek!
2. One of our patients that came to use wheelchair bound is now a manager at a local Q-Doba Restaurant; came beaming with joy saying she is now able to interview, hire, fire, workers at her restaurant and has big income with benefits on commercial insurance!
3. Two patients work at Bronson Methodist Hospital
4. One works at Oaklawn Hospital, Marshall MI
5. One of our patients works at Kalamazoo Country Club
6. Many work with local grocery and department stores in Battle Creek, Wyoming, Grand Rapids, Kalamazoo, Benton Harbor, etc.
7. One works at Pfizer
8. 3 work at Zoetis
9. One works in our Portage Clinic.
10. One works in our Grand Rapids Clinic.
11. Four now attend KVCC and 2 at Kellogg and working on getting degrees in trade areas!
12. One a former alcoholic is now a certified substance abuse peer counselor.

**Community Outreach Services**

1. We connect our patients to appropriate community programs and specialty clinics beyond our institution's expertise that can further help health disparities and sustain their health status by meeting other pertinent needs. We partner with community agencies to refer our patients in timely fashion in each location that we are operating to reduce health disparities.

2. We provide Spanish interpreter services and working on expanding to other languages.
3. We inform and encourage our patients to get clothes and nutrients from food pantries, churches that give out food and free clothing centers.
4. We reach out to schools to offer discounted sports physical exams to reduce cost for parents regardless of income.

## **Summary of Services To Be Provided Through Urgent Care**

1. Acute and sub-acute cases: Examples are AOM, Bronchitis, rhinitis, sinusitis, UTI, STDs, Yeast infection, etc.
2. Incision and drainage of wounds
3. Suturing of minor lacerations
4. Fiberglass casting of fractures
5. Splinting of sprains and strains
6. Management of Asthma and COPD exacerbations with fast acting nebulizer inhalers, oxygen therapy, oral and inject able steroid treatments, and antibiotics when appropriate.
7. Management of acute and chronic bronchitis and Pneumonia with inject able antibiotics, and respiratory treatments.
8. Management of exacerbation of diabetes with fast acting insulin and patient education on self-care.
9. Initiation of care and transfer to an appropriate acute care hospital of patients with acute chest pain, acute stroke, possible pulmonary embolism, head and other traumatic injuries beyond urgent care ability to manage.
10. Management of acute upper respiratory infections, ear, nose throat infections, and minor dental infections.
11. Management of patients with acute urinary tract infection, constipation, vaginal bleeding, erectile dysfunction, sexually transmitted infections, vaginal yeast.
12. Treatment of new hypertension and transfer to primary care.
13. Management of minor eye injuries and infections.
14. Removal of foreign bodies from nose, throat, ears, skin not requiring surgical intervention.
15. Removal and or irrigation of ear wax
16. Management of workplace exposure to splashes to eyes, skin, and needle poke injuries and injuries to back, limbs, and head.
17. Sports, employment, DOT, daycare, foster care, and other physicals on walk on basis.
18. Acute and sub-acute abdominal problems.
19. Flu and Tetanus shots and TB screening.
20. Minor skin infections such as atopic dermatitis, psoriasis, fungal infections of skin, nails, and scalp, oral candidiasis, and others.
21. Management of minor burns and frost bites.
22. Doing pulse oxymetry, EKG readings, Doppler readings, and other.
23. Ordering laboratory tests and diagnostics
24. Mentoring of extern students to urgent care.
25. Identifying acute and chronic psychiatric illness, treating and referring cases appropriately.
26. Others.



## **Summary of Services that Will Be Provided In the Family Practice Clinic:**

1. Annual Physicals for all ages.
2. Newborn assessments and management.
3. Disability Physicals, DOT, Sports, Day Care, Foster care, employment, and other physicals by appointment.
4. Preventive Healthcare for all ages.
5. Sub-acute disease management
6. Chronic stable disease management
7. Chronic complex disease management
8. Referrals of cases to specialty medicine as appropriate and warranted
9. Coordinating interdisciplinary care of complex clients
10. Mentoring student externs that need primary care hands on experience
11. Discussing and encouraging clients to establish advanced directives as appropriate
12. Hospital follow-up care for established clients.
13. New client visits
14. Hospital rounds of established patients hospitalized in local hospitals
15. Screening for and management and counseling for psychiatric illnesses (Depression, Anxiety, Post Traumatic Disorder, bipolar disorder, post partum depression, family dysfunction, stable schizophrenia, stable schizoaffective disorder, seasonal affective disorder, etc)
16. Diagnosis, management, and referral of clients with ADHD, Autism, and Congenital birth defects, etc.
17. Identifying clients at risk for elder abuse, spouse abuse, child abuse and intervening promptly.
18. Smoking, Alcohol, and other Substance Abuse prevention, management, and referral as appropriate.
19. Responsible Acute and Chronic Pain management for all clients and appropriate referrals.
20. Diagnosis, management, and counseling for overweight, obese, and morbidly obese clients.
21. Management of minor skin conditions and referral for complex and cancer cases.
22. Management of Men and Women health problems.
23. Management of epileptic and non-epileptic seizures, Parkinson's Disease, Dementia, Migraine headaches, tension, vascular, headaches, and others.
24. Managing rheumatic and arthritic conditions, back, neck pain, endocrine diseases, etc.
25. Minor surgeries: incision and drainage of wounds, repair of wounds and lacerations.
26. Management and transfer of acute coronary syndrome, acute stroke, possible pulmonary embolism, traumatic injuries, DVTs, acute respiratory failure, and others.