



SHEBOYGAN

920 - 783 - 6633

Administration, Dental, Behavioral Health,
Medical and Pharmacy Services
1721 Saemann Ave.
Sheboygan, WI 53081

MANITOWOC

920 - 686 - 2333

Dental, Behavioral Health,
Medical and Prescription Services
2719 Calumet Ave.
Manitowoc, WI 54220

**¡TENEMOS PROVEEDORES
QUE HABLAN ESPAÑOL!**

**PEB MUAJ KEV PAB CUAM MUAB KEV
PAB UAS HAIS LUS HMONG!**

MAILING ADDRESS:
P.O. Box 959
Sheboygan, WI 53082-0959

Visit our website: lakeshorechc.org



LAKESHORE
community health care

ALL ACCESS PASS
A behind the scenes look at LAKESHORE.

Annual Report

MISSION

To provide access to comprehensive, integrated health care, regardless of insurance status or the ability to pay, eliminating health disparities among the underserved.

SERVICES

BEHAVIORAL HEALTH

DENTAL

MEDICAL

PHARMACY

SCHOOL DENTAL PROGRAM



PROVIDERS

DENTAL

Tim Gainey, DDS
Reyna Garcia, DDS
Thomas Kissner, DDS
Ethan Schuler, DDS
Tara Stream, DDS
Joe Townsend, DDS
Ashley Walsh, DDS
Casey Wilson, DDS*
Mai Jua Xiong, DDS

PHARMACY

Hannah Neff, PharmD
Christa Wilson, PharmD*

MEDICAL

Donna Buechner, APNP
Barbara Gonzales, MD
LoriJean Mettetal, MSN
Diane Oppeneer, ACNP
Robert Wenberg, DO*

BEHAVIORAL HEALTH

Kristine Feggestad, LPC
Teresa Klavekoske, LPC
Karen Lim, Psychiatric NP
Amanda Schroeder, LPC

**Department Director*

DEAR SUPPORTERS & FRIENDS



Lakeshore Community Health Care (LCHC) was created to deliver integrated health care to the underserved in our communities.

Since opening our doors in 2012, LCHC has provided dental, medical and behavioral health care. This care is complemented by support services such as translation, transportation, and insurance enrollment assistance. Our partners, including Aurora Health Care and HSHS St. Nicholas Hospital, provide financial support and crucial specialty services for our patients.

Over 50,000 of our neighbors in Sheboygan and Manitowoc Counties are un- or under-insured. Many are employed but struggle to provide for themselves and their families. This population often has higher rates of dental disease, behavioral health concerns, and chronic conditions like diabetes and hypertension.

Lakeshore Community Health Care designed its services to meet the complex needs of this population, regardless of a patient's income or insurance status.

This past year, we took the next step to achieve truly integrated care, opening new facilities in both Sheboygan and Manitowoc. The larger, strategically designed clinics provide all of our services in one place.

In-house labs and pharmacy services mean our patients can get blood tests, see their doctor, dentist or counselor and pick up medications all in one visit. Additional specialty services, such as pediatrics and women's health, will be brought on-site in the near future.

LCHC cared for nearly 10,000 patients in the past year, and we expect to double that to 20,000 within the next three years. Thanks to our donors, social service partners and supportive health system, our patients will enjoy better health and a higher quality of life.

A handwritten signature in blue ink that reads "Kristin Blanchard Stearns".

Kristin Blanchard Stearns
Chief Executive Officer

PATIENT PROFILE: RUBEN

“My mother was a patient at Lakeshore. When I suffered a debilitating back injury, she suggested it to me. I was on disability and didn’t know where to go. Now, three years later, my whole family uses the dental, medical, and behavioral health services.



My wife has seizures and we have kids at home. It can be overwhelming to take care of them and also take care of myself. I’ve been seeing a counselor to help me cope with my PTSD and anxiety. My medical provider and counselor work together to adjust my medications. We’re still working on finding the right medications and doses that work for me.

Being able to come for multiple appointments at once, or bring my kids for their dental visit right after my medical appointment has been a blessing. Everyone has been patient and kind to my whole family, but sometimes I need tough love and they give me that too!”

PATIENT PROFILE: LYNN

“In 2012, I had just moved to town and didn’t have insurance. I’m so grateful someone told me about Lakeshore Community Health Care.



I found it easy to build relationships with my medical team, which led me to try counseling for the first time. Talking to someone can be very freeing. I feel a weight off my shoulders every time I talk to my counselor Amanda.

At my last dental cleaning, my dentist pointed out that some of my medications can cause dry mouth. He explained what I can do to prevent any damage to my teeth. It’s great to know my providers monitor my total health: mental, oral and physical. I’m learning how they all connect so I can stay as healthy as I can be at my age!

At a recent visit my nurse introduced me to Dan, a care manager. Dan helped me find an affordable apartment and connected me to other resources I didn’t know were available.”

I tell everybody to come see Lakeshore and try it out - all of the providers are well educated, the facility is beautiful and for most patients, including me, it’s the most affordable way to receive care.”

INTEGRATED CARE



When a car gets in a fender bender, it’s not just the fender that’s damaged: axles might be bent, steering might not work and there may be unseen damage under the hood. The same is true of people. A person’s medical, dental, and mental health all impact each other. The effects of homelessness, hunger, unemployment, and poverty play a role in health as well.

Despite the complexity of people’s lives, health care typically responds with fragmented services. At LCHC, we recognize that a person is unlikely to make changes to their diet, exercise regularly, or comply with their prescriptions if they are suffering from untreated depression or substance abuse. A homeless teenager may have poor health and struggle at school until they find adequate housing and nutritious food.

They really care about me and my progress, going out of their way to make sure I understand my diagnosis and what my medication will do to help me.
- Martin

We place our patients at the center of their care team - made up of doctors, dentists, pharmacists, psychiatrists, counselors and case managers - to get a full understanding of each person’s unique needs. A personalized health plan is designed for each patient. Case managers link patients to community resources to help them secure housing, healthy food, employment, insurance, and other needs which have important impacts on health.

This integrated approach to health care is essential at LCHC, given that as many as 80% of our medical patients also have behavioral health or substance abuse diagnoses.

On the right, a counselor works with a doctor and nurse practitioner to develop a treatment plan to manage a patient’s diabetes and depression.



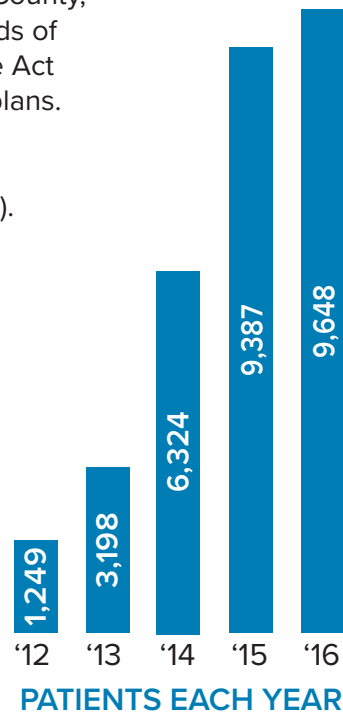
A LOOK BACK

In only 5 years, LCHC has achieved the following milestones:

- Grew from a shoestring organization to a 100+ employee agency with a \$9.7 million budget, serving 10,000 patients annually.
- Built new facilities in Manitowoc and Sheboygan.
- Opened in-house pharmacies to provide services at both facilities.
- Received a *Patient Centered Medical Home* designation from the National Committee for Quality Assurance, recognizing our commitment to high-quality, integrated care and patient satisfaction.
- Began Screening, Brief Intervention, and Referral to Treatment (SBIRT), which has improved our identification and treatment of alcohol and substance abuse.
- Led collaborative efforts with the City, County, and other non-profits to enroll thousands of eligible individuals into Affordable Care Act (Obamacare) and Medicaid insurance plans.
- Provided language interpretation for more than 10% of patients (1,211 in 2016).
- Implemented Electronic Health Records and an online patient portal.

22,010 DENTAL
5,425 MEDICAL
1,795 BEHAVIORAL HEALTH
TOTAL VISITS IN 2016 —

29,230



LOOKING FORWARD

When my family was between jobs and insurance they provided just what we needed. - Hannah



LCHC provides services to patients of all ages.

To better serve the 50,000 under- and un-insured residents of Manitowoc and Sheboygan Counties, LCHC will:

- Hire dual licensed behavioral health/substance abuse counselors.
- Hire a chiropractor to help patients manage chronic pain, providing a non-opioid treatment option to improve patient outcomes.
- Evaluate LCHC referrals to specialty care to determine which services to bring in-house (cardiology, pediatrics, etc).
- Expand our school dental program to the Plymouth School District and rural parts of Sheboygan County, while adding more student patients at the schools we currently serve.

WE PROJECT TO SERVE —

20,000

— PATIENTS ANNUALLY, BY 2020

FACILITY EXPANSIONS

Diane Oppeneer, ACNP, remembers literally needing to squeeze in the hallway between the blood draw station and the exam room at LCHC's first home on South 8th Street in Sheboygan. "We pieced things together in that little store front, but we could hardly breathe - and we sure couldn't grow."



The same was true in Manitowoc, where Dr. Stream faced similar constraints at LCHC's Buffalo Street clinic. "With only two exam rooms and six dental operatories, we couldn't expand our footprint or hire more providers. Expansion was impossible."

LCHC responded to these limitations by renovating buildings on Saemann Avenue in Sheboygan and Calumet Avenue in Manitowoc.



The projects are similar – large expansions which allow for big increases in patient numbers and room for new services. Designing the interior space from scratch in both locations, we planned for maximum service integration among our dental, medical, and behavioral health providers.

Generous contributions from the Kohler Company, Aurora Health Care, the Brotz Foundation, the Sartori Family, the West Foundation, the U.S. Health Resources and Services Administration, anonymous donors, and many others allowed us to complete the facilities while fundraising continues.

The expansions, completed mid 2017, are *already* yielding the positive results we expected:

- With 3,649 visits, October 2017 was our busiest month on record!
- Since opening the new dental wing in January 2017, we have decreased our Sheboygan dental waitlist from over 900 to 361, even as new patients are constantly added.
- Our in-house pharmacies opened in October 2017 and have already filled 1,726 prescriptions for 827 patients.
- A full-time psychiatric nurse practitioner and part-time psychiatrist began seeing patients.

HISTORY OF LCHC

2006

United Way granted \$20,000 to HSC2020* to explore how to expand medical and dental care for the uninsured.

2010

Manitowoc's Healthy Teeth Healthy Communities program expanded to serve adults.

2013

The Healthy Teeth Healthy Communities program expanded to provide medical services.

2012

Sheboygan Area Community Clinics, Inc. (dba LCHC) began providing dental care and became a Federally Qualified Health Center.

2014

The Sheboygan & Manitowoc organizations merged to become Lakeshore Community Health Care, Inc.

2017

New facilities in Sheboygan & Manitowoc were completed, allowing for greater access to patients & expanded services.

Pharmacy services began at both sites in October.

**Healthy Sheboygan County 2020*

COLLABORATIONS

Our local health system, non-profits and community organizations recognized the significant need for affordable health care, especially for the un- and under-insured population, and worked together to form Lakeshore Community Health Care.

Today, we continue to work these organizations to reach out to new patients and address the health care needs in our community. Our health system partners provide funding for capital, and operational expenses, and offer specialty care for patients, discounting services on a sliding-fee-scale similar to our own.

When LCHC was designated a Federally Qualified Health Center, we earned high marks for our highly supportive and collaborative community partners. Among our many partnerships are:

AURORA HEALTH CARE

Aurora Health Care is supporting LCHC's expansion into psychiatric care. Through the grant, LCHC has hired a full-time psychiatric nurse practitioner and is contracting with a psychiatrist, dramatically expanding the scope of our behavioral health program.

Behavioral health is a top need in Manitowoc and Sheboygan Counties and a priority for our health systems.



HSHS ST. NICHOLAS HOSPITAL

With support from St. Nicholas Hospital, LCHC hired a case manager focused on Screening, Brief Intervention, and Referral to Treatment (SBIRT). SBIRT is a critical tool used to assess and treat substance abuse. Thanks to this grant, all patients are now screened with SBIRT and 67% of patients receiving treatment have reduced their alcohol and/or drug use at their 6-month re-screen.

SCHOOL DENTAL PROGRAM

Picture yourself in your fourth grade classroom. Picture yourself at the dentist. Now, picture both together. LCHC's school dental program does just that, serving nearly all of the public school districts in Manitowoc and Sheboygan Counties each school year.

Except for the setting, often a free classroom or principal's office, the services provided are exactly the same as you would receive at our dental clinic.

STUDENTS SERVED —

1,423

2016 - 2017 SCHOOL YEAR

Using mobile equipment, a dentist, hygienist and a dental assistant provide full preventive and restorative care to students. All students who do not regularly see a dentist are eligible.

The benefits of this approach to children and their families are many: children do not need to miss school, parents do not need to miss work, and transportation challenges are overcome.

The program is successful and growing quickly: we're in all of the public school districts in Manitowoc County, the Sheboygan Area School District, Random Lake, and Sheboygan Falls.

Students usually have one routine cleaning and exam, but many receive long overdue restorative care over two or more visits.

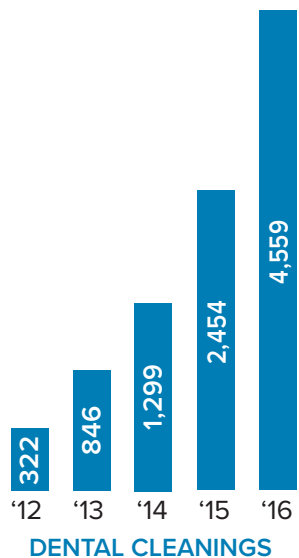
AVERAGE VISITS

1.8

— PER STUDENT



QUALITY OUTCOMES



IMMUNIZATION RATES

| | LCHC | WI | Goal |
|---------------------------|------|------|------|
| Children* | 100% | 100% | 60% |
| Influenza** | 41% | 23% | 70% |
| Meningitis & Septicemia** | 89% | 70% | 80% |
| Tdap** | 98% | 80% | 80% |
| HPV** | 54% | 30% | 80% |

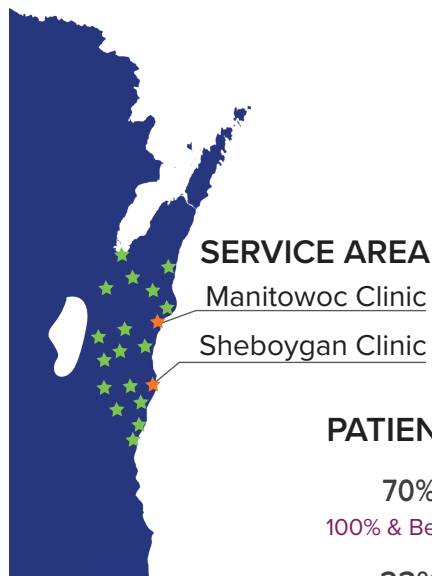
*Who turned 2 during measurement year.

**Patients 13 - 17 years old.

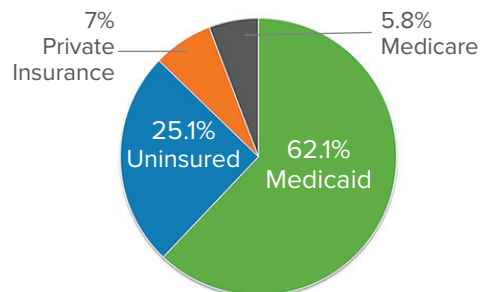
HYPERTENSIVE <140/90 —
67.4%
 GOAL 68%

Hypertensive patients whose blood pressure is considered under control.
 2015: 72%
 2014: 71.4%

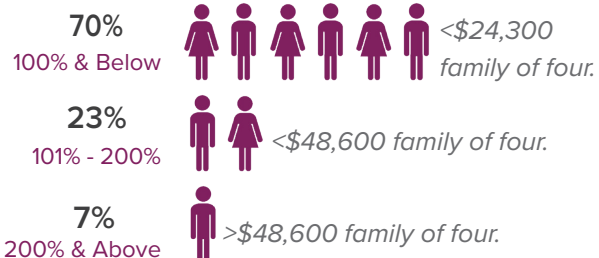
PATIENT DEMOGRAPHICS



INSURANCE TYPES

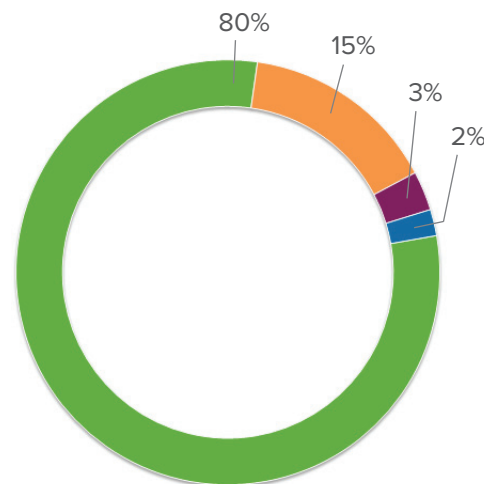


PATIENT FEDERAL POVERTY LEVELS



FINANCES

Lakeshore Community Health Care is a \$9.7 million agency. Finances for Fiscal Year 2017 (June 1, 2016 - May 31, 2017) are presented below.



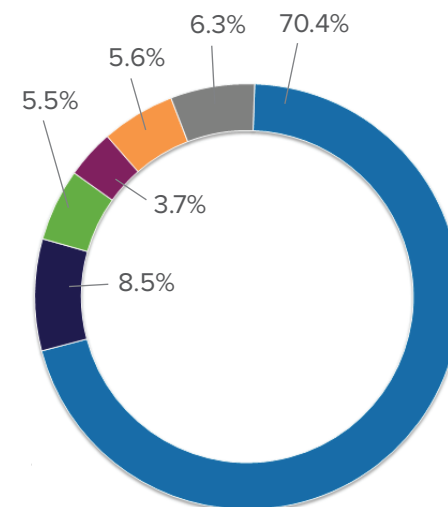
REVENUE

- Patient Revenue
- Federal Grants
- Local Grants & Donations
- Other Income

*Patient revenue includes co-pays, sliding-fee payments, and insurance reimbursements.

EXPENSES

- Salaries & Benefits
- Contracted Service & Staff Support
- Supplies
- Facilities
- Equipment
- Communications/Other



DONORS

Lakeshore Community Health Care appreciates every gift we receive! Through the generosity of the donors listed below, our staff is able to provide the highest quality care possible to a rapidly growing number of patients.

FOUNDATIONS & ORGANIZATIONS

Anonymous (3)
Aurora Health Care
First Congregational Church, U.C.C.
Franciscan Sisters of Christian Charity
Frank G. and Frieda K. Brotz Family Foundation
The Grover Family Foundation
Herbert V. Kohler - Natalie Black Kohler Foundation
Hoffman Family Fund
Holy Family Memorial
Hope Reformed Church
HSA Bank
HSHS St. Nicholas Hospital
Immaculate Conception Congregation
Jane and Arthur Stangel Fund, Inc.
John C. and Katherine B. Miller Charitable Fund
of Lakeshore Community Foundation
Kohler Company
Ladies of the Lake
Lakeside Foods
The Nash Family Foundation
Prevea Health - Circle of Giving Committee
River Road HCE Club
Ruth St. John & John Dunham West Foundation, Inc.
The Sartori Foundation, Inc.
Service League of Manitowoc County
Stone Foundation, Inc.
Wisconsin Bank & Trust

WILLIAM "BILL" WEISSERT COMMUNITY ROOM

Thank you to all of the individuals who have made a gift to the community room in memory of William Weissert. The room will be used by local non-profits, companies, and support groups for training, educational programs, and other activities.

This is LCHC's way of honoring Bill, who encouraged United Way of Sheboygan County to provide support and initial funding for LCHC. To view the list of donors to the William Weissert Community Room, please visit our website: <http://www.lakeshorechc.org/about.html>

INDIVIDUAL GIFTS

Anonymous
Jerry and Corinne Baker
Jean Beinemann
Mark and Donna DeZwarte
Mary Lynne Donohue
John and Jean Frana
Dr. Gregory and Jennifer Grose
Dr. Vytas and Marcy Kerpe
Dr. David Loritz
Timothy Lukasek
Dr. Dharmesh & Sadhna Murthy
Jose Natera
John and Constance Neisius
Gregory Nycz
Dr. James & Dr. Kathryn Pawlak
Dave and Sandy Sachse
Marie Seger
Dr. Kristine and Todd Wake
Joann Van Horn Wieland
Ann and Gary Wondergem

BOARD OF DIRECTORS

We would like to thank our Board of Directors for their strong leadership and support. Eighty percent of our board members use LCHC's services. Their invaluable insights lead to policies that better serve all of our patients.

Tammy Harris, President
Debbie Libby, Vice President
Uriah Warner, Secretary
Rachel Laborde, Treasurer
Barbara Dodge, Past President

Lucy Araujo
Dana Clark
Joseph Rupnik
Mysti Gruenke
Scott Hayes

"I have always received prompt, friendly attention from the staff here...There is an atmosphere of love and respect in the waiting area as well as from the staff." - GERALYN

LEADERSHIP TEAM

Kristin Blanchard Stearns, *Chief Executive Officer*
Marty Shaller, *Chief Financial and Operating Officer*
Robert Wenberg, DO, *Medical Director*
Casey Wilson, DDS, *Dental Director*
Christa Wilson, PharmD, *Director of Pharmacy*

THANK YOU TO OUR VOLUNTEERS AND ALL OF THE COMMUNITY MEMBERS WHO SUPPORT OUR MISSION TO PROVIDE ACCESS TO HEALTH CARE FOR EVERYONE.