



# QUALITY CARE & INTEGRATION

Annual Report 2019

# Mission

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

## Board of Directors

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

### OFFICERS

Rachel Laborde, *President*  
Brenda Smith, *Vice President*  
Joseph Rupnik, *Treasurer*  
Diane Liebenthal, *Secretary*

### MEMBERS

Barb Dodge	Carly Hakala
Michelle Elder	Scott Hayes
Deanna Flowers	Geralyn Leannah
Beck Grauman	Penny Senkbeil
	Kelyn Netz

## Leadership Team

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

## PROVIDERS

### DENTAL

Josh Adametz, DDS  
Christina Bennett, DDS  
Ivona Cristi, DDS  
Maura Darnieder, DDS  
Smriti Madrecha, DDS  
Lauren Morrison, DDS  
Neal Rosenberg, DDS  
Casey Wilson, DDS\*  
Mai Jua Xiong, DDS

### PHARMACY

Larry Mihalevich, PharmD  
Hannah Neff, PharmD  
Christa Wilson, PharmD\*

### MEDICAL

Donna Buechner, PMHNP  
Barbara Gonzales, MD  
John Hernandez, NP  
Diane Oppeneer, ACNP\*  
Robert Wenberg, DO\*

### BEHAVIORAL HEALTH

Sarah Appfelbeck, LPC  
Kristine Feggestad, LPC  
Teri Klavekoske, LPC  
David Ohrmund, LPC  
Kayla Ostermann, LPC  
Becky Rice, LPC, CSAC  
Amanda Schroeder, LPC  
Frank Simac, LPC, CSAC

\*Department Director

## DEAR SUPPORTERS & FRIENDS

As 2019 comes to an end and I reflect back on the year, I feel fortunate to lead this organization. Lakeshore Community Health Care (LCHC) continues to provide affordable dental, medical and mental health care to new and existing patients. We expect to reach 50,000 annual visits by 2021. This year, our focus was finalizing the integration of our services, providing the highest quality care and improving our patients' health outcomes.

According to the Substance Abuse and Mental Health Services Administration, 68% of adults with a mental illness also have one or more chronic health conditions. Studies show improved mental and physical health in integrated care settings. This is why integrated care is at the heart of our mission and why we have embedded Licensed Behavioral Therapists into our primary medical practice.

LCHC was one of two health centers in the State of Wisconsin to join a national study on social determinants of health, studying how health is influenced by a patient's socioeconomic status, education, social connection, physical environment, employment, and other basic needs.

Quality improvement initiatives have been a focus of our clinical teams. I'm extremely proud of the progress we've made increasing cancer screenings among our patient population to almost 60%. We've also been named "HPV Vaccine Is Cancer Prevention Champion" by the Centers for Disease Control and Prevention for a 77% adolescent vaccination rate.

One of the many reasons I feel so fortunate in leading LCHC is our long-standing collaborative partnerships. Working with our local hospital systems, government agencies, and the many non-profit social services organizations in our community, LCHC is able to provide integrated, quality care, and improve the lives of the nearly 13,000 patients we serve.

We are looking forward to 2020 and the impact we can all make on the health of our communities.



Kristin Blanchard Stearns  
Chief Executive Officer

30,726 DENTAL  
6,370 MEDICAL  
4,466 MENTAL HEALTH  
1,309 CHIROPRACTIC  
TOTAL VISITS IN 2018 ———  
**42,871**  
Nearly 8,000 more than 2017.

## A LOOK BACK

LCHC's goal is to provide the highest quality of care to help our patients exceed their health goals. This year, we hired additional staff and added new services to meet our patients' needs, including:

- 🏆 Implemented the Behavioral Health Consultant model of care. Patients receive brief motivational therapy and mental health care, as needed, within a medical appointment. This solution-focused model improves care coordination, eliminates stigma and leads to better health outcomes for patients who are managing chronic conditions and/or mental health issues.
- 🏆 In September, one of our Nurse Practitioners received certification as a psychiatric-mental health nurse practitioner. She'll provide specialized care for our patients and further integrate medical and mental health care.
- 🏆 Began a Support, Treatment and Recovery (STAR) program at our Manitowoc clinic to support patients with substance use and addiction issues. The program features traditional and group therapy, along with optional medication-assisted treatment.
- 🏆 Hired three additional counselors to expand school-based mental health care through the PATH program.
- 🏆 Named *HPV Vaccine Is Cancer Prevention Champion* by the CDC for an outstanding 77% vaccination rate.
- 🏆 Hired additional dentists at both clinics and increased capacity for complex tooth extractions to meet the high dental care demands in our communities.
- 🏆 Focusing on workforce development, we hosted two A.T. Still University student dentists at our clinics, with additional rotations planned for 2020.
- 🏆 Implemented wage restructuring to remain competitive in our market and guarantee a minimum wage of \$15 per hour for entry-level positions.
- 🏆 Expanded chiropractic care to two rooms and added electric muscle stimulation and ultrasound therapy, two methods that speed the healing process and reduce muscle pain.
- 🏆 Received Health Center Quality Improvement awards for: Clinical Quality Improvers, Access and Value Enhancers, Health Disparities Reducer, Advancing Health Information Technology for Quality, and Patient Centered Medical Home Recognition.

## Offering Affordable Medication

When a family or individual is struggling to put food on the table or pay their bills, prescriptions may be rationed, or skipped altogether. By participating in the national 340B program, the Dispensary of Hope, and utilizing grants and local donations, LCHC's pharmacy is able to offer vital medications at affordable prices.

For the last decade, you've read about the rising costs of prescription drugs, but did you know an uninsured patient can pay up to \$400 for one month of insulin? At LCHC's in-house pharmacy, patients never pay more than \$21 for a month.

When patients can afford to take medications as prescribed, their health can dramatically improve. This is especially true for our patients with chronic medical and mental health conditions.

2017 - 2018	2018 - 2019	
2,930	6,833	Refills
10,813	13,387	New prescriptions
13,743	20,220	Total

Our pharmacy team has a direct relationship with our prescribing doctors, therapists and dentists, who all work together to care for patients. This makes our pharmacy staff uniquely qualified to help patients understand and manage multiple medications and answer questions (like what time of day is best to take their prescriptions).

We strive to make our pharmacy convenient by filling prescriptions while patients are in appointments, so they can pick up their medication before they leave. Our pharmacy is also connected to a mobile app, allowing patients to request refills and message pharmacy staff.

## SCHOOL-BASED CARE

In 2006, Healthy Teeth Healthy Community began providing dental services to students in Manitowoc public schools. The program would later merge with Lakeshore Community Health Care. Today, our school dental program serves over 1,500 students each year throughout Manitowoc and Sheboygan Counties.

In 2020, we will begin piloting a model for medical care at Longfellow Elementary School in Sheboygan with the goal of creating a medical home and increasing health equity. Students and all family members who live in their household will be able to access primary and acute medical care at a small clinic located in the school.

### *PATH Program Expansion*

The Providing Access to Healing (PATH) program offers students access to mental health care and regular therapy during their school day. Nearly 300 students in the Sheboygan Area School District (SASD), alone, have suicide risk factors.

After a successful partnership providing two full-time counselors, the SASD requested that LCHC expand the program to all middle schools and elementary schools in the 2019-2020 school year.

In response, LCHC hired three additional counselors, who already have 96% of their sessions filled.



*"Probably dead," That's where one student says she may have ended up without PATH. View the 3 minute story: <http://bit.ly/3344jyM>*



### *Making it Through Tough Times*

For most of his life, Matthew\* worked for the City of Chicago. It was a job with great benefits, but driving snow plows and performing maintenance work can be tough on the body.

Matthew was able to retire early and move to Florida. He enjoyed his time there, but after several back surgeries he couldn't keep up with the cost of living. A few years ago, he moved to Sheboygan Falls and began receiving medical and dental care at Lakeshore Community Health Care.

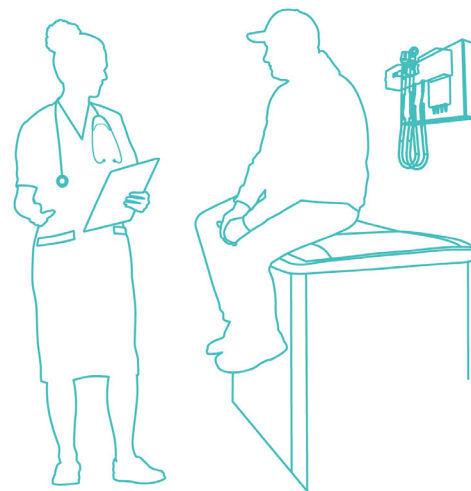
Matthew had not been to a dentist in years. When he retired he lost his dental insurance. He needed extensive work, including partial dentures, but his health also took a turn when he was diagnosed with prostate cancer.

With medical bills piling up, Matthew needed to have his dental work completed before starting radiation treatment. With help from the Discounted Care Extension Program, Matthew was able to have his dental work completed, so he could focus on his cancer treatment.

The Extension program, made possible by a generous donation, allows patients with incomes above 200% of the Federal Poverty Level access to sliding scale discounts normally reserved for low income patients.

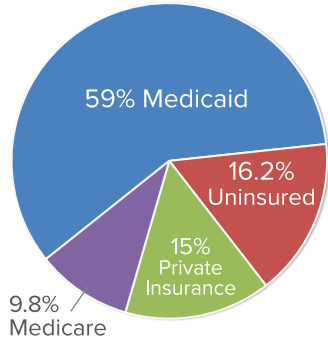
*\*Patient's name changed for privacy.*

*"I wish I could share with the staff and people who donate to Lakeshore Community Health Care how truly thankful I am for the care I receive."*



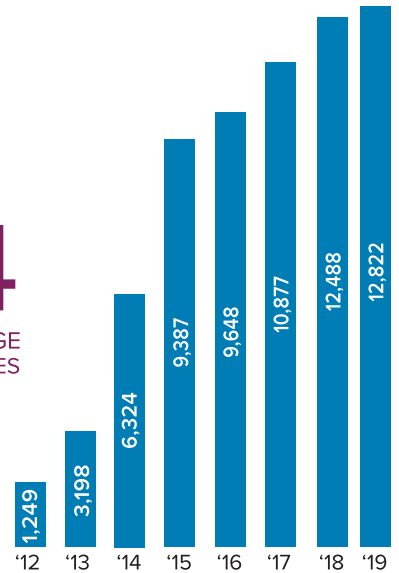
## PATIENT DEMOGRAPHICS

### INSURANCE COVERAGE



1,304

PATIENTS USE LANGUAGE  
INTERPRETATION SERVICES

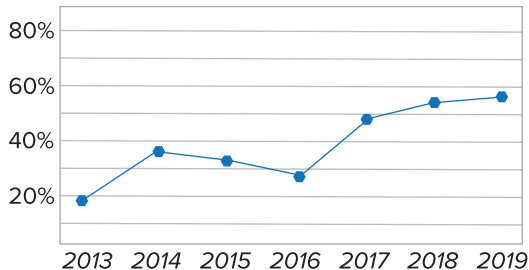


PATIENTS EACH YEAR ('19 through Nov.)



## QUALITY INDICATORS

### COLORECTAL CANCER SCREENING



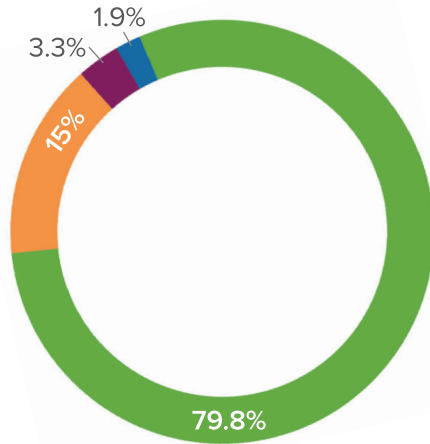
LCHC received a grant to increase colorectal cancer screening rates by 10%. Our focus was on uninsured patients who only had a 37% screening rate. Patient education materials and staff training improved screening rates among all patients 50 to 75 years old to 56.9%.

With new methods in place, we believe we will continue to increase colorectal and other cancer screenings in our patient population.



## FINANCES

Lakeshore Community Health Care's annual budget is just over \$12 million. Finances for the most recent 12 months (November 1, 2018 - October 31, 2019) are presented below.



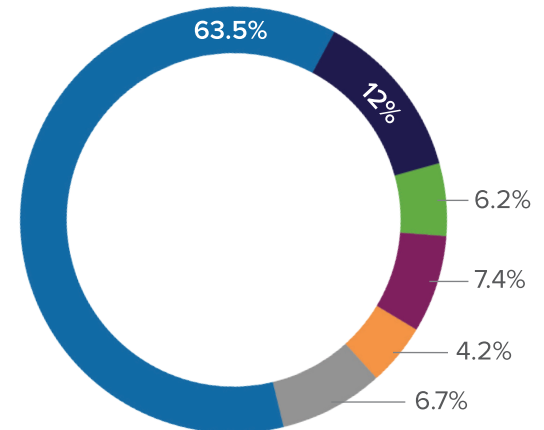
### REVENUE

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

*\*Patient revenue includes co-pays, sliding-fee payments, and public and private insurance payments.*

### EXPENSES

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



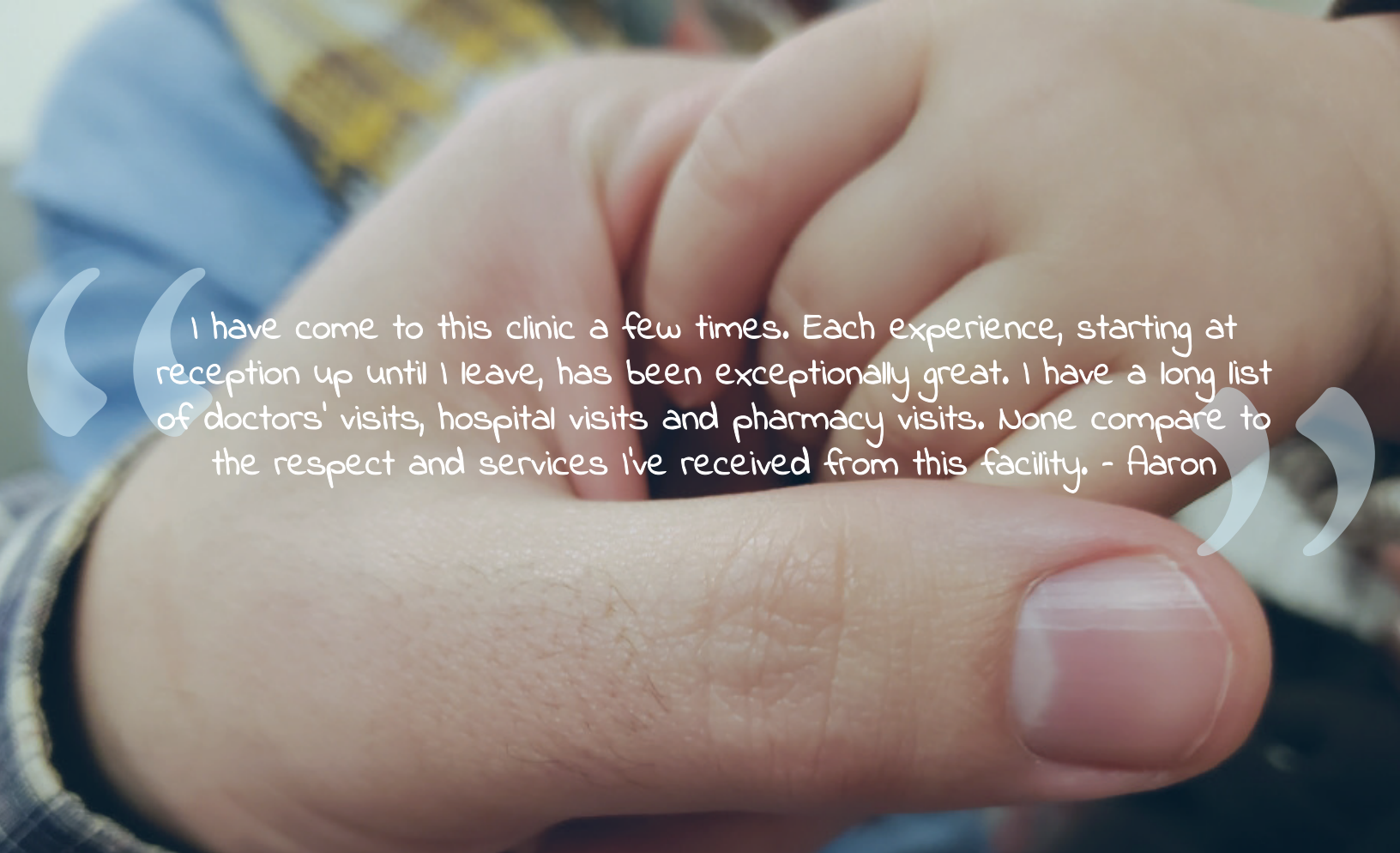
Lakeshore Community Health Care appreciates every gift we receive! Through the generosity of the donors listed below, our staff is able to provide the highest quality care possible to a growing number of patients.

*Foundations & Organizations*

*Individual Gifts*

WE ARE FINALIZING OUR 2019  
DONOR LIST AND WE WILL POST AN  
UPDATE BY THE END OF JANUARY.  
THANK YOU FOR YOUR PATIENCE.

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



“ I have come to this clinic a few times. Each experience, starting at reception up until I leave, has been exceptionally great. I have a long list of doctors' visits, hospital visits and pharmacy visits. None compare to the respect and services I've received from this facility. - Aaron ”

## **MANITOWOC**

**920 - 686 - 2333**

Dental, Behavioral Health,  
Medical and Prescription Services

2719 Calumet Ave.  
Manitowoc, WI 54220

## **SHEBOYGAN**

**920 - 783 - 6633**

Administration, Dental, Behavioral Health,  
Medical and Pharmacy Services

1721 Saemann Ave.  
Sheboygan, WI 53081

### **MAILING ADDRESS:**

P.O. Box 959  
Sheboygan, WI 53082-0959

*[lakeshorechc.org](http://lakeshorechc.org)*