

*Perseverance
Adaptability*

ENDURANCE

Annual Report 2020

*Strength
Tenacity*



LAKESHORE
community health care

Mission

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

Board of Directors

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

OFFICERS	MEMBERS	
Rachel Laborde, Atty, <i>President</i>	Michelle Elder	Geralyn Leannah
Brenda Smith, <i>Vice President</i>	Beck Grauman	Penny Senkbeil
Joseph Rupnik, <i>Treasurer</i>	Carly Hakala	Kelyn Netz
Diane Liebenthal, <i>Secretary</i>	Scott Hayes	

Leadership Team

- Kristin Blanchard Stearns, *Chief Executive Officer*
- Marty Schaller, *Chief Financial Officer*
- Michele Schmitt, *Chief Operations Officer*
- Diane Oppeneer **ACNP**, *Chief Clinical Officer*
- Robert Wenberg, **DO**, *Medical Director*
- Casey Wilson, **DDS**, *Dental Director*
- Christa Wilson, **PharmD**, *Director of Pharmacy*

PROVIDERS

DENTAL
MEDICAL
PHARMACY
MENTAL HEALTH

- Josh Adametz, **DDS**
- Christina Bennett, **DDS**
- Patrick Berg, **DDS**
- Ivona Cristi, **DDS**
- Maura Darnieder, **DDS**
- Smriti Madrecha, **DDS**
- Lauren Morrison, **DDS**
- Natalie Ordonez, **DDS**
- Neal Rosenberg, **DDS**
- Olaifa Turner, **DDS**
- Casey Wilson, **DDS***
- Mai Jua Xiong, **DDS**
- Donna Buechner, **PMHNP**
- Brian Dewey, **DC**
- Barbara Gonzales, **MD**
- John Hernandez, **NP**
- Diane Oppeneer, **ACNP***
- Pajin Vang, **MD, MPH**
- Robert Wenberg, **DO***
- Eva Brett, **PharmD**
- Larry Mihalevich, **RPh**
- Hannah Neff, **PharmD**
- Christa Wilson, **PharmD***
- Sarah Apfelbeck, **LPC**
- Kristine Feggestad, **LPC**
- Teri Klavekoske, **LPC**
- David Ohrmund, **LPC**
- Kayla Ostermann, **LPC**
- Becky Richards, **LPC, CSAC**
- Rachael Sass, **LPC**
- Amanda Schroeder, **LPC**
- Frank Simac, **LPC, CSAC**
- Kristin Wlodek, **LPC**

**Department Director*

DEAR FRIENDS & SUPPORTERS

By focusing on what matters most – improving our patients' health – Lakeshore Community Health Care (LCHC) was able to navigate the many challenges this year brought. As I look back on 2020, one word stands out to me: Endurance. And, with endurance comes strength, adaptability and perseverance.

LCHC never closed its doors or cut staff amid the pandemic. We played a key role in our counties' early response by providing COVID testing and emergency dental care. LCHC continues to work closely with our health care and community partners, as we prepare to distribute a vaccine.

This year also presented opportunities. LCHC took advantage by transitioning to telehealth and online services last spring. Moving forward, we will continue telehealth not only for our pandemic response, but to provide ongoing behavioral health therapy and medical care for our patients who have transportation, childcare, or other barriers to coming to the health center.

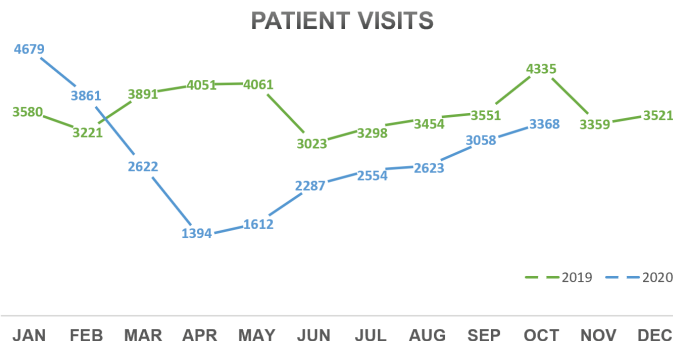
This was also the last year in our strategic planning cycle. During the last cycle, we completed two capital projects; grew from 9,957 to around 12,000 patients per year and from 88 to 112 staff; expanded our school dental and mental health programs; added chiropractic services; and launched a dentist training partnership with A.T. Still University, which focuses on public health dentistry.

Our next three-year cycle calls for caring for more patients, providing new services, continued integration, eliminating barriers to specialty care, more and stronger community partnerships, heightened dedication to high-quality care, and potential facility expansions.

While COVID prevented many of our growth plans, we close out 2020 well-positioned for the future. With your support, we will continue to expand access to high-quality, affordable medical, mental health, dental and pharmacy services for everyone in our community.



Kristin Blanchard Stearns
Chief Executive Officer



We quickly recovered to 80% of our usual patient visits.

A LOOK BACK

As we celebrate our accomplishments from this year, we hope 2021 will bring positive change to our community.

- Our impact was recognized with two awards: Non-Profit of the Year from the Sheboygan County Chamber of Commerce and Progress Lakeshore's Community Enhancement Award.
- We created new staff positions, including front door screeners and pharmacy delivery drivers, in response to the pandemic to ramp up telehealth services, enhance safety and provide COVID testing.
- We hired our first Quality Improvement Coordinator to strengthen our dedication to high-quality care.
- We launched a dentist training partnership with A.T. Still University, which focuses on public health dentistry. As we continue to grow, this partnership will help ensure a healthy pipeline of dentists coming to Sheboygan and Manitowoc.
- UnitedHealth Care donated a hydroponic Flex Farm, allowing us to grow fresh greens for patients.
- Our in-house pharmacies in Sheboygan and Manitowoc provide discounted medications, and our pharmacists provide patient education and consultation with providers.
- Our turnover rate decreased to 11% and for the first time we reached full staffing with dentists.

FY '18	FY '19	FY '20	6/1 - 10/31
8,228	18,787	23,146	11,606
Prescriptions Filled (FY 6/1 - 5/31)			

A LOOK AHEAD

The year ahead will be unpredictable in many ways, but we are excited about a number of opportunities.

- To further integrate care, we will place a full-time dental hygienist within our medical department.
- Chiropractic care, a key component of our pain management program, will be offered in Manitowoc. Chiropractic services have been successfully integrated in our Sheboygan clinic for two years.
- We will begin hosting a gynecologist from Advocate Aurora Health two half-days per month, allowing more patients to receive these services conveniently at LCHC.
- Our behavioral health providers will have access to a consulting psychiatrist to provide supplemental evaluations.
- We will be re-certified as a Patient Centered Medical Home by the National Center for Quality Assurance.
- The Longfellow Family Clinic pilot will continue, providing convenient primary and acute medical care to elementary students and their family members at the school.
- We will continue to strengthen and build new community partnerships.

CHRONIC DISEASE MANAGEMENT - DIABETES

LCHC's integrated team of Providers, RN Care Managers, Behavioral Health Consultants and Care Managers, who connect patients to community resources, work together to ensure our patients' success in reaching their health goals.

Improving Outcomes with Whole Patient Care

In the spring of 2021, we will partner with Concordia University, Meals on Wheels and Northeast Wisconsin Area Health Education Center (NEWAHEC) on a pilot program that was cut short by COVID in 2020.

A small group of diabetic patients with difficulty keeping their A1C (average blood sugar) levels in a healthy range, will be "prescribed" 90 days of nutritious, medically tailored meals prepared by Fresh Meals on Wheels of Sheboygan County. Nursing, pharmacy, and athletic training students and faculty from Concordia University will attend three in-home visits to track and record vital signs, including A1C levels.

The goal is to help patients achieve healthy A1C levels and learn which foods and portion sizes are best for a healthy diabetic diet. Participants' A1C levels decreased or remained the same in the initial trial.

Fresh Greens & Education

Last summer, UnitedHealth Care donated a hydroponic Flex Farm system from Fork Farms, allowing us to grow fresh greens for patients at our Sheboygan clinic.

Immediately we knew this would be a great way to continue engaging patients who were a part of the diabetic project and offer fresh greens to patients in need of healthy food.

Each month the mixed greens, healthy salad additions and tips to maintain a healthy diet are shared with patients. Our pharmacy volunteers deliver the items to patients or they are picked up in the clinic.



The hydroponic system can grow lettuce and other greens in as little as 30 days.

Nou Lee - Feeling Cared for and Welcome

Nou Lee is thankful someone from her church mentioned Lakeshore Community Health Care to her last year. “When my husband retired, we didn’t have insurance. Without insurance it’s hard to find a doctor or dentist, so I had not seen one in years.”

Nou came to America as a refugee from Laos in the 80’s. She and her husband speak English, but they are more confident speaking Hmong when explaining their health concerns. Hmong staff and translation services helped her feel welcome in the clinic.

“Everyone made me so comfortable. Now my husband and I get our teeth cleaned here. The medical team is very caring, I see the chiropractor regularly, and the pharmacy reminds me when I need to refill my prescriptions. They deliver them to my house. I really appreciate it, since it’s hard for me to get out sometimes.”

Working together, LCHC’s providers were able to help Nou understand and manage her diabetes and continue to help her, and her husband, improve their health.

Advocating for Patients

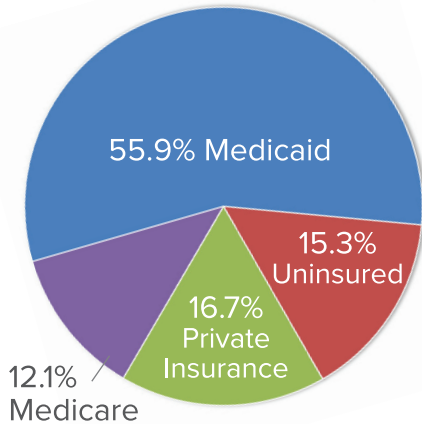
Federally Qualified Health Centers (FQHCs), like LCHC, have received consistent, bipartisan support for 52 years. Over the last eight years, however, funding that supports care for our uninsured patients has often been at risk and only funded one year at a time. Now, the 340B program, which makes medications affordable to low-income patients, is facing new risks.

We must have stable and predictable funding to continue to meet the growing needs in our communities. We are members of the National Association of Community Health Centers (NACHC) and Wisconsin Primary Health Care Association (WPHCA), who advocate for FQHCs and our patients.

Help us amplify our voices for those most in need in our community. Please consider signing up for our e-newsletter or like our Facebook page to keep up with important advocacy issues.

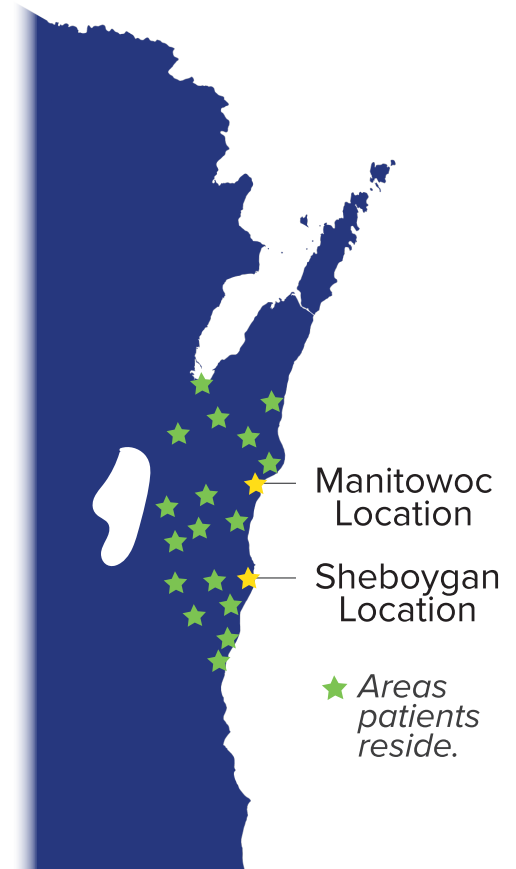
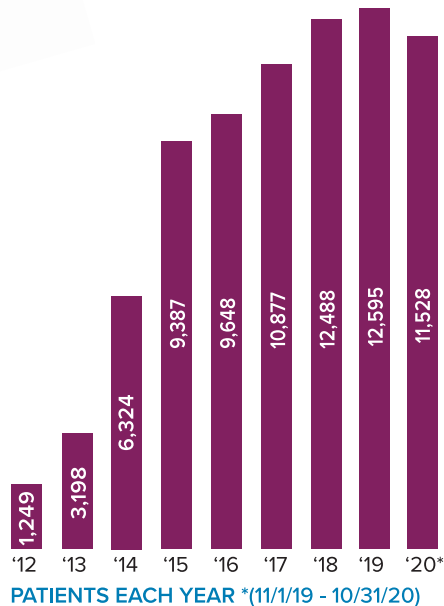
PATIENT DEMOGRAPHICS

INSURANCE COVERAGE



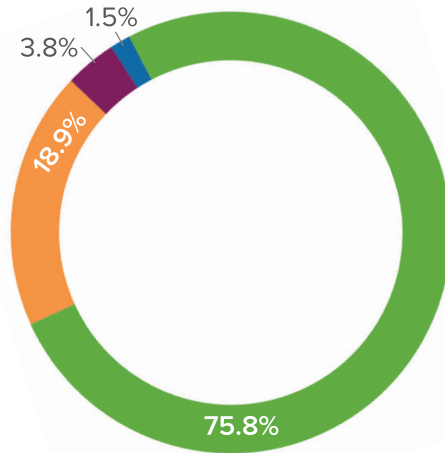
1,236

PATIENTS USE LANGUAGE
INTERPRETATION SERVICES



FINANCES

Lakeshore Community Health Care's annual budget is over \$12 million. Finances for the most recent 12 months (*November 1, 2019 - October 31, 2020*) are presented below.



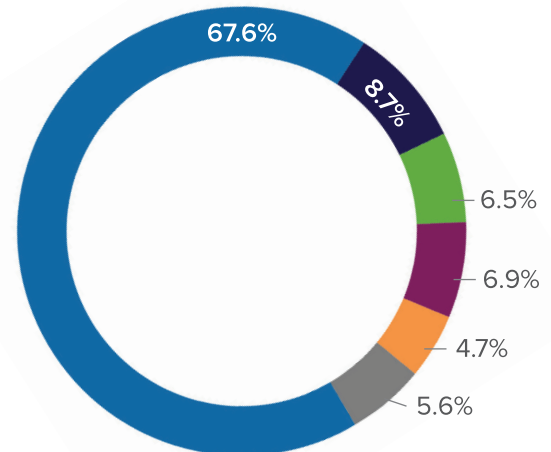
REVENUE

- 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



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 growing number of patients.

WE ARE FINALIZING OUR 2020
DONOR LIST AND WE WILL POST AN
UPDATE BY THE END OF FEBRUARY.
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.****

The providers gave me excellent care and advice, superior medical and surgical performance, and sincere empathy during my tooth extraction. This experience has probably been the best care I've received anywhere.

– Wesley

MANITOWOC

920 - 686 - 2333

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Medical and Prescription Services

**2719 Calumet Ave.
Manitowoc, WI 54220**

SHEBOYGAN

920 - 783 - 6633

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