

2018

ANNUAL REPORT

**NorthLakes**  
COMMUNITY CLINIC

# From Our CEO & Board President

## **We're Better Together!**

In this Annual Report, you'll read all kinds of interesting and (we hope) inspiring statistics about our growth. But our favorite indicator of NorthLakes' impact is the combination of just two numbers.

### **27,000**

The first is 27,000. Last year, we served over 27,000 individuals.

### **98%**

The second is 98%. That's the percentage of our patients who consistently feel that staff and providers work together as a care team to support their unique health needs.

You put those two together, and we think it really speaks to who we are, *who we want to be*. Because that's 27,000 people who reached out when they were sick and tired, or scared and alone, or anxious

and desperate; and a friendly, caring, competent NorthLakes team member responded with some version of, "I can help you with that." It's not rocket science; it's relationship. That's why we're so grateful to all of you who have supported our growth and want you to know that we could not have done it without you. And, we wouldn't want to, even if we could! Your generous gifts of advice, partnership, money, time, talent... all these things build and support the relationships that are the heart of what we do, every day.



Reba Rice  
Chief Executive  
Officer



Dr. John Schrock  
Board President,  
Quality Improvement  
Committee Chair

# Advisory Committee Members

## ASHLAND

Linda Calhan  
Betsey Harries  
Terri Kramolis  
Deb Lewis  
Crystal Mattson  
Mary McPhetridge  
Sheila Mitchell  
Jeff Muse  
Lissa Radke

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Cora Miller  
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Amy Okey

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Chris Ruckdaschel  
Franklin Suo  
Jennifer Suo  
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Martha Oie  
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Jim Tobiason  
Shane Upthegrove

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Roger Wojt

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Chris Askay  
Karen Baker  
Barb Peterson  
Randa Prior

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Jessica Wagner-Schultz  
Mark Weddig  
Tom Armstrong  
Suzanne Daniels  
Edward Kane  
Cheryl Lintonen  
Jim Braun

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Donna Cordes  
Kent Kindschy  
Ken Mandley  
Mike Rust  
Pat Wick  
Laurie Kirwan  
Phyllis Lowe  
Danielle Maxwell Parker  
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Diane Erickson  
Dianne Heapy  
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Noreen Ovadia Willis  
Wendy Young  
Julie Buckles  
Kristine Jensch  
Kathryn Grafsgaard

# Board Members

## PRESIDENT

Dr. John Schrock

## VICE PRESIDENT

Vacant

## TREASURER

Philomena Kebec

## SECRETARY

Hannah Sorensen

## MEMBERS

Rick Dowd Tracy Elkins Peggy Hipsher Stephanie Laakson Jane Snilsberg Diane Erickson Frank Suo  
Jon Hamilton *Former Members: Jon Flynn, Bob Holman, Elizabeth Probst, Mark Witmer*

**2** Advisory  
**0** Committee  
**1** & Board  
**8** Members

# 2018 Highlights

Our Savior's Lutheran Church in Iron River donated \$1,200 to our jail re-entry program. This program provides mental health assessments and works with individuals to re-enter into the community and find employment. In total, we helped more than 40 inmates in 2018 throughout Ashland and Bayfield Counties.



We opened in Birchwood, offering a continuation of dental services in the Birchwood area.



We hosted a series of community appreciation events as part of National Health Center week. We also welcomed first lady Tonette Walker, area legislators, community and business leaders to have a community conversation around Trauma Informed Care and Adverse Childhood Experiences (ACEs) in Minong.



# 2018 Highlights



Our Ashland Downtown and Iron River locations began offering comprehensive prenatal care as a service. Soon after, Dr. Jenna Ingersoll delivered baby Asher at Memorial Medical Center. As part of this expansion, fundraising efforts are also underway to purchase an ultrasound machine in Iron River.



Chiropractic Health Services joined the NorthLakes Community Clinic family, allowing us to serve patients in Park Falls.



We completed construction and opened our new Turtle Lake building. The clinic includes a wheelchair operatory room for dental patients who are wheelchair bound. We also purchased a wheelchair lift. Making our clinic one of the only locations offering this service in northern Wisconsin.

# Donors

Polk Burnett Charities Inc Riverbrook Bike & Ski Seven Winds  
Casino Tavern League of Wisconsin Turtle Lake Lions Club  
We Energies Alexandra Wrobel Amazon Smile Foundation Ardisam, Inc.  
Arlyn Posekany NorthLakes Ashland Pharmacy Donors Associated Bank Backroads  
Coffee Barron County Health and Human Services Bayfield County Health Bayfield  
Electric Cooperative BC3 Mini Grants Betty Rogers Birkebeiner Foundation Bob  
& Theresa Steinway - Link Recreational Bob & Reba Rice Bremer Bank - Washburn  
Brian & Mirjana Ahlgren Brule River Lions Club Cable Forest Lodge Library Charles  
& Mary Buran - In Honor of the Buran Family Chippewa Valley Bank Christopher  
LaForge & Amy Wilson Clair Morud & Sheila Mitchell David Bounk David Bretting  
David Olson & Kathryn Grafsgaard Dean Baillie - Kro Bar Dick & Kathy Rewalt  
Dolores & Myron Knapp Drummond School District Earl Carignan - Uncle Bob's  
Bowling Alley Enoch & Donna Cordes Errol and Joyce Wilcox - In  
Memory of Joyce Becker Fig Leaf Store Francis & Katherine Suo  
Fritz Schantz Glik's Hayward Hope Lutheran Church Indianhead  
Community Actions Agency, Inc Iron River Lions Club Jack Link Aquatic  
& Activity Center John & Patti Prusila John & Priscilla Keller  
John Schrock & Mary Berube Julie Saint George Kevin & Sjana  
Schanning Kwik Trip Kares Lake Kids of Hayward

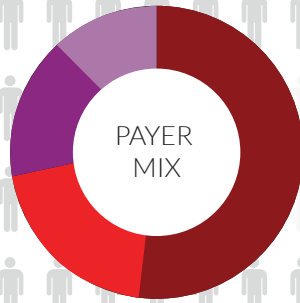
thank  
you

thank  
you

Lake Superior Big Top Chautauqua Legends of the Celts  
Linda & Edward Brunner Linda McGovern Lorena & Daniel Boss  
Main Street Tacos Mark & Shari Eggleston Mark Lutterman Martha  
Oie & Susan Maki Mary Johnson Mary Mullozzi Megan Greeson -  
Sweet Top Farm Memorial Medical Center Mike Threinen Minong  
Chamber of Commerce Norske Nook North Star Homestead Farm &  
Creamery Northwood School Old Southern BBQ Smokehouse Our Saviors  
Lutheran Church Pat & Sue Wick Patra Holter Peoples Bank Midwest Polk  
County Health and Human Services PTSA Turtle Lake Retreat Home Furniture/The  
Mattress Co. Richard Steffen Robert & Dorothy Ledin Robert & Margaret Rice  
Schrock & Berube Family Fund Scott & Peggy Hipsher - Hipsher Forest Products  
Sevenwinds Casino Spooner School District St Croix Valley Foundation Stacy  
Craig Stephanie Petersen - In Honor of Dr. Isabel Feinstein Steven and Landis  
Spickerman - Hermit Creek Farm Tavern League of Wisconsin Ashland and Bayfield  
Counties Terry & Kathy Turek - Coldwell Banker East West Realty The Polk County  
Mental Health Task Force Thomas & Karen Boggess Tina Gerovac Tremblay's  
Sweet Shop Turtle Lake Garden Club William Dunn 3M

*A special thank you to our generous donors.*

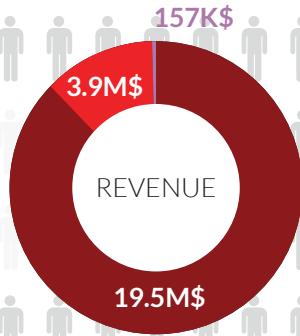
# The Numbers



- 56% MEDICAID
- 19% COMMERCIAL
- 14% SELF PAY/SLIDING FEE SCALE
- 11% MEDICARE

15,574  
TOTAL PATIENTS

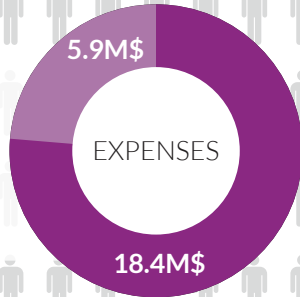
- NET PATIENT REVENUE 83%
- FEDERAL/STATE/FOUNDATION GRANTS 16%
- OTHER .6%



12,720  
PATIENTS WHO EARN LESS THAN 200% OF THE FEDERAL POVERTY LEVEL

5,051  
CHILDREN SERVED

- DIRECT PATIENT CARE 76%
- OVERHEAD 24%



722  
VETERANS SERVED

180  
CHILDREN SERVED VIA SCHOOL BASED BEHAVIORAL HEALTH COUNSELING

12,297  
ADDITIONAL CHILDREN SERVED THROUGH OUR SEAL-A-SMILE PROGRAM



# Grantors

thank  
you

- American Cancer Society
- Christopher and Dana Reeve Foundation
- Delta Dental Foundation of Wisconsin
- United States Health Resources and Services Administration (HRSA)
- Medical College of Wisconsin Advancing a Healthier Wisconsin Endowment
- Miller - Dwan Foundation
- Otto Bremer Trust
- United States Department Health and Human Services Office on Women's Health
- University of Wisconsin Carbone Cancer Center
- Wisconsin Department of Health and Human Services
- Wisconsin Public Service Commission

## About Us

# Our Values

### **Quality**

We provide evidence-based, patient-centered, lifelong care.

### **Community Health**

We focus on prevention to support and improve the health of our communities.

### **Collaboration**

We seek opportunities to strengthen all community partners.

### **Stewardship**

We invest our resources for maximum impact and sustainability.

### **Trust**

We respect and advocate for our patients and each other.

### **Innovation**

We utilize data and creativity to drive decisions.

# Our Mission

To respond to the health care needs of our communities with an integrated array of quality services and actively remove barriers to care.

# Our Vision

Healthy, prosperous, engaged communities where everyone thrives.

# Get Involved

Making a gift to NorthLakes Community Clinic is an easy way to expand access to health care to your friends and neighbors. The easiest way to give is by making a gift to our community outreach programs. Many of our donors choose to honor loved ones with gifts given in their memory, or in celebration of a special event. If you choose to join our list of generous donors, kindly click “DONATE” to the right. All contributions are tax deductible. If you have questions about specific NorthLakes programs please contact: Madelaine Rekemeyer at [mrekemeyer@nlccwi.org](mailto:mrekemeyer@nlccwi.org)

## Donate Directly on Our Website

Join our generous list of donors by making a one-time donation directly on our website in any amount.

## Community Outreach

NorthLakes Community Clinic provides care for all patients, regardless of their ability to pay. In addition, we support communities with programs that are designed to address the root cause of disadvantage. Programs like: Resource Coordination, Recovery, Re-Entry, Childhood Literacy, School Based Mental Health and School Based Dental Outreach. We ask for your donation to continue this critical work.

## Farm to Patient

Our farm-to-patient program helps our patients lead a healthier life. This program identifies NorthLakes patients who show a need for more fruits and vegetables, due to a health diagnosis, or preventative action. NorthLakes purchases CSA boxes from local farms and then provides them to enrolled patients. Along with setting wellness goals, patients are given storage and cooking instruction in hopes of long term, sustainable change. NorthLakes fully funds this program and welcomes any donations to assist with the program.

thank  
you

**Donate**

*Click Here*



# NorthLakes

COMMUNITY CLINIC

## ADMINISTRATION

7665 US HWY 2  
Iron River, WI 54847

Nonprofit Org  
U.S. Postage

**PAID**

Permit No. 1557  
Eau Claire, WI  
54701

Thank You