



LAKE SUPERIOR  
COMMUNITY HEALTH CENTER

# YEAR IN REVIEW

2019-2020



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The year 2020 may well be remembered as one of the most challenging years on record. The COVID-19 pandemic and the ensuing economic shutdown created widespread unemployment and millions of newly uninsured patients, straining healthcare infrastructure. As a critical component in the regional continuum of healthcare, Lake Superior Community Health Center continues to play an integral role in caring for the entire community - from the most well-off among us, to our most vulnerable and underserved friends and neighbors. For nearly 50 years, our mission has not changed: LSCHC will be a reliable source for healthcare and innovation in the communities we serve, ensuring that everyone who chooses LSCHC has access to the high quality care we provide.

But our mission isn't just about having a presence in the community. Adaptation and resiliency are fundamental to the community health movement, and our ability to adjust our model to fill gaps in the provision of care for our community remains one of our biggest strengths. In March, as the trajectory of COVID-19 became more and more apparent, LSCHC went to work preparing for the inevitable changes needed to serve an increasingly quarantined and otherwise isolated population. In a matter of weeks, virtual care options were implemented to ensure we can continue serving patients without requiring a physical visit to the clinic. Today, all of our services can be made available to our patients via telehealth.

Further, new protocols and practices have been put in place to ensure that the patients who do come into the clinic are as safe as possible. We are committed to joining others in the community in slowing the spread of this disease. For example, we purchased climate-controlled outbuildings to isolate patients in need of COVID testing, greeters were hired to screen patients entering the building, and we are actively participating in community as well as internal strategic activities to ensure continual improvement in activities related to mitigation.

Amid the ongoing fight to control a pandemic, LSCHC has found opportunities to expand access to both new and existing service lines. In June, we opened our first chiropractic practice on Grand Avenue. We are fortunate to have a veteran community chiropractor, Dr. Kara McGillivray, providing exceptional care at this site. The addition of chiropractic services adds to the integrated offerings already available, particularly to patients with acute or chronic pain.

We also recently expanded into a new county when we opened a dental practice in Carlton, MN. The addition of the Carlton practice brings much needed access to oral health services to community members with Medicaid or no insurance. While we are happy to serve all patients, including those with private insurance, we are delighted to be talking with community leaders about how we can address additional gaps in community care. For example, the community might benefit from additional behavioral health services, so we are gathering needs based information from community leaders and community members to determine how and when we might expand other services in Carlton.

Today, community health centers are working harder than ever to ensure the affordable provision of quality care. Collectively, the 1,400 centers that make up the community health center network serve over 30 million patients – one in 12 people nationwide. We take pride in our comprehensive, integrated approach to care - an approach that is best practice in producing quality outcomes and for meeting patients' needs. Thank you for your ongoing support of LSCHC. Your support makes the work we do possible. Thank you.

Sincerely,

Dayle Patterson  
Chief Executive Officer

Shelly Marquardt  
Board Chair

# WHAT'S NEW IN 2020

New Chiropractic Practice in Duluth

New Dental Practice in Carlton County

Expanded Telehealth Care opportunities

HRSA Quality Award

Multidisciplinary Pain Management Program



## COMMUNITY PARTNERSHIP

### In the Spotlight

#### COVID RELIEF FOR LOCAL EMERGENCY ROOMS

In light of the COVID-19 pandemic and the resulting increase in demand for emergency services in the region, LSCHC expanded access to emergency dental services. Partnerships have been created with local emergency rooms to ensure patients showing up to the ER with dental pain or other dental issues can be easily referred to available emergency appointments at LSCHC practices. This helps take the pressure off local ERs as they work day and night to combat COVID, and allows us to do one of the things we do best – provide high quality, integrated oral health services to residents of Duluth, Superior and the surrounding region.

# 9,981

TOTAL PATIENTS

# 39,040

TOTAL VISITS

# 4,450

WISCONSIN PATIENTS

# 5,531

MINNESOTA PATIENTS

# 357

VETERANS

# 154

SCHOOL HEALTH PATIENTS

# 1,500+

APPLICATIONS COMPLETED BY PATIENT NAVIGATORS

ADULTS

# 65.85%

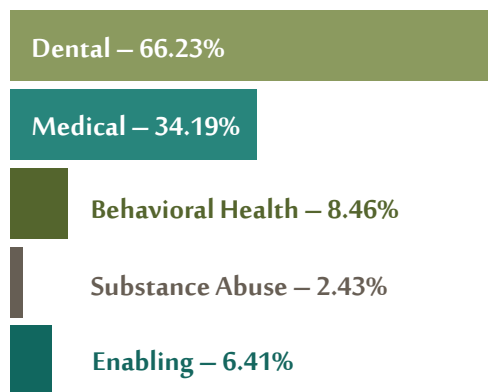
CHILDREN

# 22.81%

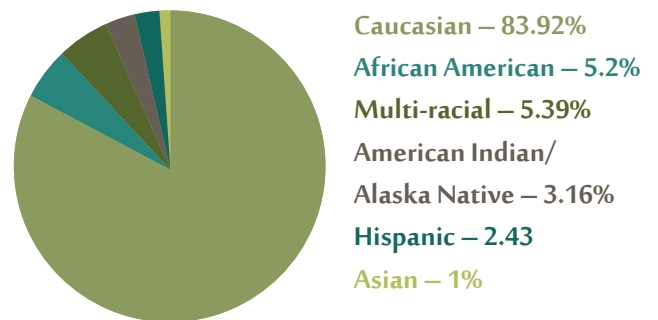
SENIORS

# 11.34%

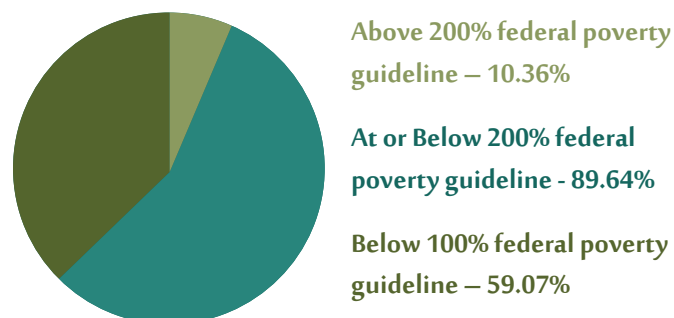
## % OF PATIENTS BY SERVICE LINE



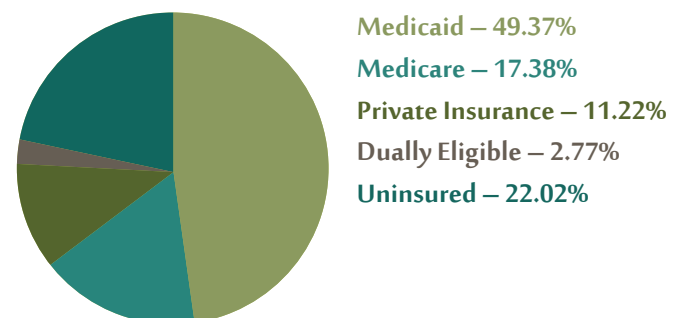
## RACE/ETHNICITY GRAPH



## INCOME GRAPH



## PAYER MIX GRAPH

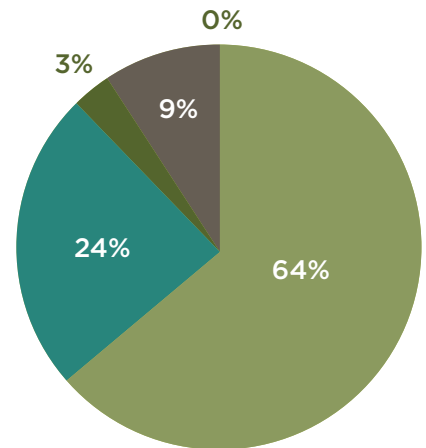


# CONSOLIDATED FINANCIAL STATEMENT

LAKE SUPERIOR COMMUNITY HEALTH CENTER  
FOR CALENDAR YEAR ENDED 12/31/19

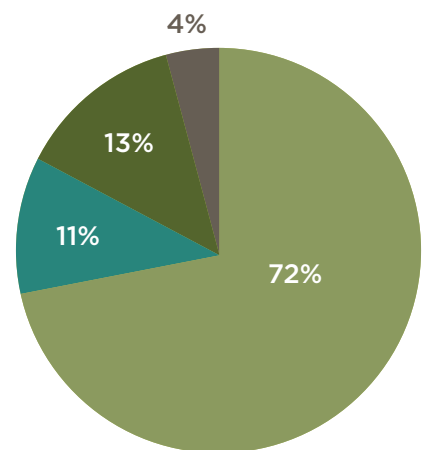
## REVENUE SOURCES

|                                    |                     |     |
|------------------------------------|---------------------|-----|
| Net Patient Revenue                | \$6,640,954         | 64% |
| Federal Grants                     | \$2,462,615         | 24% |
| State and Local Grants             | \$299,873           | 3%  |
| Donations and Other Public Support | \$933,244           | 9%  |
| Other                              | \$39,084            | 0%  |
| <b>Total Revenue</b>               | <b>\$10,375,770</b> |     |



## OPERATING EXPENSES

|                                 |                    |     |
|---------------------------------|--------------------|-----|
| Personnel                       | \$7,046,189        | 72% |
| Supplies and Equipment          | \$1,065,142        | 11% |
| Other Program Expenses          | \$1,302,329        | 13% |
| Facilities                      | \$361,615          | 4%  |
| <b>Total Operating Expenses</b> | <b>\$9,775,275</b> |     |



## INTEGRATIVE HEALTH CARE AT ITS BEST



"I suffered a debilitating back injury at work and sought care at LSCHC. I had the greatest visit with a wonderful nurse practitioner, Nikki, who assessed me and found that I would be an excellent candidate for chiropractic care. With the integrative health care model at Lake Superior I was able to seamlessly get an appointment at the chiropractic branch just a couple of blocks down the street and still have all of my medical records accessible by both providers. I am having chiropractic treatment with Dr. Kara, and I love that my two providers are working closely together to treat my painful disc problem. Dr. Kara treats my structural problems and Nikki manages my medications. What I love about LSCHC is that I feel heard, believed and valued. I love that my providers respect each other as well as one another's specialty. I have never had health care like this before. This is the model other places should aspire to."

# OUR DONORS

We are grateful for the generous support of our donors. Every dollar helps provide increased access to critically important healthcare services in our community!

## LOCAL AND STATE GOVERNMENTS, FOUNDATIONS, CIVIC ORGANIZATIONS, AND BUSINESSES\*

|                                                  |                                         |
|--------------------------------------------------|-----------------------------------------|
| State of Wisconsin                               | Fraternal Order of Eagles, Superior     |
| State of MN                                      | Generations Health Care Initiative      |
| St. Louis County                                 | Head of the Lakes United Way            |
| City of Duluth                                   | Health Partners                         |
| City of Superior                                 | Lions Club                              |
| American Cancer Society                          | Miller Dwan Foundation                  |
| Benedictine Sisters of St. Scholastica Monastery | Ordean Foundation                       |
| Breakwater Health Network                        | St Croix Inn                            |
| Chiropractic Health Center                       | St. Luke's Hospital                     |
| Cover Wisconsin                                  | Superior High School DECA student group |
| Direct Relief Fund                               | United Health Group                     |
| Family Empowerment-North                         | Whole Foods Coop                        |

## INDIVIDUAL DONORS

|                                           |                                 |
|-------------------------------------------|---------------------------------|
| Bob Doe                                   | Roger Risley and Mary Rapps     |
| Dayle Patterson                           | Esther Gieschen                 |
| Dr. Emily Anderson                        | Dorothy Langager                |
| Anonymous Donor                           | Michelle Nelson                 |
| Betty Coyle                               | Michele Miller                  |
| Darlene and Phil Gerber                   | Thomas and Karen Van Hale       |
| Mark Franklin                             | David Blomberg                  |
| Michael and Jennifer Conboy               | Gordon Levine                   |
| Elaine Hill                               | Sarah Sneve                     |
| Lyle and Terrie Shannon                   | Margie Fraser                   |
| Muriel Lehman                             | Dr. Thomas and Julie Seidelmann |
| Beverly and John Hart                     | James and Judith Stewart        |
| Merlyn and Mary Bowker                    | Neal and Iola Vanstrom          |
| George and Elaine Ahlgren                 | Adam Wennersten                 |
| Beverly Haugejorde                        | Joe Everett                     |
| Glen E. Kinney, JR. and Maxine A. Belmore | Jennifer McNertney              |
| Lois Witzig                               | Alyssa Peoples                  |
| Ivanell Monson                            | Mary Steiner                    |
| Mary and Ronald Sundell                   | Susan Darley-Hill               |
| Dorothy and Millard Knudson               | Danielle Vlazny                 |
| Jeanette Hall                             | Em Westerlund                   |
| Dr. Leila Jindeed                         | Lee Zimmerman                   |
| Mary Jensen                               |                                 |



**“HEALTH STARTS  
WHERE WE LIVE,  
LEARN, WORK  
AND PLAY.”**

**- ROBERT WOODS  
JOHNSON FOUNDATION**

# HEALTH CARE DELIVERED

## Addressing Social Determinants of Health

Desi Hachey, Enhanced Care Coordinator for LSCHC, truly embodies our mission. In fact, she was recently given the award of Outstanding Community Health Center Employee by the Minnesota Association of Community Health Centers. In her role, she brings health care directly to the people in the communities she serves. Whether it's helping with smoking cessation, helping patients make sure they have resources they need to pay their electric or water bills, or making sure folks stay on track in controlling their chronic conditions, she is invaluable as a resource for our patients' overall health. LSCHC also has a team of Integrated Care Coordinators who help patients access resources they need in the community so it's easier to make healthy choices at home.

## Connecting the Community to Coverage

Thanks to generous funding from the Generations Health Care Initiatives our Health Care Access Office continues to help thousands of local residents connect with coverage. Our team of health advocates are experts in their field. Whether it's helping a patient enroll for the first time or renewing coverage they've relied on for years, very few in the community have the level of knowledge they do in providing access to health coverage that connects so many of our friends and neighbors to care.

## LSCHC

4325 Grand Avenue  
Duluth, MN 55807

### DULUTH

4325 Grand Avenue  
Duluth, MN 55807  
Medical: 218-722-1497  
Dental: 218-628-7035

### DULUTH - CHIROPRACTIC

4602 Grand Avenue, Suite 1000  
Duluth, MN 55807  
218-336-3520

### CARLTON - DENTAL

210 3rd Street  
Carlton, MN 55718  
218-336-3524

### SUPERIOR - TOWER AVENUE

3600 Tower Avenue  
Superior, WI 54880  
715-392-1955

### SUPERIOR - 34TH STREET

1500 North 34th Street, Suite 200  
Superior, WI 54880  
715-395-5380

### SCHOOL-BASED HEALTH CENTERS

10 Douglas County Schools  
715-395-5380



LAKE SUPERIOR  
COMMUNITY HEALTH CENTER  
*improving access to quality health care for all*

Lake Superior Community Health Center (LSCHC) stands for equity and justice for ALL. Born out of the civil rights and social justice movement of the 1960s, Community Health Centers like LSCHC serve as advocates for quality care and health equity for everyone in the communities we serve. For nearly 50 years, LSCHC has advanced this important cause by maintaining and promoting culturally competent values and practices for every one of our remarkable patients and employees.

We prioritize the provision of respectful, inclusive and affirmative care in our region. We recognize that each of us has unique needs requiring equally unique responses. That's why we maintain the range of experience and expertise necessary to bring health, hope, and peace of mind to all of our patients - no matter their age, race, religion, sexual orientation, gender identity, insurance status or ability to pay.

From the foundational roots of the movement we represent, we are committed to communicating and acting with knowledge and understanding about the distinct health concerns and barriers to care we each face - because everyone deserves the opportunity to be healthy. Because from top to bottom we believe everyone deserves the opportunity to be healthy.

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