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
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Terri Kramolis
Deb Lewis
Crystal Mattson
Mary McPhetridge
Sheila Mitchell
Jeff Muse
Lissa Radke

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Mike Houy
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Jim Miller
Kathy Pachel
Chris Ruckdaschel
Franklin Suo
Jennifer Suo
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Todd Bucher
Selena Hamilton
Mary Mullozzi
Martha Oie
Steve Probst
Mary Berube
Jim Tobiasen
Shane Uptegrove

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Ken Weinnaug
Roger Wojt

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Ben Kidder
Chris Askay
Karen Baker
Barb Peterson
Randa Prior

TURTLE LAKE
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Jason Buck
Donna Cordes
Kent Kindschy
Ken Mandley
Mike Rust
Pat Wick
Laurie Kirwan
Phyllis Lowe
Danielle Maxwell Parker
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John Adams
Richard Avol
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Dianne Heapy
Tessah Wickus
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Wendy Young
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Kathryn Grafsgaard

Board Members

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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

2018 Advisory Committee & Board Members
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.
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
A special thank you to our generous donors.
The Numbers

TOTAL PATIENTS: 15,574
CHILDREN SERVED: 12,297
ADDITIONAL CHILDREN SERVED THROUGH OUR SEAL-A-SMILE PROGRAM: 722
VETERANS SERVED: 5,051
CHILDREN SERVED VIA SCHOOL BASED BEHAVIORAL HEALTH COUNSELING: 180

REVENUE
- 19.5M$
- 3.9M$
- 157K$

EXPENSES
- 18.4M$
- 5.9M$

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

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

DIRECT PATIENT CARE
- 76%
- 24%

OVERHEAD
- 76%
- 24%

REVISED 83M$ REVENUE
- 19.5M$ MEDICAID
- 3.9M$ COMMERCIAL
- .6M$ SELF PAY/SLIDING FEE SCALE
- 11M$ OTHER

FEDERAL/STATE/FOUNDATION GRANTS
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OTHER
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NET PATIENT REVENUE
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DIRECT PATIENT CARE
- 76%

OVERHEAD
- 24%

EXPENSES
- 18.4M$

REVENUE
- 19.5M$
Grantors

- 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 an 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 send your gift in the envelope provided. All contributions are tax deductible. If you have questions about specific NorthLakes programs please contact: Madelaine Rekemeyer at mrekemeyer@nlccwi.org

Ultrasound Machine
Help us lead the way for healthier rural pregnancies. We are fundraising for an ultrasound machine for our Iron River Clinic. By adding an ultrasound machine to our clinic, we can help rural patients avoid common barriers to care that many face, such as transportation, childcare, and time. With these barriers, women in rural areas experience a 25% higher rate of infant mortality than women in urban areas.

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