

WPHCA

2024 Performance Excellence Award Nominee
Lakeshore Community Health Care

REBUILDING FOUNDATIONS TO IMPROVE PATIENT-CENTERED CARE

Lakeshore Community Health Care (LCHC) launched an initiative aimed at addressing inefficiencies and gaps in standard workflows following rapid growth and operational changes during the pandemic. As teams adapted quickly to crisis conditions, many foundational practices were altered or lost, especially with staff turnover disrupting the continuity of knowledge around integrated care models. In fall 2023, LCHC launched the “Back to Basics” initiative to rebuild those foundations and realign workflows with best practices. The goals were to:

1. Clearly define how patients move through the clinic and between departments.
2. Identify gaps and deviations from policies and procedures.
3. Improve collaboration between departments and standardize workflows.
4. Update policies and procedures to reflect the new, optimized processes.

This initiative focused on what it truly means to support an integrated model of care. Back to Basics aimed to restore clarity, rebuild trust across departments, and re-center operations on efficient, patient-focused care after years of necessary but chaotic adaptation. Back to Basics improved health outcomes and person-centered care by streamlining workflows and strengthening coordination across departments. Enhanced communication led to more consistent, timely care and reduced the risk of patients falling through the cracks. Clarifying staff roles and responsibilities allowed for faster follow-up, eliminating unnecessary duplication, and reduced confusion for both staff and patients.

The Back to Basic process helped teams work closely together, finding new ways to promote other LCHC services, increasing their patient retention from 1,688 patients in 2023 to 2,164 patients in 2024, a 15.4% increase. While Back to Basics was not the sole contributing factor, creating efficiencies in patient visits helped LCHC reach an all-time high for patients satisfaction, an 11.3% increase, and clinical encounters, a 13.8% increase, in 2024.

By refocusing on patient needs, the team was able to remove redundant steps and create a smoother, more responsive care experience. Ultimately, these improvements enabled staff to better understand and meet patients' preferences, ensuring care that was not only more efficient, but truly centered on the whole person.





Back to Basics Core Team:

- Casey Wilson, Dental Director
- Christa Wilson, Director of Pharmacy
- Emily Seidl, MA
- Heather Mulder, Hygienist and DA Supervisor
- Jodi Christel, Chiro Technician
- Kiley Ouradnik, Medical Program Manager
- Kristin Stearns, CEO
- Leah Brey, DA
- Mai Lee, Site Manager
- Michele Schmitt, COO
- Nicole Plasky, Hygienist
- Sarah Ordonez, Administrative Assistant
- Sarah Pfister, Dental Triage
- Shelby Kuhn, Chief Behavioral Health Officer
- Shelley Yurk, Call Center Supervisor
- Tiffany Chamberlain, Post Site Manager
- Wyatt Tyler, Chiropractor
- Zachary Krall, Medical Services Coordinator