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BUILT TO LAST: HOW ONE RURAL PRACTICE KEEPS ITS TEAM—AND ITS PATIENTS—TOGETHER FOR DECADES

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At **Family Practice of Cadillac**, longevity isn't just a statistic—it's a way of life. For over 35 years, this independent practice has served the rural northern Michigan community with deep roots and lasting relationships. But the commitment goes beyond just patient care—it's reflected in the people who work there. In an industry where turnover is high and burnout is common, Family Practice of Cadillac has created a culture where staff choose to stay—not just for a few years, but for decades.

TEAM LOYALTY



STAFF LONGEVITY IS PART OF THE CARE PLAN

Most team members have been with the practice for over 5 years—and many for far longer. That kind of consistency isn't common in healthcare today, but it's deeply intentional here. From potlucks and pranks to open-door policies and leadership support, the team culture is grounded in mutual respect and belonging. "We don't just hire for the job—we hire for the journey," says Office Manager Amber Somers, who's been with the practice since 2011. "And once you're in Family Practice, you're always part of the family." It's a place where new employees are welcomed like family, where birthdays and milestones are celebrated, and where leadership believes that investing in people is just as important as investing in technology.

BEST PRACTICES

COMMUNITY CREATES CONNECTION

Independent family medicine practices have higher staff retention rates than many larger health systems. According to the American Academy of Family Physicians (AAFP), patients at independent practices are more likely to see the same provider year after year, which leads to:

- ✓ Higher patient satisfaction
- ✓ Better chronic disease management
- ✓ Fewer hospitalizations and ER visits
- ✓ Improved preventive care outcomes
- ✓ Greater trust and comfort in treatment plans



At Family Practice of Cadillac, you'll always see a physician—no midlevels, no handoffs. Patients often grow up seeing the same doctor for decades, leading to stronger, more informed care at every life stage. "Healthcare can feel fragmented," says Practice Administrator Carol Corwin. "But not here. When people walk through our doors, they see the same faces—and that means something."