



Aurora Health Care®



Community Benefit Stories

*Racine, Kenosha
and Walworth Counties*

Aurora South Region Hospitals Team Up to Offer Free Breast Screenings

Breast care coordinators at Aurora Lakeland Medical Center in Elkhorn, Aurora Medical Center in Kenosha and Aurora Memorial Hospital of Burlington work with uninsured and underinsured women who need mammograms, but cannot pay for them.

“We receive many calls from patients who don’t work or have lost their jobs, don’t have insurance or have a high deductible. This is a way to help them get their yearly mammogram,” said Cindy Williams, R.N., one of two breast care coordinators at Aurora Lakeland Medical Center.

Breast care coordinators post flyers in the community and rely on physician referrals to promote the program, which covers mammograms and ultrasounds for the early detection of breast cancer.

In 2007, the three hospitals provided 68 women with a free mammogram through the program. During the first half of 2008, 30 women received a mammogram.

“We want women throughout Racine County to be aware of our program,” says Susan Kandler, R.N., breast care coordinator, Aurora Memorial Hospital of Burlington. “The funds are available, the application process is simple, and we are eager to assist in whatever way we can.”

The program’s success is due to a combined effort by breast care coordinators, physician office staff and registration staff to help identify women who may benefit.

“By reaching out to the community, we are hoping to bring more awareness and education to women regarding the importance of breast health,” adds Lori VanHorn, R.N., breast care coordinator at Aurora Medical Center in Kenosha.

In addition, Aurora’s breast care coordinators can refer patients to other programs that provide financial assistance for medical services. The Treatment Assistance Program, for instance, began about five years ago at Aurora Memorial Hospital of Burlington.

Donations and money raised through events like the annual Crystal Ball in Burlington help offset the cost of biopsies and other breast-related procedures for uninsured and underinsured women.

“A woman’s best defense against cancer is prevention,” Kandler said. “This program allows women of all backgrounds and financial levels to be proactive about their health.”

Keeping Older Adults Independent – with Aurora’s Senior Care Resource Connection

An elderly man with unstable cardiac problems who needed assistance with medication administration ...

An elderly woman who put all her medications in a jar and was managing her medications by chance ...

A gentleman in Walworth County with rapidly progressive dementia whose wife was experiencing “caregiver burnout” ...

An elderly woman who needed a breast biopsy right away and couldn’t wait for her disability insurance to kick in ...

These are the types of situations described recently by Aurora’s Senior Care Resource Connection nurses, and the reason why the program was established in 2002.

The purpose of the program is to improve the health status of elderly persons by identifying their personal, as well as health, needs, partnering with physicians, community agencies, caregivers and family members to offer access to the most beneficial array of community services available.

Aurora’s Senior Care Resource Connection coordinators are registered nurses who assist seniors and their families with home visits to assess needs, and by exploring services to help seniors remain independent in their homes and guide them through the maze of paperwork whenever that is required. The program is currently available in Kenosha, Racine and Walworth Counties, and was recently expanded in West Allis. There is no charge to seniors or their families to access the Senior Care Resource Connection.

Health Education – Starting Early!

It’s never too early to engage young, curious minds in the promotion of safety and development of healthy habits – and nothing does it better than experiential learning.

Each year in Aurora’s South Region, thousands of kindergarten and first-grade students from area schools participate in the **Healthy Kids Club** from mid-September through mid-November. The program focuses on the promotion of health, safety and understanding. Children are treated to a puppet show entitled “Feeling Safe,” meet nurses and doctors, learn about proper handwashing, nutrition, healthy snacks and the ill-effects of smoking. They also get to look through a microscope, try on surgical gowns and use orthopedic equipment, such as pediatric wheelchairs and walkers, to develop awareness about children with disabilities. Also included: an important video entitled “Courtesy Counts.”

Each year, the program participants include 1,000 students who come to Aurora Memorial Hospital of Burlington, 800 students who visit Aurora Lakeland Medical Center, and 900 students who visit Aurora Medical Center in Kenosha.

Burlington High School Anatomy & Physiology Class

Finding ways to recruit young people into the health care professions is crucial for providing health care services in the future. The Bureau of Health Professions projects that the number of health care jobs will need to grow significantly to meet tomorrow's health care demands. That trend is especially applicable in rural areas.

About nine years ago, Burlington High School surveyed its graduates to determine if something was missing in their education that limited their post-secondary experience. The students frequently indicated that an anatomy/physiology course was needed to assist them in pursuing positions in the health care field.

The hospital responded by assembling a team of Aurora Health Care professionals that included physicians, nurses, laboratory technicians, and other departments, such as respiratory therapy, imaging, quality and education and business development, to partner with and develop a course for Burlington High School that combines both observation and hands-on activities. Students enrolled in the Anatomy & Physiology class are able to access the hospital lab where they perform their own urinalysis, individual respiratory testing, and observe surgeries in the hospital's operating rooms.

The involvement of physicians and professional staff is an integral part of the program, as they also go to classes at the high school and share knowledge and experience about specific topics the students are studying. The Aurora physicians and other health professionals share their personal stories of how they became interested in health care, the educational paths they took, and highlight what opportunities exist in the field today. The students are provided with job descriptions and salary structures to help gain a better understanding of their field of interest. Since the program's inception, nearly 250 students have participated.

Newborns and Their Moms Get the Help They Need

Joint Commission strongly recommends that newborns be seen by a health care professional at 48-72 hours after discharge. The Newborn Follow-up Program at Aurora Medical Center in Kenosha ensures that this happens. It is the first within the Aurora system to see the newborns delivered at the hospital about 48 hours after birth. This vital support program is provided at no charge to the parents and their new babies. Karen Jarosz, R.N., who provides lactation services within the program, reports that each month the return rate is 94%-99% for this critical appointment.

To further help newborns thrive and ensure that new moms have the information and support they need, the hospital offers "Baby and Me" groups that meet twice a month. Drop-ins needing still more help receive what they need from Karen, including breast pumps for lactating moms who can't afford them.

The Newborn Follow-up Program at Aurora Medical Center has proven to be valuable not only to the families served, but to the physicians and nurses who care for them. Word of its success is spreading fast. Aurora Memorial Hospital of Burlington is the first to seek assistance from staff in Kenosha to set-up a program for its newborns, and calls from Green Bay and as far away as Kentucky are coming in.

Humane, Sane and Sensitive – A Young Girl's Story

Confused, scared and upset, Carrie (not her real name) sat before a Sexual Assault Nurse Examiner (SANE) trying to put into perspective what happened to her just a few hours before. Sexual assault isn't an easy subject to discuss, but at Aurora Medical Center in Kenosha, the establishment of a SANE program is making a difference.

SANE is a nationally recognized program that features specially trained registered nurses who offer care to sexual assault survivors. The nurses work with other emergency staff, social services, law enforcement, district attorney offices and other community agencies.

"My incident wasn't handled as easy as they make it look on TV," said Carrie. "The Sexual Assault Nurse Examiners helped me the most."

Carrie learned about the program after her mom spotted an article detailing it in the local newspaper. The story appeared the day after she was assaulted. It was a chaotic scene that morning – the details still remain sketchy in Carrie's mind – but she clearly remembers what happened when she entered the hospital.

“I felt the most comfortable as I could, given my situation,” she said. “The nurses showed great empathy. They treated me as the victim, not the other way around. I felt like a person.”

Carrie said the SANE made her feel comfortable and that helped in recounting the details. She said the nurse always let her know what was going on, explained in detail each next step, and answered her questions.

The SANE program in Kenosha also partners with Pathways of Courage and other agencies to help provide a continuum of care that begins when the patient walks in the door and continues throughout the recovery period. In Carrie’s case, Pathways of Courage and UW-Parkside were involved with helping her put her life back together.

A key benefit of the SANE program is that the survivor works with a nurse who understands the emotional and physical complexities involved with sexual assault. Nurse examiners are on call 7-days-a-week, 24-hours-a-day. They receive extensive training that covers medical forensic care for evidence-gathering, post-traumatic rape syndrome, venereal disease, and the use of a colposcopic instrument that takes pictures of injuries to the anatomy – for documentation in court.

The statistics suggest that there is a need for this type of resource in the community. In 2007, Aurora Medical Center in Kenosha, Aurora Lakeland Medical Center, and Aurora Memorial Hospital of Burlington provided treatment and support to 145 patients.

Note: Launched in 1986, Aurora’s SANE program was the first in Wisconsin. Since then, it has grown to be the most comprehensive, with 40 SANEs who meet the needs of sexual assault victims by providing immediate, compassionate, culturally sensitive and comprehensive crisis response with evaluation by professional nurse experts and crisis counselors. In their highly specialized roles, Aurora’s SANEs treated 850 patients during 2006. Additionally, Aurora’s SANEs conducted a series of four-week professional education programs, resulting in 100 nurses from around the state being trained in this specialty, and served as preceptors to eight nurses in clinical settings (50 hours per nurse).

Community Outreach

Aurora Lakeland Medical Center reaches out to the community through a broad range of in-kind services and annual community events. Following is a brief list of their offerings:

- Postage, envelopes, and postcards for the *Parenting the First Year* newsletter that is sent out by the UW Extension of Walworth County
- Law enforcement training for first responders in the investigation of sexual assault
- Donation of breastfeeding supplies, pumps and lactation consultations to mothers who have no other means of paying or insurance coverage
- Training for the 11 local rescue squads over which Aurora Lakeland Medical Center has primary medical control. Three training sessions are provided for each rescue squad with two instructors present.
- A cooked meal for 60 or more people on Christmas Day. Inge Liegl reports: “The local Kiwanis sponsor an afternoon of fellowship for singles and families who have no one with whom to celebrate the holiday. We supply the meal that is served for that event. The hospital has provided this meal for many years.”
- Free mammograms for low-income, underinsured and uninsured women who need them, provided by the hospital’s imaging department and Great Lakes Radiology
- Daily athletic training services to Elkhorn Area High School, including coverage for soccer games and track meets
- Clinical nursing rotations for students of Gateway Technical College
- Breastfeeding support 7-days-a-week. Carol McShane-Street reports: “Any breastfeeding mom, regardless of where she delivered or how old her baby is, can call with questions or concerns and speak to one of Aurora’s International Board Certified Lactation Consultants (IBCLCs). We also provide breastfeeding information as requested to physicians, WIC and public health agencies.”

Since 2003, Aurora has partnered with local health departments to conduct community health needs assessments throughout eastern Wisconsin to gather data on behavioral and lifestyle habits and the prevalence of risk factors and disease conditions existing with the adult population. To learn more about how these assessments are completed and to see the reports, go to www.Aurora.org/CommHealth.