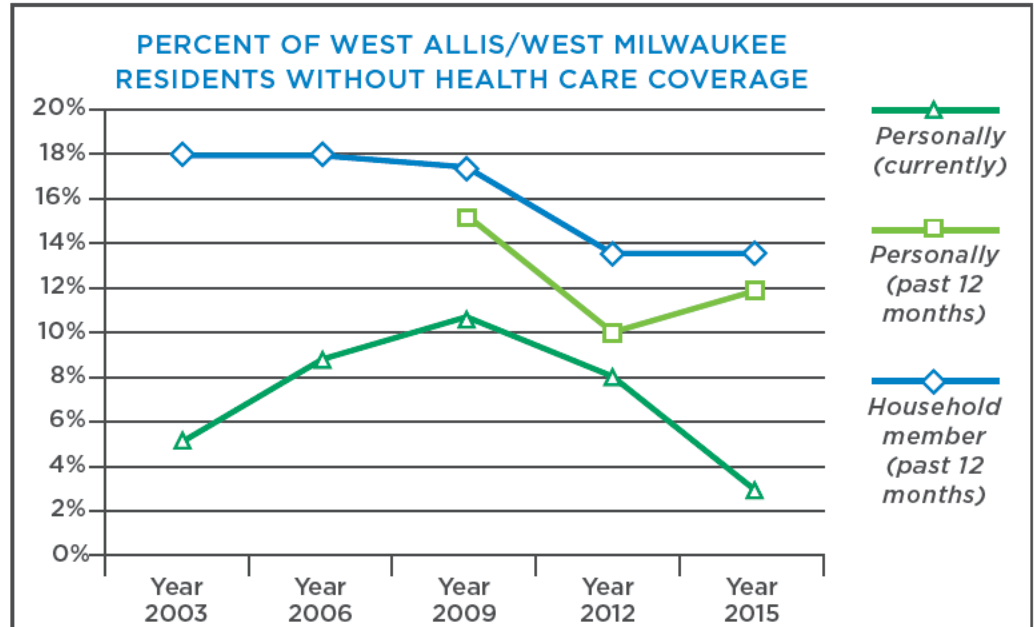




Priority #1:

Increase access for persons in our community with disproportionate unmet health needs.

Our community benefit plan is guided by our community health needs assessment (CHNA). To see our CHNA report, please visit www.aurora.org/commbenefits. This annual report provides updates on our community benefits implementation strategy in 2015.



Despite a decrease in the number of residents without health care coverage, people who have little or no insurance often arrive to hospital emergency departments (ED) seeking nonemergency care for common illnesses such as earaches or chronic disease management. In 2015, to help individuals find a “health home” and receive the care they need, we:

- Scheduled 148 appointments in our ED for Federally Qualified Health Centers (110) or other safety net clinics (38) through our hospital’s participation in the Milwaukee Health Care Partnership *Emergency Department Care Coordination* Initiative
- Expedited admissions or referrals for mental or behavioral health services for 1,325 patients who arrived in our ED with an acute mental health or alcohol or other drug abuse crisis

Our hospital and medical group also partners with *Greater Milwaukee Free Clinic* (GMFC), a freestanding community clinic that serves as a “health home” to over 537 individuals in the greater Milwaukee community. In 2015 we supported the clinic by:

- Underwriting more than \$12,000 for diagnostic lab and imaging services for GMFC patients
- Assisting GMFC patients with applying for Aurora’s *Helping Hand Financial Assistance* Program to cover medically necessitated care

The **Aurora Better Together Fund** aims to increase access to primary care and behavioral health services and sexual assault and domestic violence prevention and treatment programs across eastern Wisconsin. Many of our hospital’s partners in Milwaukee County received Aurora Better Together funding in 2015.

Visit www.aurorahealthcare.org/better-together to learn more about our partners and Aurora’s *Better Together Fund*.



Priority #2:

Build links between our clinical services and our local health department's community health improvement plan.



We continue to strengthen our ties to the West Allis Health Department (WAHD) and its Community Health Improvement Plan (CHIP) by remaining actively engaged in three CHIP committees:

To support the goals of the Access-to-Care committee in 2015, we:

- Developed an information flyer highlighting recommended preventive screenings. We paired this flyer with the "Path to Better Health" infographic created in 2014 both of which were mailed via the West Allis Newsletter to 32,000 homes
- Distributed 400 copies of "A Road to Better Health Care" along with CMS's "From Coverage to Care" booklet during National Night Out (attended by more than 2,000 individuals and families)
- Educated 274 individuals on the importance of advanced care planning and helped 76 individuals complete Advance Care Plans at community outreach events

Our work on the Healthy Lifestyle Committee – Workplace Wellness included attending monthly meetings of the West Allis Chamber of Commerce Wellness Committee and

- Submitting an application and being awarded a grant for West Allis/West Milwaukee Well City USA to support at least 20 employers, who employ at least 20% of the West Allis/West Milwaukee workforce, to implement evidence-based workplace wellness programs and achieve the *Well Workplace Award* through the *Wellness Council of America*
- Presenting a three-part series entitled *Wellness in the Workplace* to 24 individuals representing 16 local employers to strengthen their workplace wellness programs

To fulfill our role on the Healthy Lifestyles Committee – Teen Pregnancy we continued to serve on the *Shared Journeys Charter School* governance board, provided space for the program along with childbirth and parenting classes. Dr. Wennlund, one of our gynecologists, also offered a two-part sexual health series for students. For students enrolled in Shared Journeys in 2015:

- 10 of 11 births were full term
- 100% of mothers initiated breastfeeding
- 100% of mothers graduated
- 83% enrolled in post-secondary education/job training

Priority #3:

Address the underlying causes of persistent health problems.



Transition of Care community paramedics program

Transitions of Care is a non-billable, nurse-led discharge and follow-up program to improve outcomes and prevent health complications for older and high-risk/medically complex patients being discharged from inpatient hospital care. Our NICHE-certified¹ Senior Resource Nurses (SRN) provided 716 on-site assessments for individual personal, social and medical needs and connected these individuals and their families with community services that helped them experience a smooth transition and avoid re-hospitalization.

In 2015, a new partnership began between our hospital and the *West Allis Fire Department* to form the *Community Paramedic* program. This program works in conjunction with our *Transition of Care* program to fill a gap for high-risk patients when they are discharged, helping them to safely re-settle in their home environment. These paramedics completed a university-based curriculum in community paramedicine and now extend our hospital care by providing home safety assessments, post-discharge check-ups and health coaching in order to reduce the rates of avoidable ED visits and re-hospitalization.

¹Nurses Improving Care for Healthsystem Elders

Chronic disease

We hosted our fifth annual *Recognition, Renewal and Care for Caregivers* event, a daylong seminar in September 2015. Participants included 46 family caregivers who viewed educational presentations and engaged in hands-on exhibits to elevate the level of in-home care they are able to provide for their loved ones. Respite care for loved ones was provided by Mitchell Manor to ensure participants a stress-free day.

In partnership with the Southeast Wisconsin Alzheimer's Association, we also offered two three-week series on *Understanding Dementia* for family members. In total, 70 community members attended.

Living Well with Chronic Disease is a chronic disease-management course during which patients come together to learn about their illnesses and the best way to self-manage and to share their successes and challenges. In 2015, 25 people completed all six sessions and 100% reported an improvement in their ability to manage their chronic conditions.

Cancer Care

Each year, our cancer care team also provides many outreach services. Our cancer care team includes certified nursing professionals called nurse navigators who are specially trained to guide individuals and their families from diagnosis through cancer treatment and into post-treatment or, if needed, end-of-life care. In 2015, our cancer nurse navigators:

- Provided support to 604 people and referred 463 individuals, including their family and friends, to our community partners for additional services such as complementary medicine
- Facilitated *All About Living*, a monthly cancer support group for women
- Conducted *Living Well Beyond Cancer*, a year-long lifestyle management program, for 33 participants

Safety and community health education

Aurora West Allis Medical Center is the major sponsor of *National Night Out*, which is an annual crime prevention event held each July in the City of West Allis. During the event, our hospital sponsors a community wellness fair and provides medical professionals to offer blood pressure screenings, first aid tips and share other valuable information to promote healthy lifestyles.

2015 Community benefits by the numbers

Financial assistance (charity care) at cost*	\$1,467,000
Medicaid shortfall at cost*	\$16,018,000
Other means-tested programs at cost*	\$236,000
Subtotal	\$17,721,000
Community health improvement and education services, and community benefit operations	\$785,794
Health professions education	\$767,164
Subsidized health services (clinics)	\$489,875
Cash and in-kind contributions for community benefit	\$78,476
Subtotal	\$2,121,309
Total 2015 community benefits	\$19,842,309

* Cost-to-charge ratios are based on Wisconsin Hospital Association percentages.

** Unlike some community benefit reports that include additional categories as community benefits, Aurora Health Care has elected to exclude Medicare shortfalls and bad-debt expenses from the community benefit calculations. However, when Medicare shortfalls are added, Aurora West Allis Medical Center's total benefit to the community is \$37,965,309.

Every gift can change a life.

Donate to a cause you care about today.

Aurora Partnership Campaign

During 2015, as part of a patient service area in the City of West Allis, a total of **766 AWAMC caregivers pledged \$57,648 to the Aurora Partnership Campaign**, their show of support to the not-for-profit agencies, organizations and causes in our community that are most important to them. The campaign offers more than **1,600 funds that include more than 300 Aurora funds**, local United Way agencies, and other not-for-profit organizations responding to important community needs.

To learn how you can make a gift to support programs featured in this report, please visit Aurora.org/Foundation

Aurora West Allis Medical Center

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