



Our hospital's community benefits are guided by our community health needs assessment (CHNA). To see our 2016 CHNA report, please visit www.aurora.org/commbenefits.

Our hospital and medical group continue to partner with *Greater Milwaukee Free Clinic* (GMFC), a free-standing community clinic that serves uninsured and underinsured residents of Milwaukee County. In 2016, we prioritized promoting their services to uninsured and underinsured individuals in our Emergency Department (ED) and encouraged them to establish a relationship with GMFC. We also underwrote eligible ancillary services for patients referred by GMFC and assisted GMFC patients with applying for coverage for medically necessitated follow-up care.

Aside from our work with GMFC, we focused on helping patients who present in our ED for non-emergency care by scheduling them with primary care providers who are most appropriate to meet their needs. Through our hospital's participation in the Milwaukee Health Care Partnership ED Care Coordination Initiative, we scheduled 202 appointments in our ED for Federally Qualified Health Centers (195) or other clinics (7).

Based on the most recent key informant interviews in Milwaukee County, behavioral health consistently ranked among the top five community health issues. Behavioral health problems can impact one's physical well-being, and appropriate referrals for behavioral health treatment are crucial. A behavioral health assessment gives medical professionals who are caring for individuals a complete picture of their emotional, psychological, and social well-being. In 2016, our hospital's behavioral health intake counselor assessed and then expedited admissions or referrals for behavioral health services for 1,330 people who arrived in our ED with an acute mental health or alcohol and other drug-related crises.

Priority #1:

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



The one-time **Aurora Better Together Fund** was extended in 2016 to increase funding for partner organizations that share our mission to increase access to primary care, behavioral health services, and sexual assault and domestic violence prevention and treatment programs across eastern Wisconsin. Twenty-one of our community partners in Milwaukee County received Aurora Better Together funding in 2016, including the Greater Milwaukee Free Clinic, which plans to hire an executive director and nurse practitioner to allow for expanded clinic hours.



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 and its Community Health Improvement Plan (CHIP) by remaining actively engaged in two CHIP committees: the Access-to-Care and Healthy Lifestyles committees.

To support the goals of the Access-to-Care committee in 2016, we created a new teaching tool to educate community members about being responsible healthcare consumers and distributed a total of 338 copies across five venues. We also educated 84 individuals on the importance of advanced care planning. As a result of these conversations, 51 individuals completed Advance Care Plans.

Our work on the Healthy Lifestyle Workplace Wellness committee included attending monthly meetings of the West Allis Chamber of Commerce Wellness Committee and helping the committee engage 19 additional employers in the initiative.

Additionally, to fulfill our role on the Healthy Lifestyles Teen Pregnancy Committee, we continued to serve on the *Shared Journeys Charter School* governance board, provided a dedicated facility for the school, and contributed childbirth and parenting classes. In 2016, 10 of the 12 teen mothers who graduated from Shared Journeys enrolled in post-secondary education, and the remaining two graduates enrolled in a job training program.

Priority #3:

Address the underlying causes of persistent health problems.



Transitional care for older adults

Our Transitional Care Nurses work to ensure that adults receive care that promotes function, autonomy, and dignity. In 2016, our nurses responded to 621 referrals from physicians for adults experiencing degenerative conditions. We also provided multiple education sessions. For example:

- The *Community Paramedic Program* is a partnership between our hospital and the West Allis Fire Department. 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 resettle in their home environment. These paramedics have completed a university-based curriculum in community paramedicine and extend our hospital care by providing home safety assessments, reviewing hospital post-discharge instructions with patients, and conducting health coaching in order to reduce the rates of avoidable ED visits and rehospitalization. Sixty-one patients transitioned home with the help of this program in 2016.
- *Recognition, Renewal and Care for Caregivers* is an annual day-long program designed to help family caregivers develop a wealth of self-care tools to: reduce personal stress, change negative self-talk, communicate their needs to family members and healthcare or service providers, communicate more effectively in challenging situations, recognize the messages in their emotions, deal with difficult feelings, and make tough caregiving decisions. In 2016, we hosted two events focused primarily on caring for individuals with dementia for a total of 101 participants. After the program, 84% of attendees reported increased confidence in their ability to perform their caregiving duties.

Healthcare careers

Our hospital and health centers provide many student clinical experiences and placement hours for multiple universities and technical colleges across Wisconsin for undergraduate and graduate health and medical degree programs. In addition, we continue to actively participate in programs targeted at high school-aged youth. We provided mentoring and paid internship experiences for four high school students in supply chain management. In 2016, 240 students participated in a health career fair with a taped simulated patient scenario and question-and-answer session with healthcare professionals to learn about various health-related careers. Upon completion of the health career fair, 94 percent of the students were able to correctly identify the level of academic preparation needed to pursue various health careers, and 16 students participated in mock interviews.

Sexual Assault Nurse Examiner (SANE)

Sexual Assault Nurse Examiners (SANE) are registered nurses who have completed specialized education and clinical preparation to provide medical forensic care for people who have experienced sexual assault or abuse. A SANE can provide comprehensive medical forensic examinations, testify in any legal proceedings related to the examination, and ensure that the proper chain of custody and integrity of the samples are maintained so that the evidence will be admissible in court. SANEs also often collaborate with other disciplines in the community that provide unique services to sexual assault victims and offer victim-centered and compassionate care.

We understand that sexual assault is underreported and definitions can vary across different agencies; therefore, the number and rate reported may vary depending on the source. Despite these reporting differences, estimates indicate that domestic violence and sexual assault are a substantial health concern and continue to be a major health issue with far-ranging implications in every community. In 2016, the SANEs at our hospital provided services, referrals, and support to 19 victims of sexual assault.

Chronic disease

Living Well with Chronic Disease is a high-level evidence-based workshop for people who have one or more chronic conditions. A chronic condition is an ongoing health problem or disease such as diabetes, heart disease, arthritis, or other long-term conditions. This workshop meets for two and a half hours a week for six weeks. It is facilitated by trained leaders in a classroom format, but because the class is highly participative, most of the learning comes from sharing and helping others with similar challenges. In 2016, a total of 16 people completed all six sessions at our hospital and 100 percent reported an improvement in their ability to manage their chronic conditions.

Cancer care

Our cancer care team is comprised of certified nursing professionals called nurse navigators who are registered nurses with oncology-specific clinical knowledge. They offer individualized assistance to community members, patients, families, and caregivers to help overcome healthcare system barriers and guide individuals and their families from diagnosis through cancer treatment and into post-treatment. Our cancer program also conducted *Living Well Beyond Cancer*, a year-long lifestyle management program for 11 participants. Program participants averaged a 2.5 percent improvement in the blood glucose level, a 22 point reduction in cholesterol, and a 15 point reduction in LDL.

2016 Community benefits by the numbers

Financial assistance (charity care) at cost*	\$3,120,000
Medicaid shortfall at cost*	\$13,593,000
Other means-tested programs at cost*	\$409,000
Subtotal	\$17,122,000
Community health improvement and education services, and community benefit operations	\$498,999
Health professions education	\$626,492
Subsidized health services (clinics)	\$208,909
Cash and in-kind contributions for community benefit	\$194,796
Subtotal	\$1,529,196
Total 2016 community benefits	**\$18,651,196

* 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, our hospital's total benefit to the community is \$37,343,196.

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Aurora Partnership Campaign

During 2016, a total of **635 hospital caregivers pledged \$134,495 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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