



Aurora West Allis Medical Center 2019 Community Benefit Report

A progress report on our 2019 Implementation Strategy

Improving community health begins with assessing community health status. Every three years, we complete a Community Health Needs Assessment (CHNA), for which we obtain input from community members, public health representatives, and community partner organizations. We use that information to prioritize identified community health needs and develop an Implementation Strategy (IS) plan with specific targets and measures for the needs we are best positioned to address. This report shares highlights of progress we made on our plan in 2019. To see our most recent CHNA report and IS plan, please visit www.aurora.org/commbenefits.

Priority #1 | *Access, a signature community benefit focus for Aurora Health Care*

Focus | Access

Along with having a consistent primary care provider and medical home, access to medical care offers an opportunity to detect and treat disease at an earlier stage, improve overall health, prevent disease and disability, and reduce preventable deaths. To address this in 2019:

MILWAUKEE HEALTH CARE PARTNERSHIP

- 431 patients who arrived at our Emergency Department (ED) seeking non-emergent care and did not have a primary care physician were seen by an Aurora Health Care primary care provider within 28 days following their ED visit.
- 107 appointments were scheduled in our ED through the Milwaukee Healthcare Partnership (MHCP) ED Care Coordination program (EDCC). 91 of those appointments were referrals to a Federally Qualified Health Center. More information about this program and our work with MHCP can be found by visiting www.mkehcp.org.

To provide outreach services to uninsured residents of West Allis, our hospital held 4 flu shot clinics in conjunction with the West Allis Health Department's community outreach services, reaching 51 community members in total.

Priority #2 | *Alignment with Community Health Improvement Plan focus on behavioral health*

Focus | Behavioral health

According to our hospital's most recent CHNA, mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues for Milwaukee County. To address this critical need in 2019 we:

- Conducted 1,237 behavioral health assessments in our ED for people presenting in acute mental health or substance use distress to expedite referrals.
- Attended 22 Mental Health and Substance Abuse Task Force meetings. The Task Force hosted 7 educational sessions with 421 attendees. Visit <https://www.westalliswi.gov/1343/Mental-Health> for additional information.

Priority #3 | *Address the underlying causes of persistent health problems.*

Focus | Teen pregnancy



Shared Journeys is a charter school of the West Allis/West Milwaukee School District, serving pregnant and other parenting teens. Students are educated both in parenting and academics to best meet the unique needs of each individual student and infant. Our hospital provides both financial and in-kind support.

We serve on the Shared Journeys Charter School governance board, provide a dedicated space for the school, and contribute to childbirth, breastfeeding, infant care, and parenting classes, workforce development training, and job-skills mentoring.

For the 2018/2019 school year:

- 18 students were enrolled per quarter (on average). With an overall attendance of 98.6%.
- 100% of babies were born full-term and with all mothers initiating breast feeding.
- 9 students graduated and 7 of those graduates enrolled in postsecondary education or job training.

Focus | Workplace wellness

Our hospital remained active in the West Allis Health Department Healthy Lifestyle Workplace Wellness committee. We continued to work with local business communities to improve the health and well-being of their workforces.

In 2019, our hospital team members also played an active role in planning for the Mayors Challenge and partnered with West Allis Downtown to engage local businesses. The challenge took place in July 2019 with over 250 residents participating in physical activity.

Focus | Senior Care



Our NICHE-certified Transitions of Care Nurses work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2019:

- 217 older adults received transition services.
- 116 were referred to the West Allis Fire Department Community Paramedic Program, which 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.
- 2 Stepping On sessions were held, with 24 individuals participating. The Stepping On program offers older people information, strategies, and exercises to reduce falls and increase self-confidence.

Focus | Aurora Cancer Care



Most cancers' incidence and mortality rates in Milwaukee County exceed Healthy People 2020, as well as national and state rates. A Cancer Nurse Navigator (CNN) is a certified nurse whose clinical expertise and training allows them to effectively enable patients and their loved ones to make informed decisions and guide them through the cancer care process, starting from diagnosis, to help them overcome barriers to optimal care. In 2019, our CNNs and other Aurora Cancer Care providers:

- Trained 2 new community health workers/Promotores to support our Spanish-speaking community members.
- Conducted monthly education/discussion sessions for 105 cancer survivors.
- Facilitated a healthy lifestyle modification program, with 100% of the 12 participants engaging in the recommended amount of physical activity.
- Led 9 yoga classes with 128 total attendees, 3 stress management classes with 26 total attendees, 2 Advance Care Planning classes with 23 total attendees, 2 Movin N Groovin classes with 22 total attendees, and 2 aromatherapy sessions with 40 total attendees.
- Referred 29 individuals for additional support services.

Focus | Health Careers Education



Our hospital team members remained committed to supporting local high school students seeking careers in health professions. During 2019:

- 150 students attended our Health Careers Fair.
- 90 students participated in job shadowing experiences at our hospital.
- 20 Certified Nursing Assistants (CNAs) were hired through our Youth Apprenticeship Program.

Other 2019 Community Benefits

- Our hospital is an annual sponsor of the West Allis National Night Out. We also host a Wellness Fair during the event, staffing 18 of the 30 tables with team members who provide reliable health information for community members on various health topics.
- Our team members also supported The Giving Tree. Our hospital team members joined together to provide holiday presents for 189 children and one mother.



Our hospital team members donated gifts to The Giving Tree.

Community benefits by the numbers

Financial assistance (charity care) <i>at cost</i> *	\$3,549,000
Medicaid shortfall <i>at cost</i> *	\$9,531,000
Other means-tested programs <i>at cost</i> *	\$144,000
Subtotal*	\$13,224,000
Community health improvement and education services, and community benefit operations	\$602,393
Health professions education and GME***	\$1,697,113
Subsidized health services	\$181,960
Other cash and in-kind contributions	\$180,771
Subtotal	\$2,662,237
Language assistance services***	\$121,821
Volunteer services***	\$390,705
Total 2019 Community Benefits**	\$16,398,763

*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 individual hospital community benefit calculations.

*** In 2018, Advocate Health Care in Illinois and Aurora Health Care in Wisconsin joined together to create Advocate Aurora Health, the 9th largest not-for-profit health system in the country. The State of Illinois requires the inclusion of graduate medical education expenses and the provision of non-employee volunteer and language-assistance services in community benefit reporting. These categories have been added to Aurora's public reports to create consistency across all Advocate Aurora Health community benefit reports.

Give well. Together, we have the power to transform care and create a stronger community.

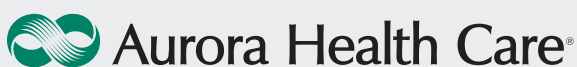


During 2019, a total of 122 hospital team members pledged \$68,609.93 to the Advocate Aurora Give Well Campaign. The campaign supports more than 1,300 local not-for-profit funds, including Advocate Aurora Health funds, local United Way agencies, and other not-for-profit organizations responding to important community health needs.



Giving comes in many forms. Your gift can help transform health care in our community and help more people live well. Visit <https://www.aurorahealthcarefoundation.org/> to learn more about the many different ways you can give.

To see our most recent Community Health Needs Assessment report and Implementation Strategy plan, please visit www.aurora.org/commbenefits.



We are Advocate Aurora Health

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