Aurora St. Luke's South Shore
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

- 182 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.
- 34 appointments were scheduled in our ED through the Milwaukee Health Care Partnership ED Care Coordination (EDCC) program to help individuals establish a medical home with a Federally Qualified Health Center. More information about this program and our work with MHCP can be found by visiting www.mkehcp.org.
- 141 prescriptions were provided free of cost through our Essential Medication Fund to uninsured patients who had no resources for medications upon discharge.

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

Focus | Behavioral health

According to our hospital's CHNA, mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues for Milwaukee County. In response to this identified critical need, our hospital provides both intensive outpatient and inpatient mental health care services, including a partial hospitalization program. In 2019 we:

- Completed 1,577 behavioral health intake assessments.
- Averaged a 16.1 inpatient behavioral health services, 6.1 partial hospitalization for mental health, and 5.7 intensive outpatient daily census.
- Hosted 12 support groups in our Behavioral Health Community Resource Room.

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

Focus | Aurora Cancer Care

Aurora Cancer Care
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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 served 48 new patients and completed 62 referrals to other resources in the community for additional support services.

Focus | Injury Prevention

Our South Shore communities have a higher-than-average aging population. Milwaukee County's median age is 34.0 years, while South Shore residents have higher median ages at 40.6 years for Cudahy, 37.0 years for Oak Creek, 45.0 years for St. Francis, and 40.5 years for South Milwaukee. Of adults aged 65 years or older, one-third experience a fall each year. To address this in 2019:

Local seniors learn how to reduce their risk of falling during the Stepping On falls prevention class hosted at our hospital.

- 85% of our ED patients aged 65 years and older were identified for screening with the Identification of Seniors at Risk (ISAR) tool, 100% of those identified were screened and 100% of those who were identified as at-risk were referred to social services for additional support.
- 1 Stepping On falls prevention program was conducted with 5 participants. The Stepping On program offers older people information, strategies, and exercises to reduce falls and increase self-confidence.

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

AdvocateAurora give well

During 2019, a total of 108 hospital team members pledged $20,541.94 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.

Aurora Health Care Foundation
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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.

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