Aurora St. Luke's Medical Center®
of Aurora Health Care Metro, Inc.

Well Community

Milwaukee

Community Benefit Report | 2014

Each year our community benefit plan is guided by our community health needs assessment (CHNA). See: www.aurora.org/commbenefits. We are happy to provide this brief overview of our community benefits work in 2014, organized into three main health priorities:

Priority #1:

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

Our hospital participates in the Milwaukee Health Care Partnership E*mergency Department (ED) Care Coordination Initiative* to connect uninsured individuals with primary care health homes. In 2014, a total of 884 follow-up appointments were scheduled in our ED for Federally Qualified Health Centers (479) or other safety net clinics (405).

A total of 1,983 patients who arrived in our ED with an acute mental health or AODA crisis received expedited admissions or referrals for mental or behavioral health services. These important assessments were conducted by Aurora behavioral health specialists embedded within our ED.

During 2014 our hospital's *Essential Medication Fund* provided 422 prescriptions to uninsured patients who had no resources for medications upon discharge.

Aurora Walker's Point Community Clinic (AWPCC) is the largest free clinic in Wisconsin with the highest percentage of uninsured persons in the state. In 2014, AWPCC provided 11,837 clinic visits to 3,442 individuals, and 1,078 were transitioned to health insurance for the first time in their lives. AWPCC caregivers also provided basic medical care to homeless persons at the nearby Salvation Army Clinic of Milwaukee and provided refugee screening and care.

In 2014 we completed the second year of a two-year pilot to provide a nurse practitioner (NP) to deliver direct primary care to students at South Division High School unable to access health care elsewhere. A total of 1,604 patient visits were completed. Based upon the success of this pilot, we are exploring opportunities to extend the NP's time between two schools.

Lastly, the Aurora *Family Practice Center* at our hospital provided subsidized care for 16,080 patient visits with medical providers.

Priority #2:

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

During 2014, AWPCC:

- Conducted 189 retinal exams with 10 individuals referred to an ophthalmologist, two referred to a retinal specialist and one who had surgery to prevent blindness.
- Conducted 1,243 specialty care visits.
- Referred 712 patients to physician specialists through Aurora's *Specialty Access for Uninsured Program.*
- Through the CHANGE4 grant (10-1-13 through 9-3-14): Provided 309 mammograms and 162 pap smears; reached 199 women with breast cancer education; Initiated 672 calls and sent 340 letters to women with screening reminders; trained 20 clinicians on increasing screening rates and referred over 600 community members to our community partner, CORE/el Centro, to achieve healthier lifestyles through fitness and nutrition programming.

Risk factors, prevention and early detection and treatment of stroke and chest pain. During 2014 we performed personalized risk-assessments for 1,653 individuals in our facilities and another 1,420 people who attended community or employee health fairs in which we participated. Additionally we hired an Emergency Medical Services (EMS) coordinator to create stronger linkages with all our EMS providers, and monitored blood pressures on a bi-monthly basis for a seniors group.

Cancer. To help ease fears for individuals who received a cancer diagnosis, our cancer care team maintained a staff of 22 Cancer Nurse Navigators and:

- Partnered with *Stillwaters Cancer Support Services* to co-present *Cancer Transitions,* a six-week workshop to help cancer survivors transition from active treatment to post-treatment care.
- Produced two quarterly newsletters, one for community members and the other for physician providers.
- Promoted self-expression, relaxation and personal growth at the *Expressive Arts Studio* in our Cancer Care Center.
- Staffed multiple cancer support groups across metro Milwaukee including *Your Caring Connection, Kids' Connection* and *Us, Too.*
- Collaborated with the American Cancer Society to host *Look Good Feel Better.*
- Participated in *Dia de la Mujer Latina* to celebrate the Latina woman and her family's health, held at South Division High School and attended by more than 500 people.

Our *Aurora Parish Nurse* provided health outreach to individuals, families, congregations and communities at *Our Lady of Lourdes* and *St. Matthias Catholic* churches, coordinated blood pressure screenings and monitoring for parishioners, and conducted both a cancer support and a grief support group.

Heart health. Aurora St. Luke's Medical Center is dedicated to providing our community with the best cardiac care and prevention education possible. Two examples in 2014 included:

1. The *Karen Yontz Women's Cardiac Awareness Center* provided heart disease risk assessments, counseling and educational programs including healing yoga, heart healthy cooking and smoking cessation; early diagnosis, intervention and best practices for treating heart disease in women; hosted two diabetes awareness open houses attended by 190 community members and distributed a monthly heart-health newsletter to more than 2,000 subscribers.
2. *Heart health, wellness and health sciences outreach.* During 2014 we promoted heart health education in collaboration with the *Aurora Research Institute™ "Health Satellite"* program at *Discovery World Museum.* Our heart specialists and their teams conducted a six-week series of hands-on interactive cardiovascular-related programs, each attended by more than 100 community members. The topics included:
   - Interventional cardiology
   - Heart failure, cardiomyopathies and valve disease
   - Cardiovascular basic and translational research
   - Cardiovascular imaging
   - Cardiovascular surgery
   - Electrophysiology

Healthcare workforce development. During 2014, our hospital and health centers provided more than 26,000 hours of clinical experience and placement hours for students from multiple universities and technical colleges working on undergraduate and graduate health and medical degrees.

2014 Community benefits by the numbers

Financial assistance (charity care) at cost*	$19,305,989
Medicaid shortfall at cost*	$60,944,000
Other means-tested programs at cost*	$1,505,000
Subtotal	*$81,754,989*
Community health improvement and education services, and community benefit operations	$1,646,776
Health professions education	$1,616,676
Subsidized health services (clinics)	$2,192,558
Cash and in-kind contributions for community benefit	$301,373
Subtotal	*$5,757,383*
Total 2014 community benefits	**$87,512,372**

* *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 St. Luke's Medical Center's total benefit to the community is $162,511,372.*

Priority #3:

Address the underlying causes of persistent health problems.

Every gift can change a life.

Donate to a cause you care about today.

Aurora Partnership Campaign

During 2014, as part of a patient service area in the City of Milwaukee, a total of **1,201 ASLMC caregivers pledged $326,316 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**

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