



Community Benefit Report | 2015



Nick Turkal, MD, CEO

Better Together. It's a term that holds great meaning for us.

It speaks to our structure and people – clinics, hospitals, pharmacies, home health, family and social services, rehabilitation, physicians, nurses, psychiatric and behavioral health specialists, nutritionists, therapists and more – working together as one comprehensive and integrated healthcare resource for people in the communities we serve. It speaks to:

- Our purpose to help people live well, to embrace and value all people, and to provide a *Helping Hand*¹ to people who lack resources to get the medical care they need
- Our beliefs about not shying away from difficult conversations and community concerns, as evidenced by our long-standing response to tough issues in our communities, such as sexual assault and mental health
- Our commitment to work together with other community stakeholders in multi-sector collaborations to assess community health needs and address the most pressing health needs and disparities
- Our philosophy as a not-for-profit healthcare organization to re-invest our net service offerings into creating better access points for all in a quality-driven, cost-conscious and efficient manner.



Gail Hanson, CFO

Better Together. It also speaks to our commitment to be transparent and accountable to the communities we serve. This 2015 Aurora Health Care Community Benefit Report provides a brief summary of our over-arching approach to community benefits, and we encourage you to access our individual Aurora hospital reports which can be found by visiting: www.aurora.org/commbenefits.

Nick Turkal, MD, President and C.E.O.
Aurora Health Care

Gail Hanson, Chief Financial Officer
Aurora Health Care

Subsidized care provided in medical specialty clinics in Milwaukee County: Aurora Walker's Point Community Clinic and Bread of Healing

Aurora Walker's Point Community Clinic is located in the heart of Milwaukee's most diverse south-side community, serving a neighborhood with the highest percentage of uninsured people in the state, providing urgent care, family medical and specialist services. During 2015, our clinic:

- Completed 12,029 patient visits
- Referred 1,283 patients to physician specialists through Aurora's *Specialty Access for Uninsured Program*.
- Provided 465 mammograms, completed 213 pap screenings, sent 1,073 reminders to schedule screenings and reached 711 women with breast cancer education through the CHANGE grant
- Made 911 referrals to CORE /el Centro for fitness and nutrition programming
- Staffed caregivers five half-days per week at the nearby Salvation Army Clinic of Milwaukee to provide refugee screening and basic medical care to homeless persons
- Worked together with Aurora ophthalmologists and volunteers, Bread of Healing Clinic and Sixteenth Street Community Health Center to conduct or facilitate 463 retinal exams
- Delivered direct primary care to 566 adolescents and students at South Division High School through 1,847 student-patient visits with our bilingual nurse practitioner, resulting in an 85.86 percent return-to-class rate

¹ Aurora's *Helping Hand Patient Financial Assistance Program*



Aligning forces
for community
health research
and program
development.



For 16 years, Aurora Health Care and the **Bread of Healing Clinic** (BOH) have partnered and worked together to improve the chronic health conditions of uninsured people on the north side of Milwaukee, providing free services to low-income individuals who experience barriers to essential health care. Services are provided by a primary care physician and nurse, health educators and a pharmacist. Services include respiratory and physical therapy, optometry, rheumatology, medication, lab and behavioral health counseling and care under the direction of psychologists and a psychiatrist. During 2015, a total of 376 first-time patients turned to BOH for the care they needed. In addition, the dedicated staff at BOH:

- Provided 4,700 urgent and primary care visits
- Delivered specialty care services to 380 people
- Referred 16 patients to physician specialists through Aurora's *Specialty Access for Uninsured Program*

Abuse Response Services

Sexual assault (SA) is a complex crime resulting in trauma that requires specialized patient care. Over the course of 30 years' experience at Aurora's **Sexual Assault Treatment Center** (SATC) at Aurora Sinai Medical Center, we know that SA and domestic violence are under-reported² and that victims of SA come from all walks of life and represent all ages, very young to very old. Aurora's SATC is a hospital-based program combining aspects of a rape crisis center and Sexual Assault Nurse Examiner (SANE) program to provide victim-sensitive services to people of all ages who have been affected.

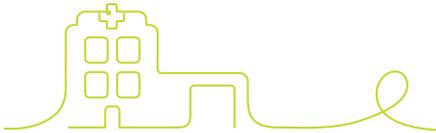
Aurora's SANE program assures that victims of SA are afforded a safe haven for the trauma care they need. Our SANEs provide a specialized standard of medical care at eight additional Aurora hospital locations, as well as Aurora Sinai, to support recovery and prevent further injury or illness arising from victimization. By collecting medical forensic evidence that may be useful in court, our SANEs empower victims who are willing to report SA crimes and seek prosecution.

All told, in 2015, across nine Aurora hospitals, our SANEs responded to 1,128 cases of sexual assault and the needs of another 464 secondary victims (an increase over 2014, suggesting that as our points of access grow, more victims are willing to seek services and disclose crimes committed against them).

Additional abuse-response services in Milwaukee County:

- **Safe Mom Safe Baby** is a program led by two SANE Nurse Practitioners who, in 2015, provided care and services to 137 pregnant or recently delivered women experiencing intimate partner violence. Of them, 21% required intensive support to increase their personal safety and well-being, protect their babies and lower the risk of preterm birth and low birth weight. In all, 83% of the women who completed the program delivered full term.
- Aurora's **Domestic Violence Services** enabled patients to have confidential access to a clinical nurse specialist who provides advocacy, counseling and trauma-informed care. In 2015, a total of 101 patients received direct service, 25 received intensive Safe Mom Safe Baby care, 17 patients received telephone contact and advocacy, and 43 patients received advocacy without direct service. In addition, our clinical nurse specialist educated 940 local physicians, social workers, residents, and other health care providers.
- Healing Happens Here. In 2015 **The Healing Center** served 849 unduplicated sexual abuse and assault survivors with 3,060 hours of trauma-informed counseling, 392 group sessions offered during the day and evenings, 256 hours of advocacy support services and reached 1,653 people through community outreach and education efforts.
- The **Milwaukee Sexual Assault Review**, led by Aurora Health Care, is a groundbreaking data-review process that brings together an unprecedented panel of stakeholders to better anticipate and avert sexual assaults. The team is comprised of law enforcement professionals, community service providers and clinical case managers who meet regularly to exchange information and identify methods of prevention from both public health and criminal justice perspectives

² Bureau of Justice Statistics



Aligning Aurora's resources across our footprint.

Aurora's Better Together Fund

A total of \$10 million in grants was awarded in 2015 through Aurora's *Better Together Fund* to expand points of access across our service area in eastern Wisconsin.



Recipients included Federally Qualified Health Centers and free clinics that will provide behavioral health services in their primary care settings, along with agencies and universities that will provide sexual assault and domestic violence prevention and treatment programs, expanding the continuum of care available in community based settings. As our hospitals work together with these providers, it may be possible to increase awareness and utilization of these critical services by people in our communities who have ongoing and unique needs.

To see the comprehensive list of Aurora's *Better Together Fund* recipients and view related stories, please visit: www.aurora.org/better-together.

Aurora Family Service (AFS) is focused exclusively on family wellness and stability. A team of 77 dedicated practitioners provide a full continuum of services in the community to promote self-sufficiency through every stage of life. They integrate health, mental health, social services, family and marriage therapy, comprehensive services for seniors, parenting education, home visitation, and a wide variety of financial-wellness programming. In 2015, AFS:

- Served 10,708 families
- Provided 3,998 hours of counseling and 1,288 hours of mental health consults
- Trained 25 family therapy post-graduate residents in its **AFS Family Therapy Training Institute**
- Conducted 2,778 home visits for at-risk infants, elders and their families
- Helped 1,628 persons participating in financial-wellness workshops
- Assured 3,100 families would be together to have Thanksgiving dinners with all the trimmings in their own homes through the **AFS Family-to-Family Thanksgiving**

Aurora Parish Nurses provide an important solution to today's health care challenges for many individuals and families in our communities who are struggling with difficult health issues. Their unique nursing practice connects mind, body and spirit for people who are vulnerable and living with chronic and/or disabling conditions. In 2015, Aurora Parish Nurses:

- Served 5,440 clients in 12 faith communities with a total of 11,008 individual contacts
- Led group sessions for 12,577 participants
- Provided 9,684 screenings
- Referred 726 individuals to health care or community providers

Aurora Senior Resource and Transition Nurses deliver innovative geriatric services to assist hospitals and physicians in meeting the needs of their aging adult patients with chronic and/or complex medical issues. In addition, they provide welcomed support and training to the family members who care for them. These NICHE-certified³ registered nurses operate in three of our rural service areas (Kenosha, Walworth, Central and Western Racine Counties) and also within Aurora Sinai and West Allis Medical Centers. In 2015, these nurses served 6,126 vulnerable seniors at high risk for recurrent cycles of hospital admissions. In addition, during 2015 the Transitions in Care Community Paramedics program was launched in West Allis to provide follow-up care for discharged elderly patients who don't qualify for other support services.

³ Nurses Improving Care for Health-System Elders

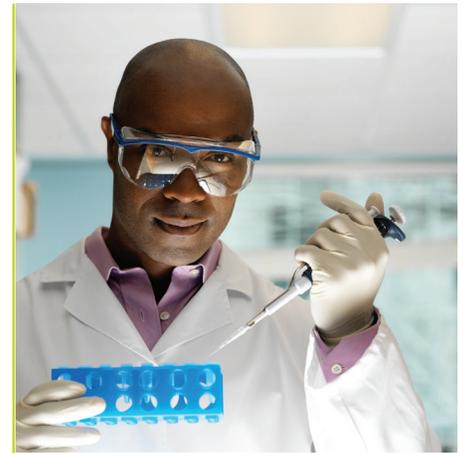
Health Professions Education

Aurora Health Care has more than 300 teaching faculty committed to medical education within Aurora Health Care Medical Group and medical staff from Aurora’s 15 hospitals, as well as advanced practice nurses working in partnership with the communities they serve. Tens of thousands of hours of physician time are dedicated to our health professions education programs. For undergraduates, Aurora offers more than 300 medical student and advanced practice provider student rotations each year across our system. Students learn patient-centered care through curriculum and community-based health projects focused on prevention, improving care and expanding access.

At the graduate level, Aurora maintains robust Accreditation Council for Graduate Medical Education-approved residency and fellowship programs. In total, Aurora provides more than \$30 million annually in residency and fellowship programs.

Aurora also serves more than 3,000 practicing physicians by offering thousands of hours of Continuing Medical Education activities, including almost 9,000 hours of direct instruction. These educational activities provide access to conferences, quality improvement activities, state-of-the-art learning through web-based and point-of-patient care and web-based learning modules to ensure best practices to care for our patients.

Additionally, Aurora BayCare Medical Center is one of three regional sites participating in the **Wisconsin Academy for Rural Medicine (WARM)**, created to proactively address the current shortage of rural physicians in the state, enhance health care in rural communities, serve as a learning site for WARM’s third and fourth-year medical students, and offer affiliated practices and coordination at distant sites for elective rotations in multiple specialties.



Research and innovation

Research specialists at **Aurora Research Institute** are committed to conducting leading-edge bench and clinical research, integrating this knowledge at the patient’s bedside and translating valuable patient-centered findings to the community in an effort to transform the health of populations. Beneficial patient-centered outcomes are the focus of medical research at Aurora Health Care. To learn more, visit: www.aurora.org/research.

Aurora Health Care 2015 Community Benefit Report

Financial assistance (charity care) at cost*	\$29,771,000
Medicaid shortfall at cost*	\$320,475,000
Other means-tested programs at cost*	\$9,452,000
Subtotal	\$359,698,000
Community health improvement and education services, and community benefit operations	\$8,156,059
Health professions education	\$10,465,599
Subsidized health services	\$7,005,353
Research reportable as community benefit	\$1,998,469
Aurora Better Together Fund***	\$4,000,000
Other cash and in-kind donations	\$3,402,941
Subtotal	\$35,028,421
Total 2015 community benefits	\$394,726,421

* 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’s total benefit to the community is \$974,532,421.

*** Additional \$1M incurred in 2016.

Every gift can change a life.

Donate to a cause you care about today.

Aurora Partnership Campaign

During 2015 a total of **10,600 Aurora caregivers pledged \$3.75 million through the Aurora Partnership Campaign** to support the not-for-profit causes and organizations most important to them, including Aurora’s Well Community programs.

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