



**Priority #1:**  
**Increasing access**  
for persons in our  
community with  
disproportionate  
unmet health needs.

Each year our community benefit plan is guided by our community health needs assessment (CHNA). See [www.aurora.org/commbenefits](http://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:

**Availability and affordability**

To minimize the wait times between assessments and each patient's first appointment with a psychiatrist, we fully implemented our 45-minute telephone assessment for 955 people to replace the two-hour in-person assessment.

To make behavioral health services more affordable, our financial advocates actively screen all uninsured patients for financial assistance programs, including *Aurora's Helping Hand Patient Financial Assistance Program* and other safety net programs. Our Certified Application Counselors helped uninsured persons obtain health insurance coverage through the Marketplace.

**Accessibility**

To increase access points for people managing their mental health concerns on an outpatient basis, we hired and placed:

- A psychotherapist who began providing services to people at the Lakeshore Medical Clinic in Milwaukee County.
- A psychotherapist to support patients at our Aurora Health Care Medical Group (AHCMG) clinic in Brookfield.
- A health psychologist to support our AHCMG clinic in New Berlin.
- A psychotherapist with child/adolescent and AODA expertise to serve in West Bend.
- An eating disorder psychotherapist and an eating disorder dietician to expand our ability to serve individuals managing eating disorders in an outpatient setting.
- Using a psychiatrist that was based at Aurora Psychiatric Hospital, we implemented a Telemedicine project for medication management services in Marinette for four hours per week.

**Accommodation**

Aurora behavioral health specialists are embedded in each of our four Milwaukee County Aurora hospital emergency departments (EDs) to provide behavioral health intake assessments for people with acute mental health or substance abuse issues. As a result, in 2014, appropriate resources and care were provided to 6,619 people screened in our EDs.

At Aurora Psychiatric Hospital, there were also 6837 assessments provided to consumers in the intake and Dewey Center areas.

**Hospital ED Assessments Completed**

Aurora St. Luke's Medical Center	1,983
Aurora St. Luke's South Shore	2,250
Aurora Sinai Medical Center	1,149
Aurora West Allis Medical Center	1,237

**Priority #2:**  
**Building links**  
between our  
clinical services  
and our local health  
department's  
community health  
improvement plan.

**Behavioral and mental health services in Milwaukee County**

The Milwaukee County Mental Health Redesign initiative is an ongoing effort to improve the mental health system in Milwaukee County. Its goal is to provide care that is community based, person-centered, trauma-informed and recovery oriented.

Our hospital president was appointed by the Governor to provide expertise and leadership to this board and serves as vice chair, along with two additional APH caregivers who serve as content experts.

**Evidence-based behavioral health series for health professionals**

Because the demand for mental health services continues to be a pressing issue for Milwaukee County, we continue to provide our annual continuing education

series of eight lectures to enhance knowledge in specialized areas of our profession. During 2014, titles included:

- Diversity among the deaf/hard-of-hearing/deaf blind and Interventions for Acute & Persistent Mental Illness (93 attendees)
- DSM-5: Ready or Not (96 Attendees)
- Crossing the Healing Zone & Ethical Issues in Psychiatry (120 attendees)
- Ethics & Boundaries: A Primer for Understanding Eating Disorders (134 attendees)
- Autism Spectrum Disorder; Identification & Treatment (63 attendees)
- Legal Issues, Opioid Addiction & Dementia (206 attendees)

**Behavioral health issues in the schools**

This is another continuing education series comprised of four lectures per education semester and is aimed to help school professionals cope with behavioral health issues in schools. 2014 was our 10th year offering the series. Topics included:

- Bullying in School & Autism Spectrum Disorder (98 attendees)
- Differentiating Mood Disorders from ADHD in Children & Adolescents (28 attendees)
- Attention Deficit Hyperactivity Disorder, The Impact of Technology on Children's Lives and Anxiety Disorders in Children (161 attendees)

**Alcohol, drug dependence and substance abuse**

Groups that support individuals and their families through the journey to maintain sobriety expand the care continuum. In 2013 we opened our completely refurbished *Lighthouse on Dewey* to community-wide 12-step support groups and the Dewey Friends of Recovery Alumni organization. In 2014, we hosted 22 groups who used the facility each week year-round to support over 500 individuals. We also hosted 6 other support groups including Gamblers Anonymous, which provides support to an additional 100 people per week.

**Additional Well Community Outreach Highlights:**

**Kradwell School**

Aurora Psychiatric Hospital also hosts Kradwell School, a unique learning environment that promotes success while utilizing a 5:1 student-teacher ratio. In 2014 we celebrated 18 students who graduated, which brings the total number of Kradwell graduates to 777 since 1963. In addition, \$68,309 in scholarship funds was awarded to families in 2014.

**Community Representation:**

Leaders from Aurora Psychiatric Hospital also participate on the boards of a number of community organizations including:

- Mental Health America
- St. Thomas More High School
- Grand Avenue Club
- Wisconsin Psychological Association
- The Benedict Center
- C.O.P.E.
- Milwaukee Continuum of Care Committee

**2014 Community benefits by the numbers**

Financial assistance (charity care) at cost*	<b>\$164,651</b>
Medicaid shortfall at cost*	<b>\$147,000</b>
Other means-tested programs at cost*	<b>\$20,000</b>
<b>Subtotal</b>	<b>\$331,651</b>
Community health improvement and education services, and community benefit operations	<b>\$835,013</b>
Health professions education	<b>\$852,157</b>
Subsidized health services (clinics)	<b>\$532,683</b>
Cash and in-kind contributions for community benefit	<b>\$437,654</b>
<b>Subtotal</b>	<b>\$2,657,507</b>
<b>Total 2014 community benefits</b>	<b>\$2,989,157</b>

\* 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 Psychiatric Hospital's total benefit to the community is \$3,424,157.



**Priority #3:**

**Addressing 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 Milwaukee County, a total of **247 APH caregivers pledged \$47,930 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](http://Aurora.org/Foundation)

**Aurora Psychiatric Hospital**  
1220 Dewey Avenue  
Wauwatosa, WI 53213