



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

Aurora Psychiatric Hospital in Milwaukee County provides inpatient and intensive outpatient care to 20,000 to 25,000 patients of all ages each year. However, within the larger context of Aurora Behavioral Health Services (ABHS), care is provided to more than 40,000 patients a year across Aurora's footprint. This annual report provides updates on our community benefits implementation strategy in 2015, which is posted on [www.aurora.org/commbenefits](http://www.aurora.org/commbenefits).

**Availability and affordability**

During 2015 we continued to offer our 45-minute telephone assessments to decrease wait times between assessments and improve access to care, replacing two-hour in-person assessments. In 2015 a total of 879 phone assessments were completed.

To make behavioral health services more affordable, our financial advocates screen all uninsured patients for marketplace and financial assistance programs, including Aurora's *Helping Hand Patient Financial Assistance Program*.

**Accessibility**

To increase access points for people managing mental health concerns through intensive outpatient or partial hospitalization programs, we:

- Continued to provide behavioral health specialists in existing primary care settings in three locations within Milwaukee County. During 2015, we developed plans to expand integrated behavioral health services in primary care clinics beyond county lines. Additionally, we introduced plans to renovate and expand our Wauwatosa campus, which will increase outpatient and partial hospitalization capacity and add 18 inpatient beds to our current 80.
- Expanded our use of telepsychiatry for inpatient and ED consults at Aurora hospitals, which increased physician coverage for psychiatry across Aurora's footprint.

One priority of the *Aurora Better Together Fund* is to increase access to behavioral health services in community based primary care settings across eastern Wisconsin. Specifically, our hospital is working with Progressive Community Health Center to integrate behavioral health services at all of its clinic locations, including one on the Aurora Sinai Medical Center campus.



To learn more about the organizations that received Better Together funding in 2015, visit [www.aurorahealthcare.org/better-together](http://www.aurorahealthcare.org/better-together).

**Accommodation**

In addition to the on-site assessments conducted at our hospital, we embed ABHS specialists in each of our four Milwaukee County Aurora hospital emergency departments (EDs) for people with acute mental health or substance abuse issues to expedite appropriate resources and care.

Beyond Milwaukee County, we expanded ED intake with an ABHS specialist at Aurora Memorial Hospital of Burlington, Aurora Lakeland Medical Center, Aurora Medical Center Grafton, and Aurora Medical Center Summit.

Additionally, through telepsychiatry, every Aurora hospital can connect patients to face-to-face psychiatric consults conducted over our secure internet service lines.

Lastly, during 2015 we doubled the capacity of our Child and Adolescent Day Treatment Center from 35 patients to 70, decreasing time on the wait list for underserved youth.

**Hospital Assessments Completed**

Aurora St. Luke's Medical Center	2,069
Aurora St. Luke's South Shore	2,267
Aurora Sinai Medical Center	1,343
Aurora West Allis Medical Center	1,325
Aurora Psychiatric Hospital	7,445
Urgent care settings	525

## Priority #2:

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



### Behavioral and mental health services in Milwaukee County

At the end of 2015, our hospital president completed his service as vice chair of the Milwaukee County Mental Health Board. Advancement made during these initial years include progress in downsizing the long-term care units and transitioning all institutionalized patients into group homes in the community.

### Health professions and community education

The demand for mental health services continues to be a pressing issue in all of Aurora's patient service areas. To expand the ability of health professionals to address behavioral health issues in their organizations, we continue to provide our annual *Evidence-Based Behavioral Health Series* for health professionals. During 2015, a total of 460 individuals attended one or more sessions of this nine-lecture series to enhance knowledge in specialized areas. During 2015, titles included:

- Current Trends In Adolescent Treatment
- Bariatric Surgery: Pre-Surgical Assessment And Treatment
- Psycho-Oncology: Addressing The Psychological Correlates Of A Cancer Diagnosis In The Adult Cancer Population
- Anxiety And Depression In Cardiac Patients
- Advances In The Neurobiology And Treatment Of Depression
- Trauma-Informed Care - The Basics
- Pharmacology For The Non-Prescriber
- Behavioral Activation: Helping Patients Reclaim Their Lives From Depression
- Relationship Issues: Couples And Families

*Behavioral Health Issues in the School* is another continuing-education series designed to help school professionals cope with behavioral health issues in schools. In 2015, topics included:

- Adolescents and Substance Abuse
- ADHD and Attention Deficit Disorder
- Anxiety, OCD and Phobias: Anxiety Disorders in Children and Adolescents
- Current Trends in Substance Use Among School Age Children
- Autism Spectrum Disorders Among Children: Implications for the Classroom
- Recognizing and Responding to Suicide Warning Signs
- Tourette's Syndrome and Tic Disorders: An Overview, Understanding and Interventions for the Classroom

## Priority #3:

**Address the underlying causes** of persistent health problems.



### Alcohol, drug dependence and substance abuse

Ongoing support groups are critical for preventing relapse among persons overcoming addiction issues. Since its 2013 opening, our *Lighthouse on Dewey* has addressed the space shortage in our community to expand access for community support groups to this essential component of the care continuum. In 2015, more than 690 people per week year-round attend support groups such as Alcoholics Anonymous, ALANON, Narcotics Anonymous, Heroin Anonymous, Cocaine Anonymous, SMART Recovery, Women for Sobriety, Yoga of 12 Steps and/or The Addict's Mom program.

Aurora Psychiatric Hospital also offered a weekly education program for families and active patients in the substance abuse treatment program. This education program is designed to develop recovery strategies to support sobriety and served 2,061 individuals during the year.

### Kradwell School

Kradwell School is a unique learning environment that promotes success while utilizing a 5:1 student-teacher ratio located on the Aurora Psychiatric Hospital campus for grades 5 - 12. In 2015, we celebrated 33 students who graduated, which brings the total number of Kradwell graduates to 806 since 1963. More than \$60,000 in scholarship funds was awarded to families in 2015.

## 2015 Community benefits by the numbers

Financial assistance (charity care) at cost*	\$125,000
Medicaid shortfall at cost*	\$218,000
Other means-tested programs at cost*	\$14,000
<b>Subtotal</b>	<b>\$357,000</b>
Community health improvement and education services, and community benefit operations	\$1,166,429
Health professions education	\$503,449
Subsidized health services (clinics)	\$231,870
Cash and in-kind contributions for community benefit	\$301,925
<b>Subtotal</b>	<b>\$2,203,672</b>
<b>Total 2015 community benefits</b>	<b>\$2,560,672</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 \$3,551,672.

## Every gift can change a life.

Donate to a cause you care about today.

### Aurora Partnership Campaign

During 2015, as part of a patient service area in Milwaukee County, a total of **275 APH caregivers pledged \$42,366 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)

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