



Aurora Psychiatric Hospital 2018 Community Benefit Report

A progress report on our 2018 Implementation Strategy

Improving the health of our communities is a community-wide effort and begins with assessing community health status every three years. We obtain input from community members and public health representatives, consult with our hospital staff and physician partners to prioritize the community health needs identified, and we develop specific targets and measures for the needs we are best positioned to address. Our implementation strategies are organized into three main priorities in alignment with three core principles of community benefit as shown in this progress report.

Priority #1

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

Focus | Access is an Aurora Health Care signature community benefit focus



Mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues in the communities we serve. Our hospital is the hub for Aurora's comprehensive behavioral health services team, which extends behavioral health care into hospital and primary care settings across Aurora's footprint. We continually push to expand and extend our ability to provide access points to people in the communities we serve with three inpatient locations, 3 hospital-based outpatient department locations, 44 ambulatory clinic locations, and approximately 200 professional staff. During 2018, we:

- Completed construction of the new Dewey Center, a residential treatment facility, and added 15 residential beds, increasing capacity to 30 beds.
- Provided 802 Teleintake and 16,334 in-person assessments in Aurora hospital Emergency Departments (EDs) to expedite care for individuals presenting with behavioral health issues.
- Provided 49 phone screenings in urgent care settings to expedite care for individuals presenting with behavioral health issues.
- Responded to 117,560 calls via our Call Center.
- Provided Telepsychiatry inpatient consultations to 267 patients at Aurora medical centers; 58 were Medicaid/Medicaid HMO patients.
- Served 53 patients through telepsychiatry medication management at the Aurora Behavioral Health Services Center in Marinette.
- Cared for 650 patients through partial hospital, intensive outpatient, and clinic-based outpatient care at hospital-based clinic locations in Glendale and Muskego. 79 telepsychiatry evaluations were also provided at these sites.
- Referred 312 individuals for follow-up services through Clinically Integrated Network agreements.

Priority #2

Build links between our clinical services and local community health improvement plans.

Focus | Alcohol, drug dependence and substance abuse recovery support

In 2018, substance use in Milwaukee County was ranked as the 4th major health issue by key informants and the 2nd highest ranked health issue among survey respondents. The continuum of care for persons with substance use disorders is essential for preventing relapse. Research has shown that support groups facilitate recovery and reduce health care costs. They also promote a sense of belonging within the community and help in the development of self-efficacy. In 2018, our Lighthouse on Dewey served as a community hub for an average of 41 not-for-profit support groups for an average of 59 hours per week, with a total of 47,150 individuals attending (some are duplicates).



The Lighthouse on Dewey

Priority #3

Address the underlying causes of persistent health problems.

Focus | Health professions and community education, workforce development



Behavioral health professional shortages are a national, state, and local issue. We offer continuing education to ensure that each provider's practice is current and aids in the development of contact with other behavioral health professionals. In 2018:

- 10 evidenced-based continuing education programs and 5 intensive workshops were conducted, with 663 attendees; 336 attendees reported that they will change a specific aspect of their practice as a result of the programs.
- 5 Aurora Medical Center RNs were trained through an immersion program on working with behavioral health patients.
- 179 Aurora providers were trained in Verbal Defense and Influence on how to manage aggressive behavior.
- 14 trainings were conducted for 105 primary care providers and support staff on working with behavioral health patients.

Additionally, to address the growing behavioral health needs of Aurora's patient populations, we hired, employed, and trained 40 new providers. We also trained 7 psychiatry residents and 1 additional psychiatry fellow.

Focus | Kradwell School

Education can be challenging for children experiencing behavioral or mental health issues. Kradwell School is a private, nontraditional and nonsectarian school located on our campus for children in grades 5 through 12. Kradwell promotes success while utilizing a 5:1 student-teacher ratio; and specializes in serving students who struggle to succeed in traditional school environments. The teachers and support staff develop educational plans tailored to each student and any conditions they may have, such as dyslexia, ADD/ADHD, anxiety, bipolar disorder, depression, PTSD, OCD, reactive attachment disorder, Asperger's syndrome, and more. In 2018 more than \$41,000 in scholarships was awarded to families in need of the unique educational support Kradwell School offers.



Students working on art projects with their teacher at Kradwell School.

Every gift can change a life.

Advocate Aurora Give Well Campaign

During 2018, a total of **111 hospital team members pledged \$64,739 to the Advocate Aurora Give Well 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 1,300 funds including 350 Aurora funds, local United Way agencies, and other not-for-profit organizations responding to important community needs.



give.aurora.org

Community benefits by the numbers

Financial assistance (charity care) at cost*	\$310,000
Medicaid shortfall at cost*	\$6,993,000
Subtotal	\$7,303,000
Community health improvement and education services, and community benefit operations	\$1,739,432
Health professions education and GME**	\$653,485
Other cash and in-kind contributions	\$209,407
Subtotal	\$2,602,324
Language assistance services**	\$12,658
Volunteer services**	\$31,000
Total 2018 Community Benefits***	\$9,948,982

* Cost-to-charge ratios are based on Wisconsin Hospital Association percentages.

** In 2018, Advocate Health Care in Illinois and Aurora Health Care in Wisconsin joined together to create Advocate Aurora Health, the 9th largest not-for-profit health system in the country. The State of Illinois requires the inclusion of graduate medical education expenses and the provision of non-employee volunteer and language-assistance services in community benefit reporting. These categories have been added to Aurora's public reports to create consistency across all Advocate Aurora Health community benefit reports.

*** Aurora Health Care has elected to exclude Medicare shortfalls and bad-debt expenses from the community benefit calculations. However, when Medicare shortfalls are added, our hospital's total benefit to the community is \$17,440,982.

To see our most recent Community Health Needs Assessment report and Implementation Strategy plan, please visit www.aurora.org/commbenefits.



We are Advocate Aurora Health

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