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

Our hospital’s community benefits are guided by our community health needs assessment (CHNA). To see our most recent CHNA report, please visit www.aurora.org/commbenefits.

Our hospital and medical group continue to partner with Health Care Network, Inc. (HCN), a community-based program that serves uninsured and underinsured residents of Racine County. In 2016, we advocated for their services to help uninsured and underinsured individuals establish a “health home” relationship with HCN. We also supported HCN by accepting 83 vouchers for specialty and diagnostic services at our hospital including lab and radiology, diabetic education and nutrition services, physical therapy, and vision services.

Behavioral health problems can impact one’s physical well-being, and appropriate referrals for behavioral health treatment are crucial. A behavioral health assessment gives medical professionals who are caring for individuals a complete picture of their emotional, psychological, and social well-being. In 2016, our hospital assessed and then expedited admissions or referrals for behavioral health services for people who arrived in our ED with an acute mental health, alcohol abuse or other drug crisis.

The one-time Aurora Better Together Fund was extended in 2016 to increase funding for partner organizations that share our mission to increase access to primary care, behavioral health services, and sexual assault and domestic violence prevention and treatment programs across eastern Wisconsin. Two of our hospital’s partners received Aurora Better Together funding in 2016:
- Health Care Network, Racine County
- Women’s Resource Center of Racine

Visit www.aurorahealthcare.org/better-together to learn more about our partners and Aurora’s Better Together Fund.

Priority #2:
Build links between our clinical services and our local health department’s community health improvement plan.

Alcohol and drug use
Based on the most recent key informant interviews, behavioral health, including alcohol and drug abuse, consistently ranked among the top five community health issues identified in Racine County. The main purpose of Emergency Medical Service (EMS) providers is to deliver immediate medical care to the people who need it most. Sometimes that means providing care to people experiencing emergency situations related to alcohol or drug use. To help local EMS providers offer the best care possible, we:
- Facilitated 21 training sessions for hospital medical control and EMS agencies for a total of 1049 attendees.
- Distributed 1,024 continuing education packets to EMS providers with all 1,024 passing the quiz after completing the educational packet work.
- Contracted with four local law enforcement agencies to provide Narcan administration oversight.
- Supported and advertised one prescription drug Take Back event in Racine County. We collected 334 pounds of unused prescriptions, which were properly disposed.

High blood pressure and obesity and the link to chronic disease and cancer
To help community members track and appropriately manage their blood pressure, we continued to offer free drop-in blood pressure screenings at our clinic. In 2016, our nurses completed 519 screenings and provided one-on-one counseling and appropriate referrals to participants. As a result of the screenings, 19 participants planned to call their provider for a follow-up appointment, 67 planned to get more exercise, 41 planned to consume less salt, and 20 planned to lose weight.

Our hospital also facilitated 63 Strong Women classes with an average attendance of 17 participants per class. Strong Women is a national evidence-based community exercise and nutrition program targeting midlife and older women.
Senior care: chronic disease and falls prevention

Our Senior Resource Nurses (SRN) work to ensure that adults age 65 and older receive care that promotes function, autonomy, and dignity. In 2016, our SRN responded to 2,018 referrals from physicians and community members for aging adults experiencing degenerative conditions, including 86 interventions for dementia and delirium. We also provided multiple education sessions. Examples include:

• **Stepping On**, a program proven to reduce falls and build confidence in older people. **Stepping On** workshops meet two hours a week for seven weeks. Classes are highly participative; mutual support and success build participants' confidence in their ability to manage their health behaviors, reduce their risk of falls, and maintain active and fulfilling lives. In 2016, we offered three sessions for a total of 27 participants who learned skills to keep themselves safe.

• **Powerful Tools for Caregivers (PTC)** is an evidence-based, six-week program designed to help caregivers develop a wealth of self-care tools to reduce personal stress, change negative self-talk, communicate their needs to family members and healthcare or service providers, communicate more effectively in challenging situations, recognize the messages in their emotions, deal with difficult feelings, and make tough caregiving decisions. In 2016, we offered two sessions with a total of three attendees.

• **Living Well with Diabetes**, a six-week session during which participants learn to manage living with Type 2 diabetes. Topics covered included: 1) techniques to deal with the symptoms of diabetes, fatigue, pain, hyper/hypoglycemia, stress, and emotional problems such as depression, anger, fear, and frustration; 2) appropriate exercise for maintaining and improving strength and endurance; 3) healthy eating; 4) appropriate use of medication; and 5) working more effectively with healthcare providers. In 2016, we offered one six-week session for a total of 13 registrants with a 100 percent completion rate.

Sexual Assault Nurse Examiner (SANE) program

Sexual Assault Nurse Examiners (SANE) are registered nurses who have completed specialized education and clinical preparation to provide medical forensic care for people who have experienced sexual assault or abuse. A SANE can provide comprehensive medical forensic examinations, testify in any legal proceedings related to the examination, and ensure that the proper chain of custody and integrity of the samples are maintained so that the evidence will be admissible in court. SANEs also often collaborate with other disciplines in the community that provide unique services to sexual assault victims and offer victim-centered and compassionate care.

We understand that sexual assault is underreported and definitions can vary across different agencies; therefore, the number and rate reported may vary depending on the source. Despite these reporting differences, estimates indicate domestic violence and sexual assault are a substantial health concern and continue to be a major health issue with far-ranging implications in every community. In 2016, our SANEs provided services and support to 22 victims of sexual assault and reached 67 community members through seven education, prevention, and outreach presentations in community settings.

### 2016 Community benefits by the numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$847,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$6,273,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$142,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$7,262,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$692,096</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$122,057</td>
</tr>
<tr>
<td>Cash and in-kind contributions for community benefit</td>
<td>$302,992</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,117,145</strong></td>
</tr>
<tr>
<td><strong>Total 2016 community benefits</strong></td>
<td><strong>$8,379,145</strong></td>
</tr>
</tbody>
</table>

* 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, our hospital’s total benefit to the community is $19,679,145.