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 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

Along with having a consistent primary care provider and medical home, access to medical care can detect and treat disease at an earlier stage, improve overall health, prevent disease and disability and reduce preventable deaths. To address this in 2017:

- 646 patients who arrived in our Emergency Department (ED) seeking non-emergent care did not have a primary care physician. 93 of those patients saw an Aurora primary care provider within 28 days following their ED visit.
- 17 individuals received tele-intake services in our ED for behavioral health issues.
- 5 inpatients received telepsychiatry consultations.
- 1 patient was referred to Health Care Network, Inc. (HCN) to establish a health home.
  - 138 vouchers for radiology, laboratory and specialty care services for HCN patients were accepted.
  - 13 Aurora providers treated patients through HCN. Their specialties include: cardiology, dermatology, gastrointestinal, internal medicine, obstetrics and gynecology, orthopedics, podiatry, rheumatology, and urology.
**Priority #2** | *Build links between our clinical services and local community health improvement plans.*

**Focus | Alcohol and drug use in our community**

The Central Racine County Health Department, key informants and residents all identified alcohol and drug use/abuse as one of the top three health issues challenging the community. To address this community priority in 2017, our director of emergency services:

- Provided 56 trainings to Emergency Medical Service (EMS) agencies with 1,490 EMS providers trained.
- Fulfilled 4 contracts with local law enforcement for Narcan administration oversight.
- Conducted 3 law enforcement trainings on Narcan for 90 officers.
- Collected 423 pounds of unused prescription and over-the-counter drugs through a community Take-Back initiative.

*Our hospital's Community Outreach team raised awareness about the opioid epidemic at Veteran's Terrace in April, 2017. This information table was part of a larger community presentation conducted in collaboration with the Aurora Behavioral Health Service team.*

**Focus | High blood pressure and chronic disease**

Key informants and residents who participated in our most recent Community Health Needs Assessment identified chronic diseases as one of the top four health issues. High blood pressure (BP) increases the risk for heart disease and stroke and can be a chronic disease indicator. To address this in Racine County during 2017:

- 27 community blood pressure screening events were held with 300 individuals screened. As a result, 274 participants received educational information packets and agreed to follow-up:
  - 48 to call a provider
  - 75 to have their blood pressure re-taken in a week
  - 101 to exercise more
  - 58 to lose weight
  - 62 to consume less salt
  - 8 to quit smoking
- 26 free drop-in BP screenings were provided at Aurora clinics, with 429 participants; 18 were referred to a provider for high blood pressure management.
Priority #3 | Address the underlying causes of persistent health problems.

Focus | Newborn health and safety

Infants and children who are under the care of adolescent babysitters may become ill or be unintentionally injured, which is why it is important to train babysitters to be prepared for such situations.

During 2017, five babysitting classes were offered with 65 area teens participating. 100% of those educated completed both pre- and post-tests and 98% indicated knowledge gained.

Focus | Senior care

Niche

Our NICHE-certified Senior Resource Nurses work to ensure that older adults receive care that promotes function, autonomy, and dignity. During 2017:
• 2,357 aging adults were served through our Senior Resource Nurse program. Program referrals included:
  - 649 to our Patient Call Manager
  - 31 for transportation assistance
  - 92 for cognitive screening
  - 136 to Option Counseling
• 1,016 patients were educated on advance directives with 544 completing an advance directive.
• 158 families received guidance and support services.
• 19 individuals received medication management and safety education.
• 2 Stepping On falls-prevention series were offered with 19 attendees.
• 2 Healthy Living with Diabetes sessions were conducted for 7 community members.

Focus | Sexual assault

Sexual assault and rape are underreported and the definition of sexual assault varies across different agencies; therefore, the number and rate may vary depending on the source. Sexual violence can have harmful and lasting consequences for victims, families and communities including, but not limited to, unintended pregnancy, sexually transmitted infections, long-term physical consequences, immediate and chronic psychological consequences, health behavior risks and financial cost to victims, families and communities. During 2017, our hospital’s Sexual Assault Nurse Examiners (SANEs):
• Provided trauma-informed care for 16 people at our hospital:
  - 11 were provided with post-assault care management services.
  - 16 referrals were provided.
  - 16 individuals received personal advocacy and liaison services.
• Conducted 13 community education/prevention/outreach trainings for 500 attendees.

Focus | Population health: Hepatitis C

As part of Aurora's population health strategy, during 2017, 1,967 patients in Aurora’s Burlington and Walworth service area were tested for hepatitis C; 45 tested positive, 15 had positive confirmatory tests and 13 patients entered treatment.
Every gift can change a life.

Aurora Partnership Campaign

During 2017, a total of 163 hospital caregivers pledged $58,924 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

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<th>Aurora Health Care 2017 Community Benefit Report</th>
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* 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 $22,595,039.

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