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 Kenosha Community Health Center (KCHC), a Federally Qualified Health Center that serves uninsured and underinsured residents in Kenosha County. In 2016, we advocated for their services to help uninsured and underinsured individuals establish a “health home” relationship with KCHC. In addition, we support our hospital physicians and clinicians who volunteer at KCHC, including two obstetricians and one pediatrician who see patients weekly.

Based on the most recent key informant interviews in Kenosha County, behavioral health consistently ranked among the top five health issues identified in the community. 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’s behavioral health specialist assessed and then expedited admissions or referrals for mental health or substance abuse services for 556 people who arrived in our ED with an acute mental health, alcohol abuse or other drug crisis. As a result, 426 individuals were referred to community-based behavioral health service providers for follow-up care.

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.

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.

Infant mortality and child safety
To support the Kenosha County Division of Health in raising greater awareness about safety for infants and children born in Kenosha County, we:

- Educated 718 new parents (and grandparents) on safe sleep practices, car seat safety, and the effects of second-hand smoke.
- Completed 117 car seat checks conducted by our certified car seat technician for community members.
- Provided 113 sleep-sacks and one crib to parents to promote safe sleeping practices for infants.
- Supported breastfeeding mothers by staffing a lactation consultant who provides telephone consults, advice, and support, and facilitates free prenatal and breastfeeding classes that are open to all.
- Referred 21 moms to our obstetric and pediatric practitioners for follow-up care at KCHC.
Diabetes and high blood pressure

*Living Well with Diabetes* is a six-week session during which participants learn to manage living with Type 2 diabetes. Topics covered include: 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 two six-week sessions for a total of 20 registrants.

To help community members track and appropriately manage their blood pressure, we continued to offer free drop-in blood pressure screenings and education each month at our clinic. In 2016, our nurses completed 218 screenings and provided one-on-one counseling and appropriate referrals to participants. As a result of the screenings, 50 individuals were referred for continued blood pressure management.

Our Aurora Parish Nurse continues to play a critical role in chronic disease management for many community members through outreach at Lord of Life and St. Mary’s Lutheran churches in Kenosha. This registered nurse specialist encourages physical and spiritual health and wholeness by providing a holistic approach to care and promoting health and wellness to individuals, families, and congregations within the community setting.

### Priority #3: Address the underlying causes of persistent health problems.

Care for frail elderly and chronic disease

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 2,110 referrals from physicians and community members for aging adults experiencing degenerative conditions.

*Stepping On* is 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, 37 participants completed the program at our hospital and learned skills to keep themselves safe.

Aurora’s 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 who 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 77 victims of sexual assault and reached 27,425 community members through 35 education, prevention, and outreach initiatives and presentations in community settings.

One major outreach initiative was coordinated by Rebecca Rodriguez, RN, BSN, SANE-A, in Kenosha County. After the 2015 Country Thunder Music Festival in Twin Lakes, 10 sexual assault victims were treated at our hospital, the only area medical center that offers forensic examinations. In an attempt to educate attendees and reduce the number of sexual assaults at Country Thunder in 2016, Rebecca and her volunteer crew staffed an information booth located near the main festival.
entrance. During the show, short public service announcements were shown on the jumbotron, and Rebecca estimates that well over 1,000 people stopped by her booth to chat or sign a pledge to do something if they witness a sexual assault occurring. No festival goers reported being victimized at the event in 2016, likely due to the broad-based education provided.

Cancer care
Our cancer care team is comprised of certified nursing professionals called nurse navigators who are registered nurses with oncology-specific clinical knowledge. They offer individualized assistance to community members, patients, families, and caregivers to help overcome healthcare system barriers and guide individuals and their families from diagnosis through cancer treatment and into post-treatment. Some of the additional outreach our cancer team provided in 2016 includes:
• Offering 24 Movin’ and Groovin’ classes for a total of 70 attendees.
• Supporting 568 participants in art therapy, aroma therapy, and therapeutic massage.
• Providing free wigs for 71 patients.
• Facilitating Look Good Feel Better classes for seven participants.

Physical Activity
It is easy and common for people to become less active as they get older. Most know the benefits of performing at least 30 minutes of physical activity daily, but for many, it’s no fun working out alone at home, regardless of how simple the exercises are.

Nikolai “Nick” Laitamaki, a licensed athletic trainer (LAT) at our hospital, is making exercise a lot more fun for older adults in Kenosha County. For the past 12 years, Nick has been promoting healthy aging by conducting a popular hour-long fitness class for older adults at Wilmot Union High School each week. Nick’s class attendance averages 20 to 30 seniors. “The class consists of stretching and activities both sitting and standing,” Nick explains, “but it’s also a great way for my ‘students’ to socialize, find encouragement, and stay active together.”

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>$1,195,000</td>
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<tr>
<td>Medicaid shortfall at cost*</td>
<td>$8,578,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$297,000</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$10,070,000</strong></td>
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<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$704,755</td>
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<tr>
<td>Health professions education</td>
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<tr>
<td>Cash and in-kind contributions for community benefit</td>
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</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,263,304</strong></td>
</tr>
<tr>
<td><strong>Total 2016 community benefits</strong></td>
<td><strong>$11,333,304</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 $24,404,304.