Many of us, the nearly 1,100 caregivers from Aurora Lakeland Medical Center and neighboring Aurora Health Care clinics, call Walworth County and surrounding communities our home. **We have unique insights into the health challenges and growing trends affecting the health and well-being of the communities we serve.**

**Responding to community health needs is a team effort** and begins with assessing the community’s health status. Every three years since 2006, we have underwritten a community health survey conducted in partnership with Walworth County’s Department of Health and Human Services. Information from this survey helps the county focus its resources on areas of greatest need in population health, and helps us to align our areas of expertise and charitable resources to support broader community health improvement goals. For community health research dating back to 2006 and 2009, as well as the 2012 surveys and our 2013 community benefit plan, visit: Aurora.org/CommBenefits.
Improving access to care for the community’s underserved and uninsured

To live well, access to ongoing, primary health care is essential. Ensuring access to primary care services was the No. 1 initiative of the 2012 Community Health Improvement Plan for Walworth County. The goal to establish a free clinic to serve underserved and uninsured persons was achieved with the Dec. 6, 2012, launch of the Open Arms Free Clinic in Elkhorn. This vital 501(c)(3) clinic provides routine health care, pharmacy, health education and referral services, all free of charge. Working together with Aurora Medical Group physicians, we’re proud to have served as a partner helping to establish this clinic. In 2013, we will support efforts to enhance and expand clinic capacity and accept clinic vouchers for diagnostic lab and radiology services.

Reaching out through local faith community

Providing a parish nurse at a local United Church of Christ was one way to ensure that people with health challenges got appropriate care and support. For these parishioners from the Walworth County and Burlington areas, Aurora’s parish nurse combined faith and nursing to respond to questions and concerns about medications, blood pressure, diabetes, nutrition, weight control and end-of-life issues in ways that met parishioners’ spiritual and emotional well-being.

Helping newborns live well from the start

To help the newest members of our community live well from the start, we partnered with Walworth County’s Public Health Services to identify families in need. Car seats were provided for those families with newborns, and car beds were provided for newborns with respiratory issues. We also partnered with local churches to provide gift baskets with newborn clothing and bathing items.

Teaching people how to live well with chronic conditions

Living Well With Chronic Conditions, an interactive workshop developed by Stanford University, provides tools for living a healthy life while managing chronic conditions, such as arthritis, asthma, diabetes, emphysema and heart disease. In 2012, two Aurora Lakeland nurses led six weekly sessions of this program, helping 10 area residents learn to better manage pain and symptoms, and the physical and emotional challenges of living with a chronic condition.

Responding to issues of sexual assault and violence

Through the Sexual Assault Nurse Examiner (SANE) program at Aurora Lakeland, our specially trained certified nurse examiner expands our community’s ability to respond to issues of sexual assault and personal violence. In addition to providing direct care, our nurse examiner serves as an instructor for SANE training across the region. In 2012, her health and community education efforts included serving on boards and committees, such as:

- Drug Endangered Children committee
- M-Team – multidisciplinary, multi-jurisdictional teams meeting on a case-by-case basis for education and peer review to ensure protocol quality when examining children who have experienced sexual assault, and to ensure all cases are receiving appropriate response
- Walworth County Child Abuse and Neglect committee
- Walworth County Alliance for Children executive board and its committee to train community partners (educators, health care professionals, police officers, social workers and district attorney’s office)

Keeping people safe and well

To support local emergency medical services teams in 2012, we provided continuing education and support, including:

- Training in emergency childbirth, neonatal resuscitation, and crime-scene awareness
- Providing clinical rotation sites for 422 scheduled shifts, in the Emergency Department, Intensive Care Unit, obstetrics and gynecology, and surgery (operating room)
- Donating two Philips MRx cardiac monitors
- Giving flu vaccinations to 125 EMS volunteers
- Sponsoring Walworth County EMS meetings and celebrating EMS week
- Replacing most commonly used supplies for EMS providers affiliated with Aurora Lakeland, including replacement drugs used on patients
Where the people gather, so do we

Each year, people from the area gather together for the Walworth County Fair - and community health education nurses from Aurora are there. In 2012, we screened 560 participants for blood pressure readings, and found 178 to be elevated. Those individuals were referred for follow-up care. We also provided health education sessions on cancer, emergency services, stroke and women’s health to more than 1,000 participants.

| Financial assistance (charity care) at cost* | $1,559,000 |
| Medicaid shortfall at cost* | $6,695,000 |
| Other means-tested programs at cost* | $450,000 |
| **Subtotal** | **$8,704,000** |
| Community health improvement and education services, and community benefit operations | $248,974 |
| Health professions education | $118,610 |
| Cash and in-kind contributions for community benefit | $156,626 |
| **Subtotal** | **$524,140** |
| **Total 2012 community benefits** | **$9,228,140** |

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

1 Includes 2012 hospital assessment tax.

2 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’s total benefit to the community is $783,678,485.

During 2012, as part of a patient service area that includes Walworth County and Burlington, a total of 521 Aurora caregivers pledged $146,852 to the Aurora Partnership Campaign - showing support for 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, including more than 300 Aurora funds, local United Way agencies and other not-for-profit organizations responding to important community needs.

In 2012, Aurora caregivers also helped people live well by providing:

- Internationally board-certified lactation consultants seven days a week to respond to calls for advice and support - and breastfeeding supplies to mothers with no ability to pay
- Car seat safety clinics
- Follow-up hearing screenings for newborns
- Child safety and identification kits for 2,000 children at the Bloomfield Police Department’s Family Fun Day and Safety Fair
- First aid/CPR/AED training and renewal classes (including for local businesses), and Heartsaver First Aid and bloodborne pathogens training
- Community health education for more than 1,500 people
- Screenings, support groups and other in-kind donations

To learn how you can make a gift to support programs described in this reports, please visit AuroraHealthCare.org/Foundation