During 2014 we conducted a comprehensive Community Health Needs Assessment (CHNA) of Walworth County. To review our CHNA Report, please visit www.aurora.org/commbenefits and feel free to submit written comments through our online portal. Our CHNA Report informed our hospital’s 2015-2017 Community Benefit Implementation Strategy, organized by three main health priorities. Our 2014 Community Benefit Report also is organized by these priorities.

The Open Arms Free Clinic (OAFC) in Elkhorn, WI, provides primary medical care to underserved, uninsured persons and currently is the only clinic of its kind in Walworth County. We continue to support the invaluable work of the volunteer physicians and clinicians who provide medical care at OAFC. In 2014 we provided over $47,800 in specialty physician consults and diagnostic radiology services to 55 patients referred by the clinic. OAFC also provides a cardiology clinic once a month, headed by our hospital’s cardiologist, Dr. Cary Borkowitz.

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

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

The Aurora Health Care Better Together Fund, a one-time charitable fund established in 2014, will enable our hospital to provide a grant of $100,000 to OAFC in 2015 to increase access to primary care.

Alcohol and Drug Use
To support the existing AODA program in Walworth County, we:
- Provided approximately 1,600 hours of training for more than 200 local Emergency Medical Technicians (EMTs) and first responders on current novel drugs to facilitate appropriate early response.
- Collaborated with community partners to implement medication collection boxes for disposal of unused, unneeded or expired prescription medications, over-the-counter or other substances in Whitewater, East Troy, City of Lake Geneva, Williams Bay, Elkhorn and Walworth County Public Works Department.
- Supported and advertised six local Take Back events in April 2014

Health risk factors - blood pressure, cholesterol and overweight/obesity and cancer
To raise awareness about high blood pressure, high blood cholesterol, and/or being overweight and the link to chronic diseases, in 2014 we:
- Offered blood pressure screenings at community events and hosted drop-in blood pressure screenings for more than 200 people at our Aurora Health Care Medical Group (AHCMG) clinics during normal operating hours and distributed educational materials on blood pressure, cholesterol and overweight/obesity to 84 people.
- Participated in Kid’s Day at the East Troy Piggly Wiggly, providing immunization information.
- Offered Regaining Confidence Through Weight Loss in February, April, June, August, October and December and Life with Diabetes in April, June, August, October.
- Promoted diet, nutrition and exercise to highlight heart health in February, stroke awareness in May and breast cancer in October.
- Participated in two walk/run exercise initiatives and offered bioelectrical impedance measurements for HOPE Walk Burlington in May 2014 and Lombardi Walk in June.
- Provided 632 blood pressure screenings at the Walworth County Fair and educational materials about blood pressure, heart and stroke.
- Our Cancer Nurse Navigator facilitated a monthly breast cancer support group and provided ongoing support to cancer patients and their families.
Newborn health and safety
Breastfeeding builds a bond between baby and mom and provides a great nutritional foundation for baby to grow. Of the mothers who gave birth at our hospital, 87% were breastfeeding at time of discharge. We promote breastfeeding in Walworth County by staffing our Lactation Center with International Board-Certified Lactation Consultants accessible seven days a week to provide telephone consults, schedule and support outpatient consults and provide available resources.
Together with the Walworth County public health department, we educated 714 families on safe sleep and safe car seat practices, and our certified car seat technician performed 14 car seat checks in community settings.

Senior Resource Nurse (SRN) Program and chronic disease
Aurora SRNs responded to 836 referrals for a total of 1,902 contacts to assist aging adults by providing on-site or in-home assessments of their personal, social, and medical needs. When assessments revealed that it was not advisable for an aging person to remain in his or her home, the SRNs helped coordinate a safe and secure transition to the most appropriate level of care available in the community.
One SRN is a certified program instructor under the licensure of the Wisconsin Institute for Healthy Aging who facilitated the Living Well with Chronic Conditions course at our hospital. This evidence-based, six-week session had 14 registrants with an 86% completion rate.

Sexual Assault Nurse Examiner (SANE) program
Our SANE program provides a safe haven for immediate, acute care to individuals who have been sexually assaulted. During 2014, our hospital’s SANE program provided trauma-sensitive care to over 50 people. Our SANE served as a content expert within coalitions of community partners including:
- Walworth County Alliance for Children
- Sensitive Crimes Response Team
- Committee for the Prevention of Family Violence
- Child Advocacy Center (Tree House)
- Department of Health and Human Services
- State Department of Justice Committee
- Wisconsin Chapter of the International Association of Forensic Nurses Board of Directors

Healthcare workforce development
During 2014, our hospital and health centers provided almost 6,000 hours of student clinical experience and placement hours for students from multiple universities and technical colleges offering undergraduate and graduate health and other medical degree programs.
- Maintaining close ties with area EMT and EMS providers, we stocked medications, replenished supplies, purchased and provided 10 mechanical CPR devices. We provided 3,068 continuing education hours for more than 300 EMTs in our ED, ICU, operating room and respiratory services areas to meet their educational requirements. Our EMT coordinator is appointed by the County Board as the EMT representative to the Walworth County Emergency Planning Commission and regularly attends meetings.

2014 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>$1,605,868</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$4,301,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$97,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$6,003,868</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$640,579</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$360,813</td>
</tr>
<tr>
<td>Subsidized health services (clinics)</td>
<td>$155,831</td>
</tr>
<tr>
<td>Community health research</td>
<td>$7,500</td>
</tr>
<tr>
<td>Cash and in-kind contributions for community benefit</td>
<td>$298,360</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,463,083</strong></td>
</tr>
<tr>
<td><strong>Total 2014 community benefits</strong></td>
<td><strong>$7,466,952</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 Lakeland Medical Center’s total benefit to the community is $14,262,952.

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

Every gift can change a life.
Donate to a cause you care about today.

Aurora Partnership Campaign
During 2014, as part of a patient service area in Walworth County, a total of 142 ALMC caregivers pledged $87,026 to the Aurora Partnership Campaign, their show of support to the non-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 non-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.

Aurora Lakeland Medical Center
W3589 County Road
NN Elkhorn, WI 53121