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/communitybenefits.

Our hospital and medical group continue to partner with Open Arms Free Clinic (OAFC), which serves uninsured and underinsured residents in Walworth County. In 2016, we advocated for their services to help uninsured and underinsured individuals establish a “health home” relationship with OAFC. We also supported the clinic by redeeming vouchers for eligible ancillary services and providing specialty follow-up care to patients referred by OAFC. Additionally, our physicians and clinicians donate time to care for OAFC patients, including Dr. Cary Berkowitz who operates a cardiology clinic one day each month at the clinic.

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. Our hospital’s partners receiving Aurora Better Together funding in 2016 were:
- Open Arms Free Clinic, Walworth County
- Walworth County Alliance for Children

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

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.

Alcohol and drug use
Based on the most recent key informant interviews, behavioral health consistently ranked among the top five community health issues in Walworth County. Behavioral health problems, including substance abuse, can impact one’s physical well-being and appropriate treatments are crucial. To support the existing AODA program in Walworth County and improve awareness about alcohol and drug use and abuse, we:
- Provided 69 training sessions for 1,408 local Emergency Medical Service (EMS) providers on current medications to facilitate appropriate early response to drug overdose.
- Contracted with eight local law enforcement agencies to provide Narcan administration oversight.
- Referred six women to the Women’s AODA Wrap-Around Program, which provides ongoing case management services to women with substance abuse disorders.
- Enrolled two women in First Breath, a free program that helps pregnant women quit smoking through one-on-one counseling and personalized goal setting.

Blood pressure, cholesterol and overweight/obesity
To help community members track and appropriately manage their blood pressure, we completed 935 screenings and provided one-on-one counsel and appropriate referrals to participants. As a result of the screenings, 432 participants stated they would change a behavior to improve their blood pressure health.

Newborn health and safety
To raise greater awareness about safety for infants and children born in Walworth County, we:
- Educated 701 new parents (and grandparents) on safe sleep practices, car seat safety, and the effects of second-hand smoke.
- Provided 22 free cribs to families who needed a safe place for their baby to sleep through our referral to the Walworth County Public Health Department.
• Continued to promote breastfeeding by staffing a lactation consultant who provides telephone consultations, advice, support, and facilitates free prenatal and breastfeeding classes that are open to all. Of the 701 mothers who birthed at our hospital in 2016, 628 were breastfeeding at discharge.
• Educated 55 people at our infant CPR class.

Senior Resource Nurse (SRN) Program 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 1,862 referrals from physicians and community members for aging adults experiencing degenerative conditions. We also provided multiple education sessions, including:
• 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, 24 participants completed the program at our hospital and learned skills to keep themselves safe.
• Healthy Living With Diabetes, 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 one six-week session for a total of seven registrants.

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 with far-ranging implications in every community. In 2016, our hospital SANEs provided services and support to 25 victims of sexual assault and reached 538 community members through 19 education, prevention, and outreach presentations in community settings.

2016 Community benefits by the numbers

<table>
<thead>
<tr>
<th>Benefit Category</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$1,123,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$3,644,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$124,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$4,999,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$345,683</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$307,333</td>
</tr>
<tr>
<td>Cash and in-kind contributions for community benefit</td>
<td>$184,239</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$837,255</strong></td>
</tr>
<tr>
<td><strong>Total 2016 community benefits</strong></td>
<td><strong>$5,746,255</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 include 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 $1,630,255.