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, at our hospital:

- 795 patients who arrived in our Emergency Department (ED) seeking non-emergent care did not have a primary care physician. 105 of those patients saw an Aurora primary care provider within 28 days following their ED visit.
- 18 individuals received tele-intake services in our ED for behavioral health issues.
- 2 inpatients received telepsychiatry consultations.
- 3 patients were referred to Open Arms Free Clinic (O AFC) to establish a health home.
  - 77 vouchers for radiology and diagnostic services for O AFC patients were accepted.
  - 16 O AFC patients received specialty care in the cardiology clinic conducted by our Aurora Health Care Medical Group physician.

**Aurora caregivers participated in the Lake Geneva YMCA Healthy Kids Event to encourage families to make healthy choices.**
Priority #2 | Build links between our clinical services and local community health improvement plans.

Focus | Alcohol, tobacco and other drug use in our community

Among key informants interviewed, alcohol and drugs were included as top five health issues in Walworth County. To address this community priority in 2017, our director of emergency services:

- Referred 22 women to the Women’s AODA Wrap-Around program, and 68 previously-referred women remained engaged in the Women’s AODA Wrap-Around program.
- Conducted 4 trainings on heroin use for 80 local Emergency Medical Service (EMS) providers and first-responders.
- Established 20 contracts with local law enforcement for Narcan administration oversight.
- Provided 8 Narcan administration trainings for 160 law enforcement officers.

Focus | Blood pressure and overweight/obesity

Fortunately, there are ways to prevent high blood pressure or treat it if it is already high. To address this in Walworth County during 2017, we hosted 20 community blood pressure screening events, with 799 individuals screened. As a result, 784 received educational information packets and most participants agreed to follow-up:

- 57 to call a provider
- 107 to have their blood pressure re-taken in a week
- 252 to exercise more
- 138 to lose weight
- 220 to consume less salt
- 15 to quit smoking

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

Focus | Newborn health and safety

The American Academy of Pediatrics has identified breastfeeding as an optimal method of feeding and nurturing infants, and has recognized health, nutritional, immunological, developmental, psychological, social and economic benefits of breastfeeding. Increasing breastfeeding initiation, duration and exclusivity is part of the 2013-2020 Wisconsin Nutrition, Physical Activity and Obesity State Plan. During 2017:

- 93% of mothers who gave birth in our hospital were breastfeeding at discharge.
- 143 outpatient breastfeeding consults were scheduled with our lactation specialist
- 388 telephone breastfeeding consults were provided to community members

Raising awareness around infant health and safety is important for preventing illness and unintentional injury. During 2017:

- 609 families participated in the safe sleep program.
- 38 portable cribs were distributed through the Walworth County Public Health Department.
- 609 individuals were educated on car seat safety, with 13 inspections completed by our certified car seat technician.
- 9 infant CPR classes were provided to 43 community members.
- 2 babysitting classes were conducted for 16 attendees.
Focus | Senior care

Our NICHE-certified Senior Resource Nurses work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2017:

- 1,546 aging adults were served through our Senior Resource Nurse program. Program referrals included:
  - 1,247 to our Patient Call Manager
  - 108 for home visits
  - 227 scheduled clinic visits
  - 40 cognitive screens
  - 88 for services through Aurora at Home
- 171 patients were educated on Advance Directives, with 100% completed.
- 542 families received guidance and support services.
- 84 individuals received medication management and safety education.
- 3 Stepping On falls-prevention series of classes were offered with 38 attendees.
- 2 Healthy Living with Diabetes sessions were conducted for 5 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 Forensic Nurse Examiners (FNEs):

- Provided trauma-informed care for 25 individuals at our hospital:
  - 12 were provided with post-assault care management services.
  - 25 were provided with referrals to our community partners for ongoing support.
  - 25 received personal advocacy and liaison services.
- Conducted 16 community education/prevention/outreach trainings for 420 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 146 hospital caregivers pledged $64,084 through the Aurora Partnership Campaign to support the not-for-profit causes and organizations most important to them, including Aurora’s Well Community programs.

To learn how you can make a gift to support programs featured in this report, please visit aurora.org/foundation

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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 $11,272,350.

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