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 Lakeshore Community Health Center (LCHC), a Federally Qualified Health Center that serves uninsured and underinsured residents of Manitowoc County. In 2016, we prioritized promoting their services to uninsured and underinsured individuals and encouraging them to establish a “health home” relationship with LCHC. We also provided, at no charge, the implementation of the clinic’s electronic medical record system, specialty follow-up care to patients referred by LCHC, and we encouraged our physicians and clinicians to donate time to care for LCHC patients.

Inadequate public transportation options and/or lack of resources create barriers to access in our rural communities. Our hospital funded 3,032 hours of transportation in 2016 for individuals who needed to get to and from our medical center and affiliated clinics for medical care.

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

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. Lakeshore Community Health Center is our community partner who received Better Together funding in 2016 to include psychiatric services.

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.

**Physical activity, nutrition, and overweight/obesity**
Healthiest Manitowoc County and the 2020 Manitowoc County Community Health Improvement Plan (CHIP) identified nutrition and physical activity as one of its key health priorities. To support the Healthiest Manitowoc County plan, our hospital:

- Facilitated 12 educational sessions for a total of 560 grade school and high school student participants.
- Provided licensed athletic trainers (LAT) who offered four injury prevention education seminars for community members and completed 90 physicals for student athletes at local schools.
- Continued collaborating with the local Y to offer KidShape 2.0, a six-week community-based program for students who are overweight or obese and their families. A total of nine children completed the program and reported feeling better equipped to make healthy food choices and increase activity, and three children improved their body mass index during the six-week period.

**Emergency response services**
In 2016 we purchased one LUCAS™ piston-driven chest compression device for use in a Manitowoc Area Fire Department ambulance. The LUCAS™ device is a tool that standardizes chest compressions for individuals experiencing a cardiovascular emergency. The implementation of this device into our EMS delivery system will improve survival rates for our community members. This is our second year donating this device to local EMS providers.
Chronic disease and falls prevention among older adults

*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, 12 participants completed the program at our hospital and learned skills to keep themselves safe.

*Taking Care of You/Powerful Tools for Caregivers* is an evidence-based, six-week program designed to help family caregivers develop a wealth of self-care tools to reduce personal stress, change negative self-talk, communicate their needs to family members and healthcare or service providers, communicate more effectively in challenging situations, recognize the messages in their emotions, deal with difficult feelings, and make tough caregiving decisions. In 2016, we offered two sessions with a total of 18 participants and continued to co-facilitate the monthly support group for graduates of this program. The support group has approximately 20 people attending each month.

**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 in every community with far-ranging implications. In 2016, our SANEs provided services and support to 37 victims of sexual assault and reached 370 community members through education, prevention, and outreach presentations.

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**2016 Community benefits by the numbers**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$575,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$3,737,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$194,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$4,506,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$381,039</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$558,091</td>
</tr>
<tr>
<td>Cash and in-kind contributions for community benefit</td>
<td>$232,309</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,171,439</strong></td>
</tr>
<tr>
<td><strong>Total 2016 community benefits</strong></td>
<td><strong>$5,677,439</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, Aurora Medical Center Manitowoc County’s total benefit to the community is $6,795,439.