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.

In 2017, 1,609 appointments were scheduled in our Emergency Department (ED) through the Milwaukee Health Care Partnership ED Care Coordination program. 1,515 of those appointments were referrals to a Federally Qualified Health Center, with a 38% show rate.

Additionally, in 2017:
- 308 individuals received case management through our hospital’s Coverage-to-Care program, which provided intensive and systematic case management for hospital ED high utilizers, incorporated health care literacy, health care advocacy, health care coordination and assisted program participants in establishing health care homes.
- 8 individuals received tele-intake services in our ED for behavioral health issues.
- 1,632 behavioral health assessments were conducted in our ED for people in acute mental health or substance-use distress to expedite referrals to appropriate levels of care.
- 284 prescriptions were provided free of cost through our Essential Medication Fund to uninsured patients who had no resources for medications upon discharge.

Progressive Community Health Center (PCHC)
This well-known community health center has been serving patients in our community since 1999. In 2016, we collaborated with PCHC to open both a primary care clinic in our hospital’s physician office building and an urgent care clinic adjacent to our ED. In 2017, 7,028 individuals were served by the PCHC 12th Street Urgent Care Clinic.

Bread of Healing Clinic
Bread of Healing (BOH) has worked with Aurora for the last 16 years to provide vital health services to people without health insurance at three community-based sites on Milwaukee’s north side. This health home provided over 6,068 bilingual urgent and primary care clinic visits in 2017 and 868 counseling visits, 752 dental visits, 454 other specialty visits, and referred 63 patients to physician specialists through Aurora’s Specialty Access for Uninsured Program.
Refugee Services
A refugee is someone who has been forced to flee his or her country because of persecution, war or violence. Refugees come to the United States through the United Nations High Commissioner for Refugees, which refers them to the U.S. Department of State and Department of Health Services. Once approved, refugees are provided medical insurance and are required to receive a health screening within 90 days of being relocated into a new city. To support refugees in 2017:
• 438 Milwaukee County refugees were served through the Refugee Health Coordination Program managed by Aurora Family Service (AFS).
• 219 individuals received screenings from BOH.
• 183 received health screenings by Aurora Walker’s Point Community Clinic.
• 100% of the individuals who received screenings established a health home with an Aurora provider.

Priority #2 | Build links between our clinical services and local community health improvement plans.

Focus | Infant Mortality – three distinct programs aimed at improving the health and well-being of mothers to improve outcomes for babies

From 2012 to 2014, the rate of infants dying before their first birthday in Milwaukee County was 7.2 deaths per 1,000 live births. Our hospital and AFS continued to partner with the Milwaukee Lifecourse Initiative for Healthy Families on three key strategies to reduce infant mortality in Milwaukee in 2017.

Family Enrichment Program
122 individuals received support, information and guidance including prenatal care coordination, child care coordination, and parenting education in 2017.
• 77% of parents/caregivers reported improvement in their parenting/caregiving skills.
• 68% of parents/caregivers reported improvement in coping and a reduction in stress.

Centering Pregnancy prenatal program
Women with similar gestational ages met to learn about taking care of their babies, participate in a facilitated discussion and develop support networks with other group members.
• 10 babies were born to program participants. None were premature and 2 were low birth weight in 2017.
• 90 hospital caregivers are currently trained to facilitate the group.

Maternal Addiction Recovery Center
37 women were enrolled in the program in 2017. They achieved a:
• 93% show rate for behavioral health nurse appointments.
• 90% antepartum medication compliance rate.
• 97% postpartum medication compliance rate.
• 91% therapy show rate.
• 90% antepartum abstinence rate.
• 95% postpartum abstinence rate.
Priority #3 | Address the underlying causes of persistent health problems.

Focus | Aurora Healing and Advocacy Services

In September, a major milestone in Aurora’s abuse response programming was achieved with the opening of Aurora Healing and Advocacy Services (AHAS). This is the first full-service program in Milwaukee for survivors of sexual and physical violence. AHAS provides trauma-informed care, from immediate crisis intervention through life-long counseling. Immediate services can include forensic nurse exams and assistance reporting a crime; advocates are available to offer support through the legal system, and counseling is offered through several locations.

In 2017, our hospital’s Forensic Nurse Examiners and advocates:
- Provided 683 people with trauma-informed care services and medical care.
- Completed 419 forensic exams or interviews/medical evidence collections.
- Answered 95 calls from victims and the public on the 24-hour crisis phone line.
- Provided personal advocacy and liaison services through 110 accompaniments to emergency medical care, 294 to forensic exams, and 156 to law enforcement interviews.
- Completed 1,634 individual advocacy encounters.
- Assisted survivors through 18 interventions with an employer, creditor, landlord or academic institution, 75 transportation assists, 16 interpreter service encounters, 1,827 crisis interventions, 4 on-scene crisis responses, 458 individual counseling sessions, and by facilitating 3 support groups.
- Conducted 35 community outreach presentations for 1,394 community members.

Additional AHAS services in 2017 included:
- 4,634 individual and group counseling sessions serving 300 individuals provided at The Healing Center on Bruce Street.
- Support services and medical care related to sexual assault for 175 individuals through The Healing Center at Sojourner Family Peace Center.
- Support for 97 women through our Safe Mom Safe Baby program:
  - 19 women received intensive support.
  - 73 women had improved safety behaviors.
- 12 Milwaukee Sexual Assault Review (MSAR) meetings held with a review team comprised of professionals from law enforcement, state and local criminal justice agencies, health care representatives, and community service providers.
  - 24 cases were reviewed, with 43 recommendations advanced.
- 85 individuals received services through our Domestic Violence Services program.
### Aurora Health Care 2017 Community Benefit Report

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$5,491,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$15,752,000</td>
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<tr>
<td>Other means-tested programs at cost*</td>
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<tr>
<td><strong>Subtotal</strong></td>
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<tr>
<td>Community health improvement services and community benefit operations</td>
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<tr>
<td>Health professions education</td>
<td>$1,210,265</td>
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<tr>
<td>Subsidized health services (clinics)</td>
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<tr>
<td>Other cash and in-kind contributions for community benefit</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$5,351,996</strong></td>
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<tr>
<td><strong>Total 2017 Community Benefits</strong></td>
<td><strong>$26,637,996</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, our hospital’s total benefit to the community is $43,465,996.

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To see our most recent Community Health Needs Assessment report and Implementation Strategy plan, please visit [www.aurora.org/commbenefits](http://www.aurora.org/commbenefits).