Improving community health begins with assessing community health status every three years. We obtain input from community members and public health representatives, consult with our partners to prioritize identified community health needs, 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 offers an opportunity to detect and treat disease at an earlier stage, improve overall health, prevent disease and disability, and reduce preventable deaths. To address this in 2018:

- 575 patients who arrived at our Emergency Department (ED) seeking non-emergent care and did not have a primary care physician were seen by an Aurora Health Care primary care provider within 28 days following their ED visit.
- 1,760 appointments were scheduled in our ED through the Milwaukee Health Care Partnership ED Care Coordination program. Of those, 163 appointments were referrals to a Federally Qualified Health Center.
- 289 individuals received case-management through Aurora’s Coverage-to-Care program.
- 384 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 a PCHC urgent care clinic adjacent to our emergency department. In 2018, 8,135 individuals were served by the 12th Street Urgent Care Clinic through 9,004 visits.

**Bread of Healing Clinic**  
Bread of Healing (BOH) provides vital health services to people without health insurance at three community-based sites on Milwaukee’s north side. The clinic provided 7,094 bilingual urgent and primary care clinic visits in 2018.
Refugee Services
Refugees are people who have been forced to flee their 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 required to receive a health screening within 90 days of being relocated into a new city. In 2018, we served 290 Milwaukee County refugees through the Refugee Health Coordination Program.

- 100 were referred to Aurora Family Service.
- 183 received health screenings by Aurora Walker’s Point Community Clinic.
- 75% of the individuals who received screenings established a health home with an Aurora provider.
- 7 received screenings by an Aurora Health Care Medical Group provider.

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

Focus | Infant Mortality

Infant Mortality rates are commonly accepted as a measure of the general health and well-being of a population. 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 Aurora Family Service continued to partner with the City of Milwaukee Health Department and other organizations on three key strategies to reduce infant mortality in Milwaukee in 2018:

Family Enrichment Program
158 individuals received support, information, and guidance including prenatal care coordination, child care coordination, and parenting education.
- 87% of parents/caregivers reported improvement in their parenting/caregiving skills.
- 79% of parents/caregivers reported improvement in coping and a reduction in stress.

Maternal Addiction Recovery Center
49 women were enrolled in the program. They achieved a:
- 93% medication compliance rate.
- 59% abstinence rate based on urine drug screenings.

Baby Boxes
2,266 baby boxes were distributed to mothers who gave birth in our facility. Baby boxes serve as a safe place for babies to sleep in their first few months of life.

Our hospital also provides space for a Women, Infants, and Children (WIC) clinic within our facility. Having a WIC clinic on-site makes it easy to facilitate daily communication and collaboration between the families who birth their babies at our hospital and the postpartum outpatient breastfeeding support WIC offers.

Additionally, our hospital is home to Wisconsin’s largest midwifery practice. Our certified nurse-midwives (CNMs) offer high-quality and personalized care – before, during and after childbirth. Our CNMs also partner with Milwaukee Health Services (an FQHC) to care for patients at their site two days per week.
**Priority #3 | Address the underlying causes of persistent health problems.**

**Focus | Aurora Healing and Advocacy Services**

Sexual violence can have harmful and lasting consequences for survivors, families, and communities including, but not limited to, unintended pregnancy, sexually transmitted infections, long-term physical consequences, immediate and chronic psychological issues, health behavior risks, and financial costs.

During 2018, Aurora Healing and Advocacy Services (AHAS) Forensic Nurse Examiners (FNEs) provided trauma-informed care and follow-up referrals for 682 individuals at our hospital. Our FNE’s and advocates also:
- Answered 3,216 calls from victims and the public on the 24-hour crisis phone line.
- Provided personal advocacy and liaison services through 306 accompaniments to emergency medical care, 257 to forensic exams, and 146 to law enforcement interviews.
- Completed 292 individual advocacy encounters and 350 exams or interviews/medical evidence collections.
- Assisted survivors through 22 interventions with an employer, creditor, landlord or academic institution; 54 transportation assists, 50 interpreter service encounters, 25 crisis interventions and on-scene crisis responses.

Additional AHAS services in 2018 included:
- Individual and group counseling sessions provided for 4,300 individuals, including 248 new survivors, at The Healing Center on Bruce Street.
  - 206 individuals received advocacy services.
- Support services and medical care related to sexual assault for 234 individuals through The Healing Center at Sojourner Family Peace Center.
- Support services and medical care for 121 women who entered our Safe Mom Safe Baby program:
  - 33 women received intensive support.
  - 135 new and existing program participants reported improved safety behaviors.
  - 6 Women were provided with safe housing through the Safe Home Environment (SHE) program.
- Services for 105 individuals through our Domestic Violence Services program.
- 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. In 2018, 10 meetings were held, 9 cases were reviewed, and 29 recommendations were made.

**Focus | Other community benefit programs**

**Near West Side Partners**

Our hospital has been an anchor institution in Near West Side Partners Inc. (NWSP) since its inception in 2015. NWSP is dedicated to long-term revitalization of the Near West Side through collaborative efforts to promote commercial development, improved housing, unified neighborhood identity, and a safer environment for its residents and businesses. The goal is to help make life easier for individuals who would otherwise struggle to fund repair costs and other community investments on their own. We support NWSP projects through financial investments and remain dedicated to helping NWSP as the group continues to improve the quality of life in our neighborhood.

**Faith community partnerships**

Our parish nurses combine faith with nursing to ensure a vital link to the health services people need at all stages of their lives. Parish nurses also serve as health counselors, serving individuals and their families in dealing with health concerns in ways that are most appropriate and meaningful to their lives.
**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>$7,086,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$54,828,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$402,000</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$62,316,000</strong></td>
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<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$1,012,859</td>
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<tr>
<td>Health professions education and GME**</td>
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<tr>
<td>Subsidized health services</td>
<td>$2,277,659</td>
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<tr>
<td>Other cash and in-kind contributions</td>
<td>$467,559</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$12,839,284</strong></td>
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<tr>
<td>Language assistance services**</td>
<td>$127,614</td>
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<tr>
<td>Volunteer services**</td>
<td>$177,957</td>
</tr>
<tr>
<td><strong>Total 2018 Community Benefits</strong>*</td>
<td><strong>$75,460,855</strong></td>
</tr>
</tbody>
</table>

* Cost-to-charge ratios are based on Wisconsin Hospital Association percentages.

** In 2018, Advocate Health Care in Illinois and Aurora Health Care in Wisconsin joined together to create Advocate Aurora Health, the 9th largest not-for-profit health system in the country. The State of Illinois requires the inclusion of graduate medical education expenses and the provision of non-employee volunteer and language-assistance services in community benefit reporting. These categories have been added to Aurora’s public reports to create consistency across all Advocate Aurora Health community benefit reports.

*** 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 $118,876,855.

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).