Improving community health begins with assessing community health status. Every three years, we complete a Community Health Needs Assessment (CHNA), for which we obtain input from community members, public health representatives, and community partner organizations. We use that information to prioritize identified community health needs and develop an Implementation Strategy (IS) plan with specific targets and measures for the needs we are best positioned to address. This report shares highlights of progress we made on our plan in 2019. To see our most recent CHNA report and IS plan, please visit www.aurora.org/commbenefits.

Priority #1  Access, a signature community benefit focus for Aurora Health Care

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 2019:

- 824 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.
- 684 appointments were scheduled in our ED through the Milwaukee Healthcare Partnership (MHCP) ED Care Coordination program (EDCC). 661 of those appointments were referrals to a Federally Qualified Health Center. More information about this program and our work with MHCP can be found by visiting www.mkehcp.org.
- 357 prescriptions were provided free of cost through our Essential Medication Fund to uninsured patients who had no resources for medications upon discharge.
- 145 individuals received intensive case-management through Aurora’s Coverage to Care program.

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 Progressive urgent care clinic adjacent to our emergency department. In 2019, 7,304 individuals were served by the 12th Street Urgent Care Clinic through 8,233 visits.

Bread of Healing Clinic
Our hospital partners with the Bread of Healing (BOH) to provide vital health services to people without health insurance at three community-based sites on Milwaukee’s north side. The clinic serves approximately 4,000 clients each year through bilingual urgent and primary care clinic visits. Learn more about this critical community-based program by visiting http://www.breadofhealingclinic.org/.
Infant mortality rates are commonly accepted as a measure of the general health and well-being of a population. In 2018, the rate of infants dying before their first birthday in Milwaukee County was 9.5 deaths per 1,000 live births.

Our hospital and Aurora Family Service partner with the City of Milwaukee Health Department and other organizations to offer the Family Enrichment program. In 2019, 132 individuals received support, information, and guidance including prenatal care coordination, childcare coordination, and parenting education.

- 89% of parents/caregivers reported improvement in their parenting/caregiving skills.
- 82% of parents/caregivers reported improvement in coping and a reduction in stress.

500 baby boxes were distributed to mothers who gave birth in our facility between January 1 and March 31, 2019. Baby boxes serve as a safe place for babies to sleep in their first few months of life.

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 required to receive a health screening within 90 days of being relocated into a new city. In 2019, 303 Milwaukee County refugees were served through the Refugee Health Coordination Program.

- 179 were referred to Aurora Family Service.
- 169 received health screenings by Aurora Walker's Point Community Clinic.
- 5 received screenings by an Aurora Health Care Medical Group provider.
- 78% 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

Infant mortality rates are commonly accepted as a measure of the general health and well-being of a population. In 2018, the rate of infants dying before their first birthday in Milwaukee County was 9.5 deaths per 1,000 live births.

Our hospital and Aurora Family Service partner with the City of Milwaukee Health Department and other organizations to offer the Family Enrichment program. In 2019, 132 individuals received support, information, and guidance including prenatal care coordination, childcare coordination, and parenting education.

- 89% of parents/caregivers reported improvement in their parenting/caregiving skills.
- 82% of parents/caregivers reported improvement in coping and a reduction in stress.

500 baby boxes were distributed to mothers who gave birth in our facility between January 1 and March 31, 2019. Baby boxes serve as a safe place for babies to sleep in their first few months of life.
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 2019, Aurora Healing and Advocacy Services (AHAS) Forensic Nurse Examiners (FNEs) provided trauma-informed care and follow-up referrals for 562 individuals at our hospital. Our FNE’s and advocates also:

- Answered 2,888 calls from victims and the public on the 24-hour crisis phone line.
- Provided personal advocacy and liaison services through 314 accompaniments to emergency medical care, 213 to forensic exams, and 156 to law enforcement interviews.
- Completed 372 individual advocacy encounters and 353 exams or interviews/medical evidence collections.
- Assisted survivors through 9 interventions with an employer, creditor, landlord, or academic institution, 81 transportation assists, 6 interpreter service encounters, 10 crisis interventions, 4 on-scene crisis responses, and 5 support groups.
- Facilitated 94 community education/prevention/outreach presentations with 4,091 attendees total.

Additional AHAS services in 2019 included:

- Individual and group counseling sessions provided for 4,908 individuals, including 265 new survivors, at The Healing Center on Bruce Street.
  - 312 individuals received advocacy services.
- Support services and medical care related to sexual assault for 131 individuals through The Healing Center at Sojourner Family Peace Center.
- Support services and medical care for 85 women who entered our Safe Mom Safe Baby program:
  - 17 women received intensive support.
  - 98 new and existing program participants reported improved safety behaviors.
- Services for 344 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 2019, 2 meetings were held, 1 case reviewed, and 3 recommendations were made.
## 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>$6,535,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$17,512,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$24,047,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$358,139</td>
</tr>
<tr>
<td>Health professions education and GME**</td>
<td>$825,811</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$2,868,703</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$308,307</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$4,360,960</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$206,989</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$290,874</td>
</tr>
<tr>
<td><strong>Total 2019 Community Benefits</strong></td>
<td><strong>$28,905,823</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 individual hospital community benefit calculations.

*** 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.

## Give well. Together, we have the power to transform care and create a stronger community.

During 2019, a total of 164 hospital team members pledged $162,701.18 to the Advocate Aurora Give Well Campaign. The campaign supports more than 1,300 local not-for-profit funds, including Advocate Aurora Health funds, local United Way agencies, and other not-for-profit organizations responding to important community health needs.

Giving comes in many forms. Your gift can help transform health care in our community and help more people live well. Visit [www.aurorahospitalfoundation.org/](http://www.aurorahospitalfoundation.org/) to learn more about the many different ways you can give.

Hospital team members donated time to support the St. Vincent de Paul Food Shelter in Walker’s Point serving Thanksgiving meals.

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).