Our community role

Aurora St. Luke’s Medical Center, located on Milwaukee’s south side, is Aurora’s flagship quaternary hospital and academic medical center. As caregivers, we apply our knowledge, skills, time, and charitable resources to respond to community health needs to create a healthier Milwaukee. As part of Aurora’s integrated health care system, the significant needs of all people we serve are strategically addressed through Aurora’s coordinated, system-wide network of providers and service sites in Milwaukee County.
Assessing community health status – an ongoing commitment

Improving the health of our communities begins with assessing community health status. Since 2003, we have underwritten a community health survey of our service area every three years, conducted in partnership with the City of Milwaukee Health Department. This helps them to focus their resources on population health issues and enables us to align our charitable resources and expertise to respond to identified community health needs in a coordinated fashion.

During 2013, we published our 2013 Community Health Needs Assessment (CHNA) Report and 2014 Implementation Strategy. This comprehensive CHNA was completed in collaboration with our colleagues in the Milwaukee Health Care Partnership (mkehcp.org), a public private consortium dedicated to improving care for underserved populations in Milwaukee County. All findings are detailed in our 2013 CHNA Report and 2014 Implementation Strategy, which you can find by visiting Aurora.org/CommBenefits. When you do, please note that you are invited to submit comments on the CHNA Report.

Here in this 2013 Community Benefit Report we present a few highlights from the past year, organized around three priorities corresponding to three core principles of community benefit.

Priority #1:
Access and coverage for persons in our community with disproportionate unmet health needs

During 2013 we implemented this priority in three distinct ways:

1. Helping uninsured patients navigate to a health home
   Our hospital participates in the Milwaukee Health Care Partnership ED Care Coordination Initiative to help uninsured Emergency Department (ED) patients establish a “health home” for receiving routine primary and preventive care. Using MyHealthDirect appointment-scheduling technology while these patients were still in our ED, we were able to schedule them for follow-up appointments with federally qualified health centers, our own Aurora UW Medical Group clinics, or other medical-home clinics throughout the Milwaukee area. To assure follow-through, intake coordinators at those facilities reached out to patients prior to their first appointment to confirm their appointments and answer questions.

   In 2013, a total of 1,052 appointments were scheduled by our hospital ED. Of the scheduled appointments, 26% were with a federally qualified health center and 74% were with other safety-net clinics.

2. Enrollment in affordable and/or subsidized health care insurance
   Aurora Health Care launched an integrated system-wide enrollment strategy in 2013 to help uninsured persons obtain health insurance coverage through the Health Insurance Marketplace. Through this approach, all of Aurora’s financial assistance advocates, including ours:
   • Were trained to become certified application counselors at their respective facilities
   • Joined with Aurora Family Service Public Benefits team to implement and staff 59 patient/community events in their respective communities

   Aurora’s comprehensive enrollment strategy continues in 2014 and also includes a toll-free hotline.

   continued on page 2
3. Support for free clinics

Funded by Aurora St. Luke’s Medical Center and operated by Aurora Health Care, Aurora Walker’s Point Community Clinic (AWPCC) is the largest free clinic in Wisconsin, freestanding and community-based, open 48 hours a week with evening and Saturday hours to serve a community with the highest percentage of uninsured persons in the state. Located on Milwaukee’s near-south side, this clinic provides medical services, primary care, minor injury care, a variety of lab services, children’s vaccinations, blood pressure and blood sugar checks, ophthalmology services and referrals for other medical services. Patients can also take part in diabetes education, spiritual counseling, psychological counseling, prescription assistance, social services and adolescent health programs. In 2013, AWPCC served 3,746 people through 12,859 medical, mental health and social service visits.

During 2013, AWPCC caregivers extended their reach by providing basic medical care to homeless persons at the Salvation Army Clinic of Milwaukee. A grant by Healthcare for the Homeless financially supports this clinic, and physicians from the community volunteer their time and services. The Salvation Army Clinic served 726 individuals through 2,156 visits.

To improve access for adolescents and students who are uninsured or who experience limitations due to immigration status, we completed our first year of a two-year school-based clinic pilot at South Division High School. This initiative provided a nurse practitioner to deliver direct primary care to adolescents and students who are unable to access care elsewhere. In 2013, our South Division High School Clinic cared for 249 individuals through 312 visits.

To ensure a safe discharge for patients, during 2013, Aurora’s Essential Medication Fund provided 782 prescriptions to uninsured patients who could not afford medications.

Priority #2:
Build links between our clinical services and the local health department community health improvement plan (CHIP)

Screening for behavioral health concerns

Alcohol and drug use ranked among the top three community health issues reported by adults in our 2012 Community Health Survey. During 2013, the behavioral health professionals embedded in our Emergency Department (ED) completed 1,673 intake assessments for patients who arrived at the hospital due to a mental health or alcohol and other drug abuse crisis. Upon assessing the patients and consulting with a psychiatrist on their findings, the behavioral health specialists expedited recommended inpatient and outpatient services to assure that these individuals were able to experience a safe ED discharge.

Combining faith with healing

Our Aurora Parish Nurse, Wanda, serves a diverse faith-community of long-time parishioners. She serves at two parishes in Milwaukee including Our Lady of Lourdes and St. Matthias Catholic churches. This busy RN is a principal partner to our hospital and physician partners, combining spiritual and emotional support with nursing to those who seek help to manage health challenges.

Wanda’s contributions to community health improvement are extensive. In addition to her work at the churches, Wanda provided informative and...
Priority #2, con’t.
Build links between our clinical services and the local health department community health improvement plan (CHIP)
supportive health and wellness education to help parishioners dealing with health challenges. During 2013, Wanda facilitated "How to Prevent Type 2 Diabetes," conducted Grapevine cardiac and depression classes, and coordinated four flu clinics in the community.

Cancer Care
Our caregivers are devoted to improving the survival and quality of life for those diagnosed with cancer. To help the broader community understand and identify their risk factors for cancer and develop preventive strategies to offset those factors, our 2013 outreach activities included:

• Providing over 600 cancer screenings for women through Aurora Walker’s Point Community Clinic
• Partnering with the American Cancer Society to:
  – Host the Look Good Feel Better program for community members with cancer to help restore and enhance their appearance during and after treatment. Hope, laughter, self-esteem and a sense of normality are important while on the cancer journey, and this program helped our cancer warriors deal with the physical changes they face
  – Raise awareness among African Americans, who have the highest cancer death rate of any racial and ethnic group in the United States, during the 9th annual Sankofa Health and Wellness Forum held at North Division High School
  – Offer clinical breast exams and cancer education at Dia de la Mujer Latina, a one-day community event to celebrate the Latina woman and her family’s health, held at South Division High School
• Providing cancer experts who facilitated support groups at our hospital for people whose lives have been touched by cancer, including Your Caring Connection – a support group to inspire hope and enhance life, Kid’s Connection – a support group for kids ages 5 through 12 coping with the cancer diagnosis of a loved one, and Us Too – a prostate cancer support group for men and the women who love them
• Partnering with Stillwaters Cancer Support Services to facilitate sessions within the Cancer Transitions six-week educational series specific to cancer survivorship
• Hosting Expressive Arts Studio the second and fourth Fridays each month to aid cancer survivors and their loved ones in self-expression, relaxation and personal growth. We invited all community members on a cancer journey to join us

Stroke and chest pain community outreach
As a certified Primary Stroke Center, we understand that patients recovering from stroke have many needs for additional support. In 2013 we:

• Facilitated the monthly Stroke Club support group - for stroke survivors and their loved ones, and the Stroke at Midlife support group - for stroke survivors of different ages. We also supervised the peer support for stroke survivors initiative for which members of the Stroke Club provided one-on-one peer support for patients hospitalized with a stroke diagnosis
• Partnered with the Karen Yontz Cardiac Awareness Center throughout the year to advance general knowledge, conduct risk-assessments and teach women how to recognize and respond to early warning signs of stroke or heart attack
• Provided blood pressure screenings and educational materials on a bi-monthly basis for the Senior Group in Franklin
Priority #3: Address the underlying causes of persistent health problems

Helping People Live Heart Healthy

Aurora St. Luke’s Medical Center is internationally renowned for expertise in heart care. Because heart disease is a leading cause of death for men and women in the U.S., we are dedicated to providing our community with the best cardiac care and prevention education possible.

The Karen Yontz Women’s Cardiac Awareness Center (Karen Yontz Center) at Aurora St. Luke’s Medical Center, a nationally recognized resource center dedicated to decreasing the incidence and impact of heart disease in women, welcomed 2,213 visitors in 2013. The Karen Yontz Center provides heart disease risk assessments, multiple educational programs throughout the year including healing yoga, heart healthy cooking classes, and smoking cessation, and advocates for early diagnosis, intervention and best practices for treating heart disease in women.

In addition to providing services at the Karen Yontz Center, our caregivers provided heart health education through a number of venues reaching over 6,936 community members and produced a monthly heart health newsletter, which has 2,300 monthly subscribers.

Heart health and chronic disease can often be managed successfully in tandem. In 2013, the Karen Yontz Center hosted a three-day diabetes awareness open house. The event featured two nurses, a dietitian and a diabetes educator. Event participants were provided new handouts on diabetes, as well as samples of diabetic-safe food and beverage options. Event participants had the opportunity to receive one-on-one attention with our professional staff to have their diabetes-related questions answered and to get direction on how to access educational diabetes resources. Also in celebration of the event, we added 20 new books to the Karen Yontz Center library focused on diabetes.

Research and Health Professions Education

Research specialists at Aurora St. Luke’s Medical Center remain committed to conducting cutting-edge bench and clinical research to improve outcomes for our patients. Examples of the projects and trials on the Aurora St. Luke’s campus during 2013 included:

- A stroke prevention alternative to anticoagulants called The WATCHMAN device. The device is for subjects with atrial fibrillation who have had a stroke or are at great risk for a stroke.
- The Turbo Elite® laser and Turbo-Tandem® laser guide catheter to remove blockage on subjects with above-the-knee peripheral artery in-stent restenosis.
- Expansion of the Cardiology Fellowship Program, which trains physicians in general cardiology, interventional cardiology, and electrophysiology. The program is one of the largest and most sought-after programs in the Midwest.

During 2013, our hospital provided more than 20,000 hours of student clinical experience and placement hours for students from multiple universities and technical colleges across Wisconsin for medical students, undergraduate and graduate nursing programs, physical and occupational therapy, and those in programs to serve in roles such as medical assistants, pharmacy, lab, radiology and surgical technicians, respiratory therapists, and hospital spiritual care providers.
Every Gift Can Change a Life

During 2013, as part of a patient service area in Milwaukee County, a total of 819 ASLMC caregivers pledged $243,951 to the Aurora Partnership Campaign in support of the not-for-profit agencies, organizations and causes in our community that are most important to them. The campaign offers more than 1,600 funds that include more than 300 Aurora funds, local United Way agencies, and other not-for-profit organizations responding to important community needs.

Aurora St. Luke’s Medical Center 2013 Community Benefits

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$18,182,000</td>
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<tr>
<td>Medicaid shortfall at cost*</td>
<td>$72,776,000</td>
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<tr>
<td>Other means-tested programs at cost*</td>
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<td><strong>Subtotal</strong></td>
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<td>Community health improvement and education services, and community benefit operations</td>
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<td>Health professions education</td>
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<td>Subsidized health services (clinics)</td>
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<tr>
<td>Clinical research and community health research</td>
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<td>Cash and in-kind contributions for community benefit</td>
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<td><strong>Subtotal</strong></td>
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<td><strong>Total 2013 community benefits</strong></td>
<td><strong>$100,655,597</strong></td>
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*Cost-to-charge ratios are based on Wisconsin Hospital Association percentages.

1Includes 2013 hospital assessment tax.

2Unlike 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 St. Luke’s Medical Center total benefit to the community is $119,790,597.

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