Our community benefit plan is guided by our community health needs assessment (CHNA). To see our CHNA report, please visit www.aurora.org/commbenefits. This annual report provides updates on our community benefits implementation strategy in 2015.

A few miles from our facility, in the heart of a community with the highest percentage of uninsured persons in the state, you will find Aurora Walker’s Point Community Clinic (AWPCC). This health home provided more than 12,000 bilingual urgent, primary and specialty health care clinic visits to over 3,500 people who had nowhere else to go for important and sometimes lifesaving care in 2015. AWPCC is funded by ASLMC with clinical oversight from Aurora UW Medical Group.

It’s not uncommon for an AWPCC primary care provider to uncover additional health needs during a visit, requiring follow-up services. By providing a full-time staff psychologist, a link to Aurora’s Specialty Access for Uninsured Program (SAUP) and referrals to other community partners, AWPCC is addressing gaps in health care, ultimately making our community stronger.

During 2015, AWPCC:
- Made 911 referrals to CORE / el Centro for fitness and nutrition programming
- Referred 1,283 patients to physician specialists through Aurora’s SAUP
- Provided 465 mammograms, completed 213 pap screenings, sent 1,073 reminders to schedule screenings and reached 711 women with breast cancer education through the CHANGE grant
- Staffed caregivers five half-days per week at the nearby Salvation Army Clinic of Milwaukee to provide refugee screening and basic medical care to homeless persons
- Delivered direct primary care to 566 adolescents and students at South Division High School through 2,847 student-patient visits with our nurse practitioner, resulting in an 85.86 percent return-to-class rate

Despite a decrease in the number of residents without health care coverage, people who have little or no insurance often arrive to hospital emergency departments (ED) seeking nonemergency care for common illnesses such as earaches or chronic disease management. In 2015, to help individuals find a health home and receive the care they need:
- 506 appointments were scheduled in our ED for Federally Qualified Health Centers (394) or other safety net clinics (112) through our hospital’s participation in the Milwaukee Health Care Partnership ED Care Coordination Initiative
- 2,188 patients who arrived in our ED with an acute mental health or AODA crisis received expedited admissions or referrals for mental or behavioral health services
- 272 prescriptions were provided free of cost to uninsured patients who had no resources for medications upon discharge through our Essential Medication Fund
Zero Diversion

Historically, hospitals divert patients arriving by ambulance due to lack of inpatient capacity and/or resources to care for incoming patients.

In March 2015, our hospital made the commitment to prepare a “Zero Diversion” environment that would open the doors to any patient arriving by ambulance 24/7. Now, community members experiencing a stroke, heart attack, cardiac arrest, seizure, or any other medical complication is treated at our hospital.

As a result of our zero diversion plan, our ED reduced what had been an average of 105 hours of diversion per month down to zero. We now receive an additional five ambulance arrivals on average per day with 1-2 more admissions into the hospital per day.

The Aurora Better Together Fund aims to increase access to primary care and behavioral health services and sexual assault and domestic violence prevention and treatment programs throughout southeastern Wisconsin. Many of our community partners in Milwaukee County received Aurora Better Together funding in 2015.

Visit www.aurorahospital.org/better-together to learn more about our partners and Aurora’s Better Together Fund.

Chronic disease

Living Well with Chronic Disease is a six week course during which patients come together to learn about their illnesses and the best way to self-manage, share their successes and also their challenges. In 2015, 17 people completed all six sessions and 75% reported an improvement in their ability to manage their chronic conditions.

In January 2015, we launched a Hepatitis C program within Aurora Health Care to screen patients in primary care and specialty clinics, and to diagnose, manage, treat, and track all patients who tested positive for Hepatitis C Virus (HCV). This outreach effort includes identifying patients with positive results who are uninsured, educating them on transmission and prevention and then linking them to a health home for follow-up appointments and to gain access to the medications required to properly treat their diagnosis. In 14 months of operation, we:
- Tested 30,846 individuals
- Identified 887 positive tests
- Completed 544 Positive Confirmatory Tests
- Helped 405 Patients begin treatment

The Hepatitis C Initiative scaled up efforts to increase HCV identification and linkage of ongoing medical treatment by establishing community partnerships for expanding the patient population to include foreign-born patients. In August 2015, partnerships with the AIDS Resource Center of WI and Sixteenth Street Community Health Center (an FQHC) were established. In October 2015, the initiative partnered with the Aurora Refugee Program to screen refugee patients for HCV within 60-90 days of their arrival. The initiative continues to establish community partnerships, most recently connecting with the City of Milwaukee Health Department.

Stroke and chest pain: prevention, early detection and professional education

Our stroke program cared for over 1,500 patients who had a working diagnosis of stroke and their families in 2015. We also supported many community members through our monthly Stroke Club and Aphasia support groups. To actively engage our surrounding communities and raise awareness of stroke detection, risk factor awareness and management, and the importance of early emergency medical service (EMS) activation, we:
- Dedicated a stroke responder to attend a seniors gathering for Franklin Senior Center residents every other month to provide free risk assessments, blood pressure screenings and health education
- Participated in a one day event to help increase stroke awareness at the Potawatomi Employee Health Fair. Over 250 employees were seen at our stroke booth, which included blood pressure screenings and education on stroke-related topics such as personal risk factors, signs and symptoms, and early EMS activation
- Collaborated on the Strike Out Stroke event with the Milwaukee Brewers, Geentech, Strike Out Stroke/Stroke Camp, and American Heart Association to distribute stroke awareness materials, project stroke awareness facts on the scoreboard, and highlight a stroke survivor story during a Milwaukee Brewer’s game for thousands of community members to view

Priority #2: Build links between our clinical services and local health departments’ community health improvement plans.
• Educated local EMS personnel by providing education at quarterly ED/EMS meetings and hosting a four-part comprehensive stroke symposium. The symposium was video conferenced to seven different Aurora sites and was open to all EMS personnel. Topics discussed at the symposium included systems of care, stroke update, neurosurgical interventions, neuro critical care treatments and stroke research. DVDs of the presentation were provided to Milwaukee County EMS educators, which were added to their annual education plan.

Cancer Care
Our cancer experts are not only committed to caring for people with cancer but also to educating the community on cancer prevention and early detection. Our program includes cancer nurse navigators who support patients diagnosed with breast cancer, head & neck cancer, brain cancer, thoracic cancer, genitourinary cancer, gastrointestinal cancer, gynecologic cancers, as well as those patients with blood cancers that go through the Autologous Bone Marrow Transplant program. Each year, our cancer care team also supports many outreach services.

In 2015 our cancer experts:
• Partnered with the American Cancer Society to provide financial, staffing and/or in-kind support for:
  – Sankofs Health and Wellness Forum, a four-hour event at North Division High School to address cancer disparities through the promotion of cancer prevention and early detection. There were 143 African American women in attendance of which 17 received a clinical breast exam, 12 received a mammogram, 20 received blood pressure screenings and 14 received blood glucose screenings
  – Dia de la Mujer Latina, a one-day event at South Division High School at which attendees are provided clinical breast exams, HIV tests, blood glucose tests and blood pressure screenings. In addition, cancer and other medical education are presented in this culturally appropriate setting for over 500 Latina women and their families
• Administered our distress tool screenings for 1,200 people and referred individuals in need of additional support to our principal and community partners for needed support services including complementary medicine
• Continued to partner with Stillwaters Cancer Support Services to offer additional options to more than 1,200 people
• Supported more than 300 people at the Expressive Arts Studio in our Cancer Care Center
• Staffed multiple cancer support groups at our hospital including Your Caring Connection, Kids’ Connection and Us. Too (for men)
• Launched a Spanish-speaking cancer clinic held at Aurora St. Luke’s Medical Center each Monday for native Spanish-speaking patients

Heart Health
Aurora St. Luke’s Medical Center is dedicated to providing our community with the best cardiac care and prevention education possible. In 2015 through our continued partnership with the Karen Yontz Women’s Cardiac Awareness Center (KYWCAC), 635 women underwent heart risk appraisals and 365 of those women identified a personal risk factor and the behavior change they were willing to make. In addition to heart risk appraisals, KYWCAC offers counseling, a heart healthy newsletter, and educational programs including healing yoga, heart-healthy cooking and smoking cessation.

2015 Community benefits by the numbers

| **Financial assistance (charity care) at cost** | **$10,170,000** |
| **Medicaid shortfall at cost** | **$74,245,000** |
| **Other means-tested programs at cost** | **$919,000** |
| **Subtotal** | **$85,334,000** |

| **Community health improvement and education services, and community benefit operations** | **$2,041,429** |
| **Health professions education** | **$1,625,588** |
| **Subsidized health services (clinics)** | **$2,262,985** |
| **Cash and in-kind contributions for community benefit** | **$138,523** |
| **Subtotal** | **$6,068,525** |

| **Total 2015 community benefits** | **$91,402,525** |

* 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 St. Luke’s Medical Center’s total benefit to the community is $212,654,525.