Our hospital’s community benefits are guided by our community health needs assessment (CHNA). To see our 2016 CHNA report, please visit [www.aurora.org/commbenefits](http://www.aurora.org/commbenefits).

In 2016, we continued to focus on helping patients who present in our Emergency Department (ED) for nonemergent care by scheduling them with primary care providers who are most appropriate to meet their needs. Through our hospital’s participation in the Milwaukee Health Care Partnership ED Care Coordination Initiative, we scheduled 824 appointments in our ED for Federally Qualified Health Centers (783) or other clinics (41).

Based on the most recent key informant interviews in Milwaukee County, behavioral health consistently ranked among the top five community health issues. Behavioral health problems can impact one’s physical well-being, and appropriate referrals for behavioral health treatment are crucial. A behavioral health assessment gives medical professionals who are caring for individuals a complete picture of their emotional, psychological, and social well-being. In 2016, our hospital’s behavioral health specialist assessed and then expedited admissions or referrals for behavioral health services for nearly 2,255 people who arrived in our ED with an acute mental health, alcohol abuse, or other drug crisis.

To ensure a safe discharge, 280 prescriptions were provided free of cost to uninsured patients who had no resources for medications upon discharge through our Essential Medication Fund.

The one-time Aurora Better Together Fund was extended in 2016 to increase funding for partner organizations that share our mission to increase access to primary care, behavioral health services, and sexual assault and domestic violence prevention and treatment programs across eastern Wisconsin. Twenty-one of our community partners in Milwaukee County received Aurora Better Together funding in 2016, including three of our hospital partners:

- CORE/El Centro to address chronic health conditions.
- Sixteenth Street Community Health Center to increase access to mental health services.
- United Community Center (Centro de la Comunidad Unida) to expand integrative care.

Visit [www.aurorahospitals.org/better-together](http://www.aurorahospitals.org/better-together) to learn more about our partners and Aurora’s Better Together Fund.

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

Aurora Walker’s Point Community Clinic

In the heart of a community with the highest number 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 4,524 people in 2016. From those visits 853 AWPCC patients were referred to Aurora’s Specialty Access for Uninsured Program (SAUP).
During 2016, through our AWPCC, we:

- Completed 462 mammograms and 306 Pap tests, many of which were carried out with the support of the Wisconsin Well Woman Program (419/197 respectively).
- Provided care for 468 women participating in the WISE Woman program and 115 men in the Wise Man program.
- Staffed caregivers five half-days per week at the nearby Salvation Army Clinic of Milwaukee to provide screenings and basic medical care to homeless persons.
- Delivered direct primary care to 743 students at South Division High School through 2,555 student-patient visits with our nurse practitioner, resulting in an 92% percent return-to-class rate.
- Educated 927 women about breast cancer, 816 of whom received a breast screening reminder.

**Refugee screenings**

In addition to serving those who have been part of the community for many years, for the past two years, AWPCC has been providing initial health screenings for new refugees from war-torn countries who have settled in Milwaukee, connecting them with primary healthcare services. Refugees are required by federal law to undergo health screenings within 30 days of entering the United States. AWPCC currently conducts the majority of refugee screenings in Milwaukee.

**Hepatitis C**

In 2016, our hospital managed a system-wide Hepatitis C program that screened patients in primary care and specialty clinics across the Aurora Health Care footprint in eastern Wisconsin and diagnosed, managed, treated, and tracked all patients who tested positive for the Hepatitis C virus (HCV). Through this effort, 38,550 individuals were tested, resulting in 569 positive tests and 308 positive confirmatory tests; 301 individuals are now being treated. We closely partner with Sixteenth Street Community Health Center and the AIDS Resource Center of Wisconsin on this program to provide screenings for their patients.

**Stroke and chest pain: Prevention, early detection and professional education**

In 2016, our stroke program cared for over 1,500 patients and their families who had a working diagnosis of stroke. Each of these patients received one-on-one education from the specially trained Stroke Nurse Navigator who helped the patients and their families learn how to manage stroke risk factors, administer the BEFAST (Balance, Eyes, Face, Arms, Speech, Terrible Headache) stroke symptom tool, and navigate their care.

Working with local EMS has remained an important focus for our stroke program. We host quarterly EMS meetings at our hospital to offer these providers updates on stroke data and stroke care so that they may provide the best care possible to community members who are experiencing a stroke and in transport to a hospital. We also began providing EMS stroke care case review forms, which outline the care in the hospital and the post discharge patient outcomes.

To expand our reach, our stroke team provided stroke education and completed the risk factor screening tool for more than 800 people at 16 community events. We also continue to support many community members through our hospital’s monthly Stroke Club and Aphasia support groups, as well as seven other stroke support groups across the Aurora system.
Cancer care
Our cancer care team is comprised of certified nursing professionals called nurse navigators who are registered nurses with oncology-specific clinical knowledge. They offer individualized assistance to community members, patients, families, and caregivers to help them overcome healthcare system barriers and guide individuals and their families from diagnosis through cancer treatment and into post-treatment. Some of the additional outreach our cancer team provided includes:

• Partnering with the American Cancer Society.
• Staffing, and/or in-kind support for:
  - Sankofa 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. We provided a nurse practitioner and a pharmacist who answered questions from community members.
  - Día de la Mujer Latina, a one-day event at South Division High School where attendees are provided clinical breast exams, HIV tests, blood glucose tests, and blood pressure screenings. In addition, cancer and other medical education is presented in this culturally appropriate setting for 250+ Latina women and their families.
• Supporting 125 participants through multiple cancer support groups at our hospital including Your Caring Connection, Kids’ Connection, Brain Tumor, Expressive Art Studio, Look Good Feel Better and Us, Too (for men).

Heart health
The Karen Yontz Women’s Cardiac Awareness Center at Aurora St. Luke’s Medical Center is dedicated to providing our community with the best cardiac care and prevention education possible. In 2016, the center provided 569 heart disease risk assessments and counseling for women. The center also offered 62 educational programs for a total of 2,640 attendees to reduce risk factors for cardiovascular disease and diabetes. To extend their reach in the community, the center distributed a monthly heart-health newsletter to more than 2,000 subscribers.

2016 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>$12,772,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$78,925,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$547,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$92,244,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services,</td>
<td>$1,866,740</td>
</tr>
<tr>
<td>and community benefit operations</td>
<td></td>
</tr>
<tr>
<td>Health professions education</td>
<td>$1,809,445</td>
</tr>
<tr>
<td>Subsidized health services (clinics)</td>
<td>$1,793,244</td>
</tr>
<tr>
<td>Cash and in-kind contributions for community benefit</td>
<td>$518,348</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$5,987,777</strong></td>
</tr>
<tr>
<td><strong>Total 2016 community benefits</strong></td>
<td><strong>$98,231,777</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 $205,703,777.