Improving the health of our communities is a community-wide effort and begins with assessing community health status every three years. We obtain input from community members and public health representatives and consult with our hospital staff and physician partners to prioritize among the community health needs identified, and develop specific targets and measures for the needs we are best positioned to address. Our implementation strategies are organized into three main categories 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 can detect and treat disease at an earlier stage, improve overall health, prevent disease and disability and reduce preventable deaths.

In 2017, 598 appointments were scheduled in our Emergency Department (ED) through the Milwaukee Health Care Partnership ED Care Coordination program, with 547 of those appointments to a Federally Qualified Health Center and a 44% show rate; 21 dental appointments also were scheduled.

Additionally,
- 324 individuals received case management through Aurora’s Coverage to Care program.
- 15 individuals received tele-intake services in the ED for behavioral health issues.
- 2,838 behavioral health assessments were conducted in our ED for people in acute mental health or substance-use distress to expedite referrals.
- 2,173 discharged patients had a follow-up appointment scheduled within 7 days; and 6,083 discharged patients were contacted in their preferred spoken language.
- 327 prescriptions were provided free of cost to uninsured patients who had no resources for medications upon discharge through our Essential Medication Fund.

In 2017, through Aurora’s Better Together Fund, we donated a building to the Sixteenth Street Community Health Center, Milwaukee, to provide much-needed expansion of primary care and behavioral health services to our community. Services are offered in Spanish and English.
Focus | Chronic disease: Prevention and management for persons with disproportionate unmet health needs

Aurora Walker’s Point Community Clinic (AWPCC), funded by Aurora St. Luke’s Medical Center and operated by Aurora Health Care, Inc., is the largest free clinic in Wisconsin, freestanding and community-based, open 48 hours per week with evening and Saturday hours to serve a community with the highest percentage of uninsured persons in the state.

During 2017, 6,621 patients were served:
- 709 patients were referred to Aurora’s Specialty Access for Uninsured Program (SAUP) program.
- 415 individuals participated in the WISE Woman program for cardiovascular screening and treatment including blood pressure, blood sugar, weight and blood cholesterol.
- 73 individuals participated in Wise Man for cardiovascular, cancer and mental health screening and treatment.
- 357 mammograms and 102 pap tests were provided through the Wisconsin Well Woman Program.
- 972 women received breast cancer education: 583 received a breast cancer screening reminder and 433 were provided with low or no-cost breast cancer screening resources.
- 281 patients attended at least one visit at CORE/EI Centro for fitness and nutritional programming.
- 1,547 patients were provided with social services.
- 400 patients were served through 1,403 counseling appointments with a team led by a bilingual PhD psychologist.
- 52 patients received optometry care in collaboration with the Wisconsin Optometric Association.
- 429 patients received onsite diabetes retinal screenings.
- 1,500 cancer screening reminder calls and 589 health coaching sessions were provided by community health workers.

Focus | Chronic-disease management: Heart health with a special focus on women

According to the American Heart Association and Go Red for Women, heart disease is the number one killer of women. The Karen Yontz Women’s Cardiac Awareness Center is located in our hospital atrium. During 2017:
- 197 heart disease risk appraisals and counseling for women were provided.
- 58 heart health educational programs were provided to a total of 2,638 attendees.
- 204 individuals received health risk assessments and educational reinforcement, 211 identified a personal risk factor and behavioral change they were willing to make, and 153 completed a 30-day check-in.
- To extend their reach in the community, the Center distributed a monthly heart-health newsletter to more than 2,000 subscribers.

Focus | Chronic-disease management: Diabetes

Chronic diseases were identified as one of the top health issues by community residents and key informants in our community health needs assessment. During 2017:
- 1 Living Well with Chronic Disease session was provided to 10 attendees.
- 2 Living Well with Diabetes sessions were provided to 20 attendees.
Focus | Chronic-disease management: Cancer

Most cancer incidence and mortality rates in Milwaukee County exceed Healthy People 2020, as well as national and state rates. Many cancer survivorship care plans incorporate complementary and integrative medicine (CIM), such as mind-body interventions, support groups, financial counseling, enhanced general nutrition, nutritional supplements and physical activity. There are a growing number of studies that suggest CIM approaches may have a positive effect on survival of cancer patients. In 2017:

- 75 ACC system activities were offered.
- 4,369 patients were served through the Cancer Nurse Navigator program.
- 44 patients were treated through 207 visits in our Spanish Cancer Clinic.
- 1 Living Well Beyond Cancer (a 12-month program) was offered with 14 participants.
- 1,260 patients and 498 family members received cancer counseling services through Aurora Family Service.

Priority #3 | Address the underlying causes of persistent health problems.

Focus | Population health: Hepatitis C

According to the CDC, in 2013 hepatitis C-related mortality surpassed the total combined number of deaths from 60 other infectious diseases. Death certificates often underreport hepatitis C, so there were likely even more hepatitis C-related deaths than reported. In 2017:

- 4,127 patients were tested in our local community.
- 166 patients had a positive test.
- 82 patients had a positive confirmatory tests.
- 78 patients were being treated.

Focus | Population health: Abdominal aortic aneurysm

An abdominal aortic aneurysm (AAA) occurs when an area of the aorta, the main blood vessel supplying blood to the abdomen, pelvis and legs, becomes very large or balloons out. AAA affects nearly 4% of the entire U.S. population and over half of the estimated people in the U.S. with AAA’s are undiagnosed and untreated. In 2017:

- 2,319 patients were tested across the Aurora footprint.
- 55 patients had a positive test and subsequent referrals were made.

Focus | Population health: Health professions and patient education

Our hospital is home to one of the first hyperbaric medicine programs in the nation and the second-largest hyperbaric chamber in the United States, capable of accommodating 25 patients at one time. To educate providers, we conducted four specialized advanced health professional educational sessions for emergency medical service providers.

Additionally, we provided:

- 38,000+ hours of health professions education.
- 3 specialized disaster-planning education sessions with 37 firefighters.
- 21 comprehensive Stroke Care educational sessions and contacts with 1,963 patients; 1,044 reported knowledge gain and 1,260 completed risk assessments.
Aurora Health Care 2017 Community Benefit Report

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$17,845,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$86,711,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$372,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$104,928,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$1,855,407</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$1,917,058</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$1,385,711</td>
</tr>
<tr>
<td>Other cash and in-kind donations</td>
<td>$1,486,437</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$6,644,612</strong></td>
</tr>
<tr>
<td><strong>Total 2017 Community Benefits</strong></td>
<td><strong>$111,572,612</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 $256,669,012.

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

To see our most recent Community Health Needs Assessment report and Implementation Strategy plan, please visit www.aurora.org/commbenefits.