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*

**Focus | Access**

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:

- 596 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.

- 417 appointments were scheduled in our ED through the Milwaukee Healthcare Partnership (MHCP) ED Care Coordination (EDCC) program. 346 of those appointments were referrals to a Federally Qualified Health Center. Our team also scheduled 27 MHCP EDCC dental appointments. More information about this program and our work with MHCP can be found by visiting www.mkehcp.org.

- 141 prescriptions were provided free of cost through our Essential Medication Fund to uninsured patients who had no resources for medications upon discharge.

- 216 individuals received intensive case-management through Aurora’s Coverage to Care program.

Furthermore, to enhance care coordination and improve patient outcomes post-discharge:

- 42,726 patients being discharged from our hospital received a follow-up phone call in their preferred spoken language through the Discharge Phone Calls initiative; 32 different languages were utilized.

- 24 additional discharge phone call staff members were trained in suicide response and opioid/drug response.
Build links between our clinical services and local community health improvement plans.

Aurora Walker’s Point Community Clinic (AWPCC), funded by our hospital and operated by Aurora Health Care, Inc., is the largest free clinic in Wisconsin. This community-based clinic serves a community of individuals that often face barriers to accessing care. In 2019:

- 5,916 AWPCC patients were served through 11,413 visits.
- 343 AWPCC patients were referred to Aurora’s Specialty Access for Uninsured Program (SAUP) program.
- 376 women were served through the WISE Woman program for cardiovascular screening and treatment including blood pressure, blood sugar, weight, and blood cholesterol.
- 389 mammograms and 157 pap tests were provided through the Wisconsin Well Woman Program.
- 571 women received breast cancer education with 272 receiving a breast cancer screening reminder and 471 provided with low or no-cost breast cancer screening resources.
- 265 patients attended at least one visit at CORE/El Centro, one of our community partners, for fitness and nutritional programming. See https://www.core-elcentro.org/.
- 2,300 patients were provided with social services to navigate the healthcare system and access safety-net resources, obtain legal documents, address domestic violence issues, and receive family counseling/family planning information.
- 407 patients were served through 1,482 counseling appointments with a team led by a bilingual PhD psychologist.
- 211 refugee health screenings were provided.
- 21 individuals were provided with care through the Transitional Clinic program.
- 804 cancer screening reminder calls and 233 health coaching sessions were provided by the clinic’s community health workers.
Most cancers’ incidence and mortality rates in Milwaukee County exceed Healthy People 2020, as well as national and state rates. A Cancer Nurse Navigator (CNN) is a certified nurse whose clinical expertise and training allows them to effectively enable patients and their loved ones to make informed decisions and guide them through the cancer care process, starting from diagnosis, to help them overcome barriers to optimal care. In 2019, our CNNs and other Aurora Cancer Care providers served 3,223 patients and completed 389 referrals to other resources in the community for additional support services. Our CNNs and other Aurora Cancer Care providers also:

- Offered 34 cancer outreach and education events, with 2,338 individuals attending.
- Treated 23 Spanish-speaking individuals through 224 visits at our Spanish Cancer Clinic.
- Conducted a Living Well Beyond Cancer program for 12 participants.
- Provided 1,548 patients and family members with cancer counseling services through Aurora Family Service.
- Referred 84 people to Aurora Cancer Service Programs.

Our hospital team members remained committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility. This includes continuing education opportunities for current emergency medical service (EMS) professionals in the communities we serve. During 2019, we:

- Provided 5 EMS education sessions for 52 attendees.
- Conducted 13 Comprehensive Stroke Care educational sessions for 3,075 attendees.
- Facilitated a specialized disaster-planning educational session for a local fire department with 40 fire fighters trained.

Our facility is home to one of the first hyperbaric medicine programs in the nation, and we house the second-largest hyperbaric chamber in the United States. Our clinical technology and groundbreaking research continue to garner regional and national recognition, giving us the reputation as a world-class leader in hyperbaric medicine. To educate providers on hyperbaric medicine, we conducted specialized advanced health professional education. In 2019:

- 83 hyperbaric chamber educational sessions were provided to 828 advanced health professionals.
- 300 students participated in hyperbaric chamber shadowing experiences.
## 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>$17,980,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$80,833,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$448,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$99,261,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$1,301,193</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$2,214,465</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$1,726,606</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$506,652</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$5,748,916</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$2,485,547</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$286,638</td>
</tr>
<tr>
<td><strong>Total 2019 Community Benefits</strong></td>
<td><strong>$107,782,101</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.

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

During 2019, a total of 356 hospital team members pledged $267,256.82 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 [https://www.aurorahealthcarefoundation.org/](https://www.aurorahealthcarefoundation.org/) to learn more about the many different ways you can give.

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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).