Our community role

Aurora Medical Center Summit, located just off I-94 at Highway 67 in Waukesha, Wis., is a certified Level II trauma center. As caregivers, we apply our knowledge, skills, time, and charitable resources to respond to community health needs and create a healthier community, focusing primarily on Waukesha County.

Community Benefit Report 2013

Aurora Medical Center in Summit
36500 Aurora Drive
Summit, WI 53066
Assessing community health status – an ongoing commitment

Improving the health of our communities begins with assessing community health status. Since 2003, Aurora has underwritten a community health survey of our service area every three years, conducted in partnership with the Waukesha County 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 of Milwaukee County-based health systems, some of which also operate hospitals in Waukesha County. Supported by additional analysis from the Center for Urban Population Health, our comprehensive CHNA Report includes findings from a community health survey of 400 Waukesha County residents, key informant interviews and a secondary-source data analysis. All findings are detailed in our 2013 CHNA Report and 2014 Implementation Strategy, which you can find by visiting Aurora.org/CommBenefits. Please note that you are invited to submit comments on the Community Health Needs Assessment.

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

1. 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 affordable and/or subsidized 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 (CAC) 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 includes a toll-free hotline.

2. Support for free clinics

   The Lake Area Free Clinic (LAFC) is dedicated to providing basic primary care, as well as ongoing care and management for chronic diseases, to individuals without insurance and those whose income falls below 200% of the federal poverty level. In 2013, we continued to support the invaluable work of the volunteer physicians and clinicians at LAFC who referred patients for imaging services by providing 46 CT exams and 41 MRIs to clinic patients free of charge. Our certified application counselors assisted these LAFC patients in applying for Aurora’s Helping Hand Patient Financial Assistance program to cover their medically necessitated follow-up care. LAFC patients are also referred to Aurora’s enrollment hotline and the Waukesha County Health Department to obtain coverage through the Health Insurance Marketplace.
Priority #2:
*Build links between our clinical services and the local health department community health improvement plan (CHIP)*

**Farm to Fork**
To support our community’s effort to “eat local,” in 2013 we continued our partnership with *Pantheon Farms* to provide organic, local produce for food services within our hospital.

**Cancer Care**
We understand that individuals affected by a cancer journey need support in many areas of their lives. To ensure that persons living with cancer – and their families – have access to support services they need, we:
- Offered a cancer survivorship event for community members who came together to hear a patient story, learn from one of our cancer experts, and participate in breakout sessions that discussed various cancer-related topics.
- Hosted the Hope and Healing cancer support group, which meets every Wednesday in the *Vince Lombardi Cancer Clinic*. This support group is open to anyone in the community who has been affected by cancer.
- Strengthened our partnership with *Stillwaters Cancer Support Services* through financial support for on-site counseling and by providing leadership through active board-level participation by our hospital administrator.

Priority #3:
*Address the underlying causes of persistent health problems*

**Area youth safety**
Recognition and proper response to concussions when they first occur can help prevent further injury or complications. In 2013, our hospital collaborated with area high schools to provide a licensed athletic trainer to work collaboratively with coaches to manage and administer the initial treatment of athletic injuries, provide emergency care or first aid for athletic injuries, and coordinate the rehabilitation and physical reconditioning of student athletes with injuries. This initiative also included collaborating with our physician partners at *Aurora Wilkinson Medical Clinic* to maintain a consistent approach to post-concussion injury management. In addition, to ensure a safe start to their season, we performed reduced-cost sports physicals for 42 student athletes in the community.

In 2013, we also put a focus on safety in a different way and combined efforts with area school systems to implement the *“Yell and Tell”* program, which teaches children what to do when they see something dangerous and are scared. This program was offered in partnership with Harley-Davidson.

**Workforce development and health professions education**
As a certified Level II trauma center, we supported the continued development of skills and knowledge among emergency medical service (EMS) technicians and paramedics responding to 911 calls in our patient service area. In 2013, we provided educational sessions on evidence-based best practices for EMS professionals and offered clinical experiences for paramedic students, both in the emergency department and ancillary areas of the hospital.

Other workforce development initiatives for 2013 included:
- Continuing as a partner with Oconomowoc and Kettle Moraine school districts in the development of a *Health Care Charter High School*
- Holding a *career day* at our hospital for 40 Kettle Moraine high school students
- Providing over 1,700 hours of *clinical experiences, job shadowing and mentoring* at our facility for students working to become licensed or certified health professionals in various health-related fields
During 2013, as part of a patient service area in Waukesha County, a total of 133 AMCS caregivers pledged $40,959 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 Medical Center in Summit 2013 Community Benefits

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$1,341,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$6,809,000¹</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$228,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$8,378,000</td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$335,821</td>
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<tr>
<td>Health professions education</td>
<td>$92,855</td>
</tr>
<tr>
<td>Subsidized health services (clinics)</td>
<td>$365,040</td>
</tr>
<tr>
<td>Cash and in-kind contributions for community benefit</td>
<td>$580,848</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$1,374,563</td>
</tr>
<tr>
<td><strong>Total 2013 community benefits</strong></td>
<td>$9,752,563²</td>
</tr>
</tbody>
</table>

*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 Medical Center in Summit total benefit to the community is $20,919,563.

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