Community clinics serve as an entry point for those who experience barriers in accessing quality, affordable health care. Our hospital supports and partners with the Lake Area Free Clinic (LAFC), which administers primary and ongoing care for individuals with chronic disease in Waukesha whose income falls below 200% of the federal poverty level. Together with our Aurora Summit physicians and caregivers who recorded over 100 hours of volunteering at the clinic, our support for LAFC included:

- Diagnostic services for referred patients, including 38 CT exams and 36 MRIs.
- Assistance to LAFC patients applying for Aurora’s Helping Hand Patient Financial Assistance program to cover their medically necessitated follow-up care.
- Aurora’s “Enrollment Hot Line” to serve people seeking coverage through the Federal Insurance Marketplace.
- Serving on the LAFC Board of Directors.

The Aurora Health Care Better Together Fund, a one-time charitable fund established in 2014, will enable our hospital to provide a grant of $100,000 to LAFC in 2015 to increase access to primary care, behavioral services and onsite specialty services at LAFC.

Lack of public transportation is a barrier to accessing care. For that reason we partnered with Silver Streak, Inc., a non-profit transportation service for seniors and disabled adults in the Oconomowoc area. During 2014, we provided more than 3,000 transportation vouchers to patients who needed assistance to get to and from their primary care visits.

Priority #2: Build links between our clinical services and our local health department’s community health improvement plan.

Blood pressure, diabetes, nutrition, physical activity and overweight/obesity

- We traveled to various community events to provide screenings at health fairs hosted by GE Lifestyles, Waukesha County Technical College and at Lake Country Community Fest, to provide a total of 111 blood pressure and body mass index screenings. At each screening, we provided participants with relevant educational materials and referrals for follow-up care as needed.
- Our diabetic nurse educators provided quarterly educational support group sessions for more than 30 patients and staffed community outreach events and employee health fairs.
- Our dieticians promoted nutrition, healthy eating and exercise programs in multiple local venues.
- Because good nutrition and recommended physical activity play a vital role in maintaining weight and decreasing the risk for several chronic diseases, we presented Fit Kids...Fit Families, an evidence-based, multi-disciplinary program focused on the prevention and treatment of childhood weight concerns. We partnered with the YMCA of Pabst Farms to engage 27 families in 2014. Of those who completed the program, 90% had an improved Body Mass Index by the end of the session and 100% showed positive behavior modification.

Cancer Care

- For those with a diagnosis of cancer, dealing with emotions and decisions can be overwhelming. Our Cancer Nurse Navigators (CNN) are experienced registered nurses who served in many roles during 2014 as advocates, coordinators, educators and partners at each stage of the cancer journey.

(over)
• In 2014 we hosted a cancer survivorship event at our Aurora Cancer Center 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. More than 60 people attended the event.
• Our breast-health coordinator provided interactive educational programs to promote screening guidelines at employee health fairs and for other groups.
• We partnered with Pink Heals Lake Country, the Local Chambers of Commerce and the Village of Hartland to raise awareness and funding support for local cancer screening programs and to offer cancer education for community, employee and university health fairs.

Youth injury prevention and safety
In 2014 our licensed athletic trainers (LATs) provided nearly 200 free baseline concussion screenings and injury evaluations for community members. Throughout the school year, we partnered with Pewaukee High School to provide an LAT to be on-hand at each home football game to monitor the safety of student athletes, assess injuries and assure proper follow-up care as needed. Additionally, our LATs provided coverage for Oconomowoc, Kettle Moraine and Pewaukee youth football leagues and Oconomowoc and Kettle Moraine youth lacrosse leagues.

During 2014 we continued to partner with community organizations to offer 11 Yell and Tell program sessions, teaching 565 children what to do when they see something dangerous and are scared.

Healthcare workforce development
Our hospital and health centers provide many student clinical experiences and placement hours for universities and technical colleges across Wisconsin offering undergraduate and graduate health and medical degree programs. In addition, we continue to partner with Oconomowoc and Kettle Moraine school districts in governance of the Health Care Charter High School, with 60 enrollments for fall 2014.

We are particularly proud of the education we offer to local and surrounding area Emergency Medical Service (EMS) personnel. In 2014, we:
• Provided more than 200 EMS student experiences, both in the emergency department and ancillary areas of the hospital.
• Participated in the Waukesha County Mass Casualty Incident shooter exercise with area hospitals and Hartland Fire Department.
• Trained the Neosho and St. Lawrence EMS staff on Albuterol treatments.

Additional Well Community Outreach Highlights:
Our hospital collaborated with community partners to initiate the Healthy Wisconsin Leadership Institute. This group is committed to working together to identify unmet health needs in the community and develop initiatives to address those needs. The group began meeting in mid-October and its work is in progress.

2014 Community benefits by the numbers

| Financial assistance (charity care) at cost*          | $1,423,897 |
| Medicaid shortfall at cost*                          | $6,090,000 |
| Other means-tested programs at cost*                | $323,000   |
| **Subtotal**                                         | **$7,836,977** |
| Community health improvement and education services, and community benefit operations | $372,024 |
| Health professions education                        | $73,320   |
| Subsidized health services (clinics)                | $212,450  |
| Cash and in-kind contributions for community benefit | $294,232  |
| **Subtotal**                                         | **$952,026** |
| **Total 2014 community benefits**                   | **$8,788,923** |

* 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 Medical Center Summit’s total benefit to the community is $18,059,923.