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

Our hospital and medical group continue to partner with Lake Area Free Clinic (LAFC), which serves uninsured and underinsured residents of Waukesha County. In 2016, we advocated for their services to help uninsured and underinsured individuals establish a “health home” relationship with LAFC. We also provided diagnostic imaging services for LAFC patients, including 65 CT scans and MRIs, and assisted LAFC patients with applying for coverage to enable them to access medically necessitated follow-up care.

Inadequate public transportation options and/or lack of resources create barriers to access in our rural communities living in western Waukesha County. For this reason we continue to partner with Silver Streak, Inc., a non-profit transportation service for seniors and disabled adults living in the Oconomowoc area. In 2016, our hospital provided 2,707 vouchers to individuals who needed to get to and from our medical center and affiliated clinics for medical care.

Priority #1:
Increase access for persons in our community with disproportionate unmet health needs.

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. Seven of our hospital’s partners received Aurora Better Together funding in 2016:

- Carroll University
- Eagle’s Wings Free Clinic
- Lad Lake
- Lake Area Free Clinic
- LifeStriders Therapeutic Riding Center
- St. Joseph’s Medical Clinic, Waukesha County
- The Women’s Center

Visit www.aurorahealthcare.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 department’s community health improvement plan.

Chronic disease prevention and management
Learning to manage life with diabetes can be difficult. Our hospital facilitates a support group that supported 64 attendees in 2016. Topics covered included techniques to deal with the symptoms of diabetes, fatigue, pain, hyper/hypoglycemia, stress, and emotional problems such as depression, anger, fear, and frustration.

Living Well with Chronic Conditions is a high-level evidence-based workshop for people who have one or more chronic conditions. This workshop meets for two and a half hours a week for six weeks. It is facilitated by trained leaders in a classroom style, but because the class is highly participative, most of the learning comes from sharing and helping others with similar challenges. In 2016, a total of 15 people completed all six sessions at our hospital and 100 percent reported an improvement in their ability to manage their chronic conditions.
In 2016, we introduced a new program to address chronic conditions in seniors. We held the Summit Senior Breakfast Club three times and educated 54 seniors about diabetes and other chronic conditions. Some of our other educational outreach programs in 2016 included:

- Staffing seven educational tables at the Lake Country Community Fest at Kettle Moraine High School. Education was focused on childhood obesity, safety, smoking, and breast cancer through interactive displays.
- Hosting a Women’s Open House at our hospital and providing community members with education on breast health, blood pressure, the heart age tool assessment, and glucose screenings. We also provided a SimBaby demonstration and chiropractic exams.

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 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 included:

- Hosting 15 educational events for a total of 1,356 individuals in the community who wanted to learn more about breast, colorectal, and lung cancer.
- Completing screenings: 6,045 breast, 2,524 colorectal, 123 lung/bronchus, 36 oral, head and neck, and 44 skin cancer. As a result, 672 individuals were referred for follow-up assessments.

Injury prevention and safety
Our hospital continued to partner with Pewaukee High School; Oconomowoc, Kettle Moraine, and Pewaukee youth football leagues; and Oconomowoc and Kettle Moraine youth lacrosse leagues to provide licensed athletic trainers (LAT) who offered injury prevention education seminars for community members and 110 baseline concussion screenings for athletes.

Stairway to Heroin is a model program for education, prevention, and recovery used in communities and school districts across the state of Wisconsin with a mission of making a difference in the lives of families. Our hospital participated in the four-part prevention model at Oconomowoc High School in 2016.

Stepping On is a program proven to reduce falls and build confidence in older people. Stepping On workshops meet two hours a week for seven weeks. Classes are highly participative; mutual support and success build participants’ confidence in their ability to manage their health behaviors, reduce their risk of falls, and maintain active and fulfilling lives. In 2016, 10 participants completed the program at our hospital and learned skills to keep themselves safe.

Other safety outreach our hospital provided in 2016 includes:

- Providing safety education at the local National Night Out event.
- Partnering with AAA at the Waukesha County Employee Wellness Fair and providing a driving and texting simulator.
- Hosting our first Children’s Safety Fair. More than 65 people attended and were educated on topics such as pool and car-seat safety. We also provided bike helmets for children who needed them.

Healthcare workforce development
Our hospital and health centers provide many student clinical experiences and placement hours for multiple universities and technical colleges across Wisconsin for undergraduate and graduate health and medical degree programs. In addition, we continue to actively participate in programs targeted at high school-aged youth, including the charter High School for Health Sciences that had 480 students enrolled in 2016, and the Medical Explorers Program that offered a variety of learning activities to 120 students in 2016.
As a certified Level II trauma center, we remain committed to continued development of skills and knowledge among emergency medical services (EMS) providers and paramedics responding to 911 calls in our community. In 2016, we provided 47 in-service educational sessions to EMS partners in the Waukesha/Jefferson County service area and service areas where AMCS has medical control. Through this outreach, 329 EMS and paramedic personnel benefitted from our educational offerings.

Our hospital also offered our first ever day of training for sailors from the Expeditionary Medical Facility Great Lakes One detachment base located in Milwaukee. The training included patient assessment, movement techniques, and different treatment interventions. The purpose of the training was to enhance the abilities of local emergency responders and U.S. Navy sailors to care for critically injured patients in a controlled environment as well as in a combat area. Additionally, the sailors were able to practice using two patient simulators, including SimMan, which offer hands-on training with customizable scenarios for emergency responders to practice assessment and emergent care techniques.

### 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>$754,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$6,469,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$566,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$7,789,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$466,728</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$338,447</td>
</tr>
<tr>
<td>Subsidized health services (clinics)</td>
<td>$2,400</td>
</tr>
<tr>
<td>Cash and in-kind contributions for community benefit</td>
<td>$353,093</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,160,668</strong></td>
</tr>
<tr>
<td><strong>Total 2016 community benefits</strong></td>
<td><strong>$8,949,668</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 $23,308,668.