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, consult with our hospital staff and physician partners to prioritize 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 priorities 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. To address this in 2017, at our hospital:

- 622 patients who arrived in our Emergency Department (ED) seeking non-emergent care did not have a primary care physician. Of those:
  - 111 patients were seen by an Aurora primary care provider within 28 days following their ED visit.
  - 11 patients were referred to Lake Area Free Clinic or St. Joseph’s Medical Clinic to establish a health home.
- 28 individuals received tele-intake services in our ED for behavioral health issues.
- 2 inpatients received telepsychiatry consultations.
- 2,295 rides from Silver Streak and 562 rides through Lake Country Cabs were subsidized by our hospital for patients who lacked transportation resources needed to get to and from our hospital.
- 357 behavioral health assessments were conducted by a social worker in our ED for people in acute mental health or substance use-distress to expedite referrals to appropriate care.

*Table at the Hispanic health fair.*
Chronic diseases are long-lasting conditions that usually can be controlled but not always cured. People living with chronic illnesses must manage daily symptoms that affect their quality of life to avoid acute health problems and complications. In 2017, our outreach activities were targeted to reach individuals currently managing chronic diseases or those who are at risk included:

Healthy Weight:
- Our Pabst YMCA Habit Hero’s pilot program held October through December, 2017, consisted of one 12-week session conducted for 25 students.

Diabetes:
- 7 Diabetes support group meetings held with 45 individuals.
- 2 Living Well with Diabetes classes facilitated with 27 attendees.
- 2 Community diabetes presentations provided to 22 attendees.
- 5 YMCA evidence-based diabetes year-long programs conducted with 75 individuals attending.

Behavioral Health:
- 9 Dose of Reality campaign and Stairway to Heroin programs were supported by our hospital caregivers.
- 2 Opiate presentations were provided by physicians at local high schools for 220 people.
- 1 Chronic pain management 7-week program addressed safe prescription use.
- 1 Grief support group supported 20 community members.
- 2 Mental health presentations were provided at our hospital for 78 attendees.
- 1 Jefferson County Alcohol Town Hall meeting for 25 attendees was supported by our hospital.

Other chronic disease outreach programs provided in 2017 include:
- 3 Aging and Disability Resource Center of Waukesha County (ADRC) Boost Your Brain & Memory programs presented to 45 attendees.
- 1 ADRC Pain Self-Management Class provided with 15 attendees.
- 1 AARP Smart Driving Course with 19 attendees.
- 15 chronic disease risk factor screening events hosted with 563 individuals screened.
- 3 Advance Directives classes held with 80 attendees.
- 5 Community Health Beat presentations held at our hospital for 69 attendees.
- 4 Educational presentations in the community to reduce heart-attack risk, promote healthy eating, and address hearing loss and eye health concerns with 65 total attendees.
- 147 Blood pressure, BMI and Heart Age risk-assessment screenings provided at the Hispanic Health Fair of Waukesha County.
- 1 Post-traumatic stress disorder (PTSD) education presentation held at the Mukwonago Library with 8 attendees.
- 9 Blood drives held at our hospital resulted in 269 whole blood collections completed.
Priority #3 | Address the underlying causes of persistent health problems.

Focus | Cancer

The 2008-2012 cancer age-adjusted incidence rate in Waukesha County was 493.2 per 100,000 population, higher compared to the state at 447.7 per 100,000. Early detection of cancer greatly increases the chances for successful treatment. Therefore, in 2017 our hospital provided:

- 1 oral, head and neck cancer screening event with 45 individuals screened, 10 individuals tested had abnormal results and were referred for follow-up.
- 3 skin cancer screenings events with 63 screened; 5 individuals and were referred for follow-up.
- 4 breast cancer screening events with 8 screened; 1 woman was referred for follow-up.
- 310 low dose CT screenings; 18 individuals referred for follow-up.

Additionally, in 2017:

- 671 cancer patients completed the distress tool. As a result, 248 patients were referred for additional services.
- 75 patients and 15 caregivers attended the annual Survivorship event at our hospital.
- 1,410 individuals in the community were educated about breast cancer.
- 320 individuals in the community were educated on lung cancer.

Focus | Health professions education and workforce development

Providing quality health care relies on a well-trained workforce. The Wisconsin Hospital Association Report (2014) details the aging health care workforce and the increasing demands for health care from the population as a whole and determined workforce development to be a growing priority. Our hospital caregivers are committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility. During 2017:

- 42 EMS educational sessions were provided for 649 attendees.
- 38 paramedic clinical experiences were provided for 70 students.
- 3 Advanced Cardiac Life Support classes were provided for 47 attendees.
- 49 Sim Man/Sim Baby trainings provided with 899 participants.
- 55 educational sessions conducted for 62 students from Kettle Moraine High School of Health Sciences.
- 114 students were enrolled in our Medical Explorers program.
- 4 presentations were conducted for local high school students on health care careers.

Aurora physician provides information about cancer at Lake Area Community Fest.

Introduction to high-tech health careers for local students.
Focus | Care for seniors: Fall prevention and health knowledge

In 2014, 15.4% of residents were ages 65 years and older. In 2017, 248 ED admissions at our hospital resulted from falls. Of adults aged 65 years or older, one-third experience a fall each year.
- 2 Stepping On falls-prevention program sessions were held for 20 participants.
- 2 presentations on reducing falls were offered in the community with 18 participants.

Inadequate health literacy disproportionately affects older adults in the United States. Improving health literacy is increasingly critical as information, choices, and decisions about health care and public health have become more complex. To address this in 2017:
- 10 Summit Senior Breakfast Club events were held with 424 individuals attending. Of those attending, 267 completed an evaluation.
  - 242 (91%) reported knowledge gain.
  - 175 (66%) reported intent to act as a result of the presentation.

The Southeast Regional Trauma Advisory Council began assembling information packets for EMS crews to carry in ambulances. Once the packets are ready for distribution, EMS providers will leave them with individuals who they determine may be at risk for falling.

Focus | Population health: Hepatitis C

As part of Aurora’s population health strategy, during 2017, 1,067 patients in Aurora’s Waukesha and Jefferson County service area were tested for hepatitis C; 22 tested positive, 10 had positive confirmatory tests and 9 patients entered treatment.

Every gift can change a life.

Aurora Partnership Campaign

During 2017, a total of 360 hospital caregivers pledged $58,683 through the Aurora Partnership Campaign to support the not-for-profit causes and organizations most important to them, including Aurora’s Well Community programs.

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

Aurora Health Care 2017 Community Benefit Report

<table>
<thead>
<tr>
<th>Financial assistance (charity care) at cost*</th>
<th>$1,255,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$6,408,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$423,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$8,086,000</strong></td>
</tr>
<tr>
<td>Community health improvement services and community benefit operations</td>
<td>$537,814</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$716,095</td>
</tr>
<tr>
<td>Subsidized health services (clinics)</td>
<td>$1,600</td>
</tr>
<tr>
<td>Other cash and in-kind contributions for community benefit</td>
<td>$294,970</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,550,479</strong></td>
</tr>
<tr>
<td><strong>Total 2017 Community Benefits</strong></td>
<td><strong>$9,636,479</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 $24,598,479.

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