Improving community health begins with assessing community health status every three years. We obtain input from community members and public health representatives, consult with our partners to prioritize identified community health needs, 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 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 2018:

- 130 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.
- 22 ED patients were referred to Lake Area Free Clinic or St. Joseph’s Medical Clinic to establish a health home.
- 2,508 rides from Silver Streak and 685 rides from Lake Country Cabs were subsidized by our hospital for patients who lacked transportation resources needed to get to and from our hospital.
- 419 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 care.

### Priority #2

*Build links between our clinical services and local community health improvement plans.*

**Focus | Chronic disease prevention and management**

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 2018, our outreach activities included:

- 4 Pabst YMCA Habit Heroes 12-week nutrition and physical activity programs held in partnership with the YMCA for a total of 78 students; 51 students and 152 family members increased YMCA utilization during the program.
- 8 diabetes support group meeting sessions for an average of 10 attendees per session.
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 2018 our hospital provided:

- 512 low dose CT screenings, with 46 individuals referred for follow-up.
- 1 oral, head and neck cancer screening event, with 28 individuals screened.
- 2 skin cancer education events and 2 skin cancer screenings events, with 86 individuals screened.
- 4 breast cancer education events and 1 breast cancer screening event, with 2 women screened.
- 2 lung cancer screening events, with 256 individuals screened.
- 1 survivorship event hosted at our hospital for 70 survivors and 15 of their caregivers.
- 1 Look Good Feel Better program provided for 2 attendees.
- 1,017 distress screenings, with 262 of our patients referred to follow-up services.

As part of Aurora’s population health strategy, 1,335 patients in Aurora’s Waukesha and Jefferson County service area were tested for hepatitis C; of those, 28 tested positive, 15 had positive confirmatory tests, and 15 patients entered treatment.

**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 2018 our hospital provided:

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- 1 survivorship event hosted at our hospital for 70 survivors and 15 of their caregivers.
- 1 Look Good Feel Better program provided for 2 attendees.
- 1,017 distress screenings, with 262 of our patients referred to follow-up services.

**Focus | Health professions education and workforce development**

We are committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility. Our Level II Trauma Center provides continuing education opportunities for current emergency medical service (EMS) professionals. During 2018:

- 56 EMS trainings were provided for 7 municipal departments and 1,446 attendees.
- 198 paramedic clinical experiences were provided for 92 students.
- 6 Advanced Cardiac Life Support classes were provided for 42 attendees.
- 27 Sim Man/Sim Baby trainings were provided for 367 participants.
- 82 educational sessions were conducted for 52 students at Kettle Moraine High School of Health Sciences.
- 30 students enrolled in the Boy Scouts of America Medical Explorers program learned from our content experts about clinical programs in educational sessions.

Our hospital’s EMS team educated the community about safety topics at the Wales Genesee Fire Department Open House in October 2018.
Focus | Senior Care and health literacy

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 2018:

- 4 smart driver courses were held for 41 attendees.
- 2 Boost Your Brain & Memory programs were provided for 34 attendees.
- 2 Chronic Pain Self-Management programs were provided with 27 attendees.
- 11 Summit Community Health Beat Lectures were provided for 398 attendees.
- 11 mental health presentations were provided to 317 attendees.
- 8 Advance Directives classes were held, with 277 participants.
- 12 Summit Senior Breakfast Club events were held, with 499 individuals attending. Of those attending, 379 completed an evaluation.
  - 302 reported knowledge gained.
  - 279 reported an intent to act as a result of the presentation.

Senior Breakfast Club at our hospital is a program that offers education on medical topics geared specifically to seniors living in our community.

Every gift can change a life.

Advocate Aurora Give Well Campaign

During 2018, a total of 174 hospital team members pledged $78,169 to the Advocate Aurora Give Well Campaign, their show of support to the not-for-profit agencies, organizations, and causes in our community that are most important to them.

The campaign offers more than 1,300 funds including 350 Aurora funds, local United Way agencies, and other not-for-profit organizations responding to important community needs.

Aurora Health Care* Foundation

give.aurora.org

Community benefits by the numbers

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$885,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$5,726,000</td>
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<tr>
<td>Other means-tested programs at cost*</td>
<td>$528,000</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td>$7,139,000</td>
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<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$584,429</td>
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<tr>
<td>Health professions education and GME**</td>
<td>$1,468,836</td>
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<tr>
<td>Subsidized health services</td>
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<tr>
<td>Other cash and in-kind contributions</td>
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</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$2,353,106</td>
</tr>
<tr>
<td>Language assistance services**</td>
<td>$13,230</td>
</tr>
<tr>
<td>Volunteer services**</td>
<td>$97,146</td>
</tr>
<tr>
<td><strong>Total 2018 Community Benefits</strong>*</td>
<td>$9,602,482</td>
</tr>
</tbody>
</table>

* Cost-to-charge ratios are based on Wisconsin Hospital Association percentages.
** 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.
*** 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 $24,762,482.

Total 2018 Community Benefits*** $9,602,482

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