Improving community health begins with assessing community health status. Every three years, we complete a Community Health Needs Assessment (CHNA), for which we obtain input from community members, public health representatives, and community partner organizations. We use that information to prioritize identified community health needs and develop an Implementation Strategy (IS) plan with specific targets and measures for the needs we are best positioned to address. This report shares highlights of progress we made on our plan in 2019. To see our most recent CHNA report and IS plan, please visit www.aurora.org/commbenefits.

Priority #1 Access, a signature community benefit focus for Aurora Health Care

Focus | Access

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 2019:

- 127 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 (LAFC) or St. Joseph’s Medical Clinic (SJMC) to establish a health home.
  - 70 vouchers for diagnostic or specialty care for LAFC or SJMC patients were accepted at our hospital.
- 2,252 rides from Silver Streak and 763 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.
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 2019, our outreach activities targeted to reach individuals currently managing chronic diseases or those who are at risk included:

- 29 chronic disease education classes were provided with 4,033 attendees.
- 2 Healthy Living with Diabetes sessions were provided to 17 attendees.
- 4 diabetes support groups were provided for 10 attendees.
- 3 outreach blood pressure screenings were provided with 147 individuals screened.
- 6 Junior Chef Cooking Club sessions were held. Children ages 7-12 learned how to read a recipe, measure, cut and utilize a blender. The program encourages children to add fruits and vegetables to their daily diets and eat less junk food.

Priority #3 | Address the underlying causes of persistent health problems.

Focus | Behavioral health

According to our hospital’s CHNA, mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues for Waukesha County. To address this critical need in 2019 we:

- 411 behavioral health assessments were conducted in our ED for people presenting in acute mental health or substance use distress to expedite referrals.
- 330 trauma patients received PTSD screening calls after discharge and 119 received referrals to a mental health provider.
- 8 peer-led trauma support groups were provided with 23 individuals attending.
- 2 Chronic Pain Self-Management programs were provided with 23 individuals attending.
- 1 Living Alone without Being Lonely program was provided to 46 attendees; 22 reported knowledge gain.
- 1 Powerful Tools for the Caregiver program was provided to 13 attendees; 13 reported knowledge gain.
- 1 Autism program was provided to 19 attendees; 7 reported knowledge gain.
- 1 ADHD program was provided to 27 attendees; 13 reported knowledge gain.
- 1 Helping Your Parents as They Age program was provided to 28 attendees; 15 reported knowledge gain.
- 1 Understanding the Aging Process program was provided to 30 attendees; 28 reported knowledge gain.

Priority #2 | Alignment with Community Health Improvement Plan focus on behavioral health

Focus | Chronic disease

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A Cancer Nurse Navigator (CNN) is a certified nurse whose clinical expertise and training allows them to effectively enable patients and their loved ones to make informed decisions and guide them through the cancer care process, starting from diagnosis, to help them to overcome barriers to optimal care. In 2019, our CNNs served 745 patients. Additionally:

- 2 skin cancer screening events were provided with 30 individuals screened.
- 1 oral, head, and neck cancer screening event was provided with 36 individuals screened.
- 571 low dose CT screenings were provided with 97 individuals referred for follow-up.
- 383 free therapeutic massage sessions were provided to cancer patients.
- 1,056 patients completed the distress tool with 208 referred for follow-up.
- 80 patients and 20 caregivers attended our annual cancer survivorship event.

Our hospital team members remained committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility, including continuing education opportunities for current emergency medical service (EMS) professionals. During 2019:

- 62 EMS educational sessions on evidence-based practices were provided with 1,267 attendees.
- 109 paramedic clinical experiences were provided for 50 students.
- 6 Advanced Cardiac Life Support classes were provided for 60 attendees.
- 26 Sim Man/Sim Baby trainings were provided to 485 paramedic students.
- 12 High School of Health Sciences educational sessions were provided at our hospital with 27 enrolled students attending.
- 8 shadowing experiences were provided through Pewaukee INSIGHT.
- 2 individuals were provided with temporary work experience positions.

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 2019:

- 11 Summit Senior Breakfast Clubs events were held with 475 attendees. Of the 308 evaluations completed, 191 participants reported knowledge gain, 206 reported intent to act, and 134 reported increased socialization.
- 2 Stepping On sessions were provided with 16 participants. The Stepping On program offers older people information, strategies, and exercises to reduce falls and increase self-confidence.
- 2 Boost Your Brain and Memory programs were provided with 38 participants.
- 2 Smart Driver courses were provided to 9 participants.
- 185 community members were educated on advance directives, with 87 completing an advance directive.
## 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>$1,129,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$5,563,000</td>
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<tr>
<td>Other means-tested programs at cost*</td>
<td>$416,000</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td>$7,108,000</td>
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<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$565,810</td>
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<tr>
<td>Health professions education and GME***</td>
<td>$833,045</td>
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<tr>
<td>Other cash and in-kind contributions</td>
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<tr>
<td><strong>Subtotal</strong></td>
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<tr>
<td>Language assistance services***</td>
<td>$20,840</td>
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<tr>
<td>Volunteer services***</td>
<td>$123,021</td>
</tr>
<tr>
<td><strong>Total 2019 Community Benefits</strong></td>
<td>$8,860,514</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 individual hospital community benefit calculations.

*** 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.

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Give well. Together, we have the power to transform care and create a stronger community.

During 2019, a total of 90 hospital team members pledged $52,925.73 to the Advocate Aurora Give Well Campaign. The campaign supports more than 1,300 local not-for-profit funds, including Advocate Aurora Health funds, local United Way agencies, and other not-for-profit organizations responding to important community health needs.

Giving comes in many forms. Your gift can help transform health care in our community and help more people live well. Visit [https://www.aurorahealthcarefoundation.org/](https://www.aurorahealthcarefoundation.org/) to learn more about the many different ways you can give.

To see our most recent Community Health Needs Assessment report and Implementation Strategy plan, please visit [www.aurora.org/commbenefits](http://www.aurora.org/commbenefits).