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:

- 504 patients who arrived in our Emergency Department (ED) seeking non-emergent care did not have a primary care physician. Of those, 63 patients saw an Aurora Health Care primary care provider within 28 days following their ED visit.
- 33 individuals received tele-Intake services in our ED for behavioral health issues.
- 21 inpatients received telepsychiatry consultations.
- $381 in vouchers was honored for transportation to and from our hospital for patients who lacked transportation resources. This service was provided in partnership with the Medical Center Foundation of Hartford.
- $36,318 for lab, $25,432 for x-ray, $2,602 for specialty care, and $13,841 for physical therapy was accepted in vouchers for Albrecht Free Clinic patients.

**Aurora Better Together Fund partnership update:** Approved in 2017: We will be providing interpreter services, including equipment and monthly charges, for Albrecht Free Clinic patients in 2018.

**Focus | Population health: Hepatitis C**

As part of Aurora’s population health strategy, during 2017, 6,458 patients in Aurora’s Greater Milwaukee North & Sheboygan service area were tested for hepatitis C; 112 tested positive, 66 had positive confirmatory tests and 65 patients entered treatment.
Priority #2 | Build links between our clinical services and local community health improvement plans.

Focus | Nutrition, physical activity, overweight/obesity and the link to diabetes

Based on the Key Informants Interview Report, nutrition (ranked #3) and physical activity (ranked #4) were included as top five health issues for Washington County. As outlined by the Centers for Disease Control and Prevention, the dietary and physical activity behaviors of children and adolescents are influenced by many sectors of society, including families, communities, schools, child care settings, medical care providers, faith-based institutions, government agencies, the media, and the food and beverage and entertainment industries. Healthy lifestyle habits, including eating healthy and physical activity, can lower the risk of becoming obese and developing related disease. During 2017, our hospital:

- Facilitated the Hop into Health Care summer school course for second through sixth graders, in collaboration with Kewaskum School District.
  - 41 children participated.
  - 41 showed knowledge gain.
  - 32 reported increased physical activity and healthier food choices.
- Supported the Harvest of the Month initiative. Each month a new produce was featured at our hospital, and our food service team incorporated the produce into the monthly menu. Preparation instructions and recipes were widely distributed.

Focus | Diabetes and chronic disease

Among the key informants interviewed, chronic disease (ranked #5) was among the top five health issues for Washington County. Based on the 2014 Washington County Community Health Survey, 7% of respondents reported diabetes in the past three years (same as in 2003). Diabetes can cause serious health complications including heart disease, blindness, kidney failure and lower extremity amputations. Researchers have long known that people of Hispanic/Latino background are at higher risk for type 2 diabetes than non-Hispanic whites. During 2017:

- 4 Healthy Living with Diabetes sessions were offered with 38 individuals attending.
- 36 discounted medically based, supervised community exercise programs were provided. Participants included:
  - 24 individuals with diabetes
  - 307 with phase III cardiac/pulmonary rehabilitation patients
  - 204 employees
  - 32 Parkinson’s exercise group
  - 180 assisted patients
  - 45 retired employees
  - 20 volunteers
  - 148 family members
  - 286 community members

Additionally, our community outreach nurse has a strong relationship with Casa Guadalupe and worked with the organization to conduct five class sessions for a total of 10 classes (each session was taught in both the West Bend and Hartford locations). In 2018, we’ll be working on a family nutrition program with Casa Guadalupe.

Focus | Mental health

Based on the 2014 Washington County Community Health Survey, 18% of respondents reported a mental health condition, such as depression, anxiety and post-traumatic stress disorder, in the past three years (11% in 2008). Overall health depends on both physical and mental well-being.

Well Washington County released a Gap Analysis report in September. West Bend and Port Washington/Saukville are on track to begin the Cultivate mental-health friendly community model in 2018 as pilot cities.
Priority #3 | Address the underlying causes of persistent health problems.

Focus | Youth injury prevention

As the Centers for Disease Control and Prevention estimates each year, U.S. EDs treat 173,285 sports and recreation-related traumatic brain injuries, including concussions, occurring among children and adolescents ages 0 - 19 years. The Wisconsin Interscholastic Athletic Association and Wisconsin law clearly identify that the risk and prevalence of concussion and head trauma is significant, and the role of health care professionals as it relates to injury prevention/detection efforts within the community is vital.

In addition to supporting 629 local athletic events in 2017, our Licensed Athletic Trainers provided:

- 567 baseline concussion screenings; 78 student athletes with previous concussion baseline screening were treated for concussion.
- 67 students with rehab and reconditioning services.
- 9 concussion education sessions for parents and coaches with 740 individuals attending.

Focus | Aurora Healing and Advocacy Services

Sexual assault and rape are underreported and the definition of sexual assault varies across different agencies; therefore, the number and rate may vary depending on the source. Sexual violence can have harmful and lasting consequences for victims, families and communities including, but not limited to, unintended pregnancy, sexually transmitted infections, long-term physical consequences, immediate and chronic psychological consequences, health behavior risks and financial cost to victims, families and communities.

The official launch date of our hospital's expanded Forensic Nurse Examiner (FNE) program was July 1, 2017. Six forensic nurses were trained. During 2017, our hospital's forensic nurses:

- Provided 12 people with trauma-informed care in response to sexual assault.
- Trained 200 Hartford Union High School students on bystander intervention techniques, and an advocate from our strategic partner, FRIENDS, Inc., shared her story.

Focus | Workforce planning and development

In 2015, seven of the 10 hardest positions to fill were related to health care. Employment of health care occupations is projected to grow 19% from 2014 to 2024, adding about 2.3 million new jobs. As outlined in the Wisconsin Health Care Workforce 2015 Report, hospitals should support the educational preparation of health care professionals to meet existing and future workforce needs and new and emerging roles as the rate of change in health care accelerates.

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, our hospital:

- Provided 2 Certified Nursing Assistance Apprentice Program positions.
- Filled 1 Youth Apprenticeship Program position.
- Served on the Washington County Workforce Alliance for strategic planning, which determined the following four focus areas:
  - Workplace Experiential Learning
  - Outreach to Parents
  - Programs to Address Employer Hiring Issues
  - Determining Appropriate Outreach and Involvement at the Middle School Level.

The Alliance’s Employer Hiring team is working with local employers to help develop a set of career and life-ready skills for teachers to incorporate into curriculum for the 2018-2019 school year.
### Aurora Health Care 2017 Community Benefit Report

<table>
<thead>
<tr>
<th>Category</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$422,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$3,568,000</td>
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<tr>
<td>Other means-tested programs at cost*</td>
<td>$147,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$4,137,000</strong></td>
</tr>
<tr>
<td>Community health improvement services and community benefit operations</td>
<td>$372,114</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$241,112</td>
</tr>
<tr>
<td>Other cash and in-kind contributions for community benefit</td>
<td>$129,267</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$742,493</strong></td>
</tr>
<tr>
<td><strong>Total 2017 Community Benefits</strong></td>
<td><strong>$4,879,493</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 $12,944,493.

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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).