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:

- 66 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.
- $367 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.
- $49,574 in ancillary services was provided to patients of Albrecht Free Clinic for services including lab, radiology, physical therapy, and specialty care.
  - Our hospital also began offering interpreter services to patients of Albrecht Free Clinic in 2018. We provided the necessary technology and sponsored the monthly interpreter service expenses.

### Priority #2  
**Build links between our clinical services and local community health improvement plans.**

**Focus | Behavioral Health**

According to our hospital’s most recent Community Health Needs Assessment, mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues for Washington County. In 2016, 16% of Washington County adults reported a mental health condition (such as depression, anxiety disorder or post-traumatic stress disorder) in the past three years, a significant increase from 2005 (11%). To address this community priority in 2018, our hospital continued to partner with local organizations on the Cultivate mental health-friendly community initiative, and our community outreach nurse joined their committee. For more details about the movement, visit: [www.washozwi.gov/Cultivate-Movement](http://www.washozwi.gov/Cultivate-Movement)
Chronic disease, long-lasting conditions that can usually be controlled but not always cured, ranked among the top five health issues for Washington County in 2016. People living with chronic illnesses must manage daily symptoms that affect their quality of life to avoid acute health problems or complications that could shorten their life expectancy. To support community members with chronic diseases in 2018 our hospital:

- Offered 2 Healthy Living with Diabetes sessions reaching 26 individuals.
- Conducted 7 education presentations on heart health, nutrition, and mental health, by our community outreach nurse, for 133 community members at Casa Guadalupe.

As part of Aurora’s population health strategy, 5,739 patients in the Greater Milwaukee North & Sheboygan service area were tested for hepatitis C; of those, 127 tested positive, 60 had positive confirmatory tests, and 58 patients entered treatment.

Community members participated in a yoga class led by one of our hospital team members.

Among the key informants interviewed, nutrition and physical activity were included as top five health issues for Washington County. To address this in 2018, we:

- Offered a discounted, medically-based and supervised community exercise program for an average of 260 participants per quarter, targeting chronic disease processes such as diabetes, phase III cardiac/pulmonary rehab, and Parkinson’s disease.
- Facilitated the Hop into Health Care summer school course for second through sixth graders, in collaboration with Kewaskum School District.
  - 59 children participated.
  - 58 showed knowledge gain.
  - 57 reported increased physical activity.
  - 58 reported healthier food choices.

Hospital team members donated time to support Meals of Hope.
### Focus | Youth Injury prevention

Wisconsin Assembly Bill 259, signed into law in 2012, created statutes relating to concussions and other head injuries sustained during youth athletic activities. This law requires that youth who may have sustained a concussion or head injury during an athletic activity may not continue participating in the activity until they are assessed by a health care provider trained in the evaluation and management of concussion and head injuries. The law is designed to ensure the safety and well-being of our active youth.

To address this in 2018, in addition to supporting 629 local athletic events, our Licensed Athletic Trainers conducted:

- 965 baseline concussion screenings; 124 student athletes with previous concussion baseline screenings were treated for concussion.
- 8 concussion education sessions for parents and coaches, with 35 individuals attending.

### Focus | Aurora Healing and Advocacy Services

Sexual violence can have harmful and lasting consequences for survivors, families, and communities including, but not limited to, unintended pregnancy, sexually transmitted infections, long-term physical consequences, immediate and chronic psychological issues, health behavior risks, and financial costs.

During 2018, our hospital’s Forensic Nurse Examiners provided trauma-informed care for 21 individuals and conducted 4 education, prevention, and outreach programs for 375 community members. Our nurses also provided 2 bystander intervention trainings for 250 high school students.

### Focus | Workforce planning and development

Social determinants of health are the structural elements and conditions in which people are born, grow, live, work, and age. They include factors such as socioeconomic status, education, the physical environment, employment, and social support networks, as well as access to health care. A steady job in favorable working conditions means more than just a paycheck. Employment can also provide health insurance, stability, and other benefits necessary for good health.

During 2018, our hospital provided:

- 1 Certified Nursing Assistance Apprentice Program position.
- 11 students with shadowing experiences at our hospital.
- 12 local high school students seeking careers in health care with $500 scholarships.
Every gift can change a life.

Advocate Aurora Give Well Campaign
During 2018, a total of 86 hospital team members pledged $21,567 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

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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>$426,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$3,464,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$110,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$4,000,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$404,452</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$242,039</td>
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<tr>
<td>Other cash and in-kind contributions</td>
<td>$158,254</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$804,745</strong></td>
</tr>
<tr>
<td>Language assistance services**</td>
<td>$8,506</td>
</tr>
<tr>
<td>Volunteer services**</td>
<td>$55,591</td>
</tr>
<tr>
<td><strong>Total 2018 Community Benefits</strong>*</td>
<td><strong>$4,868,842</strong></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 $12,246,842.

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