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:

• 62 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.

• $569 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.

• $22,100 for lab, $14,280 for radiology, $5,990 for physical therapy, and $5,409 for specialty care was accepted in vouchers for Albrecht Free Clinic patients. We also continue to sponsor Albrecht’s monthly interpreter service expenses to ensure patients receive information about their health in the language they are most comfortable using.
Priority #2

**Alignment with Community Health Improvement Plan focus on behavioral health**

**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 Washington County. To address this critical need we partnered with local schools and agencies to provide education on behavioral health and resources available within the community. In 2019:

- Our Community Outreach and SANE nurses *(pictured on the right)* provided an anti-bullying presentation at Boys and Girls Clubs of Washington County-West Bend in February and at the Boys and Girls Clubs of Washington County-Hartford in April.
- We partnered with the West Bend Library to offer a “De-Stress” educational series after the holidays. Topics included mental wellness, self-care, and aromatherapy.
- A wellness series of classes was offered at Jackson Rec Department in February.
- Aurora Healing and Advocacy Services presented an Intro to Trauma-Informed Care to the staff of the Kettle Moraine YMCA in March.
- We remained actively engaged as a partner with Washington Ozaukee Public Health Department and collaborated on the Cultivate Wellness in our Parks program, a 6-week series of free community, family-friendly classes that took place in local parks during the summer. This program focuses on encouraging participants to get outside to improve mental well-being. You can learn more about this program by visiting [http://www.washozwi.gov/Cultivate-Movement](http://www.washozwi.gov/Cultivate-Movement).

Priority #3

**Address the underlying causes of persistent health problems.**

**Focus | Chronic disease**

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:

- 1 Preventing Diabetes Grapevine Project with 5 attendees reporting knowledge gained.
- 2 Heart/Stroke Signs educational sessions with 9 attendees.
- 1 Aromatherapy for Stress Management class with 27 attendees.
- 2 Memory Care and Aging classes with 73 attendees.
- 1 Vision and Aging class with 62 attendees.
- 1 Sleep and Aging class with 19 attendees.
- 1 Stepping On session with 13 attendees. The Stepping On program offers older people information, strategies, and exercises to reduce falls and increase self-confidence.
- 1 Healthy Bones, Healthy You Grapevine Project class with 31 attendees.
- 1 Caregiver Day of Rest was provided for 6 attendees.
Focus | Physical activity and nutrition

Among the key informants interviewed, nutrition and physical activity were included as top five health issues for Washington County. To address this in 2019, we:

• Offered 16 discounted, medically based and supervised community exercise programs for a total of 270 participants per quarter, targeting chronic disease processes such as diabetes, phase III cardiac/pulmonary rehab, and Parkinson’s disease.

• Facilitated 7 programs on nutrition, physical activity, and self-care in partnership with Boys and Girls Clubs of Washington County with 125 children attending.

• Supported the Well Washington County Eat and Move Well subcommittee. Activities included:
  – Planning the Harvest of the Month Calendar for 2019/2020 Aug-July.
  – Attending and assisting with the Spring 2019 Walking School Bus pilot schools. 36 participants total in the Walking School Bus over 3 different sessions.

Focus | Safety

Wisconsin Assembly Bill 259 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 who has been 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 2019, in addition to supporting 564 local student athletic events, our hospital provided:

• 275 baseline concussion screenings; 98 student athletes with previous concussion baseline screenings were treated for concussion.

• 21 injury prevention and safety classes with 300 attendees.

• 5 fitness and training assistance sessions with 240 attendees.

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 the income, health insurance and other benefits, and stability necessary for good health.

During 2019, our hospital provided:

• 20 students with shadowing experiences on our hospital campus.

• 11 local high school students seeking careers in health care with $500 scholarships.

Our hospital continued to support the Washington County Workforce Alliance. We participated in two careers fairs with a total attendance between the two fairs of over 1,400 local students. We also approved development of a $2,500 sponsorship for the Inspire 8th Grade Career Exploration event. This is the first time for the event, and the monetary support will help the group kick off planning.
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 2019, our hospital’s Sexual Assault Nurse Examiners (SANEs) provided trauma-informed care to 10 survivors and follow-up referrals for 9 individuals. Our SANE’s also:
- Provided 6 community education/prevention/outreach events with 104 attendees.
- Engaged 260 attendees at 2 bystander intervention training events.
- Linked 10 community members to advocates at FRIENDS, Inc. for support services.

**Community benefits by the numbers**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance at cost*</td>
<td>$566,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$3,636,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$37,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$4,239,000</td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$433,427</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$244,472</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$150,652</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$828,551</td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$15,467</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$96,450</td>
</tr>
<tr>
<td><strong>Total 2019 Community Benefits</strong></td>
<td>$5,179,468</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.

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

During 2019, a total of 41 hospital team members pledged $15,073.80 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).

Aurora Medical Center in Washington County
1032 E. Sumner Street
Hartford, WI 53027