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.

In 2017, 127 appointments were scheduled in our Emergency Department (ED) through the Milwaukee Health Care Partnership ED Care Coordination program. 126 of those appointments were referrals to a Federally Qualified Health Center, with a 41% show rate. Additionally in 2017, our hospital provided:

- 6 Greater Milwaukee Free Clinic patients with free radiological services at a value of $7,240.
- 1,519 behavioral health assessments were conducted in our ED for people in acute mental health or substance-use distress to expedite referrals to appropriate care.

*Participants traveling together by bus to tour and learn more about local facilities that provide services for individuals battling opioid addiction (see page 2).*

*Local students interested in Health Careers had an opportunity to try their hand with the Da Vinci Robot (see page 3).*
Priority #2 | Build links between our clinical services and local community health improvement plans.

Focus | Behavioral health

In 2015, 16.0% of West Allis/West Milwaukee adults reported a mental health condition (such as depression, anxiety disorder or post-traumatic stress disorder) in the past three years, comparable to 2009 and 2012 (15.0%). Mental health was identified as one of the top health issues in Milwaukee County by the residents in our community health survey and by key informants. In 2017, we spearheaded the Mental Health and Substance Abuse Task Force.

- 10 meetings were held, resulting in:
  - Creation of a website with a listing of area resources, and a social media campaign in September for Suicide Prevention Month.
  - Two community training sessions conducted in November for frontline workers within the community (Epikos Church, West Allis West Milwaukee School District, and Milwaukee Area Technical College).
  - Additional community organizations are being added to the Task Force, including representatives from Milwaukee County Behavioral Health Division, Mental Health America and Whole Health Clinical Group.

- 4 substance abuse trainings were held with 52 individuals. Of those, 36 attendees reported knowledge gain and a change in perception.

- 8 people (4 of whom were clergy with congregations in the West Allis/West Milwaukee area) attended a 4-hour training in November with Pastor Walter Lanier and Brenda Wesley from National Alliance on Mental Illness (NAMI).

- 25 community business leaders and elected officials were hosted on our tour of three facilities (including Aurora Psychiatric Hospital) to learn more about the depth of the opioid epidemic in our community and area resources for treating addiction.

Focus | Chronic-disease management: Heart health with a special focus on women

In 2014, the rate of births among Milwaukee County females aged 15-17 years was 16.4 per 1,000 females, higher than the state rate of 7.7 births per 1,000 females. For Milwaukee County females aged 18-19 years, the birth rate was 57.5 per 1,000 females, higher than the state rate of 34.0 births per 1,000 females.

In 2017 we continued to serve on the Shared Journeys Charter School governance board, provided a dedicated facility for the school, and contributed childbirth and parenting classes.

- An average of 31 students were enrolled in Shared Journeys charter school per quarter; 13 babies were born to students enrolled, 6 (46%) were born full term; 100% initiated breast feeding.

- 11 students graduated, with 90% enrolling in post-secondary education or job training:
  - 70% of students had a low risk score on the Adult Adolescent Parenting Inventory and
  - 61% demonstrated an increase in communication about sexual health with partners.

Focus | Workplace wellness

As part of our role on the West Allis Health Department Healthy Lifestyle Workplace Wellness committee, our hospital representatives attend monthly meetings for the Well-City initiative, a national movement that challenges local business communities to work together by engaging entire communities in improving the health and well-being of their workforces. This initiative helps employers design results-oriented wellness programs to maximize the health and productivity of their most valuable asset: their employees. In 2017, 19 local businesses were recruited to join the Well-City initiative.
Priority #3 | Address the underlying causes of persistent health problems.

Focus | Senior Care

Our NICHE-certified Transitions of Care Nurses work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2017:

- 481 seniors received transition services, with an average of 4.5 contacts within 30-days post-discharge:
  - 90% had a primary care provider (PCP) appointment scheduled at discharge.
  - 76% had a PCP appointment within 7 days of discharge.
  - 64% had a Power of Attorney for Health Care on chart.
  - 79% received contact within two days of discharge.
- 50 patients were referred to the West Allis Fire Department Community Paramedic Program, which works in conjunction with our Transitions of Care program, to fill a gap for high-risk patients when they are discharged, helping them to safely resettle in their home environment.

Focus | Health Careers Education

In 2015, seven of the 10 hardest positions to fill were related to health care. 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 for new and emerging roles, as the rate of change in health care accelerates. To address this in 2017:

- 76 students attended our half-day health professions event, with 89% correctly identifying the level of academic preparation required to pursue various health-related careers.
- 105 students job shadowed on our campus.
- 4 students from Cristo Rey High School participated in work-study on our campus.
- 33 teachers from New Berlin School District visited our hospital and attended a session provided by our caregivers to learn more about health-related careers.

Focus | Cancer

From 2009-2013, the cancer rate for Hispanics in Milwaukee County was 406.0 per 100,000, higher than the state rate of 368.6 per 100,000 Hispanic residents and the U.S. rate of 348.8 per 100,000 Hispanic residents.

Additionally, many cancer survivors are faced with health challenges for months and sometimes years after the completion of cancer treatment. Research conducted by the Virginia Commonwealth University suggests that cancer survivors need to take a more comprehensive approach to their health, rather than focusing on just their cancer. In 2017:

- A Promotores meeting was held with the West Allis Health Department, Sixteenth Street Community Health Center, CORE el-Centro and United Voices on September 14th, and they selected HPV vaccine as a focus area to reduce the risk of cervical and oral cancers. An educator has been identified and training will be held in 2018.
- 26 individuals attended our cancer survivor education/discussion sessions.
- 46 individuals participated in our lifestyle modification program, with 21 showing improvement in a quality of life assessment questionnaire, and 43 engaging in 150 minutes of physical activity per week.
- 63 individuals participated in our Yoga for Cancer Survivors classes.
- 7 patients were referred to additional system-wide Aurora-hosted cancer survivorship program offerings.
- 48 patients and 16 caregivers attended the annual Survivorship celebration.
### Aurora Partnership Campaign

During 2017, a total of **564** hospital caregivers pledged **$124,522** through the Aurora Partnership Campaign to support the not-for-profit causes and organizations most important to them, including Aurora’s Well Community programs.

To learn how you can make a gift to support programs featured in this report, please visit [aurora.org/foundation](http://aurora.org/foundation).

### Aurora Health Care 2017 Community Benefit Report

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$3,714,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$12,474,000</td>
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<tr>
<td>Other means-tested programs at cost*</td>
<td>$250,000</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$16,438,000</strong></td>
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<tr>
<td>Community health improvement services and community benefit operations</td>
<td>$542,847</td>
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<tr>
<td>Health professions education</td>
<td>$700,200</td>
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<tr>
<td>Subsidized health services (clinics)</td>
<td>$186,223</td>
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<tr>
<td>Other cash and in-kind contributions for community benefit</td>
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</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,629,481</strong></td>
</tr>
<tr>
<td><strong>Total 2017 Community Benefits</strong></td>
<td><strong>$18,067,481</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 $40,719,481.

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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).