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:

- 363 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.
- 101 appointments were scheduled in our ED through the Milwaukee Healthcare Partnership ED Care Coordination program to help individuals establish a health home. Of those, 6 appointments were referrals to a Federally Qualified Health Center.
- 5 Greater Milwaukee Free Clinic patients received free radiological services at our hospital.

In an effort to provide outreach services to uninsured residents of West Allis, our hospital held six flu shot clinics in conjunction with the West Allis Health Department’s community outreach services, reaching 58 community members in total.

**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 Milwaukee County. To address this in 2018:

- 10 Mental Health and Substance Abuse Task Force meetings were held. Visit https://www.westalliswi.gov/1343/Mental-Health for additional information.
  - 1 educational session was provided to 5 attendees.
  - The Stop the Stigma website was promoted monthly on the City of West Allis Facebook page.
- 1,379 patients were assessed in our ED, with 743 referrals to behavioral health services.
In 2017, births among Milwaukee County females aged 15-19 years was 25.3 per 1,000 females, higher than the state rate of 14.0 births per 1,000 females.

In West Allis, Shared Journeys is an instrumentality charter school of the West Allis/West Milwaukee School District, co-ed, serving pregnant and parenting teens. Students are educated both in parenting and academics to best meet the unique needs of each individual student and infant. Our hospital provides both financial and in-kind support. We serve on the Shared Journeys Charter School governance board, provide a dedicated space for the school, and contribute to childbirth, breastfeeding, infant care, and parenting classes, workforce development training, and job-skills mentoring.

For the 2017/2018 school year:
- 25 students were enrolled per quarter (on average).
- 26 babies were born, with 18 born full term.
- 100% initiated breast feeding.
- 20 students graduated.
- 90 enrolling in postsecondary education or job training.

As part of our role on the West Allis Health Department Healthy Lifestyle Workplace Wellness committee, our hospital representatives engage in monthly meetings for the Well-City initiative, a national movement that challenges local business communities to work together to improve 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 2018, the committee was successful in recruiting 17 new local businesses to join the Well-City initiative.

Our NICHE-certified Transitions of Care Nurses work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2018:
- 423 older adults received transition services.
- 96 were referred to the West Allis Fire Department Community Paramedic Program, which works in conjunction with our Transition of Care program to fill a gap for high-risk patients when they are discharged, helping them to safely resettle in their home environment.
- 2 Stepping On sessions were held, with 25 individuals participating.
**Focus | Cancer care**

Most cancers’ incidence and mortality rates in Milwaukee County exceed Healthy People 2020, as well as national and state rates. A person’s cancer risk may be reduced by receiving regular medical care, avoiding tobacco, limiting alcohol use, eating a diet rich in fruits and vegetables, maintaining a healthy weight, and being physically active. 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. In 2018 we continued to advance this focus on cancer support through a variety of approaches:

- 15 community health workers/Promotores were trained on the link between HPV and how HPV vaccinations could help prevent certain gynecological and oral cancers.
- 141 individuals attended our monthly education/discussion sessions for cancer survivors.
- 35 individuals participated in our lifestyle modification program.
- 53 yoga classes were provided to 126 attendees.
- 6 stress management classes were provided to 52 attendees.
- 2 optimizing nutrition prior to treatment classes were conducted.
- 3 Look Good Feel Better classes were provided to 16 attendees.
- 5 Advance Care Planning classes were provided to 29 attendees.
- 4 nutrition and cancer classes were held.
- 1 aromatherapy class was provided to 3 attendees.
- 37 individuals were referred for additional support services.

**Focus | Health Careers Education**

Our hospital team members remained committed to supporting local high school students seeking careers in health professions. During 2018:

- 86 students attended our health professionals event, with 100% correctly identifying the level of academic preparation required to pursue various health-related careers.
- 20 students participated in job shadowing.
- 8 students from Cristo Rey participated in work-study opportunities.
Every gift can change a life.

Advocate Aurora Give Well Campaign
During 2018, a total of **528** hospital team members pledged **$104,236** 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

<table>
<thead>
<tr>
<th><strong>Community benefits by the numbers</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial assistance (charity care) at cost</strong></td>
<td><strong>$3,363,000</strong></td>
</tr>
<tr>
<td><strong>Medicaid shortfall at cost</strong></td>
<td><strong>$9,575,000</strong></td>
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<tr>
<td><strong>Other means-tested programs at cost</strong></td>
<td><strong>$314,000</strong></td>
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<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$13,252,000</strong></td>
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<tr>
<td><strong>Community health improvement and education services, and community benefit operations</strong></td>
<td><strong>$617,156</strong></td>
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<tr>
<td><strong>Health professions education and GME</strong></td>
<td><strong>$881,999</strong></td>
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<tr>
<td><strong>Subsidized health services</strong></td>
<td><strong>$110,127</strong></td>
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<tr>
<td><strong>Other cash and in-kind contributions</strong></td>
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</tr>
<tr>
<td><strong>Subtotal</strong></td>
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<tr>
<td><strong>Language assistance services</strong></td>
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<tr>
<td><strong>Volunteer services</strong></td>
<td><strong>$224,789</strong></td>
</tr>
<tr>
<td><strong>Total 2018 Community Benefits</strong></td>
<td><strong>$15,357,482</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 $36,317,482.

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).