Our hospital's community benefits are guided by our community health needs assessment (CHNA). To see our most recent CHNA report, please visit www.aurora.org/commbenefits.

Our hospital and medical group continue to partner with Lakeshore Community Health Center (LCHC), a Federally Qualified Health Center that serves uninsured and underinsured residents of Sheboygan County. In 2016, we advocated for their services to help uninsured and underinsured individuals establish a “health home” relationship with LCHC. We also supported the implementation of the clinic’s electronic medical record system, redeemed vouchers for eligible ancillary services, provided specialty follow-up care to patients referred by LCHC, and encouraged our physicians and clinicians to donate time to care for LCHC patients.

Additionally, we partnered with LCHC to anticipate needs and expand access for a new refugee population that entered Sheboygan County during 2016. This includes review registration process, referral, and transportation.

Mental health, alcohol, and other drug abuse

Based on the most recent key informant interviews in Sheboygan County, mental health consistently ranked among the top five community health issues. Behavioral health problems can impact one’s physical well-being, and appropriate referrals for behavioral health treatment are crucial. A behavioral health assessment gives medical professionals who are caring for individuals a complete picture of their emotional, psychological, and social well-being. In 2016, our hospital's behavioral health specialist assessed and then expedited admissions or referrals for behavioral health services for 134 people who arrived in our ED with an acute mental health, alcohol abuse or other drug crisis.

Our hospital also has an inpatient behavioral health program, but the need for these services does not always require admission for inpatient treatment. To maintain access points for people managing their mental health concerns, we continue to offer partial-hospital as well as Intensive Outpatient Programs (IOP). These programs are now housed in a new behavioral health center which opened in late December. There were 137 admissions for partial hospitalization and 75 for the IOP in 2016.

Health literacy

CPR/AED training is an important resource in an emergency. It is a technique for reviving a patient who has lost consciousness, lacks the ability to breathe, and has collapsed due to cardiac arrest, near-drowning, choking, electrocution, or similar medical crisis. Effective bystander CPR provided immediately after sudden cardiac arrest can double or triple a victim’s chance of survival and is life-saving in many other medical crises as well. In 2016, we provided CPR/AED trainings to 98 students at local high schools and offered five additional Medic First Aid classes for community members throughout the year.

Priority #1:
Increase access for persons in our community with disproportionate unmet health needs.

The one-time Aurora Better Together Fund was extended in 2016 to increase funding for partner organizations that share our mission to increase access to primary care, behavioral health services, sexual assault and domestic violence prevention and treatment programs across eastern Wisconsin. Four current hospital partners received Aurora Better Together funding in 2016:

- Lakeland College
- Lakeshore Child Advocacy Center
- Lakeshore Community Health Center
- Safe Harbor of Sheboygan

Advocates of Ozaukee County also received funding to create a regional child advocacy center serving Sheboygan, Washington, and Ozaukee counties.

Visit www.aurorahealthcare.org/better-together to learn more about our partners and Aurora’s Better Together Fund.

Priority #2:
Build links between our clinical services and our local health department’s community health improvement plan, Healthy Sheboygan County 2020.
Stroke
Knowing the signs and symptoms and receiving fast treatment are crucial in preventing death and disability from stroke. To educate our community about stroke, we facilitated two health promotion events to share stroke awareness education with 57 community members and provided stroke information materials in 500 customer grocery bags at a local grocery store.

Cancer care
Our cancer care team is comprised of certified nursing professionals called nurse navigators who are registered nurses with oncology-specific clinical knowledge. They offer individualized assistance to community members, patients, families, and caregivers to help overcome healthcare system barriers and guide individuals and their families from diagnosis through cancer treatment and into post-treatment. Additionally, our cancer team provided outreach to community members through 16 community education and screening events, including one event that was translated into both Spanish and Hmong.

Trauma-informed care
Estimates indicate that domestic violence and sexual assault are a substantial health concern and continue to be a major health issue with far-ranging implications in every community. Sexual Assault Nurse Examiners (SANE) are registered nurses who have completed specialized education and clinical preparation to provide medical forensic care for people who have experienced sexual assault or abuse. A SANE can provide comprehensive medical forensic examinations, testify in any legal proceedings related to the examination, and ensure that the proper chain of custody and integrity of the samples are maintained so that the evidence will be admissible in court. For example, our hospital has the only forensic camera in Sheboygan County and works with law enforcement to maintain any evidence. Our hospital’s SANEs provided services, referrals, and support to 40 victims of sexual assault, 40 victims of domestic violence, and 23 victims of other crimes in 2016. Our SANEs worked with an additional 19 survivors of child abuse.

Our Aurora SANEs also often collaborate with other professionals in the community who provide unique services to sexual assault and domestic violence victims and offer victim-centered and compassionate care. Deanna Grundl, the forensic nursing coordinator at our hospital, is a leader in an effort for nurses to take more control in cases when they suspect they’re working with domestic abuse victims. As part of this effort, 82 care providers were trained at our hospital on trauma-informed care techniques in 2016. Deanna was recognized by the State of Wisconsin as the Victim Witness Professional of the Year.

Every gift can change a life.
Donate to a cause you care about today.

2016 Community benefits by the numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$1,788,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$5,462,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$195,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$7,445,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services,</td>
<td></td>
</tr>
<tr>
<td>and community benefit operations</td>
<td>$737,787</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$325,234</td>
</tr>
<tr>
<td>Subsidized health services (clinics)</td>
<td>$356</td>
</tr>
<tr>
<td>Cash and in-kind contributions for community benefit</td>
<td>$477,182</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,540,559</strong></td>
</tr>
<tr>
<td><strong>Total 2016 community benefits</strong></td>
<td><strong>$8,985,559</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 $15,025,559.