Our community role Aurora St. Luke’s Medical Center has earned a reputation as Wisconsin’s leading medical center and a highly regarded tertiary center by providing advanced care and pioneering numerous procedures and technologies. As Aurora caregivers, we are committed not only to providing the very best in patient care, but also to serving the communities in which we work and live. Every day, we apply our knowledge, skills and time to respond to community needs and provide a significant impact while creating a healthier Milwaukee.
Assessing community health status – an ongoing commitment

Improving the health of our communities is a community-wide effort and begins with assessing community health status. Since 2003, through a grant from Aurora Health Care, we have underwritten a community health assessment of our service area every three years, conducted in partnership with the City of Milwaukee Health Department. This helps them to focus their resources on population health issues and enables us to align our charitable resources and expertise to respond to identified community health priorities. This community health research can be found by visiting: Aurora.org/CommBenefits

Aurora St. Luke’s Medical Center is a member of the Milwaukee Health Care Partnership (mkehep.org), a public/private consortium dedicated to improving care for underserved populations in Milwaukee County. Through the partnership, Milwaukee’s five health systems and the Milwaukee Health Department aligned resources to complete a shared community health needs assessment of Milwaukee County. Initiated in 2012, completed in 2013 and supported by additional analysis from the Center for Urban Population Health, this robust community-wide assessment includes findings from a community health survey of more than 1,900 adults, significant key informant interviews and a secondary source data analysis. This shared assessment serves as the foundation for our hospital’s forthcoming 2014 implementation strategy to improve health outcomes and address disparities in Milwaukee County.

Improving access for uninsured persons

Founded in 1992, Aurora Walker’s Point Community Clinic (AWPCC) is one of Milwaukee’s oldest, freestanding community-based clinics for families that do not have health insurance. Located on Milwaukee’s near south side, this clinic provides medical services, including general checkups, minor injury care, a variety of lab services, children’s vaccinations, blood pressure and blood sugar checks, ophthalmology services and referrals for other medical services. Patients can also take part in diabetes education, spiritual counseling, psychological counseling, prescription assistance, social services and adolescent health programs. In 2012, this Aurora UW Medical Group clinic served 3,601 people through 12,403 medical visits, 1,434 mental health visits and more than 900 social service visits. Aurora St. Luke’s Medical Center provides critical financial support for the Aurora Walker’s Point clinic, accepts clinic vouchers for patients needing radiology services, and offers financial counselors to help patients apply for and receive financial assistance for hospital care and recovery, as well as other benefits for which they might be eligible to help them live well.

Additional support, including Aurora Health Care Foundation funds, enabled the expansion of Aurora Walker’s Point Community Clinic to its new location within an award-winning, four-story, 30,000 square-foot building in Milwaukee’s Walker’s Point neighborhood. The building was constructed to meet the highest standards of energy efficiency and environmentally friendly design. With 12 exam rooms, four more than in its previous site, this new space allows the clinic to better serve its patients. The clinic is part of “The Healing Collective,” which includes The Healing Center (supported by Aurora Sinai) and CORE/El Centro, to promote health and wellness, and to positively impact the community and local environment.

Extending the reach of our Walker’s Point Clinic

• On December 1st of 2012, AWPCC opened a school-based clinic at Milwaukee’s South Division High School, where a Nurse Practitioner provides urgent care, health education, screenings, sports physicals and other services to uninsured students and those who have poor access to health care. During the summer break, she returns to the AWPCC site.
• As in years previous, during 2012 Caregivers from AWPCC provided basic medical care to homeless persons at the Salvation Army Clinic of Milwaukee. A grant by Healthcare for the Homeless financially supports this clinic, and physicians from the community volunteer their time and services.

Ensuring patients are discharged safely

During 2012, Aurora St. Luke’s Essential Medication fund provided 782 prescriptions to uninsured patients who could not afford medications.
During 2012, our expert caregivers provided health education programs, classes, screenings and support groups for nearly 20,000 people. Following are some of the primary examples.

**Helping people live heart-healthy**

Aurora St. Luke’s Medical Center is internationally renowned for expertise in heart care. Because heart disease is a leading cause of death for men and women in the U.S., and the keys to prevention include quitting smoking, lowering cholesterol, controlling high blood pressure, maintaining a healthy weight and exercising, we are dedicated to providing our community with the best cardiac care and prevention education possible. In 2012, our caregivers connected with the community in multiple ways:

- A community nurse educator facilitated a support group for women under age 65 who were adjusting to life after heart disease diagnosis, heart attack, cardiac surgery or other cardiac events. We also offered an additional support group for those with implantable cardioverter defibrillators.
- The Karen Yontz Women’s Cardiac Awareness Center produced a monthly newsletter that included articles pertaining to heart health, reviews on clinical cardiac health-related literature, heart-healthy recipes, and information about new events and activities sponsored by the center. More than 2,000 people subscribe to this newsletter.
- Cardiac caregivers educated emergency response teams from Milwaukee and the surrounding area about left ventricular assist devices, which can create a challenge when evaluating a patient who has one. Emergency medical technicians and paramedics were coached on best practices when caring for and safely transporting patients with these devices to the hospital when more treatment is required.
- Members of our cardiac clinical care teams encouraged community members to live well when they presented heart healthy educational sessions on topics such as metabolic syndrome, stress management, heart-healthy foods/cooking, and women and heart disease.
- Our screening events provided multiple opportunities for individuals to participate in blood pressure screenings, as well as cardiac and stroke risk assessments.

**Extending cancer care beyond treatments**

Aurora St. Luke’s oncology experts refine advanced treatments and minimally invasive surgical options for people facing cancer. Our caregivers are devoted to improving the survival and quality of life for those diagnosed with cancer. Our 2012 community outreach to provide support and education included:

- Cancer nurse navigators who served as advocates for patients and families – from diagnosis through treatment and beyond.
- Support groups for people whose lives have been touched by cancer, including Your Caring Connection – a support group to inspire hope and enhance life, Kid’s Connection – a support group for ages 5 through 12 coping with the cancer diagnosis of a loved one, and Us Too – a prostate cancer support group for men and the women who love them.
- Early detection and prevention programs for breast cancer prevention and early detection, multiple myeloma detection and treatment options, cancer diagnosis navigation, eating well and exercising during and after cancer, and other cancer-related health topics.
- Art therapy to connect mind, body and spirit by creating a space for cancer patients and their families to heal (the Expressive Arts Studio, offered the second and fourth Fridays each month, is facilitated by a professional art therapist and art therapy interns).

**Guiding patients through the stroke recovery process**

As a certified Primary Stroke Center, we understand that patients recovering from stroke have many needs for additional support. Aurora St. Luke’s stroke-focused community support and education programs in 2012 included:

- A monthly support group for individuals with aphasia focused on feelings, concerns and experiences related to living with aphasia
- The monthly Stroke Club support group, letting stroke survivors interact with each other and their loved ones, with educational topics and experience-sharing sessions
- Stroke at Midlife, a support group for stroke survivors of different ages – providing an opportunity to learn from other stroke survivors of a similar age and life-experience
- Peer support for stroke survivors (Members of the “Stroke Club” provided supervised one-on-one peer support for patients hospitalized with a stroke diagnosis.)
- Community education during National Stroke Awareness Month (Aurora St. Luke’s caregivers provided opportunities for community members to learn about stroke (risk factors for stroke, stroke warning signs, early medical management, and an overview of what rehab is like for many stroke survivors.)
The Center for Comprehensive Wound Care and Hyperbaric Oxygen Therapy

Aurora St. Luke’s Medical Center is internationally recognized as a leader in the clinical application, education and research of hyperbaric oxygen therapy. It offers one of the nation’s oldest and largest hyperbaric facilities – the only one in Wisconsin with a hyperbaric chamber the size and scope of the one now installed. It’s the second largest in the nation and can accommodate up to 24 patients at one time. It is 52 feet long and weighs 66 tons.

During 2012, the Wisconsin Emergency Medical Services educational conference program was held, in part, at Aurora St. Luke’s. It was attended by 129 emergency medical technicians and paramedics. This half-day program conducted by physicians and staff from our hyperbaric program provided an overview of hyperbaric medicine, carbon monoxide poisoning and diving injuries, along with a tour and hands-on workshop.

Combining faith with healing

During 2012, Aurora St. Luke’s Medical Center supported parish nurses at Our Lady of Lourdes Catholic, St. John Lutheran and St. Matthias Catholic churches, where they provided informative and supportive health and wellness education to help parishioners dealing with health challenges. In so doing, these parish nurses responded directly to parishioner questions and concerns about medications, blood pressure, diabetes, nutrition, weight control and end-of-life issues. For parishioners, the familiar face and regular presence of their parish nurse is reassuring and enables them to manage their health challenges within a context of their spiritual and emotional well-being. When necessary, parish nurses referred parishioners to appropriate levels of care for the additional support they needed.

Inspiring and training the next generation of health professionals

During 2012, Aurora St. Luke’s collaborated with area colleges, including Alverno College, Carroll University, Marquette University, Milwaukee Area Technical College, University of Wisconsin – Milwaukee and other schools, to provide internships, preceptors, clinical rotations and job shadowing for multiple health careers.
During 2012, as part of a patient service area in Milwaukee, a total of 1,274 Aurora St. Luke’s caregivers pledged $276,722 to the Aurora Partnership Campaign – their show of support for the not-for-profit agencies, organizations and causes in our community that are most important to them. The campaign offers more than 1,600 funds, including more than 300 Aurora funds, local United Way agencies and other not-for-profit organizations responding to important community needs.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$14,256,000</td>
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<tr>
<td>Medicaid shortfall at cost*</td>
<td>$72,247,000</td>
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<tr>
<td>Other means-tested programs at cost*</td>
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<td><strong>Subtotal</strong></td>
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<td>Community health improvement and education services, and community benefit operations</td>
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<td>Health professions education</td>
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<td>Subsidized health services (clinics)</td>
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<td>Clinical research and community health research</td>
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<td>Cash and in-kind contributions for community benefit</td>
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<td><strong>Subtotal</strong></td>
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<tr>
<td><strong>Total 2012 community benefits</strong></td>
<td><strong>$93,524,279</strong></td>
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*Cost-to-charge ratios are based on Wisconsin Hospital Association percentages.

1 Includes 2012 hospital assessment tax.

2 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. When Medicare shortfalls are added, our total benefit to the community is $177,286,279.

To learn how you can make a gift to support programs described in this report, please visit: Aurora.org/Foundation