Aurora Medical Center – Summit
Community Health Implementation Strategy

January 1, 2025 - December 31, 2027

Community health improvement is an effective tool for creating a shared vision and supporting a planned and integrated approach to improving health outcomes. The basic premise of community health improvement is that entities identify community health issues, prioritize those that can be addressed, and then develop, implement, and evaluate strategies to address those issues. Tax-exempt hospitals are required to conduct a community health needs assessment (CHNA) and develop an implementation strategy to document how the hospital will address prioritized community health needs. The following outlines a summary of the CHNA process and provides details on Aurora Medical Center – Summit's plans to address their prioritized community health needs.

SUMMARY OF CHNA PROCESS

In 2023, Aurora Medical Center – Summit (AMCS) participated with Ascension Health, Froedtert & The Medical College of WI, ProHealth Care, and Waukesha County Public Health to conduct a collaborative Community Health Needs Assessment (CHNA) in Waukesha County, which consisted of a comprehensive presentation and analysis of both qualitative and quantitative data.

The AMCS CHNA relies on three sources of primary data information, gathered through the partnership:

Community Health Survey: Online and phone surveys on behaviors and social factors of the adult population and select information about child health available in English and Spanish (online). The surveys received 400 phone respondents and 488 online respondents

Community Input: Key informant interviews from cross-sector agencies and organizations across the county included 30 interviews that were conducted in Waukesha County between August 15 and October 17, 2023

Secondary Data: County-level demographic and health-related data from publicly available sources

Additionally, Aurora Health Care analyzes secondary data, or existing information gathered from various sources, to provide valuable insights and context from the following sources:

Metopio: Aurora Health Care has a contract with Metopio to provide an internet-based data resource for their hospitals. This robust platform offers curated data from public and proprietary sources for information on health behaviors and health risks, health outcomes, health care utilization, demographic, and community-level drivers of health like economic, housing, employment, and environmental conditions. Data for each indicator is presented by race, ethnicity, and gender when the data is available (Metopio: https://public.metopio.io). All data collected through Metopio was quantitative and included data comparisons between County, Wisconsin State and United States data.

County Health Rankings & Roadmaps – Waukesha County: A program of the University of Wisconsin Population Health Institute and supported by the Robert Wood Johnson Foundation, the County Health Rankings & Roadmaps (CHR&R) provides a snapshot of health for nearly every county in the nation, based on a variety of public health data. CHR&R advocates for an understanding of data and evidence to develop methods to improve health and equity. (County Health Rankings & Roadmaps, About Us, 2024)

As part of the CHNA process, Community Health teammates presented extensive community data to the Aurora Medical Center – Summit Community Steering Committee, which is comprised of hospital and community representatives. The Steering Council provided oversight of the 2024 CHNA process through a series of meetings by reviewing and analyzing data.

The top health issues identified:

- Access to health care services
- Behavioral health: mental health and substance use
- Community safety
- Affordable and safe housing
- Nutrition, physical activity, and obesity

The top health issues identified were presented to the Aurora Medical Center – Summit Community Steering Committee, and members were asked to rank the issues based on the following criteria: size/seriousness of the problem, effectiveness of available interventions, available resources to address the health issue, health care system adequately situated to address the health issue, meets a defined community need as identified through data, potential for issue to impact other health and social issues and ability to effectively address or impact health issue through collaboration.

Using these criteria, Aurora Medical Center – Summit has prioritized these significant health needs to address in 2025-2027:

Significant Need	Implementation Strategy Selection Reasoning
Access to Health Care Services	This need was selected because equitable health care access is vital to a community's health and wellbeing. Access to affordable and quality health care was ranked as a top concern by Key Informant Interviewees. It also ranked in the top five health concerns for the Community Health Survey respondents. The steering committee validated these concerns and agreed that the hospital should continue its work in this focus area, particularly for people experiencing barriers to care.
Behavioral Health (Including Mental Health and Subsance Use)	Based on the CHNA data and the need to take a collective approach and understanding towards co-occurring behavioral health conditions in Waukesha County, mental health, suicide, and self-injury and alcohol and substance use were combined. The steering committee agreed that behavioral health is a significant contributing factor to community vitality.
Community Safety	As a Level II Trauma Center, Aurora Medical Center – Summit provides considerable support to community safety initiatives such as awareness for injury prevention, healthy aging (senior falls prevention), and youth safety. Emergency Department data shows unintentional injury/falls and motor vehicle accidents as the top two patient encounters. Outreach teams including EMS Relations, Community Outreach and site accreditation coordinators partner with local community-based organizations, employers, government and schools to provide education and awareness benefiting community safety initiatives.

PRIORITY: Access to Health Care Services

IMPACT:
Increase access to primary care services through transportation, interpreter services, and community cancer screenings

DESCRIPTION OF HEALTH NEED DATA:

- In Waukesha County, 26.7 percent of residents are covered by public health insurance such as Medicare, Medicaid, and Veterans Administration Health Care (provided through the Department of Veterans Affairs).
  Source: Metopio, American Community Survey, 2018-2022

ALIGNMENT WITH EXISTING STRATEGIES

LOCAL: Advocate Health

- Improve affordability and advance access to care

STATE: Wisconsin State Health Plan Priority Areas

- Person- and community-centered health care

NATIONAL: Healthy People 2030

- Increase access to comprehensive, high-quality health care services.

STRATEGY #1: Provide services that expand access for seniors, individuals with language barriers, and others with barriers to care

Specific Interventions	Collaborative Partners	Objectives
• Provide vouchers for ambulatory seniors and adults with disabilities to visit our care sites in Waukesha County • Provide free interpreter services to local free clinics and their patients in Waukesha County	• Silver Streak Cab Company • Lake Area Free Clinic • Waukesha Free Clinic	• Increase access to health care appointments • Improve appointment completion rates

Measuring Our Impact

- Number of vouchers
- Total hours of interpretation services provided
- Total dollar values

**Impact measures are subject to change depending on the direction of each intervention.*

STRATEGY #2: Increase access to preventative cancer screenings

Specific Interventions	Collaborative Partners	Objectives
• Offer free preventative cancer screenings to community members who would not otherwise have access to care due to insurance status or no primary health home • Facilitate warm handoffs to appropriate community organizations that can provide further resources for anyone that has screened with an abnormal finding	• Waukesha Free Clinic	• Increase the rate of cancer screenings within the community • Reduce disparities in screening rates among individuals with limited access to care • Enable timely interventions to improve outcomes for those diagnosed

Measuring Our Impact

- Number and type of screenings
- Number of referrals for follow-up care

**Impact measures are subject to change depending on the direction of each intervention.*

PRIORITY: Behavioral Health

IMPACT:
Increase access to behavioral health services and support community strategies that decrease stigma, promote wellness, increase social connections

DESCRIPTION OF HEALTH NEED DATA:

- The Waukesha County hospitalization rate due to substance use is 314.1 per 100,000 residents, which is higher than the Wisconsin rate of 286.2 per 100,000 residents.
  Source: Metopio, Wisconsin Health Association Information Center, 2019-2023
- In 2022, 14.8 percent of Waukesha County residents aged 18 or older reported poor mental health during the past 30 days.
  Source: Metopio, CDC PLACES, 2022

ALIGNMENT WITH EXISTING STRATEGIES

LOCAL: Waukesha County Community Health Improvement Plan

- Mental health action team

STATE: Wisconsin State Health Improvement Plan 2023-2027

- Person and Community-Cenetered Health Care
- Mental and Emotional Health and Well-being

NATIONAL: Healthy People 2030

- Improve mental health

STRATEGY #1: Ensure that patients visiting our facility have access to behavioral health referrals

Specific Interventions	Collaborative Partners	Objectives
• Support trauma patients with additional check-ins and community referrals • Screen patients for behavioral health needs in the ED including mental health, depression, alcohol abuse and drug use, and provide follow-up care and referral as appropriate • Provide behavioral health consults and referrals through the Aurora Behavioral Health Services telepsych program • Provide post-traumatic stress disorder (PTSD) screening calls to trauma patients 30-45 days after discharge	• Aurora Medical Group (AMG) • Aurora Behavioral Health Services • Community-based organizations	• Improve navigation to support services for mental health • Increase access to therapy through virtual appointments

Measuring Our Impact

- Number of inpatient or ED patients screened
- Number of calls completed / referrals

**Impact measures are subject to change depending on the direction of each intervention.*

PRIORITY: Behavioral Health (CONTINUED)

STRATEGY #2: Contribute to the Waukesha County CHIP by supporting the Mental Health and Substance Use Action Teams

Specific Interventions	Collaborative Partners	Objectives
• Expand "Ending the Silence" campaign • Conduct a Mental Health Awareness Day at local schools • Develop and implement a community mental health worker model • Promote mental health hotlines • Conduct a community scan of available programs that serve as a conduit to social connection • Increase community awareness of community-connection models like intergenerational skill-sharing and volunteer engagement • Promote mental health and well-being by coordinating community partners to plan and implement Screen Free Week • Increase the number of people receiving Certified Peer Support services and educate about the benefit of the services • Embed harm reduction strategies and education in health care, law enforcement, and the justice system	• Waukesha County CHIP Action Teams (mental health and substance use) • Community-based organizations • Education institutions	• Enhance the mental health and substance use response system • Increase awareness and reduce stigma around mental health issues • Improve access to mental health support and services for underserved populations • Reduce substance use harm and improve recovery outcomes • Improve mental health well-being within the community

Measuring Our Impact

- Process milestones related to each objective

**Impact measures are subject to change depending on the direction of each intervention.*

PRIORITY: Community Safety

IMPACT:
Promote safe communities by offering services to survivors of domestic and sexual violence, injury prevention education, and advance emergency medical services (EMS) workforce training

DESCRIPTION OF HEALTH NEED DATA:

- In Waukesha County, the hospitalization rate to unintentional falls is 727.7 per 100,000 residents which is higher than the Wisconsin rate of 620.5 per 100,000 residents.
  Source: Metopio. Wisconsin Health Assocation Information Center, 2019-2023
- AMCS Emergency Department shows unintentional falls and motor vehicle accidents as the top two patient encounters.
- The violent sexual assault crime rate in Waukesha County is 8.4 crimes per 100,000 residents.
  Source: Federal Bureau of Investigation Crime Data Explorer, 2022

ALIGNMENT WITH EXISTING STRATEGIES

LOCAL: Advocate Health

- Sexual Assault Nurse Examiner (SANE) program
- Quality of care

STATE: Wisconsin State Health Improvement Plan 2023-2027

- Physical, Mental, and Systemic Safety

NATIONAL: Healthy People 2030

- Improve health and well-being for older adults
- Prevent violence and related injuries and deaths

STRATEGY #1: Provide safe and compassionate services to community members that promote health and healing

Specific Interventions	Collaborative Partners	Objectives
• Provide 24/7 trauma-informed and victim-sensitive services to people of all ages who have been affected by domestic and sexual violence • Provide community education and prevention trainings to local law enforcement agencies	• Local law enforcement agencies • The Women's Center	• Reduce post-traumatic stress • Increase access to immediate safety and support services

Measuring Our Impact

- Number of patients / referrals
- Number of trainings / participants

**Impact measures are subject to change depending on the direction of each intervention.*

PRIORITY: Community Safety (CONTINUED)

STRATEGY #2: Offer evidence-based injury prevention education in community settings

Specific Interventions	Collaborative Partners	Objectives
• Facilitate Stepping On, an evidence-based falls prevention workshop, in Waukesha County • Host AARP Safe Driver courses for community members at the hospital • Offer Stop the Bleed education to local community members and businesses in Waukesha County • Co-lead the implementation of the Waukesha County Falls Prevention Coalition	• AARP • Wisconsin Institute for Healthy Aging • Local EMS partners • Aging & Disability Resource Center (ADRC) • Waukesha County Public Health • Local health care system partners • EMS providers • Other community-based organizations	• Reduce the rate and risk of falls for older adults • Increase access to immediate safety and support services

Measuring Our Impact

- Number of sessions / participants
- Process milestones related to objectives

**Impact measures are subject to change depending on the direction of each intervention.*

STRATEGY #3: Increase safety and enhance injury prevention and response

Specific Interventions	Collaborative Partners	Objectives
• Offer evidence-based educational sessions to EMS agencies that enhance field skills • Provide clinical experiences for paramedic students, both in the ED and ancillary areas of the hospital • Provide Sim Man/Baby trainings for paramedic students	• Local law enforcement agencies • Local EMS agencies	• Increase access to immediate safety and support services • Increase education on emergency response • Enhance the quality of paramedic education and improve patient care outcomes

Measuring Our Impact

- Number of sessions / participants
- Number of students provided with clinical experiences

Adoption of the Implementation Strategy

The Community Health Implementation Strategy report was adopted by the Aurora Health Care Metro Board, the authorizing body of the hospital, on April 21, 2025.

Note: Plans to address selected CHNA priorities are dependent upon resources and may be adjusted on an annual basis to best address the health needs of our community.