December 2020

Aurora Health Care Annual Report 2006

Aurora Health Care

Follow this and additional works at: https://institutionalrepository.aah.org/ahc_books

This Document is brought to you for free and open access by the Aurora Health Care at Advocate Aurora Health Institutional Repository. It has been accepted for inclusion in Aurora Health Care Books, Documents, and Pamphlets by an authorized administrator of Advocate Aurora Health Institutional Repository. For more information, please contact AAH-Library@aah.org.
ON OUR COVER

A wedding is one of life’s happiest moments. When Dawn Loze’s mother was hospitalized and unable to attend her daughter’s ceremony, the staff at Aurora Medical Center in Manitowoc County helped bring the ceremony to the hospital.

Turn to Page 10 to read how the people of Aurora listened to the needs of this family and turned a difficult situation into a lifetime of positive memories.
OUR VISION:

Aurora Health Care was created around a single idea:

There is a better way to provide health care. We will be satisfied only when Aurora gives people better access, better service and better results than they can get anywhere else.

Working together, the people of Aurora will find a better way.

OUR VALUES:

we believe...

...every patient deserves the best care.

...in responsibly managing resources.

...in accountability, teamwork and respect.
Letter from the Chief Executive Officer and the Chair of the Board

Listening.

In health care, listening is one of the most important skills we have. We listen to our patients, the communities we serve, the businesses that help make our communities financially healthy, our caregivers — all those who have a stake in health care. That means everyone.

Over the past year, Aurora Health Care has been listening intently. We've heard from many of those we serve – their thoughts, their concerns and their ideas. As we move forward, we're incorporating those ideas into the way we work every day. We use our values as a framework to apply these ideas. Our three values represent what we believe about delivering care:

**We believe every patient deserves the best care**
As we hold ourselves to the highest standards in the measurement of quality and safety, we continue to be a nationally recognized leader in delivering the best care. Our patients should expect no less. The magic of healing happens when we combine high quality care with a personalized, patient-centered approach.

**We believe in responsibly managing resources**
Our communities trust us with their financial support as well as their health. As stewards of precious health care dollars, we are striving every day to find new ways to reduce the cost of health care, and we’re having remarkable success. As more and more of the care we provide is delivered outside a hospital setting, Aurora has achieved true value for our communities — that unique combination of quality, service and affordability.

**We believe in accountability, teamwork and respect**
This value is applied internally at Aurora Health Care, and externally in our communities. This is what listening and responding is all about.

In this annual report, we share several stories about what we’ve learned while listening to those we serve, and how we have applied what we’ve learned.

**Simplified care.** Our patients are busier than ever before. They tell us they want health care to be simple, and Aurora’s integrated system makes this possible. Offering a full continuum of care, Aurora professionals include physicians, nurses, behavioral health therapists, pharmacists, social workers and other experts, all working together to achieve the best outcomes for our patients. The goal is to coordinate care across a broad spectrum of services and patient needs.

Ken Mills of Sheboygan experienced this while undergoing cancer treatment. “Aurora’s integrated care made the entire experience seamless,” Ken says.
Rapid adoption. Our patients tell us they want to be able to benefit from leading-edge technologies and treatment options. Aurora long has been an innovator, quick to adopt new technologies and state-of-the-art treatments. Consider the CyberKnife, a groundbreaking treatment that targets tumors with intense cancer-killing radiation. Aurora St. Luke's Medical Center, with the help of generous gifts from John and Judy Gardetto of Muskego and the Vince Lombardi Charitable Funds, was the first Wisconsin hospital to offer this life-saving treatment.

Care designed around you. Patients tell us how important it is that they have easy access to health care services when they need them. For many people, that means being able to get care outside work hours at conveniently located sites. Aurora was the first not-for-profit health system in the country to introduce retail clinics. Aurora QuickCare, offering care in malls, grocery stores and other public places, provides basic services at affordable prices without an appointment. Mike and Anne Aletto of Kenosha describe how QuickCare makes their lives easier. At our traditional clinics, we have sought to accommodate busy families by extending our hours, offering appointments early in the morning, in the evening and on weekends. Jeanine Lepien of Waukesha County says one bonus is that she can keep her family healthy — and not miss work to do it.

We will continue to be careful and thoughtful listeners — and to lead the way toward a healthier future for our patients and the communities we serve.
Integrated care helps ease patient’s stress

Ken Mills believes that all patients deserve to have their voices heard. That belief was crystallized after he was diagnosed in Minnesota with cancer just two weeks before his retirement.

After Ken and his wife, Darlene, moved to Sheboygan, their daughter persuaded him to visit the Vince Lombardi Cancer Clinic for treatment of his non-Hodgkin’s lymphoma. “I instantly fell in love with the place,” he said.

Since then, Ken has been cared for at a number of Aurora clinics and hospitals. “Aurora’s integrated care made the entire experience seamless,” Ken said. “Everywhere I’ve visited, the staff listened not just to me, but also to my wife, who was with me for every step of my treatment. At Aurora, I finally found my voice as a patient.”

Ken says that Stacy Miller, oncology coordinator at Aurora Sheboygan Memorial Medical Center, reflects the integrated care and compassion that is so much a part of Aurora. “When I needed a chemo treatment at midnight on a Friday, she was there, even though she had already worked all day. Stacy wanted to make sure I was taken care of. That’s been my experience throughout Aurora.”

Ken and Darlene have worked with Aurora professionals to begin a patient advisory committee that matches new cancer patients with “veterans” like himself. He says it’s a way to offer information, comfort and support. “The people of Aurora gave me hope,” Ken said, “and Aurora is helping me to pass that on.”

Ken and Darlene Mills review a photo album of Ken’s auto stem cell transplant treatment with Stacy Miller, R.N. Ken shares the book and his own cancer journey with newly diagnosed cancer patients.
Judy Gardetto and her late husband, John, helped bring a specialized treatment to Aurora St. Luke's Medical Center.

CyberKnife targets tumors, brings new hope

John Gardetto believed in helping people, in his work and his philanthropy. The former president of Gardetto's Bakery died at age 71 in June 2007. Before his passing, he left a legacy of kindness that will long be remembered.

Part of that legacy was to help bring an innovative treatment, called the CyberKnife, to Wisconsin. It is a technology that precisely targets tumors with high-energy radiation. A longtime supporter of Aurora St. Luke's Medical Center, John was enthusiastic when he heard the hospital was exploring the technology. Little did he know he would be among those to receive this unique treatment.

Judy Gardetto said her husband was a pioneer who was concerned about others. "He used to say to me, 'If our employees do well, we'll do well.' And that's why he wanted to make a gift toward the CyberKnife – he thought he might be able to help someone else."

And he has. Kenneth Bastin, M.D., clinical director of radiation oncology at Aurora St. Luke's and director of CyberKnife radiosurgery, said: "Without question, we have patients who today are alive because of this amazing technology. Robotic radiosurgery with the CyberKnife allows us to treat people without incisions or anesthetic. It delivers a very intense dose of cancer-killing radiation with minimal side effects in an outpatient setting."
Aurora QuickCare™ offers convenient, affordable care

Anne Aletto of Kenosha loves Aurora QuickCare for her family's minor medical needs. Her husband, Mike, and three children, Czesia, 8, Kinga, 7, and Dante, 5, all have been treated at the QuickCare inside the Piggly Wiggly grocery store in Kenosha.

"I love the convenience. It's not even a quarter of a mile from our house, and when we go there, we're usually seen immediately," Anne said. "We get great service every time."

Anne also appreciates the follow-up by the nurse practitioners at Aurora QuickCare.

"The nurses call the next day to see how we're doing and see whether we're getting results from the medications. They're great about making sure our doctor is up to date on our care and provides any needed follow-up care."

Affordability also plays a role in Anne's choice of Aurora QuickCare.

"Because we're self-employed and have only major medical insurance, QuickCare is perfect for us. It's very reasonable. We always think of QuickCare first, especially if it's a simple sore throat."

The Aletto family: Mike, Anne, Dante, Czesia and Kinga.
Aurora Fertility Services creates happy endings

Don Miller and her husband, Kevin, had tried to conceive for several years. Visits to a number of clinics had not gone well. The Manitowoc couple were naturally apprehensive before they visited Mark Severino, M.D., clinical director of Aurora Fertility Services.

“But Dr. Severino really made us feel comfortable,” Dori said. “The staff was unbelievably welcoming and very interested in making sure they answered all our questions.”

Dori and Kevin received the help they needed. “We met Dr. Severino in March and were pregnant by the end of April,” Dori said. The couple now have two children, Emma, 3, and Dillon, 2.

“We felt as if the staff were part of our family and were sincerely concerned about us,” Kevin said. “If we had questions or concerns, Dr. Severino made himself available 24 hours a day. There were times we had to contact him after hours, and he was right there to respond.”

Kevin and Dori Miller with their children, Emma and Dillon, and Mark Severino, M.D.
Aurora staff gives family a lifetime of memories

Dawn Loze never expected a wedding like this.

Dawn and fiancé Randy Loze were planning to marry in an outdoor ceremony at her sister's home. Then Dawn's mother, Darlene Markowski, was hospitalized with cancer. When Dawn learned her mother was too ill to leave the hospital, the staff at Aurora Medical Center in Two Rivers volunteered to bring the wedding to Darlene.

"Betty Franz, the hospital social worker, said, 'You just let me take care of this,' Dawn recalls. "My mom was so happy she cried. Everyone on the staff pitched in and went above and beyond for us. The hospital chaplain performed the ceremony and the hospital came up with a vocalist and pianist. It was beautiful."

The crowd of over 125 people at the wedding included Dawn's mother, father, stepfather and sisters, along with children and stepchildren Cameron, 8, Felicia, 13, Zach, 16, and Randie, 19.

Just a week after the ceremony, Dawn's mother died.

"It was really bittersweet," Dawn said. "The Aurora Medical Center staff helped to create happy memories that we thought would never be possible. A simple act of kindness gave my family a lifetime of positive memories."
Iceolean Williams and Aurora Pharmacy home delivery driver Dan Tromp.

Aurora Pharmacy home delivery saves time, money

Iceolan Williams has a tight income. She used to spend precious time and money taking a cab to pick up her medications before learning about Aurora Pharmacy's home delivery service. Now she can count on Aurora Pharmacy driver Dan Tromp to bring prescriptions right to her door, at no cost.

"I'm a breast cancer survivor and I have arthritis," Iceolan says. "I get five or six prescriptions a couple times a month, and most of the time it's Dan who comes by. It's nice to know the person who is bringing you your medicine. It gives you peace of mind. I'm very glad to have this service."

Iceolan says Aurora is helping her save both time and money, "and that's a good thing."
Eating disorders program helps re-create balance

Sami Christiansen, 23, is bright, talented, and recovering from an eating disorder.

“When you have an eating disorder, you forget about the joys of everyday life. When you get that back, it’s profound,” Sami says.

She had sought help from others, but felt her Aurora therapist provided a special connection that was missing from earlier treatments.

“Working with therapist Pam Franklin at Aurora Psychiatric Hospital has been a life-changing experience. I learned why my disorder began and I’ve learned to express things I couldn’t before. As a result, my family and I have gotten a lot closer.”

The positive impact of Sami’s treatment is reaching a national audience through “Normal,” a musical about eating disorders co-directed by Sami’s father, Eric. In post-performance talk-backs, Sami answers audience questions about her newfound perspective. “It is liberating for us to share this experience,” Eric said.

Sami’s therapy included learning how to deal with feelings that trigger eating. Jeanne, Sami’s mother, said, “It was important to know she was in a program that would help her transition to everyday life after the inpatient portion was over.”

Sami continues to work on her eating disorder. “I still struggle, but the urges have decreased, and breaking the pattern of acting on those urges is much easier to handle.”
Breast cancer patient Kathleen VanWagenen (center) is surrounded by her Aurora Sinai breast care team. (Starting left and moving counterclockwise) Surgeon Judy A. Tjoe, M.D., radiologist Sarha Lee, M.D., medical assistant Melissa Parchment, cancer care coordinator Monique Swiecichowski, R.N., administrative assistant Dawn Werth and nurse practitioner Jean Rosiak, A.P.N.P.

Aurora Sinai patient discovers passionate care

Finding a lump in your breast can be the most devastating day of a woman's life. No one knows that better than Kathleen VanWagenen of West Bend. “I immediately went to my doctor, Rene Jahnke, and she called surgeon Dr. Judy Tjoe at Aurora Sinai Medical Center. I was terrified, but the staff at the breast center was unbelievable. They told me to call day or night with questions. I was surrounded in love. If you have to experience something bad, it’s nice to have so many good people around you.”

The speed with which Kathleen was treated helped ease her anxiety. “I was diagnosed quickly by radiologist Sarha Lee, I was in surgery July 3 and home the next day. Dr. Tjoe came to the hospital on her holiday so I was able to spend the Fourth of July watching the fireworks with my family.

“The staff and the range of services have been fabulous. I know ‘my girls’ will be there for me as I get ready for chemo,” Kathleen said. “What was most comforting to me is knowing that the staff at Aurora focused on me as an individual and made sure I had the help and resources for my physical, emotional and spiritual needs during and after my care.”
Extended hours create options for busy families

Dental technician Jeanine Lepien is married with two kids and multiple demands on her time. That's why she values the extended hours offered at Aurora Wilkinson Medical Clinic. Patients have many options for appointments, including early mornings, evenings or Saturdays.

“I see Dr. (John) Schwab in Hartland and my children see their pediatrician, Dr. (Karen) Swanson, in Oconomowoc,” Jeanine said. “I usually ask for an early morning or evening appointment, because I hate to miss work. It's definitely convenient to have more options to get everyone in. It was a great idea.”

“As a working mom, I've always said it's hard enough to juggle the daily demands of a family. When there's a health care need, it would be great to have hours that are built around the needs of a family instead of the convenience of the doctor and clinic staff. That's exactly what Aurora has done.”

Jeanine Lepien with her children, Samantha and Benjamin.
Aurora VNA brings flu clinics to Hmong association

The Aurora Visiting Nurse Association of Wisconsin holds influenza vaccination clinics throughout eastern Wisconsin each year. When a language barrier made it difficult for Hmong people to participate in the community clinics, the Hmong Mutual Assistance Association of Sheboygan asked the VNA nurses whether they would be willing to hold a clinic at its center.

The clinics were announced on Hmong radio and got a great response. Those who were vaccinated urged others to come the next year. Now the Sheboygan Hmong community looks forward to the clinics each fall.

Chasong Yang, executive director of the association, said: “We always have had a good relationship with the Aurora Visiting Nurse Association. The Hmong community feels good that Aurora listened to our needs and cared enough to establish a clinic where Hmong residents are comfortable and where we have interpreters. That effort means a lot, especially to the elderly people.”
### Care Management Impact
Aurora Health Care is a national leader in developing and implementing best practices in clinical improvement and disease management. In 2006, Aurora analyzed the effect of 26 initiatives involving more than 600 Aurora physicians and documented the following impact:

<table>
<thead>
<tr>
<th>Lives benefited</th>
<th>838,575</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deaths prevented</td>
<td>1,403</td>
</tr>
</tbody>
</table>

#### Medical Expense Savings for Patients, Employers and Other Payers

<table>
<thead>
<tr>
<th>Description</th>
<th>Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influenza vaccination for high-risk patients</td>
<td>$13.1 million</td>
</tr>
<tr>
<td>Cholesterol management for coronary artery disease patients</td>
<td>$5.4 million</td>
</tr>
<tr>
<td>Antibiotic treatment for pneumonia patients</td>
<td>$6.1 million</td>
</tr>
<tr>
<td>Other</td>
<td>$700,000</td>
</tr>
<tr>
<td><strong>Total medical expense savings for the communities Aurora serves</strong></td>
<td><strong>$25.3 million</strong></td>
</tr>
</tbody>
</table>

#### The People of Aurora Health Care

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total employees</td>
<td>25,750</td>
</tr>
<tr>
<td>Registered nurses</td>
<td>4,948</td>
</tr>
<tr>
<td>Physicians on staff</td>
<td>3,387</td>
</tr>
<tr>
<td>Employed physicians</td>
<td>670</td>
</tr>
<tr>
<td>Residents and fellows</td>
<td>139</td>
</tr>
</tbody>
</table>

#### Charity Care
Aurora provides a large amount of charity care for people who are uninsured or are otherwise unable to pay for the care they need. In 2006, Aurora’s costs for providing this care totaled $31.7 million.

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity care charges</td>
<td>$71,639,000</td>
</tr>
<tr>
<td>Charity care costs</td>
<td>$31,735,000</td>
</tr>
</tbody>
</table>

#### Other Unreimbursed Care

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bad debt</td>
<td>$87,508,000</td>
</tr>
</tbody>
</table>
Service Statistics

- Inpatient discharges: 101,500
- Inpatient days: 414,866
- Length of stay (days): 4.09
- Births: 12,492
- Surgical procedures: 84,775
- Ambulatory care visits: 2,589,606
- Emergency care visits: 230,697
- Hospital outpatient visits: 1,414,462
- Home care nursing visits: 282,371
- Family Service visits: 67,698
- Hospice benefit days: 84,416
- Home-delivered meals: 466,017
- Retail pharmacy prescriptions: 5,595,713
- Web site visits: 6,481,247

Community Outreach

- Health education and outreach: $4,624,456
- Transportation: 772,300
- In-kind services and sponsorships: 8,681,570
- Counseling: 1,271,832
- Free clinics: 2,475,505
- Health screenings and immunizations: 888,499
- Support groups and self help: 2,196,305
- Work force development: 5,223,695

Total: $26,134,162

Financial Summary

Aurora's total net services revenue grew from $2.8 billion in 2005 to $3.0 billion in 2006. Revenue from inpatient services rose 4.4% while revenue from outpatient hospital visits and visits to clinics rose 10.8%.

Aurora is Not for Profit

Aurora Health Care is a not-for-profit charitable organization. All revenues in excess of expenses are reinvested in improving health care services.

Sources of Funds

- Inpatient services: $1,083,307,726
- Outpatient and ambulatory services: 1,481,273,274
- Other services: 468,438,000
- Total net services revenue*: 3,033,019,000
- Other sources: 151,762,000

Total: $3,184,781,000

Uses of Funds

- Salaries, fees and fringe benefits: $1,573,009,000
- Supplies: 686,544,000
- Net building, equipment and working capital: 45,917,000
- Maintenance, rental, insurance, utilities and other business expenses: 636,376,000
- Other payments: 242,935,000

Total: $3,184,781,000

*Total net services revenue is net after subtraction of charity care, other uncompensated care, and Medicare, Medicaid and other government shortfalls.
Our thanks to the many talented people who donate their time to serve on the boards of our not-for-profit organization.
Aurora Medical Center of Washington County

Steven W. Holcomb, M.D.
Iris Hubert, Secretary-Treasurer
Donald J. Nestor*, President
Faith Quandt
Majdi Abu-Sall, M.D.
Kevin Volm, Chair
Gary Wendorff, Vice Chair

Aurora Medical Group

Jeffrey W. Bailey*, M.D., President
Edward Barylak, M.D.
James Brannon
A. John Capelli, M.D.
Robert Devermann, M.D., Vice President
Lef Erickson, Jr., M.D.
Badri Ganju, M.D.
James Gibson, M.D.
Eliot J. Huxley, M.D.
Thomas P. Kocher, M.D.
Joseph Majewski, M.D.
Jere D. McCaffey
Daniel Miota, D.O.
Donald J. Nestor, Secretary-Treasurer
David Ury, M.D.

West Allis Memorial Hospital

Francis Andres, M.D.
Wayne B. Clark
Jeffrey C. Eckrich, Vice Chair
Susan Ela, R.N.*
Carl L. Goezwehr
Joseph Kempen, Chair
Gerse LaSpisa
Glenda Lee, M.D.
Patricia Martin
Kenneth Snyder, D.O.
Phillip Taughm, M.D.
Mary Tenwinkel, Secretary-Treasurer
Charles Wilkenhauser
Paul M. Ziehler*

Philanthropy

Aurora Health Care Foundation

Donald Buzard
Dr. Glenn Buzard, Chair
Thomas G.A. Herx
Nancy J. Kaufman*
Donald J. Nestor, President
Robert D. O'Keefe, Secretary-Treasurer
Julie Taylor
Richard Weiss

Aurora Health Foundation

Central Region

Catherine Best, M.D.
Elidon Bohrofer
Roberta Filicky-Peneski
Eleanor A. Jung, Secretary
Dennis L. Ohi
Michael Peck, M.D.
Marion C. Petersen
Randy H. Rooper
Reed J. Schmelt
Larry R. Siegert, J.D.
David R. Smith, M.D., M.P.H., Vice President
Bobbe Tegen
Wally Waldhart, President

Aurora Lakeland Medical Center Foundation

Scot T. Christian, Vice President
Charles Ebeling
Sherry English
James W. Gee
Jani Hartley
Steve Jansen, AAMS
Alice Morava, Honorary Director
Kim O'Keefe, Chair
B. G. O'Reilly
Bob Rauland
Mary Schroeder,
Laverne Schmidt*
Dave Serek
Kathleen Skowlund*
Nancy J. Thelen
Donald B. Weber,
Treasurer

Aurora Medical Center Kenosha Charitable Council

Stephanie Chirbas
Jennifer Dooley
Diane Gerlach, D.O.
Robert H. Haggarty, Ph.D.
Shuron Moscicki
Chris Olson
Ted Repsholdt
Laverne Schmidt

Medical Center Foundation of Hartford

James Algiers, M.D.
Jeff Allen, M.D.
Marlene Confort
Perry Hahm
Thomas E. Haley, Treasurer
Iris Hubert, President
Sue Langet, Secretary
Michael Mally, M.D., Vice President
Joe Podawiltz
Dave Rohrer
James Schwartz
Steve Shimon
Eric Weber, M.D.
Gene Wendorff

Memorial Hospital of Burlington Community Foundation

E. Stuart Arnett, Secretary-Treasurer
Kevin Kluesner
Dennis Lynch, Vice President
Mike Majewski, M.D.
Jim Peterson
Charles Puntillo, D.D.S
Gary Schildt, President
Laverne Schmidt
Kathleen Skowlund
William Stone, M.D.

Vince Lombardi Charitable Funds

Lou Bansch
Larry Barbara
Christian Barry
James Clark, President
Joshua Gimbel
William Haise
Margaret Haggerty
Timothy Jones
Roger Kriete

Ken Levitt
Steve Marshall
Paul Mirabella
Brent Morris
Gary Neveurmam
Robb Risch
John Schaller
Donald Schrader
Paul Soltvedel
J. D. Townsley
James Wrass