What is Possible.
A Regional Health Care Network

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Together, We Are Making the Impossible, Possible

The Froedtert & the Medical College of Wisconsin health network is revolutionizing how one partnership can impact the lives of many.

We lead with our strength. As the region’s only health network with an academic medical center, Froedtert & MCW’s unparalleled patient care partnered with MCW’s medical education and innovative research expands the boundaries of medicine and community health.

Beyond our fundamental mission, our actions are more than corporate responsibility. They are more than the provision of safety net resources. They surpass the exceptional care we provide. We are affecting the health of our community by providing you with the right care in the right time and place.

• We are transforming health care to ensure the most affordable access to the highest quality of care.
• We are reaching out, listening to and understanding the diversity of individuals in our community to elevate our culturally competent care.
• We are meeting individuals in their communities to empower self-sufficiency and success.
• In partnership with MCW, we are creating education, training and job opportunities.
• And through bold, trailblazing partnerships, we are contributing to a vibrant local economy, creating strong footholds for future generations.

The common denominator in this progress is you and your willingness to partner with us. When we knock on your doors, you welcome us in. When we spark a conversation, you warmly engage. Partnerships with community leaders, volunteers and business owners in this region set the foundation for success in growing a strong and vibrant community. Together we can make a lasting impact with far-reaching benefits to the health of our community.

Wishing you well,


Catherine Jacobson
President and CEO, Froedtert Health

Vision

Froedtert & the Medical College of Wisconsin will be the region's premier health network by demonstrating superior value through an academic-community partnership and aligning health care delivery across the region.

Mission

The Froedtert & the Medical College of Wisconsin health network advances the health of the communities we serve through exceptional care enhanced by innovation and discovery.

Values

Partnership: Partnering with patients, families and other organizations; collaborating with co-workers and colleagues

Responsiveness: Meeting the needs of the community in prevention, wellness and providing integrated care

Integrity: Building trust; using resources wisely

Dignity and Respect: Creating an inclusive and compassionate environment for all people

Excellence: Demonstrating excellence in all we do
Care for a lifetime from a trusted medical team whose focus is on caring for the whole person.
Fresh thinking and collaborative partnerships help us meet people wherever they are.
Making a Significant Community Impact

The combination of the education, research, patient care and community engagement we provide builds a powerful foundation for the health, well-being and vibrancy of our community. Nationally and internationally the Medical College of Wisconsin’s researchers and physicians are acknowledged leaders in basic scientific and translational research. Froedtert Hospital is MCW’s primary site for clinical research, and many clinical trials are available throughout the Froedtert & MCW health network.

• A health network that includes an academic medical center leads to a strong regional job market. Together, Froedtert Health and MCW employ nearly 15,000 individuals at all skill levels. What’s more, Froedtert & MCW Froedtert Hospital, the Medical College of Wisconsin and the other entities that make up the Milwaukee Regional Medical Center employ more than 20,500 people, representing the state’s second largest employer.

• Biomedical research at MCW is also a job creation and economic development driver. MCW ranks in the top third of medical schools and eighth for dollars per award by annual funding from the National Institutes of Health (NIH), the highest caliber support available for medical research. The NIH estimates that for every $1 awarded in grant funding, there is a return to the local community of $2.21 in economic growth.

• Work by MCW physicians and researchers has resulted in 218 technologies covered by more than 257 pending and issued U.S. and foreign patents. MCW holds more than 50 technology license agreements with pharmaceutical, biotechnology and medical device companies.

• Through the hundreds of clinical trials we conduct each year in partnership with MCW researchers, new life-prolonging therapies are generated and tested — many of which result in breakthrough treatments that ultimately will be made available to the general public. And our academic-community approach means this leading-edge care is available to more people, closer to home.

• Our clinical research has led to successful start-up companies through MCW that attract external investment into our community, in addition to the advances in patient care they represent.

• Our health network’s contributions complement the high quality and efficiency of patient care for which Wisconsin is known. According to the federal Agency for Healthcare Research and Quality (AHRQ), Wisconsin ranks second in the U.S. for its quality of health care.

2016 Contributions to the Community

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<thead>
<tr>
<th>Category</th>
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<td>Government-Sponsored Health Care (Medicaid Shortfalls)</td>
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Note: The financial data above, while unique to the Froedtert & the Medical College of Wisconsin health network, is based on reporting methodology similar to that used by Catholic Health Association of the United States and VHA Guide for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.

Not reflected in the above totals is over $5.9 million in community health improvement activities and financial assistance provided by Froedtert & MCW Community Physicians.

By the Numbers

As of June 30, 2016

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<td>Level I Trauma Center Patients Evaluated</td>
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<td>Average Daily Census</td>
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| Intensive Care Units:
Number of Units | Number of Beds |
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<td>7</td>
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| Births          | 3,893          |
| Physicians      | 2,729          |
| Nurses          | 3,067          |
| Staff           | 10,913         |
| Volunteers      | 781            |
What Sets Us Apart

Our health network connects the groundbreaking research and clinical achievements only an academic medical center can provide with a community-based approach to care that delivers the right care at the right place and right time. This unique academic-community platform helps ensure patients get high-quality care that is appropriate and cost-effective. The Froedtert & the Medical College of Wisconsin academic medical center ranks as one of the best in the nation, recognized for medical breakthroughs, quality of care, and education and training for the next generation of researchers and health care providers.

How We Compare

More than a simple partnership, affiliation or collaboration, Froedtert & MCW Froedtert Hospital and the Medical College of Wisconsin compose one of only 140 academic medical centers in the nation. The collective impact of the academic medical center’s mission to educate, research, provide patient care and engage in the community improves health and well-being while expanding the boundaries of knowledge. Others may claim to perform these missions singularly, but data supports that the impact of these core functions taking place within one institution has a cumulative impact greater than the individual parts. Milwaukee is unique among communities to house this powerful resource with lasting and far-reaching economic and societal benefits.

EDUCATION AND TRAINING

- MCW ranks in the top 1.2 percent worldwide for quality of education, alumni employment, quality of faculty, publications, influence, citations, broad impact, and patents among 25,000 degree-granting institutions, according to the Center for World University Rankings.
- Out of 690 sponsoring institutions providing graduate medical education in the country, MCW is one of just three winners of the DeWitt C. Baldwin Jr. Award from the Accreditation Council for Graduate Medical Education, the most prestigious recognition an institution can earn for graduate medical education.
- Froedtert Hospital is the largest teaching hospital in Wisconsin and is the primary adult teaching site for MCW, with more than 750 residents and fellows at any time.
- Froedtert Hospital provides training for more than 1,000 nursing students and allied health professionals each year.

RESEARCH

- MCW is the second largest research institution of any kind in the state, and the largest in southeast Wisconsin.
- MCW ranks in the top third of medical schools and eighth for dollars per award by annual funding from the National Institutes of Health (NIH), the highest caliber support available for medical research.
- In its recent fiscal year, MCW conducted more than 3,200 research studies, including clinical trials.
- In 2015, MCW was one of only 18 NIH Clinical and Translational Science Initiative award recipients in the nation — and the only recipient in Wisconsin. The competitive grant renewal funds the work of the Clinical and Translational Science Institute of Southeastern Wisconsin, a consortium of eight regional organizations that translates discoveries from bench to bedside to community.
- MCW houses five federally designated research centers and one international research center.

PATIENT CARE

- Froedtert Hospital received the prestigious Bernard A. Birnbaum, MD, Quality Leadership Award in 2015 and 2016 from Vizient, ranking in the top five of academic medical centers participating in its annual quality and accountability study. Vizient is a leading alliance of U.S. academic medical centers and hospitals.
- MCW physicians make up the largest multi-specialty practice in Wisconsin and the seventh largest academic practice in the U.S.
- Our three-year transplant outcomes exceeded both the national average and other Wisconsin centers.
- Froedtert & MCW Clinical Cancer Center is the only adult cancer center in the region performing all three types of bone marrow transplants, a highly specialized treatment for blood cancers.
- Our advances in patient care range from personalized medicine — the use of whole genome sequencing in diagnosis and treatment — to serving as a major referral center for pancreatic cancer.
- Our adult Level I trauma center is a leader in seeking knowledge and developing prevention initiatives driven by community-generated data. Level I trauma centers offer a 25 percent reduction in death rate for severely injured people compared to standard emergency departments. One in five individuals is more likely to survive traumatic injury in a state with an established trauma system.

COMMUNITY ENGAGEMENT

- Froedtert Health’s contributions to Wisconsin charitable organizations in fiscal 2015 exceeded $2.2 million, placing us among the state’s top 10 contributors based on a list compiled by the Milwaukee Business Journal.
- The Froedtert & MCW health network recently partnered with a local federally qualified health center with a gift of $12 million to develop a new access site on the near south side of Milwaukee.
- From school nurses to free screenings, CPR training to subsidized ride service, Froedtert Health’s efforts serve as an important pillar of community health.
Advances in Technology

IBM Watson for Clinical Trial Matching

Early in 2017, the Froedtert & MCW Cancer Network will introduce IBM’s Watson™ for clinical trial matching. This cognitive computing technology will help physicians more quickly match cancer patients with appropriate cancer clinical studies.

Clinical trials are the gold standard in medical evidence and crucial for developing new treatment options for the millions of Americans battling cancer. Finding and enrolling eligible patients in clinical trials is difficult, and fewer than 5 percent of cancer patients participate in trials. Watson can speedily review millions of documents from an array of local and national trials to provide trial options to a patient’s cancer team.

The Cancer Network is the first in Wisconsin and among the first cancer programs in the U.S. to use Watson for clinical trial matching. IBM is working with Froedtert & MCW experts to implement a version of Watson specifically for the Cancer Network, which includes four locations in southeastern Wisconsin.

Inception Health

In 2015, Froedtert Health launched Inception Health LLC to facilitate the health network’s adoption of innovation and, in particular, the use of digital technology to advance an individual’s health status. Since its launch, Inception Health has been working behind the scenes and collaborating with outside companies to solve key health care problems, develop new ideas, and scale the resulting solutions across the health network. One way Inception Health is helping patients is by working to solve the challenges of navigating to and around a large facility like Froedtert Hospital. Inception Health brought our health network together with other health systems to identify and implement a best-in-class solution. Teams throughout the health network are now in the process of implementing this solution, which leads patients from their homes to the best parking, into the building and directly to the clinic in which they have an appointment. It also operates the Froedtert & MCW Virtual ICU, telemetry and telemonitoring services.

On the Front Lines Prepping for New and Emerging Diseases

Froedtert & MCW physicians and researchers are on the front lines combating rare diseases and threats to public health. Without this work, these issues could become significant problems for our communities.

In 2014, the Centers for Disease Prevention and Control named Froedtert Hospital one of 35 hospitals in the U.S. that meets its standards for expertise, staff, training and equipment to provide the complex treatment required to safely care for Ebola patients.

Our Level I Trauma Center is a leader in seeking knowledge and developing prevention initiatives driven by community-generated data.

A Remarkable Precedent

For the first time in a human, a team of Medical College of Wisconsin physicians practicing at Froedtert Hospital successfully repaired a seriously damaged esophagus through regeneration of the organ while it was still in the patient. Led by MCW researcher and physician Kulwinder Dua, MD, the results of the procedure could have an impact on the future treatment of patients requiring esophageal surgery for cancer, birth defects or trauma.

A 24-year-old patient was admitted to Froedtert Hospital with inability to swallow due to a severely disrupted upper esophagus caused by a life-threatening infection. The infection occurred following complications from an earlier car crash that had left him partially paralyzed. Despite several surgeries, the defect in the esophagus was too large to repair.

The doctors used FDA-approved, self-expanding metal stents to bridge the damaged segment of the esophagus, which acted as scaffolding for donated human skin regenerative tissue, muscle and platelet-rich plasma produced from the patient’s own blood. The stents deliver high concentrations of growth factors that stimulate growth and attract stem cells to promote healing and regeneration. The stents also allowed the patient to continue to ingest food orally as the new tissue grew. After almost four years, doctors removed the stents and found the patient’s esophagus had regenerated.

The success of the case, as well as the use of off-the-shelf and readily available materials, point to a method that is efficient and cost-effective, which is important when dealing with clinically urgent problems.
Awards and Recognitions

Froedtert Hospital ranks among the top academic medical centers members in Vizient’s 2016 Quality and Accountability Study, which assesses performance in quality and safety across a broad spectrum of patient care activities. The annual study, measuring the performance of member academic medical centers across the nation, ranks Froedtert Hospital in the top 10 among more than 100 participating organizations. Froedtert Hospital was also one of just five academic medical centers nationwide recognized for excellence in outpatient care. Unlike many other rankings, the comprehensive study stringently evaluates all care provided at our hospitals and the criteria reflect the national Institute of Medicine’s six domains of care: safety, timeliness, effectiveness, efficiency, equity and patient-centeredness.

For the fourth straight year, Froedtert Hospital was named to the national 100 Top Hospitals list released by Truven Health Analytics. Froedtert is the only Milwaukee hospital, and one of just six state hospitals, to make the overall list. It is also the only Wisconsin hospital ranked as one of the 15 Major Teaching Hospitals in the nation. The 100 Top Hospitals study, which has been conducted annually since 1993, identifies 100 U.S. hospitals that have been objectively proven to provide high value to their communities.

Froedtert Hospital ranks as the best hospital in Milwaukee and one of the top two hospitals in Wisconsin in U.S. News & World Report’s 2016-17 Best Hospitals list. Additionally, Froedtert Hospital ranks nationally in four specialties: ear, nose and throat; nephrology; pulmonology; and urology. Froedtert Hospital is also recognized as a high performer in four specialties: diabetes and endocrinology; cancer; gastroenterology and GI surgery; and neurology and neurosurgery.

Froedtert & MCW Community Memorial Hospital tied for third in Milwaukee and seventh in Wisconsin in U.S. News & World Report’s 2016-17 Best Hospitals.

More than 300 physicians who practice with the Froedtert & MCW health network were selected by their peers as the Best Doctors in America®. The 40,000 U.S. physicians listed in the Best Doctors in America® for 2015-2016 database represent the top 5 percent of the nation’s practicing board-certified physicians. Only those physicians who earn the consensus support of their peers and meet additional qualification criteria are included.

Froedtert Hospital achieved its third Magnet designation for excellence in nursing services by the American Nurses Credential Center’s (ANCC) Magnet Recognition Program® in January 2016. The Magnet Recognition Program recognizes health care organizations that demonstrate excellence in nursing practice and adherence to national standards for the organization and delivery of nursing services.

Looking Forward …

Personalized, precision medicine is at the forefront of cancer treatment and integral to the Froedtert & MCW Cancer Network, giving our patients access to new and varied options suited to their particular types of cancer. In 2017, we will begin using a breakthrough technology — MR-guided linear accelerator — to explore clinical trials with certain patients with soft-tissue cancers. Globally recognized as leaders in developing and delivering adaptive radiation therapy, Froedtert & MCW cancer physicians and researchers are part of the Elekta MR-linac Consortium that is developing and testing the MR-linac’s capabilities for treating cancer. Only seven medical centers in the world are participating in this research.
Improving Access to Care

The Froedtert & the Medical College of Wisconsin health network’s mission is to advance the health of the communities we serve through exceptional care enhanced by innovation and discovery. We put our mission into action by reaching beyond our walls and partnering with other community health resources to improve access to care. We find long-term solutions and sustainable ways to provide our exceptional care to those with limited affordable access to health care services.

ED TO MEDICAL HOME PROGRAM

People who lack a primary care doctor often go to hospital emergency departments for minor health problems that can be treated more cheaply and often better in a doctor’s office. Thanks to a collaboration between Milwaukee hospitals and neighborhood community clinics through the Milwaukee Health Care Partnership, a system is now in place to refer patients in need of non-emergency care to clinics. Milwaukee’s emergency departments use a citywide database to connect patients with the clinics, make an appointment and even offer transportation options. A few days before the appointment, the clinic calls to remind the patient. Last year, nearly 6,000 people who visited Milwaukee emergency departments with minor or chronic health issues were given an appointment with a clinic for subsequent care.

The Emergency Department (ED) to Medical Home Program helps people get the right care at the right place and time. It also helps:

- Decrease avoidable ED visits and related hospitalizations
- Reduce duplicative ED tests and procedures
- Encourage coordinated care by connecting high-risk individuals with primary care health homes and other health resources

ROLE OF HEALTH NAVIGATORS

Two community health navigators work with individuals who need help accessing resources in Washington County. Funded by a Froedtert & MCW health network community gift, the navigators help those in need obtain services such as housing assistance, transportation, education, government programs, food pantries and health care. One community health navigator is based at Albrecht Free Clinic and the other at Casa Guadalupe Education Center, both in West Bend.

Federally Qualified Health Centers and Free Clinics

As part of our mission to advance the health of the communities we serve, we invest in and collaborate with community partners to achieve a sustained impact that will make a difference in people’s lives.

Sixteenth Street Community Health Center — An investment from the Froedtert & MCW health network will establish a new 22,000-square-foot federally qualified health center on Milwaukee’s near south side. In addition to primary care provided by Sixteenth Street physicians, the new clinic will provide specialty care, cancer prevention and education, and access to cancer clinical trials through MCW physicians and the Froedtert & MCW health network.

Progressive Community Health Centers — A $2 million investment in Progressive Community Health Centers’ new Lisbon Avenue Health Center, a federally qualified health center, provides primary and dental care in an area of Milwaukee where access to health care services is a significant need.

Community Outreach Health Clinic — The Community Outreach Health Clinic, a free clinic located in the Outpatient Care Center at Froedtert & MCW Community Memorial Hospital, serves more than 800 uninsured and underinsured residents in the hospital’s service area each year. The clinic provides quality, limited medical care with dignity and confidentiality, using the services of volunteer professional staff. Oversight of the clinic is provided by a physician medical director and a clinical nurse practitioner.

Albrecht Free Clinic — Albrecht Free Clinic provides free medical care to uninsured and underinsured residents of Washington County. A $300,000 investment from the Froedtert & MCW health network supported the clinic’s expansion into a larger facility at 908 West Washington St., West Bend, and enabled dental services to be offered for the first time.
West Side Academy

A Froedtert Health nurse is staffed at West Side Academy I and II, a Milwaukee Public Schools charter school, to provide care to students in areas of known need. Our nurse saw 2,282 students and achieved a return to class rate of 96 percent.

The Seal-a-Smile program helped 287 students, with 158 referred for follow-up dental care. All students received fluoride treatments, oral health education, tooth brushes, toothpaste and floss. Sealants were applied to age-appropriate teeth that were not decayed.

Students also participated in health workshops and classes, vision screenings, Asthma Smart lessons, a “feel good gathering” with wellness booths and resources, a holiday bazaar with a visit from Santa, and a field day that included a Jump Rope for Heart competition.

FROEDTERT & MCW HEALTH NETWORK
SUBSIDIZED TRANSPORTATION PROGRAM

The Subsidized Transportation Program arranges rides for patients who lack transportation and are at or below 250 percent Federal Poverty Level. The program, which is used at Froedtert Hospital, Community Memorial Hospital and St. Joseph’s Hospital, utilizes a variety of different transportation modes to assist patients.

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<tr>
<td>Cost</td>
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Waukesha Health &
Insurance Enrollment Fair

The Froedtert & MCW health network provided interpreter services and offered free blood glucose screenings at the “Holly Jolly” Health & Insurance Enrollment Fair at La Casa de Esperanza in Waukesha. The free event provided marketplace insurance enrollment assistance and informational booths.

(Left to Right) Melissa Klatkiewicz, RN; Andres Gonzalez, vice president and chief diversity officer; Melissa Ingrilli, Community Engagement Program coordinator; and Maria Rojo, interpreter.

ACA ENROLLMENT

Financial counselors from the Froedtert & MCW health network answered more than 19,000 phone calls and helped enroll 469 patients in the Health Insurance Marketplace, part of the Affordable Care Act.

Milwaukee was recognized by the White House as the winner of the Healthy Communities Challenge. This competition, among 20 cities, encouraged community collaboration and engagement to close the gap in metro areas with high numbers of uninsured, Marketplace-eligible residents. President Barack Obama visited Milwaukee to congratulate leaders who led the enrollment efforts.

ACA Enrollment

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Joshua’s Story

Joshua Sedgwick, 30, works all day as a mechanic, but that doesn’t stop him from restoring old cars after hours. He was grinding an exhaust pipe from a rusty car at home in Menomonee Falls one summer evening when a metal fragment flew into his eye. He went to work the next day, thinking the pain would diminish, but when he came home from work there was no improvement. As the evening wore on and the pain continued, he realized he needed medical attention.

As an employee at a small company, Joshua doesn’t have health insurance. For nearly one in 10 Wisconsin residents without insurance, seeking medical care can be a complicated and costly challenge. Joshua recalled going to the Community Outreach Health Clinic two years ago with a back problem and having a positive experience. The Outreach Clinic operates out of the Outpatient Care Center on Tuesday and Thursday evenings at Community Memorial Hospital, just a few blocks from Joshua’s home.

When his wife called the clinic, staff and volunteers were winding down for the evening. Nurse practitioner and clinic director Linda Smith could tell that the situation was urgent and waited for Joshua and his wife to arrive. After assessing Joshua’s condition, Linda was able to remove the fragment without a trip to the emergency department. “It was obviously a big relief to Joshua — he hugged me and the volunteer after the procedure,” Linda said. “We gave him some medication to prevent infection and he was able to go home.”

Joshua is thankful the Outreach Clinic was there to care for him when he needed help quickly.

“They stayed open after hours for us and everyone was so helpful and pleasant,” Joshua said. “They gave me first-rate care. I would definitely recommend the Outreach Clinic to anyone in a similar situation.”

Since 2000, the Community Outreach Health Clinic has provided quality, affordable health and wellness care to uninsured and underinsured residents of Waukesha, Washington and northwest Milwaukee counties. Many patients have chronic conditions requiring ongoing monitoring and medications to manage their illness and prevent unnecessary hospitalizations. Others, like Joshua, are able to have their medical problem addressed with one visit. Clinic services are made possible through hundreds of hours of care donated by professional and administrative volunteers, the support of Community Memorial Hospital and generous community donations.

La Causa, Inc.

Froedtert & MCW staff provided blood pressure screenings and education about breast health, prostate health and colorectal screening at the La Causa, Inc. Employee Resource Fair.

La Causa, Inc. is a Milwaukee-based group dedicated to providing children, youth and families with services to nurture healthy family life and enhance community stability.

(Left to right) Liana Woodley, Cara Wiskow, Ana Prado Manriquez, Magdalisse Henderson and Soryda Mercado.
Coordinating Care

Coordinated care is better care. By making health services accessible to people where they live and work and choices that help them get the right care when and where they need it, the Froedtert & the Medical College of Wisconsin health network offers a cost-effective path to better health.

More Choices and Connections

**EMERGENCY CARE NOW IN EASTERN WAUKESHA COUNTY**

The Froedtert & MCW Moorland Reserve Emergency Department, a department of Community Memorial Hospital, offers hospital-level emergency care in New Berlin. The new 9,000-square-foot addition to the health center is equipped to deliver timely emergency care for adults and children around the clock. It is staffed by board-certified emergency physicians and nurses certified in advanced cardiac life support, stroke and trauma care.

**CONVENIENT CARE WHERE YOU SHOP**

The Froedtert & MCW health network has partnered with Michigan-based retailer Meijer to promote health and wellness in Wisconsin. FastCare clinics in the Sussex and Waukesha Meijer stores are another example of how our health network is committed to improving access to affordable care for many minor health problems such as cold and flu symptoms; sore throats; and ear, sinus and bladder infections.

**PHARMACY PARTNERSHIPS TO SUPPORT YOUR CARE PLAN**

A Froedtert & MCW health network and CVS Health clinical affiliation enables CVS Pharmacy locations and our health network to securely integrate certain portions of our electronic health record systems. The arrangement will allow Froedtert & MCW physicians, CVS pharmacists and practitioners to securely exchange information to better ensure patients take prescribed medications and adhere to care plans.

**CONVENIENT CARE IN THE WORKPLACE**

Froedtert & MCW Workforce Health clinics offer health care services delivered at the worksite — ranging from enhanced wellness programming to a full-scale health care clinic — that help employees stay healthy and productive.

**24/7 CARE WITH OUR VIRTUAL CLINIC**

Our Virtual Clinic offers convenient care for basic illnesses and common conditions, including colds, sore throats, pink eye, rashes and urinary tract infections. Care is available 24/7 via phone or webcam from board-certified family medicine providers. No appointment or office visit is required.

Right Care in the Right Place

**SICKLE CELL CLINIC**

Joshua Field, MD, a hematologist at the Blood Center of Wisconsin, opened the state’s only adult Sickle Cell Clinic at Froedtert & MCW Froedtert Hospital in September 2011. The clinic, which saw approximately 400 patients in the past year, has changed lives. Sickle cell disease is a genetic disease that primarily affects African-Americans. It creates red blood cells that have an abnormal “sickle” shape instead of a normal disc shape. Sickle cells carry less oxygen and can interrupt healthy blood flow, eventually leading to tissue and organ damage.

Because some sickle cell patients have severe pain, the Sickle Cell Clinic has a full-time infusion nurse on staff Monday through Friday so patients can have treatments for pain in the clinic instead of emergency departments.

The clinic is staffed by Dr. Field, two nurse practitioners, an infusion nurse, nurse coordinator, medical assistant and clinic manager. Because Dr. Field has found a way to provide preventive care, these patients now come to a medical home staffed by specialists who understand their disease rather than seek emergency department care when they are in crisis.
MEDICAL HOME DESIGNATION

Froedtert & MCW health centers and clinics are dedicated to improving overall health and wellness. Many of our clinics are nationally recognized under the National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home Recognition Programs. The Medical Home is a model for delivering health care that addresses each patient’s full range of health and wellness during all stages of life.

CANCER NETWORK

Innovative treatments, personalized care and convenience — the Froedtert & MCW Cancer Network offers all of this and much more. The Cancer Network combines the power of eastern Wisconsin’s only academic medical center, nationally and internationally known cancer specialists and community cancer centers close to you. With four locations, it’s easy to find the right care, at the right time, in the right place.

Our comprehensive Cancer Network gives patients access to extensive resources, including:

- Personalized medicine for the best possible outcomes
- Advanced diagnostic and treatment technology
- Disease-specific cancer teams
- A true multidisciplinary team approach that involves medical oncology, radiation oncology, radiology, cancer surgery, pathology and other specialties important for complete care
- Unmatched clinical research and access to clinical trials
- Innovative technology such as IBM Watson™ clinical trial matching (coming early 2017)
- Support services to meet each patient’s physical, emotional, social and spiritual needs
- Positive healing environments for patients and their families

Cerveceros Day at Miller Park

Froedtert Health’s Chief Diversity Officer Andres Gonzalez, Donald Hackbarth, MD, and patient Onely Maldonado-Reyes and his family took part in Cerveceros Day events at Miller Park. Hosted by the Milwaukee Brewers in conjunction with the Hispanic Chamber of commerce, the event featured a “fiesta tailgate,” bilingual PA announcements and mariachi bands.

(Left to right) Jesus Maldonado-Reyes; Jesus Maldonado; Onely Maldonado-Reyes; Diana Maldonado-Reyes; Alberto Maldonado-Reyes; Dianeli Trinidad; Donald Hackbarth, MD; and Andres Gonzalez.
Breast Cancer Diagnosis Sets Runner on a Different Path

Breast cancer was not on Adrienne Ridgeway’s mind as she was dressing to go out for a run one morning in May 2014. A healthy 34-year-old who was training for the challenging Ragnar Relay Chicago race, she did not exactly fit the at-risk profile. So when she felt a small, tender lump in her right breast, it was more of a “Huh?” moment. “My intuition thought it shouldn’t be there, but I didn’t necessarily think I had breast cancer,” she said.

Nevertheless, Adrienne went to see her OB/GYN right away. A mammogram was negative. “It was when they did the ultrasound that they could see a small mass,” Adrienne said. That same day, a biopsy was taken.

“Two days later I knew I had cancer,” she said. “I was blown away. You think that’s not possible based on family history, being a healthy person, an avid runner and never a smoker.”

Coincidentally, the captain of her relay team was a Froedtert & MCW physician who suggested getting a second opinion through the Froedtert & MCW Cancer Network.

From a surgical standpoint she was a candidate for both lumpectomy and radiation therapy, or mastectomy. Adrienne opted for a double mastectomy. Her decision was based on the fact that her cancer was “triple negative,” meaning that its growth was not stimulated by the hormones estrogen and progesterone, or excessive levels of the HER2 receptor. It can be an aggressive cancer affecting younger people, and is more prevalent among African-Americans like Adrienne. Testing for genetic factors came back negative, so the cause of Adrienne’s cancer was unknown.

Two rounds of chemotherapy preceded Adrienne’s surgery. An associate athletic director for academic support services and student programs at Marquette University, she worked throughout her treatment. “For me, work was an outlet, the one time I got to be normal,” she said.

By the time Adrienne’s surgery was performed in December 2014, there was no residual disease. Adrienne also chose breast reconstruction, which was completed in July 2015. “So far I’ve been good and haven’t had a lot of residual effects,” Adrienne said. “I’m running and moving on.”

Adrienne credits her team at the Froedtert & MCW Cancer Network for recognizing that few people, regardless of their intelligence, are ready for the diagnosis of cancer. “They’re really good about understanding that this is something you can’t prepare for and taking those extra moments to explain things,” she said.

Adrienne also appreciated the compassion she experienced during her treatment. “They cared about me, not only as a person with cancer, but as a whole person,” she said. “When they asked, ‘How are you feeling?’ they didn’t necessarily mean about my treatment, but as a human, more about who I am and how cancer was impacting me as a person. The smallest things can make you feel whole again — people accommodating you, showing kindness. ‘Yes, I may have cancer, but I still matter,’ was the feeling.”

Adrienne said the empathy she felt reaffirmed her choice of the Froedtert & MCW Cancer Network. “First, being in a place tied to education, there’s a sense of confidence,” she said. “The second part, beyond the awesome medical care was the personal care — the people were nice, the facility was beautiful. All of that went into my decision that this was the best place to be.”

Looking Forward ...

In 2017, Froedtert & MCW health centers will open in Brookfield, Mequon and Oak Creek, in response to demand for our services in those communities. Primary care — key to preventing illness — will be offered at all three sites, with specialty services, including cancer care, orthopaedics, spine care, cardiology, endocrinology and others available at varying locations.
The Froedtert & the Medical College of Wisconsin health network embraces our roles as an employer, community member and corporate citizen. We value and celebrate the wealth of diversity reflected in our patients, their families, our workforces and the communities we serve. We are committed to being an inclusive and culturally competent organization that provides exceptional care to everyone. Efforts to fulfill this commitment include active involvement internally with our workforce, as well as with our patients and visitors, members of the community and those with whom we partner.

Culturally Competent Care

Our Language Services Department provides interpretation and translation services for patients and families, assisting nearly 2,400 patients in the past year. In addition to work they do internally, they also reached out to the community by providing interpretation for non-English speaking participants at a half dozen events in the past year. Among this year's events, the team assisted at Dia De La Mujer, a Latino family health fair organized by the American Cancer Society at South Division High School. Blood pressure and blood glucose screenings were also available at the event. Language Services also attended the Waukesha County Regional Enrollment Network's Health Insurance Enrollment Fair at La Casa de Esperanza. Attendees received assistance with marketplace enrollment, as well as health information and screenings.

Inclusion Advocates

Training and assistance is provided to staff members to ensure they understand different cultures and can communicate with patients of diverse backgrounds. The Inclusion Advocates are staff members who volunteer to help promote diversity and inclusion throughout the organization. This team hosts free educational sessions and speakers on topics such as health disparity, disability etiquette, religious practices and LGBT patient care. Our Cultural Allies team is made up of staff members with expertise in a particular culture or demographic. These staff members are resources for providers who may need assistance and information when working with diverse patients.
LGBT LEADER

The Healthcare Equality Index is a nationwide measurement of a health care organization’s LGBT practices with patients, visitors and employees. Our health network has achieved Leader Status in this survey for the past two years, indicating achievement in all four key categories involving LGBT orientations — staff education, community engagement, employee benefits and patient services.

Global Nurses Committee

The Froedtert & MCW Global Nurses Committee is made up of staff members dedicated to reaching refugee and underserved populations in Milwaukee County. The committee’s goal is to broaden involvement and expand awareness of global health issues. The team took part in the Westside Academy health fair in February, providing health information and screenings for participants.

MARKETPLACE DIVERSITY

This demographic data highlights the diversity of the populations served by the Froedtert & MCW health network. The diversity strategies we implement are designed to ensure we are best serving the needs of each population.

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Health Equity Pledge

The Froedtert & MCW health network has pledged to take action to eliminate health care disparities. The #123forEquity pledge is the vision of the American Hospital Association and the Institute for Diversity in Health Management. Providing culturally competent health care to all individuals is part of Diversity and Inclusion’s strategic plan, our organization’s fundamental mission, and simply the right thing to do for the communities we serve.

By committing to this pledge, it means focusing on three areas within our organization. They include:

- **Increasing diversity in leadership and governance** — This means our internal leadership and boards of directors are reflective of the communities we serve.
- **Providing cultural competency training** — Diversity and Inclusion works closely with Human Resources and Organizational Learning to train staff to provide culturally competent care to all.
- **Collecting and using race, ethnicity and language preference data to track progress** — We examine our clinical metrics, processes and delivery of care to ensure that every patient receives the highest quality of care possible.
Activities in the community varied according to the identified needs of the community.

- **Health Fairs** — Staff attended 150 health fairs throughout the service area, sharing information and performing screenings. When attending events in Milwaukee County, attendees are also given a list of low- or no-cost health clinics.

- **Drug Collections** — Drug collections were held in coordination with local police departments at Froedtert & MCW Community Memorial Hospital and Moorland Reserve Health Center. Together the two sites collected more than 1,880 pounds of unused and expired medication, reducing the chance of abuse or threat to the environment.

- **Screenings** — A variety of screenings are offered to community residents throughout the year, including blood pressure and blood glucose. Several cancer screenings are also offered, including skin and head and neck. Community Memorial Hospital also offers colonoscopies through a grant from the Bobbie Nick Voss Foundation, a program that was honored with the Wisconsin Hospital Association’s 2016 Global Vision Community Partnership Award.

- **Alcohol and Other Drug Abuse Awareness** — Several activities highlight the need for AODA treatment, prevention and education. Every 15 Minutes and Forever Changed are programs that highlight the dangers of drinking and driving to high school students. Stairway to Heroin at Menomonee Falls High School, as well as the Heroin Task force in West Bend, educates families about the dangers associated with heroin and other drugs.

- **Classes and Speakers** — Living Well classes, which focus on either diabetes or chronic illness, are offered at several locations throughout the system. In addition, staff fill requests by a wide variety of community groups seeking speakers on health-related topics, including fall prevention, stroke, nutrition, heart health and lymphedema.
A number of drives are held throughout the system each year. In addition to blood drives and food drives benefiting local food pantries, staff members take part in holiday gift and cold weather clothing drives. Recipients included the Non-Profit Center of Milwaukee County’s Holiday Giving Tree, the Youth and Family Project’s Gingerbread House in Washington County, and the Christmas Clearing Council of Waukesha County.

**United Way**

The Froedtert & MCW health network partners annually with United Way to build and support healthier communities, a mission both organizations share. United Way works to create opportunities for a better life for all, investing in solutions in our neighborhoods. They work to unite communities around the fundamental issues of education, income and health, issues that are also vitally important to us.

In addition to encouraging staff members to donate to United Way, a variety of activities are planned to both raise funds and assist with projects in the community. In 2015, the health network donated more than $452,200. Recipient organizations included the United Way of Washington County, United Way of Greater Milwaukee and Waukesha County, and the United Performing Arts Fund.

**Event Participation**

The Froedtert & MCW health network had an active presence at a variety of events in the past year, including the Best Buddies Walk, the Making Strides Against Breast Cancer Run/Walk (above left), the Victory Garden Blitz (above right) and more.
Froedtert in Action

This initiative provides volunteer opportunities to leaders and staff in the communities we serve. Activities include mentoring at-risk children, taking blood pressures at community events, providing education at health fairs, building gardens in local neighborhoods and more.

Top row, left: New this year, we took part in the FONDY Farmer’s Market, providing health information and interactive activities for attendees; Top row, right: Staff and leaders assisted homeowners in Milwaukee with yard cleaning and maintenance. Center row, left: Staff members assisted at the COA Riverwest Center, an agency that assists in-need children, by painting and refreshing several rooms; Center row, right: A booth with health network staff members drew many attendees at the New Testament Health Fair in Milwaukee. Bottom row, left: Staff members offered activities to educate children at the Milwaukee Boys & Girls Club Health Fair. Bottom row, right: Health network leaders and staff participated in a food packaging event for United Way’s “United Against Hunger” at Washington County Fair Park.
Access to affordable health care — without sacrificing quality and service — is imperative for our community. The Froedtert & the Medical College of Wisconsin health network is leading the way in delivering value by reducing variation in care processes. This in turn improves quality, patient safety and our patients’ experience with us. Research such as the Truven Health Analytics™ 100 Top Hospitals study shows the direct correlation of these factors to reduced cost.

**Delivering Value**

**Standardized, Efficient Joint Replacements and Spine Surgeries**

Recognizing how standardizing care can improve quality and efficiency, the Froedtert & MCW health network established a centralized joint replacement program, based at Froedtert & MCW Community Memorial Hospital. Since its inception two years ago, results for the comprehensive program for joint replacement and spine procedures demonstrate the benefits of standardization to patient care. Approximately 1,000 patients each year have joint replacement surgeries at Community Memorial Hospital and return home on average in less than two days. Patients also benefit from increased safety. The program’s solid patient safety record reflects a 76 percent reduction of deep vein thrombosis and pulmonary embolism, and controlled readmission rates despite an increase in more complex patient cases.

In May 2016 the health network opened its doors to a new home for the program. The Joint and Spine Center at Froedtert & MCW Community Memorial Hospital is an 8,000-square-foot center on the east side of the hospital. It includes a preoperative clinic, additional exam space and an education center.

**Technology Leads to Faster, Better Care**

A software tool that helps doctors make better and more efficient decisions about patient care — and produce better patient outcomes — is gaining wider use at Froedtert & MCW Froedtert Hospital.

Known as medCPU, the software works in conjunction with a patient’s electronic health care record. “The software quickly reviews things such as doctors’ progress notes and test results, then compares that data against established protocols before providing evidence-based treatment advice,” said Robert Donnell, MD, chief medical informatics officer.

According to Dr. Donnell, MedCPU sorts through reams of constantly changing, detailed medical data, protocols and guidelines that doctors can’t possibly retain or recall on their own.

For example, if a doctor orders a CT scan for a patient with gallstones, medCPU might suggest that an ultrasound is a better test, based on nationally recognized guidelines and protocols. “Or it may reveal that the patient already had a CT scan six weeks ago, or that the patient’s symptoms might suggest another disease or condition,” said Dr. Donnell. “It could detect pertinent information based on something in my progress notes from, say, six years ago that the treating doctor would not know.”

The software is already used in areas such as radiology and in-patient surgery and is being phased into other departments.

“MedCPU has helped us significantly improve patient outcomes and care processes. It also reduces unnecessary and duplicative testing, which saves patients money — and helps us provide the highest quality care in the most efficient manner.”

Robert Donnell, MD
Strategic Initiatives and Partnerships

At the Froedtert & the Medical College of Wisconsin health network, the premise that we can do better together defines us. Partnerships have long been our cornerstone. We believe collaborating with others fosters fresh thinking and new solutions, makes the best use of resources and creates value for the community and the region.

Collaboration Makes All of Us Better

CLEVELAND CLINIC AFFILIATION
Marking a first for the state, the Froedtert & MCW health network joined with Cleveland Clinic in an affiliation that leverages the academic, clinical and research components of both organizations. This affiliation takes our strong cardiovascular program to the next level and brings world-class heart care to the upper Midwest.

MILWAUKEE HEALTH CARE PARTNERSHIP
Froedtert Health and MCW are members of the Milwaukee Health Care Partnership, which brings together health care providers, government agencies and community organizations to develop and implement a plan for change for Milwaukee's most vulnerable populations. Froedtert Hospital participates in the Specialty Access to the Uninsured Program (SAUP) that gives access to specialty care for uninsured patients seen at Progressive Health Center and Sixteenth Street Community Health Center.

NETWORK HEALTH
As the health care landscape changes, we are determined to make health care more accessible, convenient and personal. While we always stand ready to take care of the sick and injured, we discovered long ago that health care means preventing disease and extending those efforts beyond our hospitals and clinics.

We're leveraging our solid reputation for health care into co-ownership of a health insurance company, Network Health Plan, to bring new, affordable options for health care insurance to southeast Wisconsin.

EXCEEDENT
In 2015, Froedtert Health formed Exceedent, a third-party administrator (TPA). A TPA is an organization that processes claims and performs other administrative services in the field of employee benefits. Exceedent offers a self-funded health plan to small employers, risk management resources, wellness programs, a nationally awarded care model and wellness programs.

ADVISORY COMMITTEES
Froedtert & MCW Froedtert Hospital — Community Health Improvement Advisory Council members represent a variety of stakeholder groups, including racial, ethnic, immigrant/refugee, disabled, elderly and faith-based organizations. The council also includes key Froedtert & MCW departments, and all members have a strong commitment to improving community health and reducing health disparities. Froedtert & MCW St. Joseph's Hospital — Healthy Community Fund supports nonprofit organizations and resources in Washington County that promote healthy lifestyle choices and provides support for programs and activities committed to the promotion of health and wellness. Froedtert & MCW Community Memorial Hospital — Community Outreach Steering Committee actualizes the hospital’s mission through community engagement activities that improve the quality of life and enhance wellness resources to meet identified comprehensive health needs of the communities we serve.

“I am honored to serve on Community Memorial Hospital’s Community Outreach Steering Committee. The members are dedicated to the health and well-being of the community, focusing on education, prevention and access to medical care. This work is important to me because I believe a healthy community is a safer community.”

CHIEF ANNA RUIZINSKI
Menomonee Falls Police Department
Kidney Donation Exchange Saves Many Lives

Two months after her wedding in October 2014, Nyke Block was told her kidneys were failing and she needed a transplant as soon as possible. Nyke received the gift of life at Froedtert Hospital through a national organ exchange program with the help of her dad, Chad Stilen, who donated one of his kidneys on her behalf to a patient in California. Since receiving her new kidney, Nyke is healthy and active as an advocate for organ donation.

Looking Forward …

The Froedtert & the MCW health network and the Milwaukee Bucks announced a new long-term partnership to advance the health and well-being of Milwaukee residents.

Working side-by-side with neighborhood organizations and businesses, our goal is to make a sustainable difference in Milwaukee with a three-pronged strategy to:

• Improve the health of the community
• Create learning opportunities for our local residents
• Develop future talent for our workforce

The Froedtert & MCW Learning Center at Carmen High School of Science & Technology’s northwest campus will train more than 300 students and adults in the surrounding neighborhood over the next five years, making them career-ready for jobs in medical and IT fields.

The health network will also open a new health center near the new Milwaukee Bucks arena that will further our commitment to community health and wellness by providing much-needed access to health care services for residents of the surrounding neighborhoods.

The McKinley Health Center will be the health network’s first in the heart of the city and will offer primary care, orthopaedic, sports medicine and some specialty care, as well as physical therapy, rehabilitation, imaging and laboratory services.

In addition, a state-of-the-art Froedtert & MCW Sports Science Center, which will serve as the new practice and training facility for the Milwaukee Bucks, will combine the Bucks’ world-class medical team with leading Froedtert & MCW physicians and researchers to set a new standard for player care and sports science research.

Cathy Jacobson, president and CEO of Froedtert Health, speaks about making a significant, sustainable difference in Milwaukee during the announcement of the Froedtert & MCW McKinley Health Center.

The Froedtert & MCW Learning Center at Carmen High School of Science & Technology will provide exceptional learning opportunities for students interested in medical and IT fields.
Workforce Development

One way to create a healthy community is by helping individuals find meaningful employment. As a large employer in the greater Milwaukee area, the Froedtert & the Medical College of Wisconsin health network is committed to helping individuals explore and discover job opportunities. By developing and training the health care workforce of the future, we are meeting the growing needs within our industry and within our communities.

Staff members take part in a number of career fairs throughout our service area each year. Our hospitals also proudly work with nursing clinical students and other health care professional students, providing them with the opportunity to further their knowledge in a real-world setting.

In addition to these activities, we participate in a variety of programs within our hospitals, as well as throughout the community.

- The Center for Healthcare Careers is a collaborative effort with other health care systems, as well as partners in education, government and community-based organizations. The group is designed to address the critical staffing needs of our industry and find solutions to meet future demands.

- Students from Cristo Rey, a private Catholic high school serving low-income students, are paired with local employers for what is, for many, their first exposure to the work world. Last year freshman Deshawn Seals stocked patient rooms and entered employee data at Froedtert & MCW Froedtert Hospital. “I thought it was a really good learning experience,” Seals said.

- Froedtert Hospital takes part in INROADS, a summer internship program that places minority college students with a sponsoring company. The intern returns each summer until graduation and, in many cases, then continues to work for the company.

Health care employment is projected to grow at a rate of 16 percent over the next decade and 450,000 workers will be needed in Wisconsin by 2022.
Froedtert & MCW St. Joseph’s Hospital took part in Dream to Succeed, a program provided through Casa Guadalupe Education Center for Latino families in Washington County. High school students learn about career opportunities and work on skills to make them successful in seeking employment.

Earn and Learn is a summer youth employment program initiated by Milwaukee Mayor Tom Barrett designed to provide work experience and the opportunity to develop job skills. Froedtert Hospital and Community Memorial Hospital hosted more than 150 students as part of this program.

Washington County students taking part in the Medical Explorers program toured departments at both St. Joseph’s Hospital and the Orthopaedic, Sports and Spine Center.

Project SEARCH Brings Experience and Opportunities to Participants

Froedtert Hospital took part in Project SEARCH, an employment training transition program for young adults with disabilities. The nine-month, business-led program is a total workplace immersion and includes classroom instruction, career exploration and relevant job skills.

Froedtert Hospital offers the only Project SEARCH program in the state solely focused on working with adults who have graduated from high school and are seeking steady, productive employment. Last year, eight interns had the opportunity to complete three rotations lasting 10 weeks each. Internship departments included medical records, food services, surgical services, emergency room, case management and more.

Ryan Scherer, a program participant, has been hired as an in-room dining assistant with Food and Nutrition Services. Participants have also been hired following the program in Inpatient Pharmacy, Neuro Rehab and Environmental Services.

“We are so impressed with our interns and pleased to bring opportunities to adults with disabilities and open new doors to the possibilities of being a part of a great organization,” said Cathy Buck, president of Froedtert Hospital.
Froedtert Hospital has a long tradition of supporting the communities throughout Milwaukee County by partnering with community organizations to share resources, improve access to health care and promote healthier lifestyles. The Froedtert Hospital Community Health Improvement Advisory Committee, which includes hospital and academic representatives, as well as community partners, helps guide these efforts by identifying health improvement opportunities and working to find solutions.

A prime example of this partnership is the Hands-Only CPR program coordinated with Heart and Vascular Services and Milwaukee County Fire Departments. Community kits, including a video with Michael Cinquegrani, MD, a Froedtert & MCW interventional cardiologist, were developed to educate the public on this important initiative. Kits were handed out at a variety of community events, including the American Heart Association Heart Walk, several Milwaukee Brewers games and at Wisconsin State Fair. Staff members taught the technique to 1,447 Fair attendees.

Froedtert Hospital maintains partnerships in key Milwaukee communities, including the Washington Park area. Activities in these neighborhoods are designed to create safer and healthier communities. Partners work together to provide health resources and screenings. Teams also commit to helping residents in need by performing home repairs and maintenance.

“Partnering with organizations to address the health priorities of our community allows us to move forward in a strategic, integrated and meaningful way that will serve local residents and the larger Milwaukee community.”

Cathy Buck
President, Froedtert & MCW Froedtert Hospital

2016 Contributions to the Community

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Note: This financial data, while unique to Froedtert Hospital, is based on reporting methodology similar to that used by Catholic Health Association of the United States and VHA Guide for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.
Community Memorial Hospital has been serving the needs of the community since 1964. A health needs assessment for Waukesha County was conducted during the past year to determine which areas of need are greatest. The priority areas for the coming years were determined to be access to care and navigation, chronic disease management and mental health/Alcohol and Other Drug Addiction (AODA) issues.

One way the hospital meets the needs of the community is through the Community Outreach Health Clinic (COHC). The COHC provides medical care for those who do not have medical insurance or the ability to pay for medical care within the hospital’s service area. During the past fiscal year, there were more than 800 visits to the clinic, reinforcing the continued need for this service. To address the mental health needs of the community, the clinic added AODA assessments and psychiatric counseling to the services provided.

Community Memorial Hospital also provides grants to a number of local agencies based on the needs assessment. The Community Outreach Steering Committee determined the areas of greatest need and distributed $50,000 in funds. Groups that benefit from these funds include the Addiction Resource Council, Easter Seals of Southeastern Wisconsin and local police departments.

Note: This financial data, while unique to Community Memorial Hospital, is based on reporting methodology similar to that used by Catholic Health Association of the United States and VHA Guide for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.

### 2016 Contributions to the Community

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Note: This financial data, while unique to Community Memorial Hospital, is based on reporting methodology similar to that used by Catholic Health Association of the United States and VHA Guide for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.
St. Joseph’s Hospital’s mission speaks to our commitment to improve quality of life for the communities we serve. To that end, we reach beyond our walls into Washington County with a diverse offering of services and programs that benefit vulnerable populations — people with limited affordable access to health care services.

The Healthy Community Fund was created in 2008 through St. Joseph’s Community Foundation to support community programs or projects throughout Washington County that will positively affect the health and wellness of those living and working within the area. The fund awarded more than $232,000 to nine area nonprofit organizations last year.

Well Washington County is another effort designed to meet the needs of our community. The hospital worked with the Washington County Public Health Department, as well as numerous community partners, forming four action teams to focus on physical activity and nutrition; alcohol, tobacco and other drugs; mental health; and workplace wellness.

St. Joseph’s Hospital and Froedtert Health also demonstrated a commitment to the community with a $600,000 gift dedicated to Washington County. Half of the funds were provided to assist with a new location and dental program for the Albrecht Free Clinic. The remaining $300,000 was used toward a five-year commitment to a team of Community Health Navigators at Albrecht Free Clinic and Casa Guadalupe Education Center.

Note: This financial data, while unique to St. Joseph’s Hospital, is based on reporting methodology similar to that used by Catholic Health Association of the United States and VHA Guide for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.

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<td>Subsidized Health Services</td>
<td>N/A</td>
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<tr>
<td>Community-Building Activities</td>
<td>$37,199</td>
<td>.5</td>
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<tr>
<td>Community Benefit Operations</td>
<td>$298,850</td>
<td>3.7</td>
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<tr>
<td>Charity Care</td>
<td>$923,624</td>
<td>11.5</td>
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<tr>
<td>Research</td>
<td>N/A</td>
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<tr>
<td>Government-Sponsored Health Care</td>
<td>$5,453,462</td>
<td>68</td>
</tr>
<tr>
<td>(Medicaid Shortfalls)</td>
<td>$8,023,895</td>
<td>100</td>
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TOTAL $8,023,895
Froedtert & the Medical College of Wisconsin
Community Physicians

Froedtert & MCW Community Physicians is the primary care and multispecialty group that staffs the health network’s health centers in southeastern Wisconsin. With locations throughout Milwaukee, Waukesha and Washington counties, our health centers represent the front line of our health network for many of our patients. The physicians and advanced practice providers in this group, along with all staff members who work at these health centers, make up a vital part of the communities we serve.

Many of the activities within the health centers are organized in conjunction with other system entities, allowing health center staff members to take part in the efforts across all other system locations. These efforts include food and holiday gift drives. Participation in the United Way campaign represented another way staff members and physicians gave back to the communities they serve.

In addition to events within the health centers, staff members were active in local events, such as Butler Night Out and New Berlin Safety Saturday. Activities in the community allow staff members and physicians to join with other health network employees to represent our health network while interacting with residents. We also supported local efforts by sponsoring events, including the Sojourner Family Peace Center Fashion Show and the Ann’s Hope Foundation Annual Block Melanoma Run/Walk.

“We truly care about the communities we serve. We are proud to provide care that meets patients where they are and be a part of each community through events, activities and charitable giving efforts.”

Mark Lodes, MD
President, Froedtert & MCW Community Physicians

A drug collection held at Moorland Reserve Health Center in New Berlin brought in 376 pounds of medication.

Left: Community members attending Discover New Berlin learned about the services available at Moorland Reserve Health Center. Right: Staff members provided interactive games and information for participants at New Berlin Safety Saturday.
Thank you to our partners from Milwaukee County:

ACTS CDC
AIDS Resource Center of Wisconsin
ARC of Greater Milwaukee
Big Brothers Big Sisters
Black Arts Think Tank
Bradley Tech High School
Center for Communication, Hearing and Deafness
Centro Hispano
Christ the King Baptist Church
Christian Faith Fellowship Church
City of Milwaukee Health Department
Community Advocates
Core/ElCentro
Cream City Foundation
Fondy Food Center
Goodwill Industries of Southeastern Wisconsin
Growing Power, Inc.
Guest House of Milwaukee
Hispanic Chamber of Commerce of Wisconsin
Hispanic Professionals of Greater Milwaukee
Hmong American Friendship Association
Hmong American Women’s Association
Hunger Task Force
IndependenceFirst
Interfaith Older Adult Programs
Jewish Family Services
Journey House
Kappa Alpha Psi Foundation of SE Wisconsin
Kathy’s House
La Causa
LGBT Community Center
Literacy Services of Wisconsin
Local Initiatives Support Corporation
Milwaukee Achiever Literacy Services
Milwaukee Area Health Education Center
Milwaukee Area Technical College
Milwaukee County Department on Aging
Milwaukee County Emergency Medical Services
Milwaukee County Health and Human Services
Milwaukee County Sheriff’s Department
Milwaukee Habitat for Humanity
Milwaukee Health Care Partnership
Milwaukee Jewish Federation
Milwaukee Latino Carnaval Parade & Blacktino Event
Milwaukee Muslim Women’s Coalition
Milwaukee Urban League
Muslim Community Health Center
National Association for the Advancement of Colored People (NAACP)
National Black Nurses Association (MCNBNA), Milwaukee Chapter
Next Door Foundation
One MKE
Our Next Generation
Outreach Community Health Center
Pan-African Community Association
Pears for Teen Girls, Inc.
Progressive Community Health Center
Repairs of the Breach
Ronald McDonald House
Salvation Army
Sixteenth Street Community Health Centers
Social Development Commission
St. Ann Center for Intergenerational Care
St. Vincent de Paul Society
The Gathering
Transitional Living Services, Inc.
UMOS
United Community Center – Bruce Guadalupe
United Methodist Children’s Services of Wisconsin, Inc.
Urban Ecology Center
UWM College of Health Services
Victory Garden Initiative
Walnut Way
Washington Park Partners
Washington Park Senior Center
Wauwatosa Community Food Pantry
Wauwatosa Health Department
Westside Academies I & II
Wisconsin Literacy
Word of Hope
YMCA
YWCA

Thank you to our partners from Washington County:

Albrecht Free Clinic
Boy Scouts of American – Bay Lakes Council
Casa Guadalupe Education Center
Celebrate Families
Elevate Inc.
Friends of Abused Families
Germantown Chamber of Commerce
Germantown Community Scholarship Fund
Germantown Fire Department
Germantown High School
Germantown Park & Recreation Department
Germantown Police Department
Germantown Senior Center
Germantown Youth Futures
Hartford Area Chamber of Commerce
Hartford Union High School
Heroin Task Force
Interfaith Caregivers of Washington County
Kettle Moraine YMCA
Kiwanis of Germantown
Kiwanis of Kewaskum
Kiwanis of West Bend
Leadership Germantown
Leadership West Bend
Rotary Club of Washington County
Schauer Arts & Activity Center
Senior Citizens Activities, Inc.
Spaulding Clinical Research
St. Boniface Food Pantry
United Way of Washington County
UW-Extension Washington County
Washington County Fair Grounds
Washington County Human Services
Washington County Shared Ride Taxi
Washington County Workforce Alliance
Washington Ozaukee Public Health Department
Well Washington County
West Bend ACTS
West Bend Chamber of Commerce
West Bend Fire Department
West Bend High Schools
West Bend Lioness/Lions Club
Thank you to our partners from Waukesha County:

Addiction Resource Council
Christmas Clearing Council
Drug Free Communities
Drug Free Communities Waukesha County
Falls Sussex Youth Leadership
HOPE Network
Interfaith Senior Programs, Inc.
La Casa de Esperanza
Leadership Menomonee Falls
Lisbon Fire Department
Menomonee Falls Area Food Pantry
Menomonee Falls Chamber of Commerce
Menomonee Falls Community Education and Recreation
Menomonee Falls Fire Department
Menomonee Falls High School
Menomonee Falls Kiwanis Club
Menomonee Falls Police Department
Menomonee Falls Rotary Club
Menomonee Falls Scholarship & Educational Foundation
National Association of Mental Illness (NAMI)
National MS Society — Wisconsin Chapter
New Berlin Chamber of Commerce
New Berlin Police Department
New Berlin School District
Shady Lane Greenhouses
Sussex Area Chamber of Commerce
Sussex Area Outreach Services
Sussex Hamilton School District
Sussex Senior Center
Town of Lisbon
Tri-County YMCA
UW-Extension Waukesha County
Village of Sussex Recreation Department
Waukesha County Business Alliance
Waukesha County Community Dental Clinic
Your Choice, Inc.

Thank you to our partners from multi-county areas:

Aging and Disability Resource Centers
American Cancer Society
American Diabetes Association
American Heart Association
BloodCenter of Wisconsin
Boys & Girls Clubs
Easter Seals of Southeastern Wisconsin
Horizon Home Care & Hospice
INROADS
LindenGrove
National Alliance on Mental Illness
United Performing Arts Fund
United Way of Greater Milwaukee & Waukesha County
Urban Economic Development Association of Wisconsin
Wisconsin Institute for Healthy Aging
Together, we make more Possible.

2016
REPORT TO THE COMMUNITY