



# 2023 Report to the Community

Los thawb mus tom hauv ntej.

دعونا نمضي قدماً

Let's push ahead.

Impulsándonos hacia delante.

Давайте двигаться вперед!





## Vision

We will be the trusted leader by transforming health care and connecting communities to the best of academic medicine.

## Mission

We advance the health of the people of the diverse communities we serve through exceptional care enhanced by innovation and discovery.

## Values

**Value People.** We treat others with respect, knowing that their feelings, thoughts and experiences are as important as our own.

**Work Together.** We collaborate across the enterprise to put forward our best.

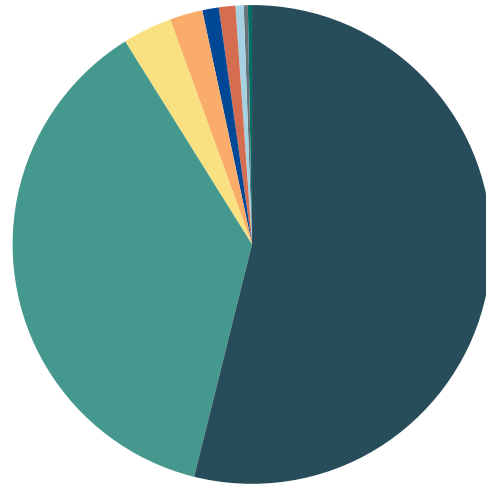
**Act Now.** We take action to solve problems and move forward quickly.

**Own It.** We take full accountability for our decisions, actions and results.

**Break Through.** We change the future of care with creativity and innovation.

**Deliver Excellence.** We set the standard that others aspire to by always asking "What more can we do?"

# Froedtert & the Medical College of Wisconsin Health Network



## 2023 Contributions to the Community

Category	Amount	Percent
Government-Sponsored Health Care	\$198,496,704	54.1
Health Professions Education	\$136,290,786	37.2
Financial Assistance	\$12,368,068	3.4
Community Health Improvement Services	\$7,833,737	2.1
Financial and In-Kind Contributions	\$4,304,705	1.2
Research	\$3,762,207	1.0
Subsidized Health Services	\$1,871,757	.5
Community-Building Activities	\$1,129,467	.3
Community Benefit Operations	\$805,971	.2
<b>TOTAL</b>	<b>\$366,863,402</b>	<b>100</b>

Froedtert & MCW Community Physicians 2023 contributions to the community were \$18,504,338.

Financial data, while unique to the Froedtert & MCW health network, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.

## By the Numbers

### Froedtert & MCW Health Network

As of June 30, 2023

Beds	1,185	Intensive Care Units:	
Patient Admissions	57,501	Number of Units	10
Patient Days of Care	310,856	Number of Beds	150
Outpatient Visits	1,667,871	Births	5,612
Physician Clinic Visits	1,283,540	Physicians	1,967
Emergency Visits	202,403	Nurses	4,725
Average Daily Census	815	Staff	17,727
		Volunteers	558



# Clinical Innovation

The Froedtert & the Medical College of Wisconsin health network is changing the future of health care with **Clinical Excellence** and **Innovation**.

## Coming Together to Create a Healthier Future for Wisconsin

In April 2023, we began our journey to combine Froedtert Health and ThedaCare to create a new health system – one that will make a lasting impact on the health and the delivery of health care in Wisconsin.

As two long-standing Wisconsin-based organizations, Froedtert Health and ThedaCare are uniquely positioned to build a better future for the communities in which we work and live. By coming together, we can invest our collective resources in closing care gaps and provide seamless access to services across the care continuum.

With Wisconsin values, people and communities at the core, our shared commitments for the combined organization are clear. We will:

- Help the people of Wisconsin live their unique, best lives.
- Be based in Wisconsin, led by people who live and work in Wisconsin.
- Deliver real value and bring innovative solutions for the health care needs of our state and communities.
- Honor and grow the strong legacies of clinical excellence and community commitment that are the shared hallmarks of each organization.
- Work in concert with our partners at the Medical College of Wisconsin.

We are on an exciting journey to build something new together and create a healthier future for our state. To learn more about our new health system, visit [WicareWIroots.com](https://www.wicareWIroots.com).

## Technologically Evolved Cancer Radiation Therapy Will Be Offered at Froedtert Hospital in 2025

Progress continues on the construction of a proton therapy facility at Froedtert Hospital campus. Bringing proton therapy to our patients will add to our many precision technologies that effectively treat cancer. Adults and children will no longer have to travel out of state for proton therapy, reducing barriers to getting advanced treatment, such as the cost of travel.



Proton therapy can treat many types of cancer. It is especially suitable for cancers that lie near sensitive nerves and organs that could make other types of radiation therapy too risky. Proton beams can be directed precisely to the tumor, where they penetrate, eradicate cancer cells and stop, rather than continuing past tumor margins through healthy tissue. This can minimize side effects for patients.

“The Froedtert & MCW Cancer Network has been at the forefront of the evolution of radiation therapy for decades,” said Christopher Schultz, MD, chair of the Department of Radiation Oncology at the Froedtert & MCW Clinical Cancer Center. “We have considerable clinical, technical and administrative experience in developing clinical programs with the goal of providing more personalized, effective treatments. Proton therapy supports our ongoing commitment to develop and offer world-class, innovative cancer care to all patients in the diverse communities we serve.”

Learn more at [froedtert.com/cancer/treatment/proton-therapy](https://froedtert.com/cancer/treatment/proton-therapy).

## Ambulatory Diabetes Outreach Program Has Helped Over 10,000 Patients Work Toward A1c Goals

The Ambulatory Diabetes Outreach Program (ADOP) has now helped over 10,000 patients work toward reaching personalized A1c levels. Since 2016, this Froedtert Pharmacy program has coordinated with network primary care physicians and clinicians to offer individualized care for patients with uncontrolled diabetes. Primary care clinical pharmacists and nurse certified diabetes care and education specialists provide personalized care by optimizing medication regimens and educating about lifestyle changes with the goal of lowering A1c levels to each patient's target A1c.

The Froedtert & MCW health network has set important FY24 diabetes care goals in both its quality metrics and Health Equity Initiative for Black, indigenous, people of color and Asian (BIPOC+A) populations. Key results with these 10,000 patients show how ADOP can play an important role helping turn those goals into reality:

- ADOP patients with an A1c of 9 or higher see an average A1c reduction of greater than 2%.
- On average, patients reach target A1c in less than 175 days when engaged in the program.
- Average relapse rate for ADOP patients after achieving target A1c is 8%, which is much lower than reported rates of 16-45% in outside studies.

ADOP is available across our health network, except for Froedtert South. It is exclusively for patients with uncontrolled type 2 diabetes. The program also excludes patients who are pregnant, using U500 insulin or working with an endocrinologist. A centralized team will reach out to eligible patients or primary care physicians or clinicians can directly refer any interested or eligible patients to the program. In addition to producing quality outcomes, the program also offers financial savings with patient insurance costs and network care expenses.

## Advancing Cancer Discovery, Immuno-Oncology and Precision Medicine

The Froedtert & MCW Cancer Network recently launched its Rare Cancer and Precision Medicine Clinic for patients with rare or advanced cancers. Working together, physicians and researchers are using genetic sequencing to find treatments that match the specific genetic and immune signature of each patient's cancer.

Precision medicine, sometimes called personalized medicine, refers to an approach to disease treatment based on an individual's genes.

A rare cancer is one that happens in fewer than 6 out of 100,000 people every year. As a group, rare cancers make up around 25% of all cancers.

Razelle Kurzrock, MD, a world-renowned leader in precision medicine and immunotherapy, is leading the Froedtert & MCW Rare Cancer and Precision Medicine Clinic. As a board-certified

medical oncologist, researcher and MCW faculty member, Dr. Kurzrock is one of the most important voices in precision medicine worldwide and is among the most highly cited scientists.

Dr. Kurzrock is leading a clinical trial called I-PREDICT in which researchers are testing the effectiveness of molecular profile-based evidence to determine individualized cancer therapy for patients with aggressive malignancies. While there are similar studies in the United States, no study is as comprehensive as I-PREDICT because it is patient-centered, not drug-centered. Instead of patients being matched to a trial with a set drug regimen, they receive the regimen that will be most effective for them based on tests that reveal the characteristics of their DNA and immune system.

## Eradicating Racism

The Froedtert & the Medical College of Wisconsin health network is committed to helping **End Racism** and racial disparities in health care.

### Equity, Diversity and Inclusion Dashboard

The Froedtert & MCW health network has set goals for increasing workforce diversity and supplier diversity and addressing health care disparities. It is one of our major strategic priorities. As a leader for equity, we created the Equity, Diversity and Inclusion Dashboard for accountability. We share the dashboard to be transparent about our efforts. It tracks quarterly progress in increasing workforce and board diversity, reducing disparities in health screenings and vaccinations, and increasing diverse supply chain and construction spending. View our Equity, Diversity and Inclusion Dashboard at [froedtert.com/end-racism](https://froedtert.com/end-racism).

We are committed to reflecting the diverse communities we serve, having the best talent and being a culturally competent organization that provides exceptional care to everyone.

### Racial Equity Education Fosters Our Culture of Dignity and Respect

Our health system continues to be committed to helping end racism and racial disparities in health care. Part of that commitment is offering education that increases our staff's knowledge of diversity, equity and inclusion concepts to enhance the service they provide to patients, visitors and other staff.

Our leaders also complete racial equity education and have access to a diversity resource library with articles on topics that include diversity and inclusion, emotional intelligence and communication. This training improves our leaders' ability to lead diverse teams.



*Milwaukee Hmong New Year celebration*

### Hmong New Year Celebration Highlights Rich Hmong Culture

The Milwaukee Hmong New Year celebrates the rich Hmong culture with activities, food and cultural performances at an annual two-day event. Staff from our Diversity and Inclusion and Community Engagement Departments provided health information and free flu vaccinations. Interpreters from our Language Services Department were available to interpret for Hmong-speaking attendees.

Our sponsorship of the Hmong New Year event and partnership with the Hmong American Friendship Association help us fulfill our commitment to advance the health of the diverse communities we serve.





Froedtert & MCW staff at the UNCF Walk for Education—Milwaukee.

## Walk for Education Supports Black Students and Schools

The United Negro College Fund (UNCF) National Walk for Education raises funds to provide scholarships and services to UNCF students and support historically black colleges and universities. Froedtert & MCW volunteers shared information about cancer prevention and treatment and cheered on walk participants at the event held at Veteran's Park on Milwaukee's lakefront.

Our sponsorship of the UNCF National Walk for Education—Milwaukee event is part of our commitment to stay connected to the diverse communities we serve through outreach efforts and partnerships.



Froedtert & MCW health network staff volunteer at Mexican Fiesta.

## Mexican Fiesta Celebrates Mexican Culture and Community

The annual Mexican Fiesta event at the Henry Maier Festival Park on Milwaukee's lakefront celebrates and builds awareness of Mexican culture with fun, food and music. Froedtert & MCW volunteers, including members of our LatinX Business Resource Group, provided information about cancer prevention and treatment and other health services to event attendees.

Our sponsorship of Mexican Fiesta is part of our health network's mission to make a positive, sustained difference in the diverse communities we serve through innovative programs and partnerships.

## Hispanic Health Care Summit Looks to Strengthen the Health of Milwaukee

"Strengthening the Health of Milwaukee" was the theme of the Prospanica Milwaukee Hispanic Health Care Summit, sponsored by the Froedtert & MCW health network. The event featured conversations about social determinants of health in the Hispanic community and mental health in the workplace, as well as networking opportunities and a career fair. Andres Gonzalez, vice president, Community Engagement, and chief diversity officer, was a featured speaker.

Prospanica is the premier nonprofit organization dedicated to developing Hispanic talent and growing the number of Hispanic professionals represented in American industries.

**2ND ANNUAL HISPANIC HEALTHCARE SUMMIT**  
**STRENGTHENING THE HEALTH OF MILWAUKEE**

**Andres Gonzalez**  
Froedtert Health

**Kirsten Johnson**  
Lakewood Health

**Michael Gonzalez, Jr.**  
UWM Milwaukee, PhD Student

**Denis Pfeiffer**  
Insured Through

**SESSION TOPICS**

- Social Determinants of Health in the Hispanic Community
- Mental Health in the Workplace

**Saturday, September 17, 2022**  
**8:00 am - 1:00 pm**  
 Light breakfast & lunch included  
 Resources open for students & professionals

**SCAN TO REGISTER BY SEPT 12**  
**\$15 NON MEMBERS & MEMBERS FREE**

**UWM Lubar Entrepreneurship Center**  
 2100 E Kenwood Blvd  
 Milwaukee, WI 53211

UWM MILWAUKEE PARTNERS FOR HEALTH  
 UWM ROBERTO HERNANDEZ CENTER  
 CITY OF MILWAUKEE  
 MILWAUKEE WISCONSIN AREA HEALTH EDUCATION CENTER  
 WISCONSIN BUSINESS ASSOCIATION  
 ASSOCIATED BANK

CONCORDIA UNIVERSITY WISCONSIN  
 MILWAUKEE AREA TECHNICAL COLLEGE  
 NATIONAL ASSOC OF HISPANIC NURSES MILWAUKEE  
 AMERICAN FAMILY INSURANCE  
 SPECIALLY INVESTMENT ADVISORS  
 AD RICHARD FOUNDATION FOR MENTAL HEALTH

# Anchor Institution

The Froedtert & the Medical College of Wisconsin health network is committed to being an **Anchor Institution** and making a positive impact on our community's health and safety.



*Froedtert West Bend Hospital Community Health Needs Assessment session.*

## Implementation Strategies Developed After Assessments Identify Community Health Needs

Our Community Engagement leadership team and a trained meeting facilitator held five Community Health Needs Assessment (CHNA) sessions where CHNA/Implementation Strategy Advisory Committees identified mental health, chronic disease and equitable access to health services as the significant health needs for the community served by Froedtert West Bend Hospital. Mental health was identified as the top community health need for the communities served by Froedtert Community Hospital locations in Mequon, New Berlin, Oak Creek and Pewaukee.

CHNA/Implementation Strategy Advisory Committees include members of Froedtert Health advisory committees, board members, community partners, local health departments and hospital and health system leadership and staff.

Three-year implementation strategies were developed detailing how the hospitals will address their prioritized health needs.

## Interns Complete Project SEARCH Program at Froedtert Hospital

Five interns celebrated their completion of the 2022-2023 Project SEARCH program at Froedtert Hospital during a commencement ceremony June 29. Project SEARCH helps people with disabilities learn skills and get work experience.

Froedtert Hospital partners with TransCEN Inc./Creative Employment Opportunities to provide nine months of classroom learning, career exploration and job skills training. The goal is to help the interns secure a year-round job with a competitive wage.

Three interns have accepted positions at Froedtert Hospital, including Tony Poshepny. Tony will work as a Supply Chain technician. He says learning the "Froedtert Way" is preparing him for his career.

## Froedtert Hospital Earns Environmental Sustainability Performance Awards

For the fourth year, Practice Greenhealth recognized Froedtert Hospital for its commitment to environmental stewardship and sustainability with the 2023 Greenhealth Partner for Change Award and the Greening the Operating Room Recognition Award.



The Partner for Change Award recognizes superior performance in a range of environmental sustainability programs and activities. The Greening the Operating Room Recognition Award honors facilities that have made substantial progress in improving environmental performance in the operating room.

Practice Greenhealth is the leading membership and networking organization for sustainable health care, delivering environmental solutions to more than 1,400 hospitals and health systems in the United States.

Among Froedtert Hospital's achievements:

- Decreasing energy use intensity (*less energy use per square foot*)
- Decreasing spending on meat and increasing spending on local and sustainable food and beverages through our commitment to the Cool Food Pledge
- Achieving below the Practice Greenhealth median for metric tons of carbon dioxide equivalent (*MTCO<sub>2</sub>e*) generated from the use of inhaled anesthetics per anesthetic hour
- A 93% reduction in MTCO<sub>2</sub>e associated with desflurane use since the 2019 baseline; that change is equal to the annual electricity use of 349 homes (*EPA GHG Equivalencies Calculator*)

A focus on more sustainable operations supports healthier patients, staff and communities. We continue to focus on reducing our impact on the environment at Froedtert Hospital and throughout the Froedtert & MCW health network.



*Patricia Nimmer, director, Community Outreach/Partnerships (left); and Project SEARCH support staff and interns, including Tony Poshepny (back middle)*





Staff participates in a high school health care career fair.

## Partnering with Schools and Community Organizations on Workforce Development and Diversity

Froedtert & MCW staff provide mentoring, presentations and health care career exploration fair participation to high school students interested in health care careers.

### LAUNCH Program

- Last year, 80 students were mentored by 25 staff members during weekly virtual meetings.
- Biomedical solutions classroom presentations on topics including behavioral health, surgical services, sterile processing and public health were given by 16 staff speakers.
- Six staff members led mock interviews with 39 students to practice interviewing skills for employment and internships.

### Junior Achievement

- Seventeen Froedtert & MCW staff members reached 1,099 students as Junior Achievement speakers during a virtual speaker panel and at programs at Elmwood Elementary School, Muskego High School, New Berlin West Middle/High School and Pewaukee High School.

### Health Care Career Fairs and Speaker Series

- Twenty staff members staffed career booths at the Waukesha County Business Alliance Discovering Health Care Careers Expo, engaging 475 students in health care careers, including pharmacy, infection control, cancer care and the birth center.
- More than 100 juniors and seniors attended the Slinger High School Health Care Career Fair where six staff members shared career opportunities in areas such as clinical dietetics, pediatrics and laboratory.
- Ten staff members participated in the Washington County College and Career Fair where more than 1,000 juniors and seniors from Hartford Union High School, Kewaskum High School, Slinger High School and West Bend East and West High Schools explored health care career options.
- Ten staff members shared their paths to their current careers to more than 125 students during the Kewaskum High School and West Bend East and West High Schools Health Care Careers Speaker Series.

### Milwaukee Anchor Collaborative

We partner with the Milwaukee Anchor Collaborative to hire and retain people of color from eight Milwaukee ZIP codes where 33% of residents are living in poverty. Increasing incomes and investing in disadvantaged and disinvested neighborhoods help lift people out of poverty and revitalize the poorest communities.

## Supply Chain Department Celebrates the Power of Partnership

Our nationally recognized Supply Chain team includes more than 200 staff members who work together every day to deliver excellence.

Recent examples of that excellence include:

- **Spending** \$38.8 million with minority- and women-owned suppliers in FY23, exceeding our goal of \$34.6 million.
- **Working** with the Diversity and Inclusion Department to make inclusive hair care products available to our patients.
- **Supporting** the health network's Project SEARCH program by providing internship opportunities for adults with disabilities and hiring interns after graduation.

Supply Chain's support of supplier diversity, workforce development programs and diversity and inclusion initiatives is critical to their success.



Froedtert Health is proud to be an anchor institution that helps minority- and women-owned businesses thrive. Our diverse supplier spending goals align with our pledges to the Milwaukee Anchor Collaborative and the Healthcare Anchor Network.

# Population Health/Health Equity

The Froedtert & the Medical College of Wisconsin health network is transforming health care through **Population Health** management, which focuses on care coordination and targeted disease intervention and aims to improve **Health Equity** in our community.

## Albrecht Free Clinic Helps Patient Manage Diabetes

In December 2021, Ana went to a local emergency department when she started having trouble breathing and walking. She was also constantly thirsty no matter how much water she drank. She was diagnosed with diabetes and started on 50 units of insulin.

Ana, 36, had been treated at the Albrecht Free Clinic in West Bend in 2018 for gastritis and an ulcer. She went back to the clinic to help manage her new diagnosis and began seeing Robert Gibson, MD, who confirmed her type 2 diabetes diagnosis after further testing. He encouraged her to make changes to her diet and exercise regularly.

Initially Ana was disheartened by the idea of changing her lifestyle, but she was inspired by her grandfather who reversed his diabetes by changing his diet. So she got to work on her health. As soon as she made diet changes, her blood sugar went down, and monthly visits with clinical pharmacist Tamara Struebing, PharmD, provided guidance and encouragement in making additional lifestyle modifications.



Ana (left) with Tamara Struebing, PharmD

Because of her lifestyle changes, which included walking every day, limiting sugar and carbohydrates and not eating after 8 p.m., Ana has lost weight and her A1c has dropped from 11.4 to 5.3, which is in the normal range. She no longer has to take diabetes medication because her diabetes is now in remission, and she only has to follow up with her physician every six months.

"If you take care of yourself, diabetes is a manageable illness, not a death sentence," Ana said.

## Community Outreach Health Clinic Helps Patient Manage Diabetes

After Jim Lenzke lost his job at a foundry during the COVID-19 pandemic, he desperately needed help.

An illness had landed him in the hospital and later in physical therapy. When he was called back to work, he didn't have the stamina to work a whole shift. He was losing weight and energy and because he wasn't working, he no longer had health insurance.



Jim Lenzke

His sister encouraged him to go to the Community Outreach Health Clinic located inside Froedtert Menomonee Falls Hospital. The clinic's staff and volunteers tended to his medical needs and conducted tests to determine why the once physically fit man suffered such a decline.

Jim was diagnosed with diabetes and clinic staff immediately developed a management plan for him.

"It probably saved my life, to be honest," he said.

With the help of nutrition guidelines focused on managing diabetes, medications from a volunteer pharmacist and the other free medical services he received at the clinic, Jim has learned to live with diabetes and enjoy an abundant life that includes plenty of workouts.

Jim is grateful and appreciative of clinic staff who respect him and show genuine care for his situation. He recommends the clinic to anyone who avoids medical care because of a lack of insurance. He shares with them that there is a special place in Menomonee Falls where staff and volunteers want to help.

"They've treated me like royalty," Jim said. "I call my story a success story!"



Froedtert & MCW staff share LGBTQ+ health care resources.

## Froedtert & MCW Health Network Proudly Sponsors PrideFest

Froedtert & MCW volunteers, including physicians, clinicians and LGBTQA Business Resource Group members, shared information and answered questions about reproductive medicine and our Cancer Center and Inclusion Health Clinics at Milwaukee PrideFest June 1-3, 2023. Our Inclusion Health Clinics are specifically designed to comprehensively meet the health care needs of the LGBTQ+ community.



Each month, Froedtert & MCW staff visits the Menomonee Falls Senior Center to share a health topic with seniors while they are waiting for Bingo to begin. Staff mingle with attendees, which can be as many as 50, and have casual conversations about that month's health education.

- How to dispose of sharps
- Hearing difficulties and solutions
- Fall prevention
- Benefits of volunteering
- Cancer screening guidelines
- Hypertension information
- Movement and mobility
- Power of Attorney for health care documents
- Nutrition

A health education series at the Manitowoc Senior Center was implemented in May 2023 to increase understanding of chronic disease prevention in the senior population. Each Wednesday in May, a Froedtert & MCW staff member provided a class on topics that included reducing risk of falls; mental health, wellness and aging; wellness and low-impact activity; and knowing your health numbers with blood pressure screening.



*Maddie Milbrath, personal trainer, presents to seniors at Manitowoc Senior Center.*



*Elizabeth's daughter,  
a Community Smiles Dental patient*

Families are referred to the services at Community Smiles Dental (CSD) by many sources, including medical partners, educators, service organizations and friends and family who have received care. But all the families that are referred to CSD have a similar story of frustration surrounding the barriers they experienced to find dental care for their state-insured children.

"The resource of time is already precious for families," Elizabeth, a CSD mom, said. "Many families in our situation have to make the decision if they will take the time to find dental care available to those on state insurance or just forgo the care altogether."

She suspects that most forgo dental care based on the challenges she experienced before finding CSD.

Elizabeth's family had access to private insurance for many years but a recent employment change removed these benefits, causing the family of seven, including five children ages 1 to 12, to rely on state insurance. Immediately, Elizabeth struggled to find dental care due to their insurance status.

Fortunately, Elizabeth and her family, who live in Menomonee Falls, learned of CSD's Menomonee Falls clinic. They were put on the waiting list, but thanks to the diligence of the patient care team, four of her five children have already been treated.

**"The care was efficient and kind," Elizabeth said. "It felt normal – like being at any dental practice. The clinicians have provided excellent care and the team has been so accommodating."**

The Community Smiles Dental Menomonee Falls clinic opened in 2018, made possible in part because of a \$1.65 million investment by our health network.



*Students and their families enjoy a meal at a Westside Academy Homework Diner.*

## Homework Diners Encourage Family Involvement in Student Education

The COVID-19 pandemic resulted in a dip in academics, lack of family involvement in education and a rise in mental health issues. To combat these problems, our community school coordinator based at Westside Academy started a Homework Diner initiative to encourage family members to become partners in their student's education. Once a month, students and families came to the school for a hot dinner, and students received extra homework help from teachers and volunteers. Families also received community resources from a leadership council.

A resource fair was held at the end of the school year where families received health education and screenings and were connected with primary care clinicians. The Homework Diners and resource fair connect students and their families with education and resources to promote a healthier future.



*Froedtert & MCW staff at the Black Birth Symposium on March 25, 2023.*

## Black Birth Symposium Addresses Black Maternal and Infant Health

In partnership with Milwaukee Film, our health network sponsored the Black Birth Maternal and Infant Health Symposium to discuss racial disparities in maternal and infant health. The free event featured film screenings; breakout sessions; panel discussions with health care clinicians and community advocates; and keynote speaker Jasmine Zapata, MD, founder of the Beyond Beautiful Girls Empowerment Movement and chief medical officer and state epidemiologist for community health at the Wisconsin Department of Health Services.

In the United States, Black women are three to four times more likely than white women to experience pregnancy-related death. Our partnership with Milwaukee Film is part of our commitment to address the social, economic and cultural factors that contribute to health disparities in the diverse communities we serve.

## Community Outreach Nurses Offer Free Community Clinics

Last fall, Community outreach nurses Amalie Hansen, RN, Tierra Hoard, RN, and Jasmine Johnikin, RN, collaborated to host nine free flu shot clinics throughout the city of Milwaukee. Each year, the nurses partner with community organizations to provide free flu vaccines to underserved populations under the Community Care-A-Van initiative.

The Community Care-A-Van provides Milwaukee residents access to free health screenings, education, health coaching and navigation to resources. Many factors make it difficult for people to access health care, including transportation, lack of access and lack of awareness of resources. By providing services such as health screenings and flu shots, the community outreach nurses are bridging the gap between the community and the health care system. The Community Care-A-Van is sponsored by the Froedtert & MCW health network and the Milwaukee Bucks.



*Amalie Hansen, RN, Jasmine Johnikin, RN, and Tierra Hoard, RN, provide free flu shots at United Methodist Children's Services.*





*Froedtert & MCW staff, including Spanish medical interpreters, at the free skin, hair and nails event.*

## More than 50 Dermatology Screenings Provided at Free Skin, Hair and Nails Event

Froedtert & MCW dermatologists screened 52 community members at a free skin, hair and nails event at Gee's Clippers on Milwaukee's north side. Volunteers also provided health information and answered questions. Interpreters from our Language Services Department were available to interpret for Spanish-speaking participants.

People of color have a higher risk of dying from skin cancer due to lack of access to dermatology services and delays in care. Screening and early detection can help save lives.



## Health Center and Residency Program Open on Milwaukee's South Side

The Froedtert & MCW Forest Home Health Center welcomed its first patients June 26, 2023. The health center, located on Milwaukee's south side, serves the predominantly Hispanic and Latino community. It offers family medicine and behavioral health services and an on-site laboratory.

The health center is also home to the South Side Family Medicine Residency Program, which invests in the future of health care by teaching the next generation of physicians. The three-year residency program will accept six family medicine residents annually, offering culturally and linguistically competent care to the local community.

Aligned with our health network's overall growth strategy, the new health center and residency program will increase our reach and improve access to quality health care in the communities we serve.



*Gee's Clippers owner Gaulien "Gee" Smith practices CPR compressions.*

## CPR Training Provided to Gee's Clippers Barbers

The Froedtert & MCW health network and Milwaukee Fire Department collaborated to offer CPR training to barbers at Gee's Clipper's Barbershop on Milwaukee's north side. Most cardiac arrests happen in homes and public settings. If performed immediately, CPR can double or triple the chance of survival from an out-of-hospital cardiac arrest.

The training was offered as part of the Gee's MKE Wellness Clinic, a barbershop initiative that builds on the trust and strength of the barbershop comradery among African American men to connect them to community resources, as well as primary care, behavioral health and social services in Milwaukee.

# Froedtert in Action/Corporate Social Responsibility

The Froedtert & the Medical College of Wisconsin health network integrates **Corporate Social Responsibility** practices and programs and volunteer opportunities through **Froedtert in Action** into our culture.



Healthy Community Fund grant recipient Casa Guadalupe Education Center, Inc.

## Charitable Giving and Sponsorships Support Our Mission

The Froedtert & MCW health network believes in giving cash and in-kind donations to organizations aligned with our mission. In FY23, our health network donated \$966,815 through:

- Charitable Giving and Sponsorship Program (\$366,855)
- Froedtert Holy Family Memorial Hospital Sponsorship Program (\$47,960)
- Froedtert Hospital Community Investment Fund (\$250,000)
- Froedtert Menomonee Falls Hospital Community Outreach Steering Committee (\$75,000)
- Froedtert West Bend Hospital Healthy Community Fund (\$227,000)

More than 100 organizations received funding through our health network's charitable giving and sponsorship programs.



Staff volunteer at the Leukemia & Lymphoma Society's "Light The Night" event, one community event sponsored by our health network.

## Awards Received for LAUNCH Program Involvement

Elmbrook and Wauwatosa school districts students participating in the health care segment of the LAUNCH program created a stroke prevention community health education video in partnership with mentors from our health system's stroke team. On March 14, the video and the partnership were recognized with the Community Partners in Stroke Care Award.

The award was presented by the Coverdell Stroke Program, part of the Wisconsin Chronic Disease Prevention Program (CDPP).

The CDPP works with hospitals, emergency medical services and professional organizations to improve community awareness and the quality of stroke care. The stroke prevention video addresses the importance of recognizing stroke signs and symptoms and why calling 911 is critical in saving lives and recovery time.

The Elmbrook School District awarded Froedtert Health its Golden Apple Excellence in a Community Partnership Award for our involvement in the Brookfield-based LAUNCH mentorship program. The award was presented at the Elmbrook School District Engaged in Excellence Awards on May 1.

The LAUNCH program provides high school juniors and seniors immersive, career-based learning experiences in a variety of industries, including health care. The goal is to develop highly skilled and adaptable innovators and leaders. Each year, Froedtert Health staff work to inspire more than 100 LAUNCH students to pursue careers in health care.



Angelique Cofta and Shawna Boehlen accept the Community Partners in Stroke Care Award.



Patricia Nimmer, director of Community Outreach and Partnerships, and Andy Dresang, executive director of Community Engagement, accept the Golden Apple Excellence in a Community Partnership Award.





Cancer Center staff collects items for the Healthy Shelves Drive.

## Healthy Shelves Drive Collects More Than 10,000 Items for Local Food Pantries

Each year, our generous staff reach beyond the walls of our hospitals and health centers to support community needs by donating nutritious food and personal hygiene items during our Healthy Shelves Drive. The 2023 drive, our largest to date with 10,685 items collected, stocked food pantries in Manitowoc, Milwaukee, Ozaukee, Washington and Waukesha Counties.

## Summer Health and Wellness Series Offers Free Classes and Activities

The FIT in the Parks health and wellness series offered free fitness classes and activities, including barre fitness mat, yoga and candlelight hikes, at several parks in Germantown and Menomonee Falls. Froedtert & MCW staff provided education about trauma/injury prevention, healthy eating, cancer screenings, exercise importance, organ donation and virtual visit options at the end of several classes.

The Wellness in Our Parks series offered free classes and activities, including yoga, tai chi, summer strength, reflexology and nature hikes, in various Ozaukee County and Washington County parks. Froedtert & MCW staff welcomed attendees to the classes and shared how spending time outdoors can boost moods, reduce stress and fight anxiety and depression.

The Fit in the Park health and wellness series provided a variety of outdoor exercise opportunities, including boot camp, Zumba®, HIIT class, yoga and wellness hikes, at Manitowoc County parks. A Froedtert & MCW clinician provided tips and information about healthy living and chronic disease prevention at the end of each class.

The latest Community Health Improvement Plan and Process survey found that about 70% of adult residents in Waukesha County are overweight, and less than half of those surveyed met recommended nutritional and physical activity goals. One way we are addressing these issues is through programs like FIT in the Parks, Wellness in Our Parks and Fit in the Park.



Yoga classes in Menomonee Falls and Manitowoc



Staff volunteer at the Froedtert Holy Family Memorial Hospital drug take back event.

## Drug Take Back Events Support Healthier Communities

Last year, our health network hosted three drive-through drug collection events as part of National Prescription Drug Take Back Day on April 22. The events, held in partnership with local law enforcement agencies and community organizations, collected 1,365 pounds of unused and expired medications from 861 households. Pharmacists were also on hand to accept sealed and nonexpired medications through our Drug Repository Program to repurpose to individuals with cancer or chronic disease who are uninsured or underinsured.

Proper medication disposal keeps drugs out of landfills and water systems and away from pets, children and others. Since 2009, our health network has collected more than 24,000 pounds of medications from more than 12,000 households.

- Froedtert Menomonee Falls Hospital – 550 pounds of medications collected from 350 households
- Froedtert & MCW Moorland Reserve Health Center, New Berlin – 530 pounds of medications collected from 306 households
- Froedtert Holy Family Memorial Hospital, Manitowoc – 292 pounds of medications collected from 205 cars (91 pounds more than the previous year's event)

## Gift-Giving Program Brings Holiday Cheer to Local Communities

Each year, our staff makes local families' holiday wishes come true by donating gifts and toys to our holiday gift-giving program. The Community Engagement Department partners with local organizations to identify and support families needing some help during the holiday season.

### Last year, generous staff:

- Donated 262 toys in Manitowoc County
- Collected gifts for 385 students, staff and families in Milwaukee County
- Donated 129 toys in Ozaukee County
- Donated 48 toys in Sheboygan County
- Adopted 37 families in Washington County
- Collected 1,104 gifts for children in Waukesha County



*Holiday gifts ready to be delivered to local families*

## Teaming Up With the Milwaukee Bucks to Advance Community Health and Celebrate Diversity and Inclusion

The Froedtert & MCW health network has a long-standing partnership with the Milwaukee Bucks to advance the health and wellness of our community and celebrate diversity and inclusion.

### Community Care-A-Van

In 2019, the Froedtert & MCW health network and the Milwaukee Bucks launched the Community Care-A-Van to bring preventive resources and services to Milwaukee residents where they live, work and play. Last year, 4,602 community members received access to health education, blood pressure and blood glucose screenings, social resource navigation and referrals to care through the Care-A-Van community outreach nurses.

### Sponsorship Game Nights

The BUCKSFit game in March encouraged adults and children to take simple steps each day to improve their overall well-being. BUCKSFit also includes an online playbook with videos and articles on health and wellness topics, healthy recipes and workouts and information about community programs and resources. At the Heart Health game on Valentine's Day, Froedtert & MCW volunteers provided resources and a basic introduction to hands-only CPR training. The Los Bucks Noche Latina and Pride Night games encouraged the community, our staff, members of the LatinX and LGBTQA Business Resource Groups and the Bucks' employee resource groups to celebrate Hispanic/Latino and LGBTQ+ populations.

### Deer District Market Series

The Froedtert & MCW health network joined the Milwaukee Bucks for a third year to support local and minority-owned businesses. The 2023 Deer District Market Series on the Plaza at Fiserv Forum showcased dozens of food trucks, clothing vendors, art creators and more. Markets ran from June-September and were free to the public.



*Los Bucks Noche Latina and Pride Night games and BUCKSFit event*



Froedtert in Action, a Community Engagement initiative, reaffirms our organization's commitment to give back to the diverse communities we serve. It reflects our commitment to our mission while creating excitement about the many ways we can give back as an organization. The program highlights volunteer opportunities available to staff, showcases the value of those community activities and demonstrates the impact of the work we do.



**A.** 257 staff volunteered 880 hours to provide spring and fall clean-up tasks in 84 yards. **B.** More than 50 staff completed projects with 11 organizations that support women, children and families on Oct. 11, International Day of the Girl. **C.** Staff filled 1,240 hygiene kits that were donated to local organizations as part of our annual United Way staff giving campaign. **D.** Each year, our health network sponsors Revitalize Milwaukee's Block Build, a summer weekend event that provides free home repairs throughout Milwaukee and Waukesha Counties to help homeowners stay in their homes and stabilize neighborhoods.





## Honors and Recognition

Froedtert & the Medical College of Wisconsin hospitals, physicians and medical programs are recognized regularly through national and local awards. These awards confirm our commitment to world-class care and are a tribute to our dedicated doctors, clinicians and staff.

- Froedtert Hospital was recognized as a top performer in the 2023 Bernard A. Birnbaum, MD, Quality Leadership Ranking by Vizient, Inc. Achieving a rank of 4 out of 116 Comprehensive Academic Medical Centers Vizient members, we were recognized for demonstrating excellence in delivering high-quality care based on the Vizient Quality and Accountability Study. This represents our highest rank since 2017. The ranking measured performance on the quality of patient care in six domains: safety, mortality, effectiveness, efficiency, patient centeredness and equity. The ranking factors in measures from the Vizient Clinical Data Base and includes performance data from the HCAHPS survey and the CDC's National Healthcare Safety Network.



- U.S. News & World Report nationally ranked Froedtert Hospital in urology and recognized Froedtert Hospital as High Performing in three adult specialties – cancer; gastroenterology and GI surgery; and pulmonology and lung surgery. Froedtert Hospital holds a High Performing rating in 16 procedures and conditions, while Froedtert Menomonee Falls Hospital maintains High Performing status in six procedures and conditions. Froedtert West Bend Hospital is rated as High Performing in one procedure and condition.

- Froedtert Hospital was named a top major teaching hospital in Merative's 2022 annual 100 Top Hospitals ranking that recognizes the top-performing hospitals in the United States. To determine the hospitals included on the list, Merative researchers evaluated 2,650 short-term, acute-care hospitals using publicly available clinical, operational and patient satisfaction data and metrics.



- Froedtert Hospital achieved its fourth Magnet designation for excellence in nursing services by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® in 2021. The Magnet Recognition Program recognizes health care organizations that demonstrate excellence in nursing practice and quality patient care. Organizations with this prestigious outcomes-driven credential demonstrate improved patient outcomes, nurse satisfaction and retention and reduced costs. Magnet recognition is the gold standard for nursing care delivery, new nursing knowledge (research), and evidence-based clinical quality in health care organizations around the world.

- Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital achieved their first Magnet designation for excellence in nursing services by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® in 2023. The Magnet Recognition Program recognizes health care organizations that demonstrate excellence in nursing practice and quality patient care. Organizations with this prestigious outcomes-driven credential demonstrate improved patient outcomes, nurse satisfaction and retention and reduced costs. Magnet recognition is the gold standard for nursing care delivery, new nursing knowledge (research) and evidence-based clinical quality in health care organizations around the world.

- The Froedtert & MCW Cancer Network is a recipient of Press Ganey's 2022 Guardian of Excellence Award® for the Medical Practice setting. Press Ganey, a national company measuring health care organization performance, honors organizations that have achieved the 95th percentile or above for patient experience. The award is based on responses from cancer patients who were surveyed on a variety of factors describing their treatment experience with the Froedtert & MCW Cancer Network. The Cancer Network has sustained excellence in patient experience, ranking in the top 5% of nearly 950 United States health facilities.



- Human Rights Campaign recognized all three Froedtert & MCW hospitals as "Leaders in LGBTQ Healthcare Equality" for protecting our LGBTQ patients and employees from discrimination, ensuring equal visitation for LGBTQ people and providing staff training in LGBTQ patient-centered care. As a designated organization, we ensure exceptional staff and patient experiences based on policy, process and practices.

- Froedtert Health was named a Best Place to Work for Disability Inclusion, earning a top 100 score on the 2023 Disability Index for outstanding commitment to disability and inclusion practices for the fourth year in a row. The DEI assessment measures an organization's culture and leadership, accessibility, employment practices (including benefits, recruitment, employment, education retention and advancement, accommodations), community engagement and supplier diversity.



- Froedtert Hospital is among "America's 50 Best Hospitals™," and Froedtert Menomonee Falls Hospital is among "America's 100 Best Hospitals™," according to a list released by Healthgrades in 2023. This recognition places Froedtert Hospital among the top 1% and Froedtert Menomonee Falls Hospital among the top 2% of hospitals in the nation for overall clinical excellence. The 2023 America's Best Hospitals list encompasses three awards:

- America's 250 Best Hospitals, which represent the top 5% of hospitals in the United States
- America's 100 Best Hospitals, which represent the top 2% of hospitals in the United States
- America's 50 Best Hospitals, which represent the top 1% of hospitals in the United States

- Froedtert Health earned a 2022 Diversity Impact Awards Top 10 Diversity Action Award from the Global ERG Network. The network recognized our Diversity Council for its leading role in the organization's robust supplier diversity strategy. Supporting businesses that represent all dimensions of diversity helps to lift more people out of poverty, revitalize neighborhoods and create greater community and economic vitality. The Global ERG Network also named Froedtert Health a top 10 organization for diversity, equity and inclusion in 2020 and 2021.



دعونا نمضي قدماً

**Impulsándonos hacia delante.**

**Los thawb mus tom hauv ntej.**

Давайте двигаться вперед!

**Let's push ahead.**



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