Aurora St. Luke's South Shore

2021 Community Health Progress Report

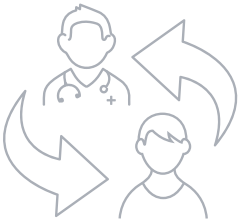
A progress report on our 2021 Community Health Implementation Strategy

As an affiliate of Advocate Aurora Health, our purpose is to help people live well. Our process begins with our Community Health Needs Assessment (CHNA), for which we obtain input from community members, public health representatives, and community partner organizations. We use that information to prioritize identified community health needs and develop a Community Health Implementation Strategy (CHIS) plan with specific targets and measures for the needs we are best positioned to address. This report shares highlights of progress we made on our plan in 2021. To see our most recent CHNA report and CHIS plan, please visit **www.aurora.org/commbenefits.**

In 2020, Advocate Aurora's community benefit programming efforts pivoted and transformed to meet the newly identified significant health needs of the community during the COVID-19 pandemic and that work continued through 2021. Implementation remained delayed for some previously planned programs, and activities for some existing programs were applied differently or were temporarily paused. This allowed our team members and resources to be redirected to focus on the community's need to prevent and control the spread of COVID-19.

Priority #1 | *Access to Innovative Care and Services*

Focus | Access to care



Access to Innovative Care and Services is about creating conditions in our hospital, across our health system and in our community to provide accessible, available, affordable, and targeted health care and health services to support everyone's ability to live well. Access to care offers an opportunity to detect and treat disease at an earlier stage, improve overall health, prevent disease and disability, and reduce preventable deaths. To address this in 2021:

- 168 patients who arrived at our Emergency Department (ED) seeking non-emergent care and did not have a primary care physician were seen by an Aurora Health Care primary care provider within 28 days following their ED visit.
- 12 appointments were scheduled in our ED through the Milwaukee Health Care Partnership (MHCP) ED Care Coordination (EDCC) program to help people establish a medical home with a Federally Qualified Health Center. More information about this program and our work with MHCP can be found by visiting www.mkehcp.org.
- 196 prescriptions were provided free of cost through our Essential Medication Fund to uninsured patients who had no resources for medications upon discharge.

Priority #2 | *Access to Behavioral Health Programs and Services*

Focus | Behavioral Health: Mental Health and Substance Use

Behavioral health, which includes treatment and services for mental health conditions and substance use disorder is a growing public health concern and was identified as a top health issue in our hospital's most recent Community Health Needs Assessment. In response to this identified critical need in 2021:

- 1,289 people were assessed by an Aurora Behavioral Health services team member in the ED and received expedited referrals as appropriate for behavior health services.
- 11.2 was the average inpatient behavioral health services daily census, 5.7 was the average partial hospitalization daily census for mental health, 6.1 was the average intensive outpatient daily census.

Priority #3 | *Address the underlying causes of persistent health problems*

The socioeconomic and environmental conditions where people live, work, learn, play and pray have a direct impact on a wide range of wellness and quality of life outcomes. The Advocate Aurora Health Community Strategy provides an overarching framework for the health system centered on six areas of focus which include: access to innovative care; access to behavioral health; workforce development; community safety; housing; and food security. Our CHIS aligns with the Advocate Aurora Community Strategy, but this plan is unique to the health needs of the community we serve.

Focus | Workforce Development

Our hospital team members remained committed to supporting health professions students of all levels and from various programs seeking educational opportunities, including continuing education for current emergency medical service (EMS) professionals. During 2021:

- 63 job fairs took place within our service area, resulting in 42 people accepted job offers from Advocate Aurora Health.
- 64 paid training positions were filled in our service area. Of those that completed the program, 52 people accepted job offers from Advocate Aurora Health.
- 6 team members participated in the NAVIGATE program.

Priority #4 | *Covid-19 Pandemic Response*

The COVID-19 pandemic brought significant changes to the ways people work, communicate, learn, play, eat, socialize, and receive health care. As COVID-19 raced across our community, our team members answered the call to serve at the front lines of the pandemic. COVID

Focus | COVID-19 Testing and Vaccinations

Our vaccination strategy started in late 2020 with our team members who were providing care to patients and community members. In 2021, we were able to open our vaccination clinics to community members. Throughout 2021, 6,653 people were partially vaccinated, 6,971 people were fully vaccinated, and 16 people received their COVID booster immunization through our hospital.

Give well. Together, we have the power to transform care and create a stronger community.

AdvocateAuroraHealth

TEAM MEMBER giving campaign

Teaming up to help people live well.

During 2021, a total of 35 hospital team members pledged $12,913 to the Advocate Aurora Team Member Giving Campaign. The campaign supports more than 1,300 local not-for-profit funds, including Advocate Aurora Health funds, local United Way agencies, and other not-for-profit organizations responding to important community health needs.

Aurora Health Care Foundation

People like you have helped Advocate Aurora Health serve communities for more than 100 years. Through your charitable gift, you can carry on that inspiring tradition of partnership. Together we can make a difference in the lives of the people and families who need us most. Visit **www.advocateaurorahealth.org/foundations/** to learn more about the many ways you can give.

Aurora Health Care

We are AdvocateAuroraHealth

Aurora St. Luke's South Shore
5900 S. Lake Drive
Cudahy, WI 53110