Aurora St. Luke's South Shore
2020 Community Benefit Report

A progress report on our 2020 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 an Implementation Strategy (IS) 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 2020. To see our most recent CHNA report and IS plan, please visit **www.aurora.org/commbenefits.**

Although much of this work was paused in 2020 due to COVID-19's impact on our ability to provide in-person community outreach and our need to re-direct team members to support COVID-19 response efforts, some outreach and education events took place prior to the start of the pandemic. In some cases, educational opportunities shifted to a virtual platform.

Priority #1 | *Access, a signature community benefit focus for Advocate Aurora Health*

Focus | Access

Along with having a consistent primary care provider and medical home, access to medical 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 2020:

- 29 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.
- 11 appointments were scheduled in our ED through the Milwaukee Health Care Partnership (MHCP) ED Care Coordination (EDCC) program to help individuals 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.
- 387 prescriptions were provided free of cost through our Essential Medication Fund to uninsured patients who had no resources for medications upon discharge.

Priority #2 | *Behavioral Health, a signature community benefit focus for Advocate Aurora Health*

Focus | Behavioral health

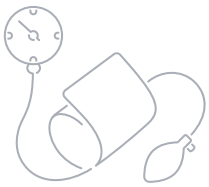
According to our hospital's CHNA, mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues for Milwaukee County. In response to this identified critical need in 2020, we:

- Completed 364 behavioral health intake assessments.
- Averaged a 12.9 inpatient behavioral health services per day, 3.3 partial hospitalization mental health per day, and 3.7 intensive outpatient daily census in our behavioral health unit.
- Referred 129 people to IMPACT for alcohol and other drug abuse (AODA) screenings and counseling services.

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

Through the Advocate Aurora Health Community Strategy, we've pledged to build health equity, ensure access, and improve health outcomes in our communities through evidence-informed services and innovative partnerships by addressing medical needs and social determinants.

Focus | Senior care



Our South Shore communities have a higher than-average aging population. Milwaukee County's median age is 34.0 years, while South Shore residents have higher median ages at 40.6 years for Cudahy, 37.0 years for Oak Creek, 45.0 years for St. Francis, and 40.5 years for South Milwaukee. Of adults aged 65 years or older, one-third experience a fall each year.

To address this in 2020, 74% of ED patients aged 65 years and older were identified for screening with the Identification of Seniors at Risk (ISAR) tool. 74% of patients identified were screened and 100% of those who were identified as "at-risk" were referred to social services for additional support.

Focus | Workforce planning and development

Social determinants of health are the structural elements and conditions in which people are born, grow, live, work, and age. Education leading to employment is one factor that can help one gain the income, health insurance and other benefits, and stability necessary for good health. Our hospital team members remain committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility. During 2020, we:

- Participated in 11 job fairs that took place within our service area.
- Helped fill 36 paid training positions in our service area. Of those that completed the program, 27 people accepted offers from Advocate Aurora Health.
- Met with students at South Milwaukee High School to discuss volunteer and Certified Nursing Assistant (CNA) opportunities.
- Attended the Cudahy High School Volunteer and Employment Fair and distributed volunteer information and Food Service Intern Program information.
- Hosted 2 team members who entered 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.

Focus | COVID-19 Testing and Vaccinations

Our hospital, in close partnership with state and local government entities, developed a robust testing strategy in our community. In 2020, our hospital completed 5,468 tests for community members.

Our vaccination strategy also started in 2020 with our team members who were providing care to patients and community members. In 2020, 189 people received their first dose of the COVID-19 vaccine through our hospital. As supplies increased and eligibility expanded, we opened vaccination appointments to community members. As of October 14, 2021, 6,839 individuals have been partially vaccinated and 6,949 have been fully vaccinated through our hospital.

We celebrated our 10,000 patient to receive the COVID-19 vaccine through Advocate Aurora Health.

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

During 2020, a total of 47 hospital team members pledged $13,913 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.

Giving comes in many forms. Your gift can help transform health care in our community and help more people live well. Visit **www.aurorahealthcarefoundation.org/** to learn more about the many different ways you can give.

To see our most recent Community Health Needs Assessment report and Implementation Strategy plan, please visit **www.aurora.org/commbenefits.**

Aurora Health Care
We are AdvocateAuroraHealth

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