Aurora St. Luke's South Shore
2022 Community Health Progress Report

A progress report on our 2022 Community Health Implementation Strategy

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 identify and prioritize 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 2022. To see our most recent CHNA report and CHIS plan, please visit **aurora.org/commbenefits.**

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

Focus | Access to care

In this section we outline some of our approaches that link our community's most vulnerable residents with medical care. 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 2022:

- 172 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.
- 3 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.
- 183 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 disorders, 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 2022:

- 1,270 people were assessed by an Aurora Behavioral Health services team member in the ED and received expedited referrals as appropriate for behavior health services.
- 9.4 was the average inpatient behavioral health services daily census. 7.2 was the average partial hospitalization daily census for mental health. 5.8 was the average intensive outpatient daily census. Please note: These services transitioned to Aurora Psychiatric Hospital as of September 2023.

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

Social Drivers of Health (SDOH) are the conditions in the environments where people are born, live, learn, work, play, worship and age that affect a wide range of health and well-being outcomes and risks. Social drivers of health have a major impact on people's health and quality of life. Priority three of our CHIS plan is unique to the identified SDOH needs of the community we serve and programming we are best positioned to lead or support.

Focus | Community Safety

Our teammates are committed to creating conditions that support living well for community members. For this reason, in 2022:

- 189 teammates were provided Verbal Defense and Influence (VDI) training on how to manage aggressive behavior within Aurora hospital and outpatient facilities.
- 2 Stepping On sessions were held, with 29 people participating. The Stepping On program offers older people information, strategies and exercises to reduce falls and increase self-confidence.

Focus | Workforce planning and development

Our hospital team members remained committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility. During 2022:

- 100 job fairs took place within our service area.
- 1 phlebotomist position and 3 Certified Nursing Assistant (CNA) paid training positions were filled at Aurora St. Luke's South Shore.
- 4 temporary work experience internships were provided at our hospital through the Community Partners program, in partnership with the Wisconsin Division of Vocational Rehabilitation. The 90-day internship is intended to give job seekers first-hand, paid experience on job duties, role expectations, and workplace culture. At the end of the internship, a review takes place with the goal of hiring the intern into a permanent position as an Aurora teammate.

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During 2022, hospital teammates pledged $5,141 to the Advocate Health Gives Campaign. The campaign supports local not-for-profit funds, including Advocate Health funds, local United Way agencies, and other not-for-profit organizations responding to important community health needs.

Donors from the community have also helped Aurora Health Care serve communities for more than 100 years. When you give to the Aurora Health Care Foundation, 100% of your donation stays local and benefits the hospital, medical center or program you choose. Together, we can transform health care in our communities and help more people live well. Visit **advocateaurorahealth.org/foundations/** to learn more about the many ways you can give.

Another way to make an unforgettable impact is by volunteering. Through compassion and generosity, our volunteers create meaningful moments of hope and healing across Wisconsin. Visit **aurorahealthcare.org/patients-visitors/volunteer/** to apply for an Aurora Health Care volunteer opportunity near you.

Aurora Health Care®

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