Improving community health begins with assessing community health status. Every three years, we complete a 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 2019. To see our most recent CHNA report and IS plan, please visit www.aurora.org/commbenefits.

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

Focus | Access

Mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues in the communities we serve. Our hospital is the hub for Aurora’s comprehensive behavioral health services team, which extends behavioral health care into hospital and primary care settings across Aurora’s footprint. We continually push to expand and extend our ability to provide access points to people in the communities we serve in Wisconsin with multiple inpatient locations, hospital-based outpatient department locations, ambulatory clinic locations, and approximately 200 professional staff throughout Eastern Wisconsin.

To expedite care for individuals presenting with behavioral health issues at Aurora Health Care locations beyond our campus, we:

- Provided 826 Teleintake and 14,480 in-person assessments in Aurora hospital Emergency Departments (ED).
- Completed 24 Teleintake screenings in urgent care settings.
- Answered 183,511 calls via our Call Center.

In 2019, our specially trained behavioral health providers also:

- Provided Telepsychiatry inpatient consultations to 539 patients at Aurora medical centers; 140 were Medicaid/Medicaid HMO patients.
- Became the primary Hub for our Maternal Addiction Treatment (MAT) program. We served 149 patients in 2019 and established a new referral process for Aurora Sinai Medical Center Maternal and Fetal Medicine patients identified as at-risk.
- Served 31 new patients and 135 follow-up patients through telepsychiatry medication management at the Aurora Behavioral Health Services Center in Marinette.
- Cared for 4,475 patients in Glendale, and 4,326 patients through partial hospital, intensive outpatient, and clinic-based outpatient care at hospital-based clinic locations; 2,102 telepsychiatry evaluations were also provided.
- Referred 232 individuals for follow-up services through our Clinically Integrated Network agreements.
Priority #2 | Build links between our clinical services and local community health improvement plans

Focus | Alcohol, drug dependence and substance abuse recovery support

Substance use in Milwaukee County was ranked as the 4th major health issue by key informants and the 2nd highest ranked health issue among survey respondents for our most recent CHNA. The continuum of care for persons with substance use disorders is essential for preventing relapse and research has shown that support groups facilitate recovery and reduce health care costs. They also promote a sense of belonging within the community and help in the development of self-efficacy. In 2019 we hosted an average of 63 support and not-for-profit groups at our Lighthouse on Dewey for approximately 46 hours, with a total of 913 individuals attending each week.

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

Focus | Health professions and community education, workforce development

Behavioral health professional shortages are a national, state, and local issue. Offering continuing education ensures that each provider’s practice is current and aids in the development of contact with other behavioral health professionals. To address this in 2019:

• 11 evidenced-based continuing education programs and 5 intensive workshops were provided with 574 attendees; of those who completed our follow-up survey, 378 reported that they will change a specific aspect of their practice as a result of the program.
• 3 Aurora medical center RN’s were trained through an immersion program on working with behavioral health patients.
• 100 Aurora providers were trained in Verbal Defense and Influence on how to manage aggressive behavior.
• 120 primary care providers and support staff received specialty training on working with behavioral health patients.
• 6 continuing education lectures were held with 124 local K-12 school professionals attending. Of those who completed our follow-up survey, 94 reported that they will change a specific aspect of their work as a result of the lectures.

Additionally, to address the growing behavioral health needs of Aurora’s patient populations, we hired, employed, and trained 12 new providers.

Focus | Kradwell School

Education can be challenging for children experiencing behavioral or mental health issues. Kradwell School is a private, nontraditional and nonsectarian school located on our campus for children in grades 5 through 12. Kradwell promotes success while utilizing a 5:1 student-teacher ratio; and specializes in serving students who struggle to succeed in traditional school environments. The teachers and support staff develop educational plans tailored to each student and any conditions they may have, such as dyslexia, ADD/ADHD, anxiety, bipolar disorder, depression, PSTD, OCD, reactive attachment disorder, Asperger’s syndrome, and more. In 2019, more than $41,000 in scholarships was awarded to families in need of the unique educational support Kradwell School offers.
### Community benefits by the numbers

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$362,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$713,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$48,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,123,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$1,839,359</td>
</tr>
<tr>
<td>Health professions education and GME***</td>
<td>$645,332</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$350,066</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$2,834,757</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$27,931</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$42,918</td>
</tr>
<tr>
<td><strong>Total 2019 Community Benefits</strong></td>
<td><strong>$4,028,606</strong></td>
</tr>
</tbody>
</table>

* cost-to-charge ratios are based on Wisconsin Hospital Association percentages

** Unlike some community benefit reports that include additional categories as community benefits, Aurora Health Care has elected to exclude Medicare shortfalls and bad-debt expenses from individual hospital community benefit calculations.

*** In 2018, Advocate Health Care in Illinois and Aurora Health Care in Wisconsin joined together to create Advocate Aurora Health, the 9th largest not-for-profit health system in the country. The State of Illinois requires the inclusion of graduate medical education expenses and the provision of non-employee volunteer and language-assistance services in community benefit reporting. These categories have been added to Aurora’s public reports to create consistency across all Advocate Aurora Health community benefit reports.

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

During 2019, a total of 34 hospital team members pledged $44,257.66 to the Advocate Aurora Give Well 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](http://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](http://www.aurora.org/commbenefits).