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**

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 2019:

- 122 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.
- 1 patient was referred to Health Care Network, Inc. (HCN) to establish a health home.
  - 129 vouchers for radiology, laboratory, and specialty care services for HCN patients were accepted.

**Priority #2 | Alignment with Community Health Improvement Plan focus on behavioral 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 Racine and Walworth counties. To address this critical need in 2019 we:

- Conducted 78 behavioral health assessments in our ED for people presenting in acute mental health or substance use distress to expedite referrals.
- Provided 96 trainings for Emergency Medical Service (EMS) agencies, with 1,200 individuals trained.
- Established additional 2 contracts with local law enforcement for Narcan administration oversight.
- Helped collect 225.4 pounds of drugs during a local Take-Back initiative.
### Priority #3  
**Address the underlying causes of persistent health problems.**

#### Focus | Chronic disease

Chronic disease, long-lasting conditions that can usually be controlled but not always cured, also ranked among the top five health issues in our hospital’s most recent CHNA. High blood pressure (BP) increases the risk for certain chronic disease development and is often an early sign that there is a problem developing. To address this during 2019 we:

- Hosted 51 community BP screening events, with 557 individuals screened. As a result, 475 participants received educational information packets and 40 were referred for follow-up care.
- Provided 54 free drop-in BP screenings at local Aurora Health Care Medical Group clinics, with 844 participants; 140 were referred to a provider for high BP management.
- Facilitated 12 Walk with a Doc sessions with 260 community members participating.

#### Focus | Senior care

Our NICHE-certified Senior Resource Nurses (SRNs) work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2019, 1,829 aging adults were served through our SRN program and:

- 281 patients were educated on advance directives, with all completing an advance directive.
- 358 families received guidance and support services.
- 41 individuals received medication management and safety education.
- 2 Stepping On series were offered, with 14 attendees. The Stepping On program offers older people information, strategies, and exercises to reduce falls and increase self-confidence.
- 131 Strong Bodies sessions were provided for 108 participants; 70 completed both pre- and post-tests, with 54 showing improvement.
- 1 Chronic Pain Self-Management session was provided with 11 attendees.
- 1 Powerful Tools session was provided with 8 attendees.

#### Focus | Sexual assault

Sexual violence can have harmful and lasting consequences for survivors, families, and communities including, but not limited to, unintended pregnancy, sexually transmitted infections, long-term physical consequences, immediate and chronic psychological issues, health behavior risks, and financial costs.

During 2019, our hospital’s Forensic Nurse Examiners (FNEs) provided trauma-informed care and follow-up referrals for 25 individuals at our hospital. Our FNE’s and advocates also:

- Provided 93 community education/prevention/outreach events with 2,620 attendees.
- Trained 28 ED nurses on the signs of strangulation and human trafficking.
- Engaged 10 schools in the Healthy Kids Club program; 14 programs were provided for 506 kindergarteners.

#### Focus | Newborn health and safety

Raising awareness around infant health and safety is important for preventing illness and unintentional injury. During 2019:

- 4 childbirth classes were offered.
- 4 babysitting classes were provided to 54 participants, with 53 showing knowledge gain between pre- and post-tests.
## Community benefits by the numbers

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$1,199,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$5,568,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$6,767,000</td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$633,998</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$178,167</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$78,981</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$891,146</td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$130,913</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$215,710</td>
</tr>
<tr>
<td><strong>Total 2019 Community Benefits</strong></td>
<td>$8,004,769</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.

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

During 2019, a total of 64 hospital team members pledged $25,686.50 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 [https://www.aurorahealthcarefoundation.org/](https://www.aurorahealthcarefoundation.org/) to learn more about the many different ways you can give.

Team members donated time to Love Inc., a non-profit organization headquartered in Burlington, Wisconsin with programs and services dedicated to serving disadvantaged families and individuals in Western Racine County.

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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)