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:

- 126 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.
- $1,791 in transportation vouchers were provided for those who lacked resources for transportation.
- An Aurora representative participates on the Advocates of Ozaukee Board of Directors, which is working to end domestic and sexual violence. Additionally, $2,000 in sponsorships was provided to Advocates of Ozaukee charity benefit concert.
- 7 team members volunteered for the organization during Weeks of Caring.
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 Ozaukee County. To address this critical need in 2019 we partnered with local schools and agencies to provide education on behavioral health and resources available within the community. Our hospital:

- Remained actively engaged as a partner with INVEST (http://www.washozwi.gov/invest) to re-launch their Substance Use Task Force.
- Collaborated on the Cultivate Mental Health Friendly Community Project. We were a partner in Cultivate Wellness in our Parks program, a 6-week series of free community, family-friendly classes that took place in local parks during the summer. We hosted 130 attendees during the six weeks.
- Supported 9 Linking Efforts Against Drugs (LEAD) programs within local schools for 584 students.
- Participated in 8 Champion sessions for approximately 200 students provided at local schools to raise awareness on making healthy choices and alternatives to using drugs and alcohol.
- Collaborated with Oscar Grady Public Library in Saukville to launch a mental wellness education series.

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

Focus | Chronic disease

Chronic diseases are long-lasting conditions that usually can be controlled but not always cured. People living with chronic illnesses must manage daily symptoms that affect their quality of life to avoid acute health problems and complications. In 2019, our outreach activities targeted to reach individuals currently managing chronic diseases or those who are at risk included:

- 12 outreach blood pressure screenings were provided with 152 individuals screened and 26 referred for follow-up care.
- 3 stroke education presentations were provided to 170 attendees.
- 6 chronic disease presentation were provided to 51 individuals.

Focus | Aurora Cancer Care

A Cancer Nurse Navigator (CNN) is a certified nurse whose clinical expertise and training allows them to effectively enable patients and their loved ones to make informed decisions and guide them through the cancer care process, starting from diagnosis, to help them to overcome barriers to optimal care. In 2019, our CNNs provided:

- 63 patients with care through the High-Risk Breast Clinic.
- 963 lung CT screenings.
- 806 distress screenings, with 185 of the patients referred to follow-up services.
- 2 free clinical breast exam screening events with 16 exams provided for community members. Of those screened, 3 were referred for follow-up care.
- 11 cancer-related support group sessions for an average of 11 community members each session.
- 2 outreach events for 300 attendees and space for 246 individuals to participate in our Expressive Arts Studio.

Additionally, hospital team members provided integrative therapies. The breakdown of those include:

- 395 massage therapy encounters
- 709 acupuncture encounters
- 420 yoga encounters
- 1,378 cancer rehab encounters
Focus | Safety

Wisconsin Assembly Bill 259 requires that youth who may have sustained a concussion or head injury during an athletic activity may not continue participating in the activity until he or she is assessed by a health care provider who has been trained in the evaluation and management of concussion and head injuries. The law is designed to ensure the safety and well-being of our active youth.

To address this in 2019, in addition to supporting 469 local student athletic events, our hospital provided:

- 86 baseline concussion screenings; 42 student athletes with previous concussion baseline screenings were treated for concussion.
- 56 CPR classes with 553 attendees.
- 17 First Aid classes with 159 attendees.
- 17 Stop the Bleed classes with 445 attendees.
- 18 EMS continuing education hours were provided on EMS pre-arrival.

Our hospital partnered with Grafton School District, Washington Ozaukee Public Health Department, and Starting Point to lead planning for a community screening of Every 15 Minutes. We had over 200 attendees at the 2019 screening, which included a panel discussion with the students who planned the simulation. The planning committee also utilized our hospital to film the ED/trauma and surgery portions of the video.

To support our aging population, our hospital hosted two Stepping On falls prevention sessions for 37 community members. The Stepping On program offers older people information, strategies, and exercises to reduce falls and increase self-confidence.

Focus | Social Determinants of health: Workforce 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 caregivers remain committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility. During 2019:

- 10 students job shadowed and 83 toured our facility.
- 7 presentations about careers in health care were provided to 350 students through the Partners in Education Program.
- 7 volunteer positions were filled by students with cognitive and physical disabilities.
### 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>$1,360,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$11,368,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$183,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$12,911,000</td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$590,305</td>
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<tr>
<td>Health professions education and GME***</td>
<td>$699,688</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$184,492</td>
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<tr>
<td><strong>Subtotal</strong></td>
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</tr>
<tr>
<td>Language assistance services***</td>
<td>$37,961</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$175,580</td>
</tr>
<tr>
<td><strong>Total 2019 Community Benefits</strong></td>
<td>$14,599,026</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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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).

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

During 2019, a total of 147 hospital team members pledged $56,673.28 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.