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:

- 214 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.
- 6 patients who presented in our ED without a primary care provider were referred to Kenosha Community Health Center (KCHC) to establish a health home. Additionally, KCHC OB patients were served through 701 visits completed by our physicians.

**Priority #2** | *Alignment with Community Health Improvement Plan focus on behavioral health*

**Focus | Behavioral Health**

According to our hospital’s Community Health Needs Assessment, mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues for Kenosha County. To address this critical need in 2019, 91 behavioral health assessments were completed in our ED for people in acute mental health or substance use distress to expedite referrals to care.
Raising awareness around infant health and safety is important for preventing illness and unintentional injury. To help keep babies in Kenosha County safe and healthy in 2019:

- 100% of mothers who gave birth at our hospital were educated on car seat safety, safe sleep practices, and the dangers of second-hand smoke.
- 53 sleep sacks for babies were distributed.
- 33 car seat safety tests were performed by our certified car seat technician.
- 10 free well-baby care classes were provided to 85 attendees.
- 17 free prenatal care classes were provided to 93 attendees.

Increasing breastfeeding initiation, duration, and exclusivity is part of the 2013-2020 Wisconsin Nutrition, Physical Activity, and Obesity State Plan. To address this at our hospital in 2019:

- 100% of mother’s giving birth in our facility were educated on breastfeeding.
- 143 were provided with follow-up lactation services.
- 8 free lactation classes were provided to 49 attendees.

Additionally, to extend our hospital’s reach within the community, we collaborated with Kenosha County Division of Health on the Well-Baby Fair; 100 community members attended.

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 served 911 patients. Our CNNs also provided:

- 1,889 distress screenings, with 120 of the patients referred to follow-up services.
- 53 wigs to patients utilizing our wig program.
- 7 cancer screening and education events:
  - 200 individuals were educated and 14 screened for breast cancer
  - 1,182 individuals were educated and 17 screened for lung cancer
  - 41 individuals were screened for oral cancer
  - 1,047 individuals were educated on overall cancer care
- 190 community members attended an external event for breast health.

Additionally, hospital team members provided integrative therapies. The breakdown includes:

- 169 art therapy encounters
- 809 massage therapy encounters
- 91 aroma therapy sessions
Our NICHE-certified Senior Resource Nurses work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2019, 1,776 aging adults were served through our SRN program and:

- 12 Stepping On series of classes were offered with 130 attendees. The Stepping On program offers older people information, strategies, and exercises to reduce falls and increase self-confidence.
- 117 group exercise classes were provided at the Kenosha Senior Center with an average attendance of 27 individuals per class; 26 new participants attended in 2019.
- 93 individuals attended the annual senior health fair hosted by our hospital.

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 128 individuals at our hospital. Our FNE’s and advocates also:

- Provided 38 community education/prevention/outreach events with 30,970 attendees, including 29,000 individuals who were reached at the Country Thunder event.
- Worked with local colleges in development and provision of a consistent, cohesive approach to sexual violence awareness and victim services.
- Promoted 4 programs addressing the needs of victims of sexual assault and/or domestic violence at Women and Children’s Horizons; 35 individuals attended.

Stop the Bleed is a program that empowers community members to make a difference in a life-threatening emergency by teaching them the basic techniques of bleeding control. Our hospital trained 365 individuals in Stop the Bleed during 2019.
<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$2,038,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$7,479,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$9,517,000</strong></td>
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<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$745,172</td>
</tr>
<tr>
<td>Health professions education</td>
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<tr>
<td>Subsidized health services</td>
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<tr>
<td>Other cash and in-kind contributions</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,497,716</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$130,913</td>
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<tr>
<td>Volunteer services***</td>
<td>$236,014</td>
</tr>
<tr>
<td><strong>Total 2019 Community Benefits</strong></td>
<td><strong>$11,381,643</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.

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

During 2019, a total of 96 hospital team members pledged $100,441.60 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.

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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).