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:

- 140 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.
- 32 patients were referred to Open Arms Free Clinic (OAFC) to establish a health home.
  - 74 vouchers for radiology and diagnostic services for OAFC patients were accepted at our hospital.
  - 60 OAFC patients requiring specialty care services were served at our hospital.
  - 62 OAFC patients received specialty care in the cardiology clinic conducted by our Aurora Health Care Medical Group volunteers at the OAFC site.

**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 Walworth County. To address this critical need in 2019 we:

- Screened 143 individuals in our ED for behavioral health issues, with 46 referred for follow-up.
- Referred 48 women to the Women's AODA Wrap-Around program. 78 previously referred women remained engaged in the program.
- Connected 2 women to the First Breath program.
- Provided Narcan administration medical oversight by our director of emergency services for 4 local law enforcement agencies each quarter.
**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, ranked among the top five health issues for Walworth County. 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:

- Facilitated 19 community BP screening events where 670 individuals were screened. As a result, all received educational information packets, and 11 individuals were referred for follow-up care.
- Offered 17 free drop-in BP screening events at our clinic where 23 individuals were screened. As a result, all received educational information packets, and 4 individuals were referred for follow-up care.
- Hosted 3 Healthy Living with Diabetes programs with 6 attendees.
- Engaged 3,000 individuals in discussion on a variety of chronic disease-related topics at the Walworth County Fair.

### Focus | Newborn health and safety

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:

- 213 outpatient breastfeeding consults were scheduled with our lactation specialist.
- 317 telephone breastfeeding consults were provided to community members.

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

- 100% of mothers who gave birth at our hospital were educated on car seat safety and safe sleep practices.
- 11 portable cribs were distributed by the Walworth County Public Health Department for patients who delivered at our birthing center.
- 10 infant CPR classes were provided to 76 community members.
- 4 babysitting classes were conducted for 54 attendees with 100% showing knowledge gain between pre- and post-tests.

*Our Community Health Nurse shared reliable health information with community members at the Lake Geneva Children’s Expo.*
Our NICHE-certified Senior Resource Nurses work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2019, 1,493 aging adults were served through our SRN program and:

- 222 patients were educated on Advance Directives with all completing an Advance Directive.
- 71 families received guidance and support services.
- 78 individuals received medication management and safety education.
- 3 Stepping On sessions were held with 24 individuals participating. The Stepping On program offers older people information, strategies and exercises to reduce falls and increase self-confidence
- 10 BP screening events were conducted by our SRNs for 63 attendees.

Focus | Senior care

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

- Provided 104 community education/prevention/outreach events with 2,852 attendees.
- Engaged 11 schools in the Healthy Kids Club program; 9 programs were provided with 304 kindergarteners attending.
- Remained actively engaged in expanding sexual assault treatment capacity and advocacy services at the Association for the Prevention of Family Violence – Walworth County and the Walworth County Alliance for Children.
### 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>$1,599,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$2,089,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$12,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$3,700,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$372,815</td>
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<tr>
<td>Health professions education and GME</td>
<td>$340,249</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>$762,890</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$53,406</td>
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<tr>
<td>Volunteer services***</td>
<td>$71,717</td>
</tr>
<tr>
<td><strong>Total 2019 Community Benefits</strong></td>
<td><strong>$4,588,013</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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During 2019, a total of 63 hospital team members pledged $52,960.36 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).