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:

- 267 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.
- 64 patients were referred to Lakeshore Community Health Care to establish a health home.
- 160 Anchor of Hope Health Center patients were provided with lab testing.
- 896 complimentary rides were provided to and from Aurora facilities and 354 rides home were provided to ED patients who lacked transportation resources.
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 Sheboygan County. In response to this identified critical need, our hospital provides both intensive outpatient and inpatient mental health care services, including a partial hospitalization program. In 2019 we:

• Completed 1,407 behavioral health intake assessments.
• Provided 151 individuals with intensive outpatient and 128 with partial-hospital care for alcohol and other drug abuse (AODA) disorders.
• Admitted 1,117 individuals to our behavioral health inpatient unit.
• Screened 12,665 individuals through the county-wide zero suicide initiative; 928 follow-up calls were provided.
• Provided 97 individuals with medication-assisted treatment (MAT) for opioid abuse disorders.
• Connected 87 patients with an ED2 Recovery coach.
• Helped 8 school districts implement SBIRT (Screening, Brief Intervention, & Referral to Treatment) during the 2018-2019 school year.
• Helped facilitate 2 take-back days with 1,574 pounds of drugs collected.
• Offered 6 Question. Persuade. Refer. (QPR) sessions and trained 200 participants on warning signs of suicide and how to question, persuade, and refer someone to help.
• Provided 2 behavioral health student internships at our hospital.
• Hosted 18 Teaming Together for a Brighter Tomorrow programs with 2,290 students.

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

Focus | Chronic disease

Chronic diseases are long-lasting conditions that can usually 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 or complications that could shorten their life expectancy. To support community members with chronic diseases in 2019:

• 4,218 individuals 65+ were screened using the Identification of Seniors at Risk (ISAR) screening tool.
• 400 individuals attended training sessions about how to prevent and/or de-escalate dementia crisis incidents.
• 88 stroke education and blood pressure (BP) screening events were provided; 168 individuals were educated on stroke and 112 individuals received BP screenings.
• 259 palliative care and advance care planning home visits were provided by a physician, nurse practitioner, RN, social worker, or chaplain.
• 6 Advance Care Planning education sessions were provided to 70 individuals.

We also facilitate multiple support group sessions, including:
• 6 prostate cancer support groups with 114 attendees.
• 3 Touched by Cancer/I Love Someone with Cancer support groups with 44 attendees.
• 9 breast cancer support groups were facilitated for 68 attendees.

Our team members completed BP checks and stroke screenings for community members during the Sheboygan ADRC Senior Picnic & Vendor Fair event hosted by our hospital on July 31, 2019.
Focus | Women and children’s health

According to Healthy People 2020, “Improving the well-being of mothers, infants, and children is an important public health goal for the United States.” During 2019 at our hospital:

- 441 Welcome Baby assessments were completed. Learn more about this program at https://www.sheboyganncpc.org/welcome-baby.
- 12 free Labor Birth and Beyond classes were held with 147 participants.
- 12 free Bringing Baby Home classes were held with 105 participants.
- 6 free Big Kid New Baby classes were held for 26 children and family members.
- 2 Teenage Pregnancy classes were held for 3 participants.
- 12 free breastfeeding classes were held with 121 participants.
- 96 individuals attended the Footprints on our Heart Walk to support parents, families, and friends who have experienced the loss of a baby.
- 91 car seats were installed or checked at our hospital and 18 car seats were checked at a community event by our certified car seat technician.
- 131 bike helmets were sized for free in coordination with local police and fire departments.
- 3 Kid Shape in the Classroom sessions were held with 69 children.

Focus | Aurora Healing and Advocacy Services

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 Sexual Assault Nurse Examiners (SANEs) provided trauma-informed care and follow-up referrals for 205 individuals at our hospital. Our SANEs and advocates also:

- Provided 4 community education/prevention/outreach events with 85 attendees.
- Served 2 with through our Safe Mom Safe Baby program; both women had improved safety behaviors.
- Trained 95 law enforcement members through 7 Sexual Assault Review Team (SART) training events and provided 2 additional Department of Justice SANE trainings events.
- Served 429 children through the Tri-County Child Advocacy Center in Saukville.

Focus | Social determinants of health

Social determinants of health are the structural elements and conditions in which people are born, grow, live, work, and age. They include factors such as socioeconomic status, education, the physical environment, employment, and social support networks, as well as access to health care. During 2019, our hospital provided:

- 572 meals through Meals-on-Wheels for 34 patients who experienced food insecurity following discharge.
- 6,852 meals to the Salvation Army day care.
- 2 Career Experience sessions for 40 local high school students.
- 102 high school and college students job shadow experiences.
- 20 scholarships for students pursuing degrees related to healthcare totaling $20,000.
- 146 clinical experiences for students from local technical schools and universities.
- 3 Explore Your Future workshops with 1,576 students.
- 1 Science, Technology, Engineering, and Math (STEM) conference held at UW-Sheboygan for 97 attendees.
## 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>$2,086,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$4,842,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$6,928,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong>*</td>
<td><strong>$6,928,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$780,617</td>
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<tr>
<td>Health professions education and GME</td>
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<tr>
<td>Subsidized health services</td>
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<tr>
<td>Other cash and in-kind contributions</td>
<td>$602,305</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,536,390</strong></td>
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<tr>
<td>Language assistance services***</td>
<td>$58,519</td>
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<tr>
<td>Volunteer services***</td>
<td>$61,472</td>
</tr>
<tr>
<td><strong>Total 2019 Community Benefits</strong></td>
<td><strong>$8,584,381</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 72 hospital team members pledged $45,205.09 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).