As an affiliate of Advocate Aurora Health, our purpose is to help people live well. Our process begins with our 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 a Community Health Implementation Strategy (CHIS) 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 2021. To see our most recent CHNA report and CHIS plan, please visit www.aurora.org/commbenefits.

In 2020, Advocate Aurora's community benefit programming efforts pivoted and transformed to meet the newly identified significant health needs of the community during the COVID-19 pandemic and that work continued through 2021. Implementation remained delayed for some previously planned programs, and activities for some existing programs were applied differently or were temporarily paused. This allowed our team members and resources to be redirected to focus on the community’s need to prevent and control the spread of COVID-19.
Access to Innovative Care and Services

Access to Innovative Care and Services is about creating conditions in our hospital, across our health system and in our community to provide accessible, available, affordable, and targeted health care and health services to support everyone's ability to live well. Access to 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 2021:

- 287 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.
- 2,793 pediatric specialty care appointments were provided at our hospital in partnership with UW Health for patients who otherwise would have experienced barriers to accessing the care they needed.
- 889 women were screened for the Well Baby Project. Of those identified as at-risk, 81 received referrals to community resources and 58 received short-term follow up care through Aurora Medical Group providers.

The N.E. W. Community Clinic is a Federally Qualified Health Center whose mission is to provide access to quality, comprehensive, and compassionate healthcare for low-income and uninsured people and families in the Green Bay area. The clinic, which now provides care through multiple clinic sites, celebrated its 50th anniversary in July 2021.

Dr. Yolo Diaz is a bilingual pediatrician employed by Advocate Aurora Health who cares for patients at the N.E.W. Community Clinic. Dr. Diaz was born and raised in Mexico City and migrated to the United States with her husband after completing her medical training, making Green Bay, Wisconsin her permanent home. She has been practicing at the N.E.W Community Clinic since 2001 and is a trusted member of the community, especially amongst the Hispanic community.

Dr. Diaz's relationship with local Hispanic community members has been crucial to educating Spanish-speaking community members about COVID-19, testing, and vaccinations. The N.E.W. Clinic started offering the COVID-19 vaccines to patients in January 2021 in an effort to bring the vaccine to underserved groups in the area. Dr. Diaz publicly urged the Hispanic community to get the vaccination and reach out to her directly with questions. Dr. Diaz also completed 874 medical visits through the clinic, including providing services to 568 new patients.

Access to Behavioral Health Programs and Services

Behavioral health, which includes treatment and services for mental health conditions and substance use disorder is a growing public health concern and was identified as a top health issue in our hospital’s most recent Community Health Needs Assessment. In response to this identified critical need in 2021, we:

- Discharged 77 patients to Willow Creek Behavioral Health for follow-up services. Willow Creek Behavioral Health is a focused mental and behavioral health facility, treating men, women, children, adolescents and seniors in Brown County.
- Treated 123 patients through 320 visits at the suboxone clinic located in the Aurora Medical Group Family Practice clinic in our Orthopedic and Sports Medicine Center.
Priority #3 | Address the underlying causes of persistent health problems

The socioeconomic and environmental conditions where people live, work, learn, play and pray have a direct impact on a wide range of wellness and quality of life outcomes. The Advocate Aurora Health Community Strategy provides an overarching framework for the health system centered on six areas of focus which include: access to innovative care; access to behavioral health; workforce development; community safety; housing; and food security. Our CHIS aligns with the Advocate Aurora Community Strategy, but this plan is unique to the health needs of the community we serve.

Focus | Nutrition and Physical activity

Physical activity and nutrition ranked among the top five health issues for Brown County in our most recent CHNA. To address this in 2021, we:

- Continued actively participating in Wello. Details of this group’s work can be found online at: https://wello.org. Some highlights of work completed in 2021 include:
  - Completing a community survey and working on a healthy and sustainable food USDA grant.
  - Hosting a Frogger Event aimed to increase awareness and educate all users of the road, people walking, driving and biking, of their role and responsibilities to create a safer, active community and commute.

Focus | Community Safety: Youth injury prevention

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 they are 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 2021, in addition to supporting local student athletic events, our hospital provided:

- 1,034 baseline concussion screenings for student athletes. Of these, 74 student athletes with previous concussion baseline screenings were treated for concussion.
- 1,133 free health screenings and injury assessments for community members.
- 58 free high school physicals for local students.
The Wisconsin Academy for Rural Medicine (WARM) is a medical education program for students who intend to practice rural medicine. The goal of this program is to help increase the number of physicians who practice medicine in rural Wisconsin to help improve the health of rural Wisconsin communities. Aurora BayCare is one of three regional sites participating in WARM. Our hospital hosts up to 17 medical students in the WARM program rotation annually. During 2021:

- 8 students went on to post-graduate medical education in pediatrics (2), and OB/GYN (6).
- 7 students passed Step 1 standardized examinations.
- 4 students passed Step 2 standardized examinations.

Additionally, our hospital team members remained committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility, including continuing education opportunities for current emergency medical service (EMS) professionals. During 2021:

- 9 Emergency Medical Technician (EMT) scholarships totaling $4,500 and 5 Paramedic scholarships totaling $5,000 were provided to local students. Of those scholarship recipients, 9 remained working in the surrounding communities.
- 4 EMS huddle session were hosted virtually for 151 EMS professionals.

**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. 2021 outreach includes:

- 16 Skin Cancer Screening events were held, and 234 community members were screened. Referrals for follow-up care were made as appropriate.
- 12 stroke support group sessions were held for an average of 18 participants per session.
- 12 Parkinson’s Disease support group sessions were held for an average of 32 participants per session.
- 12 Stroke and heart attack education sessions were held for a total of 3,902 attendees.
- 135 people attended the Crohn’s and Colitis Foundation of Green Bay’s annual Crohn’s Walk virtually and in-person that was supported by Aurora BayCare Medical Center.

**Priority #4 | Covid-19 Pandemic Response**

The COVID-19 pandemic brought significant changes to the ways people work, communicate, learn, play, eat, socialize, and receive health care. As COVID-19 raced across our community, our team members answered the call to serve at the front lines of the pandemic.

**Focus | COVID-19 Testing and Vaccinations**

Our vaccination strategy started in late 2020 with our team members who were providing care to patients and community members. In 2021, we were able to open our vaccination clinics to community members. Throughout 2021, 15,530 people were partially vaccinated, 17,064 people were fully vaccinated, and 308 people received their COVID booster immunization through our hospital.
## 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>$2,719,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$26,776,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$2,154,000</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$31,649,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services and community benefit operations</td>
<td>$723,619</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$617,300</td>
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<tr>
<td>Subsidized health services</td>
<td>$10,188</td>
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<tr>
<td>Other cash and in-kind contributions</td>
<td>$23,098</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,374,205</strong></td>
</tr>
<tr>
<td>Language assistance services**</td>
<td>$106,056</td>
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<tr>
<td>Volunteer services**</td>
<td>$154,916</td>
</tr>
<tr>
<td><strong>Total 2021 Community benefits</strong></td>
<td><strong>$33,284,177</strong></td>
</tr>
</tbody>
</table>

* cost-to-charge ratios are based on Wisconsin Hospital Association percentages.

** Advocate Aurora Health has elected to exclude Medicare shortfalls and bad-debt expenses from individual hospital community benefit calculations for our Wisconsin Hospitals.

***In 2018, Advocate Health Care in Illinois and Aurora Health Care in Wisconsin joined to create Advocate Aurora Health. 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 the Advocate Aurora public hospital reports in Wisconsin 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 2021, a total of 24 hospital team members pledged $15,194 to the Advocate Aurora Team Member Giving 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.

People like you have helped Advocate Aurora Health serve communities for more than 100 years. Through your charitable gift, you can carry on that inspiring tradition of partnership. Together we can make a difference in the lives of the people and families who need us most. Visit [www.advocateaurorahealth.org/foundations/](http://www.advocateaurorahealth.org/foundations/) to learn more about the many ways you can give.