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.

Priority #1  Access to Innovative Care and Services

Focus | Access to care

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:

• 109 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.

• 28 patients were referred to Open Arms Free Clinic (OAFC) to establish a health home.
Priority #2  |  Access to Behavioral Health Programs and Services

Focus | Behavioral Health: Mental Health and Substance Use

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:

- Screened 274 people in our ED for behavioral health issues, with 47 referred for follow-up services.
- Provided Narcan administration medical oversight by our director of emergency services for 9 local emergency response agencies.
- Facilitated 148 trainings for EMS agencies in Racine and Walworth counties with 889 participants. 1,705 CEUs were granted.

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 | Community Safety - 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 continue this work at our hospital in 2021:

- 100% birthing parents at our hospital received breast-feeding education and support resources. 83.67% of those who delivered at our hospital had initiated breastfeeding at discharge.
- 243 outpatient breastfeeding consults were scheduled with our lactation specialist.
- 212 telephone breastfeeding consults were provided to community members.

Raising awareness around infant health and safety is important for preventing illness and unintentional injury. During 2021:

- 100% of birthing parents at our hospital were educated on car seat safety and safe sleep practices.
- 4 portable cribs were distributed by the Walworth County Public Health Department for people who delivered at our birthing center.
- 9 infant CPR classes were provided to 215 community members.
- 2 babysitting classes were conducted virtually for 20 attendees with 100% reporting knowledge gain between pre- and post-tests.
**Focus | Community Safety - Senior care**

Our NICHE-certified Senior Resource Nurses (SRNs) work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2021, 1,534 aging adults were served through our SRN program and 198 clinic visits were accommodated, 59 cognitive screens were completed, 74 Aurora at Home referrals were provided, and 108 transportation referrals were provided. Additionally:

- 179 people were educated on Advance Directives with 161 completing an Advance Directive.
- 495 families received guidance and support services.
- 83 people received medication management and safety education.
- 1 Stepping On session was held, with 16 people participating. The Stepping On program offers older people information, strategies and exercises to reduce falls and increase self-confidence.

**Focus | Community Safety - Sexual assault**

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 2021, our hospital’s Forensic Nurse Examiners (FNEs) provided trauma-informed care and follow-up referrals for 29 people at our hospital. Our FNEs and advocates also:

- Provided 67 community education/prevention/outreach events with 1,162 attendees.
- Remained actively engaged in expanding sexual assault treatment capacity and advocacy services at the New Beginnings APFV and the Walworth County Alliance for Children.

**Focus | Community Safety - Newborn health and safety**

The Rural Family Medicine Residency prepares physicians to independently and competently practice full-spectrum family medicine. We accomplish this by providing a patient-centered medical home to all in our community, especially underserved minorities identified by income, race/ethnicity, sexual orientation, and gender identity. We strive to offer a diverse and inclusive clinical team of faculty, residents, and staff whose experiences and perspectives enhance the quality of our training, our care, and the lives of our patients. During 2021, 48 medical residents enrolled in the Rural Family Medicine Residency program. To learn more about this program, visit: www.aurorahealthcare.org/education/gme/rural-family-medicine-residency/

**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, 4,766 people were partially vaccinated, 4,871 people were fully vaccinated, and 10 people received their COVID booster immunization through our hospital.
Community benefits by the numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$1,285,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$2,642,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong>*</td>
<td><strong>$3,927,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services and community benefit operations</td>
<td>$512,074</td>
</tr>
<tr>
<td>Health professions education and GME***</td>
<td>$258,642</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$96,223</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$35,450</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$902,389</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$52,102</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$43,471</td>
</tr>
<tr>
<td><strong>Total 2021 Community benefits</strong></td>
<td><strong>$4,924,962</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.

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

During 2021, a total of 46 hospital team members pledged $47,638 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.