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](http://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**

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:

- 96 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 patients were referred to Health Care Network (HCN) to establish a health home.
  - 145 vouchers for radiology and diagnostic services for HCN patients were accepted at our hospital.
  - 23 vouchers for HCN patients requiring specialty care services were utilized at our hospital.
**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:

- 178 people were assessed by an Aurora Behavioral Health services team member in the ED and received expedited referrals as appropriate for behavior health services.
- 148 trainings for EMS agencies in Racine and Walworth counties were facilitated for 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 | 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:

- Offered 53 free drop-in Blood Pressure screening events at our clinic where 146 people were screened on average each quarter. As a result, all received educational information packets, and 157 people were referred for follow-up care.
- 10 Walk with a Doc sessions were provided featuring 8 physicians. 156 community members participated.

**Focus | Community Safety**

Raising awareness around infant health and safety is important for preventing illness and unintentional injury. During 2021, 3 babysitting classes were provided to 29 participants, with 100% showing knowledge gain between pre- and post-tests.
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 22 people at our hospital. Our FNEs and advocates also:

- Trained 25 additional ED nurses on the signs of strangulation and human trafficking, increasing their ability to identify victims and offer appropriate services or referrals.
- Provided 57 community education/prevention/outreach events with 875 attendees.

Focus | Community Safety cont.

Our NICHE-certified Senior Resource Nurses (SRNs) work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2021, 1,596 aging adults were served through our SRN program and 141 cognitive screens were completed, 43 transportation referrals were provided, and 266 community resource referrals were provided. Additionally:

- 332 patients were educated on Advance Directives with 206 completing an Advance Directive.
- 455 families received guidance and support services.
- 45 people received medication management and safety education.
- 4 Chronic Pain Self-Management sessions were provided with 16 participants.

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 also 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, 5,850 people were partially vaccinated, 5,975 people were fully vaccinated, and 15 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>$1,019,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$6,512,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$472,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$8,003,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services and community benefit operations</td>
<td><strong>$606,613</strong></td>
</tr>
<tr>
<td>Health professions education</td>
<td>$128,116</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$95,017</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$85,411</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$915,157</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td><strong>$26,988</strong></td>
</tr>
<tr>
<td>Volunteer services***</td>
<td><strong>$194,181</strong></td>
</tr>
<tr>
<td><strong>Total 2021 Community benefits</strong></td>
<td><strong>$9,139,326</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 38 hospital team members pledged $18,691 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.