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**

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:

- 102 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.
- $903 in transportation costs were provided in complimentary rides to and from our hospital for those who lacked resources for transportation.
Priority #2 | Access to Behavioral Health Programs and Services

**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, 277 people were assessed by an Aurora Behavioral Health services team member in the ED and received expedited referrals as appropriate for behavior health services.

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 | Workforce planning and development

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, ten scholarships were awarded for local high school students pursuing degrees related to healthcare valuing $10,000 in total.

Focus | Community Safety

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 and other community safety needs in 2021, in addition to supporting 667 local student athletic events, our hospital provided:

- 23 student athletes with previous concussion baseline screenings with concussion treatment.
- 44 CPR classes with 421 attendees.
- 29 First Aid classes with 165 attendees.
- 13 Stop the Bleed classes with 697 attendees.
- 2 Stepping On program session were held for 21 attendees.
- 262.5 EMS continuing education hours were provided on EMS pre-arrival.

Aurora BayCare Medical Center collaborated with local law enforcement and other community partners to offer the Yield to Your Neighbor event in 2022.
Food insecurity is defined as the disruption of food intake or eating patterns due to lack of resources. Food insecurity, long-term or temporary, may be influenced by several factors including income, employment, neighborhood conditions, transportation, race/ethnicity and disability. Adults and children who are experiencing food insecurity may be at an increased risk for a variety of negative health outcomes and health disparities, including obesity. To address this in 2021:

- 165 people participated in the Harvest of the Month education at the Thiensville and Grafton Farmers Markets.
- Our hospital began working with Saukville Food Pantry to embed a hospital team member at their pantry one Thursday per month to start building trust with clients and increase education and programming based on client needs.

**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, 10,013 people were partially vaccinated, 11,207 people were fully vaccinated, and 55 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>$972,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$12,346,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$574,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$13,892,000</td>
</tr>
<tr>
<td>Community health improvement and education services and community benefit operations</td>
<td>$709,947</td>
</tr>
<tr>
<td>Health professions education and GME***</td>
<td>$360,802</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$77,548</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$163,390</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$1,311,687</td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$36,463</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$163,104</td>
</tr>
<tr>
<td><strong>Total 2021 Community benefits</strong></td>
<td><strong>$15,403,254</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 66 hospital team members pledged $47,803 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.