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:

- 176 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.
- 627 patients who presented in our ED without a primary care provider were referred to Kenosha Community Health Center (KCHC) to establish a health home. Additionally, 133 KCHC OB patients were served through 1,082 visits completed by our physicians.
- 2,622 follow-up calls to ED patients were completed to assure they understood their discharge instructions, to address any questions related to their visit, and identify any barriers or obstacles.
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:

- 260 people were assessed by an Aurora Behavioral Health services team member in the ED and received expedited referrals as appropriate for behavior health services.
- 364 inpatients received behavioral health referrals through tele-intake services and through inpatient tele-psychiatry consultations.
- 361 inpatients were served by a behavioral health nurse practitioner at the hospital who rounds on inpatients with behavioral health needs to ensure appropriate care.

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 | 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 125 people at our hospital. Our FNE’s and advocates also provided 15 community education/prevention/outreach events with 15,300 attendees. This includes and education campaign at the local Country Thunder event.

Our NICHE-certified Senior Resource Nurses (SRNs) work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2021, 1,104 aging adults were served through our SRN program and 1 home visit and 20 clinic visits were accommodated, 9 cognitive screens were completed, and 42 Aurora at Home referrals were provided. Additionally:

- 190 patients were educated on Advance Directives with 97 completing an Advance Directive.
- 67 families received guidance and support services.
- 97 people received medication management and safety education.
- 100% of ED patients aged 65 years and older were identified for screening with the Identification of Seniors at Risk (ISAR) tool. 66% of patients identified were screened and 5% of those screened were identified as at-risk and were referred to social services for additional support.
- 141 group exercise class sessions were provided for the Kenosha Senior Center with an average attendance of 20 people per class with 25 new participants joining the class for the first time in 2021.
Focus | Community Safety - Infant Mortality

Increasing breastfeeding initiation, duration, and exclusivity is part of the 2013-2020 Wisconsin Nutrition, Physical Activity, and Obesity State Plan. To continue our commitment to this work at our hospital in 2021:

• 100% of parents giving birth in our facility were educated on breastfeeding.
• 119 were provided with follow-up lactation services.
• 12 free lactation classes were provided to 100 attendees.

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

• 100% of those who gave birth at our hospital were educated on car seat safety, safe sleep practices, and the dangers of second-hand smoke.
• 1,179 sleep sacks for babies were distributed.
• 17 car seat safety tests were performed by our certified car seat technician.
• 12 free well-baby care classes were provided to 76 attendees.
• 15 free prenatal care classes were provided to 109 attendees.

Focus | Workforce planning and development

Social determinants of health are the structural elements and conditions in which people are born, grow, live, work, and age. Education leading to employment is one factor that can help one gain the income, health insurance and other benefits, and stability necessary for good health. Our hospital caregivers remain committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility. During 2021:

• 6 Certified Nursing Assistants (CNAs) graduated from the CNA training program hosted at our hospital.
• 1 student participated in the facilities apprenticeship program at our hospital.

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, 7,877 people were partially vaccinated, 8,866 people were fully vaccinated, and 44 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>$1,950,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$10,261,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$504,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$12,715,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services and community benefit operations</td>
<td>$552,949</td>
</tr>
<tr>
<td>Health professions education and GME***</td>
<td>$533,624</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$106,382</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$61,724</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,254,679</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$120,194</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$67,185</td>
</tr>
<tr>
<td><strong>Total 2021 Community benefits</strong></td>
<td><strong>$14,157,058</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 94 hospital team members pledged $79,123.66 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.