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:

- 188 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.

- 173 complimentary rides to and from our hospital and $9,343 in transportation vouchers were subsidized for those who lacked resources for transportation.
Priority #2 | 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:

- 179 people were assessed by an Aurora Behavioral Health services team member in the ED and received expedited referrals as appropriate for behavior health services.
- 5,049 people were assessed using Columbia Suicide Severity Rating Scale (C-SSRS) screening and 179 people who scored “at-risk” were provided with appropriate resources and referrals.

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 - 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 facilitated 19 community education/prevention/outreach trainings to 27 law enforcement officers, 25 nurses, and 21 advocates.

Focus | Safety - Senior care

According to our hospital’s most recent CHNA, Manitowoc County injury-related hospitalizations rate was 519.9 per 100,000 and the 2016 injury-related death rate in Manitowoc County was 61.8 per 100,000 population. The top ranked cause of injury-related ED visits was falls. To address this in 2021, 627 people were served through the bundled Hospital Elder Life Program (HELP), pairing inpatient older adults with specially trained volunteers to keep them awake and active during the day, decreasing their risk for developing delirium during their hospital stays.
Focus | Obesity and food security

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:

• 210 women were educated about the Women, Infants, and Children (WIC) Special Supplemental Nutrition Program and 20 women received referrals for services.

• $26,964 in food donations were donated by the hospital cafeteria to local food pantries.

• $5,000 was donated to support the Manitowoc Farmers Market by the hospital to support the market’s EBT services, providing an option for those within the community who are food insecure and have access to FoodShare.

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, 4,901 people were partially vaccinated, 4,947 people were fully vaccinated, and 12 people received their COVID booster immunization through our hospital.
Give well. Together, we have the power to transform care and create a stronger community.

During 2021, a total of 21 hospital team members pledged $11,986 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/ to learn more about the many ways you can give.

### 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>$652,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$3,172,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$542,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$4,366,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services and community benefit operations</td>
<td>$794,883</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$72,316</td>
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<tr>
<td>Subsidized health services</td>
<td>$13,180</td>
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<tr>
<td>Other cash and in-kind contributions</td>
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</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$914,442</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$21,356</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$48,915</td>
</tr>
<tr>
<td><strong>Total 2021 Community benefits</strong></td>
<td><strong>$5,350,713</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.