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:

- 89 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.
- 2,047 rides through Silver Streak and 971 Lake Country Cares rides to and from our hospital were subsidized for those who lacked resources for transportation.
- 19 vouchers for diagnostic and specialty care services for Lake Area Free Clinic (LAFC) and Waukesha Free Clinic (WFC) patients 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:

- 274 behavioral health assessments were conducted in our ED for people presenting in acute mental health or substance use distress to expedite referrals.
- 232 trauma patients received PTSD screening calls after discharge and 103 received referrals to a mental health provider.
- 5 peer-led trauma support groups were provided with 18 people attending.

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 – Aurora Cancer Care**

A Cancer Nurse Navigator (CNN) is a certified nurse whose clinical expertise and training allows them to effectively enable patients and their loved ones to make informed decisions and guide them through the cancer care process, starting from diagnosis, to help them to overcome barriers to optimal care. In 2021, our CNNs served 823 new patients. Additionally:

- 844 cancer patients completed the distress tool with 302 referred for additional services.
- 376 low dose CT screenings were provided with 45 people referred for follow-up.
- 363 therapeutic massage sessions and 1,601 acupuncture sessions were provided to cancer patients.
- 8 community education sessions were provided to 326 attendees.

**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, including continuing education for current emergency medical service (EMS) professionals. During 2021:

- 42 EMS educational sessions on evidence-based practices were provided with 613 attendees.
- 25 paramedic clinical experiences were provided for 57 students.
- 1 Advanced Cardiac Life Support class was provided for 5 paramedic students.
- 18 Sim Man/Sim Baby trainings were provided to 266 paramedic students.
**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, 14,928 people were partially vaccinated, 15,704 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>$914,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$7,666,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$1,324,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$9,904,000</td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$712,456</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$464,800</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$607,367</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$44,701</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$1,829,324</td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$31,597</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$207,929</td>
</tr>
<tr>
<td><strong>Total 2021 Community benefits</strong></td>
<td>$11,972,850</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 57 hospital team members pledged $23,502 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.