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 Behavioral Health Programs and Services

Focus | Access to care

Mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues in every community Aurora Health Care serves. Our hospital is the hub for Aurora’s comprehensive behavioral health services team in Wisconsin, which extends behavioral health care into hospital and primary care settings. We continually push to expand and extend access points to people with multiple inpatient locations, hospital-based outpatient department locations, ambulatory clinic locations, and approximately 200 professional staff throughout Eastern Wisconsin.

To expedite care for people presenting with behavioral health issues at Advocate Aurora Health locations beyond our campus, we:

- Completed 16,389 Teleintake and in-person assessments in Advocate Aurora hospital Emergency Departments (ED) in Wisconsin.
- Completed 1,124 Teleintake screenings in urgent care settings.

In 2021, our specially trained behavioral health providers also:

- Provided Telepsychiatry inpatient consultations to 1,438 patients at Aurora medical centers.
- Served 7,497 veterans through outpatient and intensive outpatient behavioral health care.
- Connected people to caregivers for follow-up care through 1,234 referrals to vetted partners through our Clinically Integrated Network agreements.
Priority #2  Alcohol, drug dependence and substance abuse recovery support

**Focus | Substance Use**

Substance use in Milwaukee County was ranked as the 4th major health issue by key informants and the 2nd highest ranked health issue among survey respondents for our most recent CHNA. The continuum of care for persons with substance use disorders is essential for preventing relapse and research has shown that support groups facilitate recovery and reduce health care costs. They also promote a sense of belonging within the community and help in the development of self-efficacy. In 2021:

- An average of 58 support and not-for-profit groups utilized Lighthouse on Dewey for an average of 44 hours per week; an average of 610 people attended support groups per week.
- 73 intensive outpatient suboxone clinic patient visits were provided in Oshkosh to treat adults who are dependent on opioids.
- 1,705 patient partial-hospital alcohol and other drug abuse (AODA) patient visits were accommodated in Sheboygan, including 1,403 for Medication-Assisted Treatment (MAT) suboxone treatment.
- 1,572 stable opioid recovery patients received Medication-Assisted Treatment (MAT) through primary care hubs in Green Bay (320) and Milwaukee (1,252).

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**

Behavioral health professional shortages are a national, state, and local issue. Offering continuing education ensures that each provider’s practice is current and aids in the development of contact with other behavioral health professionals. To address this in 2021:

- 2 psychiatric nurse practitioners, 12 psychotherapists and 5 psychologists were newly employed at Advocate Aurora Health.
- 9 continuing education programs and 6 intensive workshops were held with 829 people attending. 50 participants completed a post-program survey and 98% of those who completed the survey reported that they will change a specific aspect of their practice because of the program or lecture.
- 360 additional team members completed Verbal Defense and Influence (VDI) training on how to manage aggressive behavior.
At Kradwell, the belief is every student is capable of success. No matter what type of challenges they may be struggling with, the Kradwell team will provide ongoing opportunities, resources and support for students to learn and grow at their own pace, in their own way.

Kradwell teachers understand that a “one-size-fits all” education can’t possibly suit everyone. It’s why Kradwell utilizes smaller class sizes, a highly personalized approach, and one-on-one time with teachers. A large emphasis is placed on establishing trust and building relationships and nurturing everyone’s differences.

In 2021, $16,082.58 in scholarships was subsidized by Advocate Aurora Health and awarded to families in need of the unique educational support Kradwell School offers.

Kradwell learning spaces are designed to bring out the best in students — academically, socially, and creatively.

**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, 315 people were partially vaccinated and 442 people were fully vaccinated through our hospital.
<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$303,000</td>
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<tr>
<td>Medicaid shortfall at cost*</td>
<td>$7,515,000</td>
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<tr>
<td>Other means-tested programs at cost*</td>
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<tr>
<td><strong>Total</strong></td>
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<tr>
<td>Community health improvement and education services and community benefit operations</td>
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<tr>
<td>Health professions education and GME***</td>
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<tr>
<td>Subsidized health services</td>
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<tr>
<td>Other cash and in-kind contributions</td>
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<tr>
<td><strong>Total</strong></td>
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<tr>
<td>Language assistance services***</td>
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<tr>
<td>Volunteer services***</td>
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<tr>
<td><strong>Total 2021 Community benefits</strong></td>
<td><strong>$11,068,141</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 27 hospital team members pledged $28,189 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.