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:

- 566 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.
- 36 appointments were scheduled in our ED through the Milwaukee Health Care Partnership (MHCP) ED Care Coordination (EDCC) program to help people establish a medical home with a Federally Qualified Health Center. More information about this program and our work with MHCP can be found by visiting www.mkehcp.org.
- 289 follow-up appointments were scheduled with the Family Medicine Residency Clinic, which connects patients who have an acute medical condition that requires close outpatient monitoring but do not have an established Primary Care Provider to a provider within 24-72 hours of their ED visit.
- 835 prescriptions were provided free of cost through our Essential Medication Fund to uninsured patients who had no resources for medications upon discharge.
- 132 new people received intensive case-management through Aurora’s Coverage to Care program. The case manager managed an average of 80 active cases each quarter.
- 30 patients were referred Sixteenth Street Community Health Center for follow-up care and to establish a health home.

Furthermore, to enhance care coordination and improve patient outcomes post-discharge:

- 48,877 patients being discharged from our hospital received a follow-up phone call in their preferred spoken language through the Discharge Phone Calls initiative; 25 different languages were utilized.
- 22 additional discharge phone call staff members were trained in suicide response and opioid/drug response.
Aurora Walker’s Point Community Clinic (Aurora Walker’s Point), operated by Aurora Health Care Inc., serves a largely Hispanic community with a high percentage of uninsured people. Services provided include specialty, diagnostic and treatment services, behavioral health screenings and social services. In addition, Aurora Walker’s Point staffs the nearby Salvation Army shelter and clinic to provide refugee screenings and basic medical care to people experiencing homelessness.

In 2021, this bilingual clinic served 5,188 unique patients, including 1,144 new patients though 12,918 visits. Additionally:

- 292 clinic patients were referred to Aurora’s Specialty Access for Uninsured Program (SAUP) program.
- 290 women were served through the WISE Woman program for cardiovascular screening and treatment including blood pressure, blood sugar, weight, and blood cholesterol.
- 281 mammograms and 108 pap tests were provided through the Wisconsin Well Woman Program.
- 290 women received breast cancer education, a breast cancer screening reminder and low or no-cost breast cancer screening resources.
- 43 clinic patients attended at least one visit at CORE/El Centro, one of our community partners, for fitness and nutritional programming. See https://www.core-elcentro.org/.
- 1,488 clinic patients were provided with social service support to navigate the healthcare system and access safety-net resources, obtain legal documents, address domestic violence issues, and receive family counseling/family planning information.
- 394 unique patients were served through 1,274 behavioral health counseling appointments with a team led by a bilingual PhD psychologist.
- 148 refugee health screenings were completed.

Most cancers’ incidence and mortality rates in Milwaukee County exceed Healthy People 2020, as well as national and state rates. 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 overcome barriers to optimal care. In 2021, our CNNs and other Aurora Cancer Care providers served 2,830 patients and completed 383 referrals to other resources in the community for additional support services. Additionally:

- 102 visits were accommodated through the Aurora Cancer Care Spanish Clinic. At this clinic, patients were greeted in Spanish by a bilingual team, who offered advanced cancer care with knowledge of the Hispanic culture.
- 1,280 people were provided with cancer counseling services in partnership with Aurora Family Service.
According to the American Heart Association and Go Red for Women, heart disease is the number one killer of women and more deadly than all forms of cancer. In 2021, through the Karen Yontz Women’s Cardiac Awareness Center located in our hospital:

- 80 educational events were held with 2,224 people attending. Of those who completed a survey following each event, 277 reported improvements in lifestyle practices and 434 adopted a stress-management practice.
- 80 women received health risk assessments (HRA) and educational reinforcement; 159 (some previously received their HRA) identified a personal risk factor and behavioral change they were willing to make, and 206 patients completed a 30-day check-in.
- 50 women received heart risk appraisals.
- 2,000 community members stayed connected via the Center’s monthly heart health newsletter.

To learn more about the Karen Yontz Center, visit www.karenyontzcenter.org/.

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:

- 1,644 behavioral health assessments were conducted in our ED for people presenting in acute mental health or substance use distress to expedite referrals.
- 32,997 people presenting in our ED were screened through the Zero Suicide initiative and 1,257 caring contacts were made.
- 725 pounds of medication were collected through the drug take-back box located on our campus to be safely and securely discarded.

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

- 63 job fairs took place within our service area, resulting in 42 people accepted job offers from Advocate Aurora Health.
- 64 paid training positions were filled in our service area. Of those that completed the program, 52 people accepted job offers from Advocate Aurora Health.
- 11 team members participated in the NAVIGATE program at our hospital.
- 1 student participated in the three-year culinary apprentice program and 2 students currently participating in the facilities apprenticeship program.
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, 20,021 people were partially vaccinated, 23,055 people were fully vaccinated, and 661 people received their COVID booster immunization through our hospital.

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<th>Community benefits by the numbers</th>
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<tr>
<td>Financial assistance (charity care) at cost*</td>
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<td>Medicaid shortfall at cost*</td>
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<tr>
<td>Other means-tested programs at cost*</td>
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<tr>
<td><strong>Subtotal</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</td>
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<td>Subsidized health services</td>
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<td>Other cash and in-kind contributions</td>
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<td><strong>Subtotal</strong>*</td>
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<td>Language assistance services***</td>
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<td>Volunteer services***</td>
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<td><strong>Total 2021 Community benefits</strong>*</td>
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*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 235 hospital team members pledged $117,876 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.