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:

- 241 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.
- 94 patients were referred to Lakeshore Community Health Care (LCHC) to establish a health home. Advocate Aurora also provides LCHC patients with Health Connect Services via a website login that allows patients to communicate with their primary care provider, access test results, request prescription refills and schedule appointments.
- 229 Anchor of Hope Health Center patients were provided with free lab testing.
- 76 complimentary rides to and from our hospital were provided by our van service for those who lacked resources for transportation. Additionally, ride vouchers were provided to 99 ED patients.
- 15 virtual hospital tours were provided for 96 people identified as vulnerable populations with anticipated challenges navigating the healthcare system to increase their comfort levels in accessing care.
- 6 advance care planning education session was provided for 519 attendees in collaboration with the Advance Care Planning Coalition.
### 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:

- 1,589 behavioral health assessments were conducted in our ED for people presenting in acute mental health or substance use distress to expedite referrals.
- 164 patients with substance use disorders were provided with services through the hospital’s intensive outpatient treatment (IOP) program and 138 were served through partial-hospital treatment (PHP).
- 1,036 admissions to the hospital’s behavioral health inpatient unit were accommodated.
- 20,104 people were screened through the county-wide Zero Suicide initiative; 787 follow-up calls were provided.
- 1,403 patients received Medication-Assisted Treatment (MAT), which combines behavioral therapy and medications, to treat patients with opioid abuse disorders.
- Two drug take-back events were held in collaboration with the Healthy Sheboygan County 2021 Mental Health Committee to manage excess medications, thereby reducing the availability of opioids within the community. 2,640 pounds of drugs were collected, and 52 lock boxes were distributed to community members.
- Six Teaming Together for a Brighter Tomorrow programs were held for 1,908 students to address binge drinking in Kiel and New Holstein school districts.

### 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 - Newborn health and safety

Raising awareness and providing education around infant health and safety is important for preventing illness and unintentional injury and keeping babies well. During 2021:

- 1,021 Welcome Baby assessments were completed via phone.
- 12 Labor, Birth & Beyond class sessions were held for 208 attendees.
- 1 Bringing Baby Home class session was held for 20 attendees.
- 12 breastfeeding class sessions were held for 138 attendees.
- 19 car seats were installed or checked by our certified car seat technician.

#### 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 174 people at our hospital. Additionally:

- 18 women were served through the Safe Mom Safe Baby program with 7 receiving intensive support. Five women reached full term and three gave birth in 2021.
- 12 Sexual Assault Response Team (SART) trainings were provided for 181 members of law enforcement.
- 2 Department of Justice Sexual Assault Response trainings were provided for 29 attendees.
- 580 children were served through the Tri-County Child Advocacy Center in Saukville.
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:

- 18 students pursuing degrees related to healthcare received scholarships, totaling $18,000.
- 108 students from local technical schools and universities completed clinical rotations through 5,520.39 hours provided.
- 20 Explore Your Future workshops were provided in collaboration with the Sheboygan County Chamber of Commerce Business Education Partners Committee for 1,397 attendees.

Focus | 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. In 2021, 215 meals were provided through Meals-on-Wheels for 13 patients to ensure they had access to healthy foods while healing.

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, 11,714 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>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$1,521,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$6,834,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$687,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$9,042,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services and community benefit operations</td>
<td>$849,943</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$190,157</td>
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<tr>
<td>Subsidized health services</td>
<td>$384,720</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$329,554</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,754,373</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$70,999</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$89,715</td>
</tr>
<tr>
<td><strong>Total 2021 Community benefits</strong></td>
<td><strong>$10,957,086</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.

### Give well. Together, we have the power to transform care and create a stronger community.

During 2021, a total of 45 hospital team members pledged $16,966 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.