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 an Implementation Strategy (IS) 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 2020. To see our most recent CHNA report and IS 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. Implementation was delayed for some previously planned programs, and activities for some existing programs slowed, paused or shifted to a virtual platform. 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, a signature community benefit focus for Advocate Aurora Health

Focus | Access

Along with having a consistent primary care provider and medical home, access to medical 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 2020:

- 187 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.
- $7,469 in financial support was provided to Twin Counties Free Clinic (TCFC). Our hospital accepted 12 vouchers for radiology, laboratory, and specialty care services for TCFC patients. Our hospital also supported 3 physicians, 1 nurse practitioner, and 1 registered nurse who donated time to support clinic operations and provide patient care.
- 418 financial counseling sessions were accommodated to help patients enroll in insurance coverage either through the Affordable Care Act, Medicare, Medicaid, or employer-sponsored programs.

To increase access to health care for community members, 4 newly hired providers started working with patients in 2020. Additionally, the Aurora Health Center in Menominee, MI opened on August 3, 2020. The clinic served 1,336 patients through 1,657 clinic visits in 2020.
**Priority #2 | Behavioral Health, a signature community benefit focus for Advocate Aurora Health**

**Focus | Behavioral health**

According to our hospital’s CHNA, mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues for Marinette County, WI and Menominee County, MI. In response to this identified critical need in 2020, we:

- Actively participated in the Behavioral Health Alliance and The New Hope Coalition.
  - The Behavioral Health Alliance met quarterly. The major focus in 2020 was on exploring options to increase access to treatment for Michigan residents requiring care coordination with ADAPT, Marinette County’s mental health coordinator.
  - The New Hope Coalition was very active in 2020. The group secured a $1M grant to support funding for their work focused on helping community members who are managing opioid and substance abuse through treatment, recovery and prevention.
- We also continued to support the local Drug Court by providing access to 24/7 drug testing. Our hospital completed sample collection for 1,492 tests, providing $44,760 in cost savings to the court in 2020.

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**Priority #3 | Address the underlying causes of persistent health problems**

Through the Advocate Aurora Health Community Strategy, we’ve pledged to build health equity, ensure access, and improve health outcomes in our communities through evidence-informed services and innovative partnerships by addressing medical needs and social determinants.

**Focus | Obesity and food security**

Physical activity and nutrition also ranked among the top five health issues for Marinette and Menominee Counties in our most recent CHNA. To address this in 2020, we:

- Hosted a medically-based weight loss program for 261 participants, of which, 150 lost weight, 148 lowered their BMI and 17 lowered their blood pressure.
- Invested $23,000 in February 2020 to support local school systems with funding physical education programs. Our partnership with the school districts also provides students with access to a healthcare provider with whom they can talk to about their health, ensuring that they are in a good condition to play their sport, and to help with early identification of any health conditions that may not have been otherwise found. The organizations that received funding included:
  - Marinette School District
  - Menominee Area Public Schools
  - School District of Crivitz
  - Stephenson Area Public Schools
- The Mary Hofer walking trail is a 1.25 mile path around the hospital grounds. An estimated 2,100 people utilized the walking trail throughout the year.

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**Priority #4 | Covid-19 Pandemic Response**

The COVID-19 pandemic brought significant changes to the way 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 hospital, in close partnership with state and local government entities, developed a robust testing strategy in our community. In 2020, our hospital completed 5,793 tests for community members.

Our vaccination strategy also started in 2020 with our team members who were providing care to patients and community members. In 2020, 230 people received their first dose of the COVID-19 vaccine through our hospital. As supplies increased and eligibility expanded, we opened vaccination appointments to community members. As of October 14, 2021, 3,601 individuals have been partially vaccinated and 3,456 have been fully vaccinated 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>$720,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$7,327,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$8,047,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$262,331</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$867,745</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$4,200</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,134,276</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$6,685</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$41,711</td>
</tr>
<tr>
<td><strong>Total 2020 Community Benefits</strong></td>
<td><strong>$9,229,672</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 2020, a total of 39 hospital team members pledged $13,111.78 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.

Giving comes in many forms. Your gift can help transform health care in our community and help more people live well. Visit [www.aurorahhealthcarefoundation.org/](http://www.aurorahhealthcarefoundation.org/) to learn more about the many different ways you can give.

To see our most recent Community Health Needs Assessment report and Implementation Strategy plan, please visit [www.aurora.org/commbenefits](http://www.aurora.org/commbenefits).