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:

- 81 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 patients were referred to Health Care Network, Inc. (HCN) to establish a medical home. HCN is a non-profit agency that provides free or low cost health care to residents of Racine County who are medically uninsured and have limited income.
- 95 vouchers for radiology and diagnostic services for HCN patients were accepted at our hospital.
- 23 HCN patients requiring specialty care services were served at our hospital.
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 Racine County. In response to this identified critical need in 2020, we

- Screened 167 individuals in our ED for behavioral health issues, with 74 referred for follow-up services.
- Provided 28 trainings for Emergency Medical Service agencies, with 495 participants.

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 | Chronic disease

Chronic disease, long-lasting conditions that can usually be controlled but not always cured, ranked among the top five health issues for Racine County. High blood pressure (BP) increases the risk for certain chronic disease development and is often an early sign that there is a problem developing. To address this in 2020, we:

- Facilitated 11 community BP screening events where 62 community members were screened. As a result, all received educational information packets, and 4 individuals were referred for follow-up care.
- Offered 51 free drop-in BP screening events at our clinic where 429 individuals were screened. As a result, all received educational information packets, and 76 individuals were referred for follow-up care. These events were able to continue during the COVID-19 pandemic with the introduction of the Advocate Aurora Health Safe Care Promise.
- Provided other outreach activities and educational sessions related to BP management in 2020, including:
  - 2 Walk with a Doc sessions, which were provided prior to the COVID-19 pandemic; 4 physicians and 10 community members participated.
  - 360 educational information packets on blood pressure, cholesterol, stroke, chest pain, DASH diet and overweight/obesity were distributed to community members at community events.
  - 94 patients participated in HMR Weight Management Phase 1 and 178 participated in HMR Phase 2 through our hospital.

Additionally, our team members provided education on stroke awareness by distributing B.E. F.A.S.T stroke education materials to hair salons, libraries, and barber shops where community members can easily access the information.

Focus | Newborn health and safety

Raising awareness around infant health and safety is important for preventing illness and unintentional injury. During 2020, 2 babysitting classes were provided for 10 participants, with 100% showing knowledge gain between pre- and post-tests. This programming moved to a virtual platform after the onset of the COVID-19 pandemic.
Focus | Safety - Senior care

Our NICHE-certified Senior Resource Nurses (SRNs) work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2020, 1,664 older adults were served through our SRN program and referrals were provided for cognitive screens (78), transportation (36) and Option Counseling (162). Additionally:

• 818 patients were educated on Advance Directives with 170 completing an Advance Directive.
• 1,082 families received education on how to support their aging loved ones, including referrals for additional support services when appropriate.
• 34 individuals received medication management and safety education.
• 40 Strong Bodies sessions were provided for 33 participants; 30 completed both pre- and post-tests with 26 showing improvement.
• 2 Chronic Pain Self-Management sessions were provided with 18 participants.

Our hospital team members also moved the Healthy Living with Chronic Pain program to a telephone platform to ensure this offering would still be available to community members managing chronic pain.

Focus | 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 2020, our hospital’s Forensic Nurse Examiners (FNEs) provided trauma-informed care and follow-up referrals for 29 individuals at our hospital resulting in 16 medical and 26 advocacy referrals. Our FNEs and advocates also:

• Trained 44 ED nurses on the signs of strangulation and human trafficking, increasing their ability to identify victims and offer appropriate services or referrals.
• Provided 54 community education/prevention/outreach events with 968 attendees.

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 hospital, in close partnership with state and local government entities, developed a robust testing strategy in our community. In 2020, our hospital completed 3,392 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, 296 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, 6,146 individuals have been partially vaccinated and 5,970 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>$1,173,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$6,594,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong>*</td>
<td><strong>$7,767,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$1,071,114</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$40,758</td>
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<tr>
<td>Subsidized health services</td>
<td>$46,705</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$86,050</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,244,627</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$22,311</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$130,346</td>
</tr>
<tr>
<td><strong>Total 2020 Community Benefits</strong></td>
<td><strong>$9,164,284</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 2020, a total of 64 hospital team members pledged $17,415.44 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.aurorahealthcarefoundation.org](http://www.aurorahealthcarefoundation.org/) to learn more about the many different ways you can give.

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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).