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 identify and prioritize 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 2022. To see our most recent CHNA report and CHIS plan, please visit aurora.org/commbenefits.

Priority #1 | Access to Innovative Care and Services

Focus | Access to care

In this section we outline some of our approaches to link our community’s most vulnerable residents with medical care. 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 2022:

- 143 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.
- 12 patients were referred to Health Care Network (HCN) to establish a health home.
  - 108 vouchers for radiology and diagnostic services for HCN patients were accepted at our hospital.
  - 67 vouchers for HCN patients requiring specialty care services were utilized at our hospital.

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 disorders, 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 2022:

- 187 people were assessed by an Aurora Behavioral Health services team member in the ED and received expedited referrals as appropriate for behavior health services.
- 50 pounds of medication were collected through the drug take-back box located on the hospital campus to be safely and securely discarded.
- 2 Chronic Pain Self-Management sessions were provided with 4 attendees.
Priority #3  Address the underlying causes of persistent health problems

Social Drivers of Health (SDOH) are the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health and well-being outcomes and risks. Social drivers of health have a major impact on people’s health and quality of life. Priority three of our CHIS plan is unique to the identified SDOH needs of the community we serve and programming we are best positioned to lead or support.

Focus | Community Safety

Trauma, including violence or sexual assault can have harmful and long-lasting physical, mental, emotional, and socioeconomic impacts for survivors, families, and communities. Survivors may experience physical injuries due to the assault, as well as anxiety, depression, post-traumatic stress disorder, or increase health risk behaviors. This can harm a survivor’s health, career, and relationships.

During 2022, our hospital’s Forensic Nurse Examiners (FNEs) provided trauma-informed care and follow-up referrals for 33 people at our hospital. All received medical services and advocacy referrals. Our FNEs and advocates also provided 63 community education events with 939 attendees. Additionally, 35 additional ED nurses were trained on the signs of strangulation and human trafficking, increasing their ability to identify potential survivors who may need additional support services.

Raising awareness around infant health and safety is important for preventing illness and unintentional injury. During 2022, 6 babysitting classes were provided to 61 participants, with 100% showing knowledge gain between pre- and post-tests.

Our NICHE-certified Senior Resource Nurses (SRNs) work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2022, 1,456 aging adults were served through our SRN program and 239 cognitive screens were completed, 46 transportation referrals were provided, and 492 community resource referrals were provided. Additionally:

• 198 patients were educated on Advance Directives with all completing an Advance Directive.
• 233 families received guidance and support services.
• 266 people received medication management and safety education.

Hospital teammates provided senior wellness and safety education at a local community senior resource fair.
Focus | Workforce planning and development

Our hospital teammates 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 2022:

- 113 training sessions were provided to Emergency Medical Service (EMS) agencies in Racine and Walworth counties with 1,286 participants. 2,550 CEUs were granted through these trainings.
- 6 scholarships for $2,500 were provided on behalf of the Medical Staff Leadership Council of Aurora Medical Center – Burlington to local high school students seeking advanced studies in health care.
- 18 students completed clinical rotations at Aurora Medical Center – Burlington.

### 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>$1,041,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$8,202,000</td>
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<tr>
<td>Other means-tested programs at cost*</td>
<td>$333,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
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</tr>
<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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<tr>
<td>Subsidized health services</td>
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<tr>
<td>Other cash and in-kind contributions</td>
<td>$95,345</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$1,354,806</td>
</tr>
</tbody>
</table>

**Total 2022 Community benefits** $10,930,806

* cost-to-charge ratios are based on Wisconsin Hospital Association percentages.

** Advocate Health has elected to exclude Medicare shortfalls and bad-debt expenses from individual hospital community benefit calculations for our Wisconsin Hospitals.

### Advocate Health Gives. Together, we make an impact.

During 2022, hospital teammates pledged $15,156 to the Advocate Health Gives Campaign. The campaign supports local not-for-profit funds, including Advocate Health funds, local United Way agencies, and other not-for-profit organizations responding to important community health needs.

Donors from the community have also helped Aurora Health Care serve communities for more than 100 years. When you give to the Aurora Health Care Foundation, 100% of your donation stays local and benefits the hospital, medical center or program you choose. Together, we can transform health care in our communities and help more people live well. Visit [advocateaurorahealth.org/foundations/](http://advocateaurorahealth.org/foundations/) to learn more about the many ways you can give.

Another way to make an unforgettable impact is by volunteering. Through compassion and generosity, our volunteers create meaningful moments of hope and healing across Wisconsin. Visit [aurorahealthcare.org/patients-visitors/volunteer/](http://aurorahealthcare.org/patients-visitors/volunteer/) to apply for an Aurora Health Care volunteer opportunity near you.