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:

• 89 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.

• Transportation costs valued at $1,274 were provided in complimentary rides to and from our hospital for those who lacked resources for transportation.

• We provided a $2,000 donation to Advocates of Ozaukee. Advocates of Ozaukee’s mission is to end domestic and sexual violence through education, prevention and intervention services.
### 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 Ozaukee County. We were able to host one Cultivating Wellness Through Positive Psychology virtual session held in June for 10 attendees. The remainder of the work identified in our Implementation Strategy for this focus area was paused in 2020 due to the COVID-19 pandemic. Our partnerships with local schools and the Support Cultivate Mental Health Friendly Community Project will be updated in our 2021 annual report.

### 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 | Workforce planning and development**

Social determinants of health are the structural elements and conditions in which people are born, grow, live, work, and age. Education leading to employment is one factor that can help one gain the income, health insurance and other benefits, and stability necessary for good health. Our hospital caregivers remain committed to supporting students interested in health professions at all levels and from various programs seeking educational opportunities within our facility. During 2020, prior to the start of the COVID-19 pandemic:
- 58 students interested in health professions toured our facility.
- 2 presentations about health care careers were provided to 58 students through the Partners in Education Program.
- 7 volunteer positions were filled by students with cognitive and physical disabilities.

**Focus | Safety**

Wisconsin Assembly Bill 259 requires that youth who may have sustained a concussion or head injury during an athletic activity may not continue participating in the activity until they are assessed by a health care provider who has been trained in the evaluation and management of concussion and head injuries. The law is designed to ensure the safety and well-being of our active youth.

To address this in 2020, in addition to supporting 377 local student athletic events, our hospital provided:
- 29 student athletes with previous concussion baseline screenings with concussion treatment.
- 29 CPR classes with 193 attendees.
- 14 First Aid classes with 121 attendees.
- 3 Stop the Bleed classes with 92 attendees.
- 6 Emergency Medical Service (EMS) provider continuing education hours were provided on EMS pre-arrival.

**Focus | Chronic disease**

Chronic diseases are long-lasting conditions that can usually be controlled but not always cured. People living with chronic illnesses must manage daily symptoms that affect their quality of life to avoid acute health problems or complications that could shorten their life expectancy. To support community members with chronic diseases in 2020:
- 2 outreach blood pressure screenings were provided with 14 individuals screened.
- 1 stroke education presentation was provided to 8 attendees.
- 7 chronic disease educational presentations were provided to 124 individuals.
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 to overcome barriers to optimal care. In 2020, our CNNs provided:

- 122 patients with care through the High-Risk Breast Clinic.
- 530 lung CT screenings.
- 327 distress screenings, with 113 of the patients referred to follow-up services.
- 4 cancer-related support group sessions for an average of 10 community members each session.
- Space for 140 individuals to participate in our Expressive Arts Studio.

Additionally, hospital team members provided integrative therapies. The breakdown of those include:

- 81.69 volunteer hours for reiki therapy
- 228 massage therapy encounters
- 131 acupuncture encounters
- 269 cancer rehab encounters
- 13 virtual yoga sessions

**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 597 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, 536 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, 10,555 individuals have been partially vaccinated and 11,204 have been fully vaccinated through our hospital.

**Focus | COVID-19 Community Education and Outreach**

In response to COVID-19, Advocate Aurora Health pivoted community outreach work to provide highly needed resources, programs, and education for the community. One example includes the role Steven Zils, M.D. played as medical advisor to the Washington Ozaukee Health Department. Dr. Zils provides medical administrative oversight to the organization and supported training and outreach initiatives in both counties. As COVID-19 vaccinations became available to First Responders, Dr. Zils helped coordinate vaccination clinics at Jackson and Grafton Village fire departments, with most of the planning taking place in 2020 before the first clinic on January 7, 2021. Dr. Zils also coordinated a First Responders testing process in collaboration with Advocate Aurora Health that would ensure First Responders who experienced symptoms would receive expedited COVID-19 testing to minimize disruptions to their services in the community.
<table>
<thead>
<tr>
<th>Community benefits by the numbers</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$1,488,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$12,033,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$13,521,000</strong></td>
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<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$1,061,797</td>
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<tr>
<td>Health professions education and GME***</td>
<td>$497,256</td>
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<tr>
<td>Subsidized health services</td>
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<tr>
<td>Other cash and in-kind contributions</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,619,540</strong></td>
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<tr>
<td>Language assistance services***</td>
<td>$40,346</td>
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<tr>
<td>Volunteer services***</td>
<td>$147,569</td>
</tr>
<tr>
<td><strong>Total 2020 Community benefits</strong></td>
<td><strong>$15,328,455</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 87 hospital team members pledged $59,615.93 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.aurorahospitalfoundation.org/](http://www.aurorahospitalfoundation.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).