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:

- 88 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.
- $4,398 in transportation costs were provided in complimentary rides to and from our hospital for those who lacked resources for transportation.
- $5,000 was donated to United Way of Northern Ozaukee for the Community Resource Navigator program. This goal of the program is to increase and streamline access to local social services by assisting with case management.

**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:

- 334 people were assessed by an Aurora Behavioral Health services team member in the ED and received expedited referrals as appropriate for behavior health services.
- Screen Free Week took place during May 2022. Thanks to partnerships with local schools and other community organizations, over 30 community events took place between Washington and Ozaukee Counties with 2,000 attendees.
Our hospital team members remained committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility, including continuing education opportunities for current emergency medical service (EMS) professionals. During 2022, ten scholarships were awarded for local high school students pursuing degrees related to healthcare valuing $10,000 total.

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 | 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 within our facility, including continuing education opportunities for current emergency medical service (EMS) professionals. During 2022, ten scholarships were awarded for local high school students pursuing degrees related to healthcare valuing $10,000 total.

Focus | Community 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 2022, in addition to supporting 641 local student athletic events, our hospital provided:

- 494 student athletes with baseline concussion screenings.
- 963 non-concussion injury and illness services completed by a licensed athletic trainer for treatment, rehabilitation, Return to Play decision-making, and communication between the physician, coach, and family.

To address other community safety needs in 2022, we provided:

- 1 Stepping On Falls Prevention program session for 17 attendees.
- 58 CPR classes for 472 attendees.
- 27 First Aid classes for 264 attendees.
- 13 Stop the Bleed classes for 811 attendees.
- 451 people with support through the Bundled Hospital Elder Life Program (HELP).
- 55 training sessions for 911 public service answering point (PSAP) regarding the training and software needed to deliver EMS pre-arrival, step-by-step instructions to a caller, allowing early access to care before first responders arrive.

Focus | Food Security

People who don’t have access to healthy foods are less likely to have good nutrition, which could raise their risk of health conditions like heart disease, diabetes, and obesity — and even lowers life expectancy relative to people who do have access to healthy foods. To address this in 2022, we continued building our partnership with Saukville Food Pantry and Sharing Food Pantry to embed a hospital community outreach nurse at their pantries once per month to increase education and programming based on client needs. Our community outreach nurse engaged and provided 283 clients with educational resources in 2022.
## Community benefits by the numbers

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) *</td>
<td>$1,063,000</td>
</tr>
<tr>
<td>Medicaid shortfall *</td>
<td>$17,511,000</td>
</tr>
<tr>
<td>Other means-tested programs *</td>
<td>$510,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$19,084,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services and community benefit operations</td>
<td>$703,615</td>
</tr>
<tr>
<td>Health professions education and GME ***</td>
<td>$1,007,492</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$43,752</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$110,628</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,865,487</strong></td>
</tr>
<tr>
<td><strong>Total 2022 Community benefits</strong></td>
<td><strong>$20,949,487</strong></td>
</tr>
</tbody>
</table>

* 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.

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

During 2022, hospital teammates pledged $36,920 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/ 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/ to apply for an Aurora Health Care volunteer opportunity near you.