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:

- 218 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.
- 1,018 patients who presented in our ED without a primary care provider were referred to Kenosha Community Health Center (KCHC) to establish a medical home. Additionally, KCHC OB patients were served through 1,541 visits completed by our physicians.
- 119 new individuals participated in Aurora’s Coverage to Care program. This program provides intensive case management for hospital ED high utilizers to increase health literacy, develop personal health care advocacy skills, increase health care coordination and assist program participants in establishing health care homes. The case manager managed an average of 61 active cases each quarter.
With the support of United Way of Kenosha County, Advocate Aurora Health provided community support sessions at the ELCA Outreach Center in Uptown Kenosha following the traumatic events that took place in the community. To help community members cope with difficult experiences, our team members provided strategies and techniques for how to care for ourselves and others during difficult times.

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 Kenosha County. A behavioral health nurse practitioner at our hospital served 214 inpatients to ensure access to appropriate levels of care in 2020.

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 | 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 137 individuals at our hospital. Our FNEs and advocates also provided 23 community education/prevention/outreach events with 500 attendees.

Focus | Infant Mortality

Increasing breastfeeding initiation, duration, and exclusivity is part of the 2013-2020 Wisconsin Nutrition, Physical Activity, and Obesity State Plan. To address this at our hospital in 2020:

• 100% of birthing parents in our facility were educated on breastfeeding.
• 143 were provided with follow-up lactation services.
• 8 free lactation classes were provided to 49 attendees.

Raising awareness around infant health and safety is important for preventing illness and unintentional injury. During 2020:

• 100% of birthing parents at our hospital were educated on car seat safety, safe sleep practices and the dangers of second-hand smoke.
• 1,145 sleep sacks for babies were distributed.
• 33 car seat safety tests were performed by our certified car seat technician.
• 10 free well-baby care classes were provided with 85 attendees.
• 17 free prenatal care classes were provided with 93 attendees.
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:

- 3 diabetes classes were hosted with 19 attendees. All participants reported knowledge gain after completing pre and post-tests.
- 2 stroke support sessions were held with 3 attendees.
- 5 community diabetes education classes were provided with 24 community members attending. All participants reported knowledge gain after completing pre and post-tests.
- 10 community blood pressure (BP) screening events were provided with 226 individuals screened. Of those screened, 20 people were referred to their primary care provider for BP management.
- 4 bone density screening events were provided with 9 individuals screened.

The Kenosha Heart Fair took place in February 2020. The event included heart health education and unused medication collection. Our team members helped plan, manage and staff the event.

Focus | Aurora Cancer Care

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 served 600 patients. Additionally:

- 1,158 patients received distress screenings. Of those screened, 75 were identified as “at-risk” and were referred for additional support services.
- 10 people utilized the wig program.

Our hospital team members also provided integrative therapies. The breakdown of those patient encounters include:

- 127 for art therapy
- 205 for aroma therapy
- 606 for aroma therapeutic massage
Our NICHE-certified Senior Resource Nurses (SRNs) work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2020, 805 older adults were served through our SRN program and 8 clinic visits were accommodated, 13 cognitive screens were completed and 13 Aurora Health at Home referrals were provided. Additionally:

- 132 patients were educated on Advance Directives, with 58 completing an Advance Directive.
- 378 families received education on how to support their aging loved ones, including referrals for additional support services when appropriate.
- 70 individuals received medication management and safety education.
- 100% of ED patients aged 65 years and older were identified for screening with the Identification of Seniors at Risk (ISAR) tool. 72% of patients identified were screened and 57% of those screened were identified as “at-risk” and were referred to social services for additional support.
- 68 group exercise class sessions were provided for the Kenosha Senior Center with an average attendance of 13 individuals per class. The class welcomed 14 new participants in 2020. Classes were in-person, however, after a long pause due to COVID-19, classes transitioned to a virtual platform in August 2020.

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 health professions students of all levels and from various programs seeking educational opportunities within our facility. During 2020, we:

- Hosted 3 students for clinical preceptors as part of their Certified Nursing Assistant (CNA) training.
- Continued to serve on community boards addressing social determinants, such as the local Boys & Girls Club board.

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 6,706 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, 805 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, 8,678 individuals have been partially vaccinated and 8,859 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. Some examples include:

- Regular email communications to community partners containing COVID-19 educational materials and a list of local COVID-19 testing locations in Kenosha, Racine, Walworth and Lake (IL) counties.
- Hosting multiple webinars and virtual community conversations for community organizations via social media.
- Updating onsite digital marketing boards to contain testing locations along with a list of current onsite safety measures.

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>$2,371,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$7,844,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$12,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$10,227,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$941,882</td>
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<tr>
<td>Health professions education and GME***</td>
<td>$345,274</td>
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<tr>
<td>Subsidized health services</td>
<td>$26,819</td>
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<tr>
<td>Other cash and in-kind contributions</td>
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</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,463,505</strong></td>
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<tr>
<td>Language assistance services***</td>
<td>$126,478</td>
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<tr>
<td>Volunteer services***</td>
<td>$74,482</td>
</tr>
<tr>
<td><strong>Total 2020 Community benefits</strong></td>
<td><strong>$11,891,465</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 109 hospital team members pledged $118,957.75 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).