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:

- 32 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.
- 17 patients were referred to Open Arms Free Clinic (OAFC) to establish a medical home.  
  - 18 vouchers for radiology and diagnostic services for OAFC patients were accepted at our hospital.
  - 106 OAFC 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 Walworth County. In response to this identified critical need in 2020, we:

- Screened 130 individuals in our ED for behavioral health issues, with 47 referred for follow-up services.
- Provided Narcan administration medical oversight by our director of emergency services for 9 local emergency response agencies. Other quarterly emergency medical training sessions were paused in 2020 due to COVID-19’s impact on our organization.

### 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 Walworth 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 2 community BP screening events where 16 community members were screened. As a result, all received educational information packets, and 4 individuals were referred for follow-up care.
- Offered 5 free drop-in BP screening events at our clinic where 7 individuals were screened. As a result, all received educational information packets, and 4 individuals were referred for follow-up care.
- Hosted a Healthy Living with Diabetes program with 7 attendees.

**Focus | Newborn health and safety**

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 received breastfeeding education and support resources. Over 80% of those who delivered at our hospital had initiated breastfeeding at discharge.
- 227 outpatient breastfeeding consults were scheduled with our lactation specialist.
- 290 telephone breastfeeding consults were provided to community members.

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

- 100% of birthing parents were educated on car seat safety and safe sleep practices.
- 6 portable cribs were distributed by the Walworth County Public Health Department for patients who delivered at our birthing center who did not have a safe space for their baby to sleep when they returned home.
- 1 infant CPR class was provided for 10 community members.
- 1 babysitting class was conducted virtually for 8 attendees with 100% reporting 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 2020, 1,333 older adults were served through our SRN program and 50 clinic visits were accommodated, 99 cognitive screens were completed, 51 Aurora Health at Home referrals were provided and 75 transportation referrals were provided. Additionally:

- 109 patients were educated on Advance Directives with all completing an Advance Directive.
- 404 families received education on how to support their aging loved ones, including referrals for additional support services when appropriate.
- 68 people received medication management and safety education.
- 1 Stepping On session was held, with 11 individuals participating. The Stepping On program offers older people information, strategies and exercises to reduce falls and increase self-confidence.
- 3 BP screening events were conducted by our SRNs for 4 attendees.

Focus | Safety - Senior care

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 40 individuals at our hospital. Our FNEs and advocates also:

- Provided 49 community education/prevention/outreach events with 503 attendees.
- Remained actively engaged in expanding sexual assault treatment capacity and advocacy services at the New Beginnings APFV and the Walworth County Alliance for Children.

Our hospital also has a long history in partnering with New Beginnings APFV, which provides supportive services and advocacy for adult and child victims of domestic violence, sexual assault, stalking, harassment and human trafficking. In 2020, with support from community donors, New Beginnings APFV moved to a new location that our hospital donated to the organization. This larger location will allow the organization to expand their programming and ensure their vital services are available in Walworth County for many years to come.

Focus | Safety - Sexual assault

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 3,248 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, 199 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, 4,968 individuals have been partially vaccinated and 4,870 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>$1,611,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$1,639,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$3,250,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$575,750</td>
</tr>
<tr>
<td>Health professions education and GME***</td>
<td>$210,189</td>
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<tr>
<td>Subsidized health services</td>
<td>$44,197</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$58,393</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$888,528</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$50,607</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$21,953</td>
</tr>
<tr>
<td><strong>Total 2020 Community Benefits</strong></td>
<td><strong>$4,211,089</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 49 hospital team members pledged $41,631.62 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).