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:

- 133 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.
- 31 patients were referred to Open Arms Free Clinic (OAFC) to establish a health home.

**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:

- 255 behavioral health assessments were conducted in our ED for people presenting in acute mental health or substance use distress to expedite referrals.
- 26 community health education sessions were provided for 28 attendees.
- 5 Chronic Pain Self-Management programs were provided with 13 attendees.
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 34 people at our hospital. All received medical services and advocacy referrals. Our FNEs and advocates also provided 100 community education events with 1,195 attendees.

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 2022:

- 100% of parents who birthed at our hospital received breast-feeding education and support resources. 90.40% of those who delivered at our hospital had initiated breastfeeding at discharge.
- 355 outpatient breastfeeding consults were scheduled with our lactation specialist.
- 220 telephone breastfeeding consults were provided to community members.

Raising awareness around infant health and safety is important for preventing illness and unintentional injury. During 2022:

- 100% of parents who birthed at our hospital at our hospital were educated on car seat safety and safe sleep practices.
- 8 portable cribs were distributed by the Walworth County Public Health Department for patients who delivered at our birthing center.
- 12 infant CPR classes were provided to 307 community members.
- 3 babysitting class was conducted virtually for 19 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 2022, 2,124 aging adults were served through our SRN program and 460 clinic visits were accommodated, 93 cognitive screens were completed, 79 Aurora at Home referrals were provided, and 104 transportation referrals were provided. Additionally:

- 260 patients were educated on Advance Directives with all completing an Advance Directive.
- 750 families received guidance and support services.
- 65 people received medication management and safety education.
- 2 Stepping On sessions were held, with 17 people participating. The Stepping On program offers older people information, strategies and exercises to reduce falls and increase self-confidence.

Hospital teammates provided senior wellness and safety education at a local community senior resource fair

Focus | Community Safety - Senior care

Our NICHE-certified Senior Resource Nurses (SRNs) work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2022, 2,124 aging adults were served through our SRN program and 460 clinic visits were accommodated, 93 cognitive screens were completed, 79 Aurora at Home referrals were provided, and 104 transportation referrals were provided. Additionally:

- 260 patients were educated on Advance Directives with all completing an Advance Directive.
- 750 families received guidance and support services.
- 65 people received medication management and safety education.
- 2 Stepping On sessions were held, with 17 people participating. The Stepping On program offers older people information, strategies and exercises to reduce falls and increase self-confidence.

Focus | Workforce Development

The Rural Family Medicine Residency prepares physicians to practice full-spectrum family medicine independently and competently. We accomplish this by providing a patient-centered medical home to all in our community, especially underserved minorities identified by income, race/ethnicity, sexual orientation, and gender identity. We strive to offer a diverse and inclusive clinical team of faculty, residents, and staff whose experiences and perspectives enhance the quality of our training, our care, and the lives of our patients. During 2022, 45 medical residents enrolled in the Rural Family Medicine Residency program. To learn more about this program, visit: [https://www.aurorahealthcare.org/education/gme/rural-family-medicine-residency/](https://www.aurorahealthcare.org/education/gme/rural-family-medicine-residency/)

Other workforce development support includes:

- 6 scholarships for $2,500 each were provided to local high school students seeking advanced studies in health care.
- 1 scholarship for $5,000 was awarded to a student who is pursuing an academic course of study leading to a career in the health field.
- 113 trainings 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.
Community benefits by the numbers

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) *</td>
<td>$1,548,000</td>
</tr>
<tr>
<td>Medicaid shortfall *</td>
<td>$7,306,000</td>
</tr>
<tr>
<td>Other means-tested programs *</td>
<td>$190,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong> *</td>
<td><strong>$9,044,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services and</td>
<td>$321,545</td>
</tr>
<tr>
<td>community benefit operations</td>
<td></td>
</tr>
<tr>
<td>Health professions education and GME***</td>
<td>$393,804</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$134,123</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$18,550</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$868,021</strong></td>
</tr>
<tr>
<td><strong>Total 2022 Community benefits</strong></td>
<td><strong>$9,912,021</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.

Advocate Health Gives. Together, we make an impact.

During 2022, hospital teammates pledged $27,519 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.