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**

<table>
<thead>
<tr>
<th>Focus</th>
<th>Access</th>
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</table>

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:

- 250 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.
- 268 vouchers for radiology and diagnostic services for local free clinic patients were accepted at our hospital.
### Priority #2 | Behavioral Health, a signature community benefit focus for Advocate Aurora Health

**Focus | Behavioral health**

According to our hospital’s most recent CHNA, mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues for Winnebago County. In response to this identified critical need in 2020, we:

- Provided 46 individuals with intensive outpatient care for alcohol and other drug abuse (AODA) disorders.
- Continued to work with Aurora Health Care Medical Group and community partners to explore new service development to address mental health issues in the community, especially addiction prevention and treatment strategies. During 2020, we were able to grow behavioral health referrals despite the pandemic, which included pivoting to virtual group therapy sessions when possible.
- We continue to grow and learn in the virtual world and are now able to provide additional services outside the Fox Valley area. Our hospital providers are looking forward to providing quality treatment in the digital age.

### 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 | Community Safety**

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 149 individuals at our hospital. Our FNEs and advocates also provided 4 community education/prevention/outreach events for 115 attendees including community members, law enforcement, nurses, advocates and emergency responders.

**Focus | Obesity and food security**

Physical activity and nutrition remain among the top five health issues for Winnebago County. To address this in 2020, we remained engaged in the following community-based initiatives:

- Be Well Fox Valley coalition (https://bewellfoxvalley.org/). In 2020, the coalition, began collecting new data to map the tri-city obesity hot spots.
- Oshkosh Food Co-Op building began construction in a building located across the street from our Jackson Street clinic, which is projected to open in Summer 2021. Our hospital medical staff donated $50,000 in 2020 to support the produce section in their new building.
- Partnership with Feeding America to provide local Food Pantry Education and Certification as Diabetic/Obesity-Friendly. Although much of the work for this initiative was paused in 2020 due to COVID-19, we have begun developing a checklist guide that offers guidance to our food pantry partners to become more diabetic friendly.
- Construction of our hospital’s food forest complete with walking path and several plants/trees started with additional food-bearing plants placed in the spring 2021. Our hospital medical staff donated $30,000 in 2020 to support the food forest.
- A three-system commitment was planned to leverage the AmeriCorps program and bring in talent to help navigate the Eat Well for Life program (formerly known as the Food as Medicine program), which started in early 2021.
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 addition to the care our CNNs provided to patients in our hospital, they were also able to help 48 people develop survivorship plans.

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 2,725 COVID-19 tests for community members.

Our vaccination strategy also started in 2020 with our team members who were providing care to patients and community members. As supplies increased, we opened vaccination appointments to community members. Aurora Medical Center Oshkosh administered 10,901 vaccinations. On February 10, 2021, we opened a second vaccination location to further distribute vaccines within our community and region. This mass vaccination clinic at the Culver Family Welcome Center was provided in collaboration with UW Oshkosh and the Winnebago County Public Health Department. 19,407 people were vaccinated at this site.

In total 30,308 people have received the COVID-19 vaccine through our hospital's COVID-19 vaccination efforts.

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 for 2020 include:

- Dr. John Newman, CMO and Brian Temple, MD Infectious Disease, provided multiple education sessions to community groups such as Rotary, the local senior center, YMCA and the school district regarding COVID-19 prevention and treatment. They provided video education on COVID-19 through OCAT, which is a recorded health program for the community supported by the City of Oshkosh.

- Patricia Morales, MD, Family Medicine provided social media education on COVID-19 in Spanish.

- Our Business Development team worked with over 20 local employers to provide COVID-19 education, educational materials and information on how to access additional support resources in the community.
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>$1,517,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$9,742,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$298,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong>*</td>
<td><strong>$11,557,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$1,120,972</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$131,800</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$41,712</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$38,900</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,333,384</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$46,098</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$6,380</td>
</tr>
<tr>
<td><strong>Total 2020 Community benefits</strong></td>
<td><strong>$12,942,862</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 65 hospital team members pledged $29,725,10 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/ 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.