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**

Mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues in the communities we serve. Our hospital is the hub for Advocate Aurora Health’s comprehensive behavioral health services team in Wisconsin, which extends behavioral health care into hospital and primary care settings across Eastern Wisconsin. We continually push to expand and extend our ability to provide increased access points to behavioral health services for community members with multiple inpatient locations, hospital-based outpatient department locations, ambulatory clinic locations and approximately 200 professional staff throughout the state.

To expedite care for individuals presenting with behavioral health issues at Advocate Aurora Health locations beyond our campus, we:

- Provided 7,584 Teleintake and in-person assessments in Advocate Aurora hospital Emergency Departments (ED) in Wisconsin.
- Completed 24 Teleintake screenings in urgent care settings.
- Answered 183,511 calls via our Call Center.

In 2020, our specially trained behavioral health providers also:

- Provided Telepsychiatry inpatient consultations to 2,268 patients at Aurora Medical Centers; 809 were for Medicaid/Medicaid HMO patients.
- Cared for patients through partial hospital, intensive outpatient, and clinic-based outpatient care at hospital-based clinic locations. This includes 141 patients in Glendale and 319 in Muskego. Additionally, 3,382 telepsychiatry evaluations were also provided.
- Served 5,321 veterans through outpatient and intensive outpatient behavioral health care.
- Provided services through our Primary Care Integration Model to patients with behavioral health issues in New Berlin (406), Oshkosh (295), Kenosha (579) and Menomonee Falls (412).
- Referred 325 individuals for follow-up services to vetted partners through our Clinically Integrated Network agreements.
**Priority #2 | Alcohol, drug dependence and substance abuse recovery support**

**Focus | Behavioral health**

Substance use in Milwaukee County was ranked as the 4th major health issue by key informants and the 2nd highest ranked health issue among survey respondents for our most recent CHNA. The continuum of care for persons with substance use disorders is essential for preventing relapse and research has shown that support groups facilitate recovery and reduce health care costs. They also promote a sense of belonging within the community and help in the development of self-efficacy. In 2020:

- An average of 34 support and not-for-profit groups utilized Lighthouse on Dewey for approximately 26 hours per week, safely accommodating 400+ people who attended weekly support groups. Lighthouse on Dewey was temporarily closed starting on March 13, 2020 due to COVID-19 but reopened on July 5, 2020 operating at a lower capacity.
- 419 stable opioid recovery patients received Medication-Assisted Treatment (MAT) through our primary care hub in Green Bay.

*The Lighthouse on Dewey is located on the Aurora Psychiatric Hospital campus in Wauwatosa, WI.*

**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. Social determinants of health are the structural elements and conditions in which people are born, grow, live, work and age.

**Focus | Workforce planning and development**

Behavioral health professional shortages are a national, state and local issue. Offering continuing education ensures that each provider’s practice is current and aids in the development of contact with other behavioral health professionals. To address this in 2020:

- 6 continuing education lectures and 4 intensive workshops on behavioral health topics were held with 392 attendees. Of those who completed our follow-up survey, 352 reported that they will change a specific aspect of their work because of the knowledge they gained during the lecture or workshop they attended.
- 57 primary care providers and support staff received specialty training on working with behavioral health patients.
- 25 Aurora providers were trained in Verbal Defense and Influence on how to manage aggressive behavior.
Education can be challenging for children experiencing behavioral or mental health issues. Kradwell School is a private, nontraditional and nonsectarian school located on our campus for children in grades 5 through 12. Kradwell promotes success while utilizing a 5:1 student teacher ratio; and specializes in serving students who struggle to succeed in traditional school environments.

The teachers and support staff develop educational plans tailored to each student and any conditions they may have, such as dyslexia, ADD/ADHD, anxiety, bipolar disorder, depression, PTSD, OCD, reactive attachment disorder, Asperger’s syndrome, and more. In 2020, $16,082.58 in scholarships was subsidized by Advocate Aurora Health and awarded to families in need of the unique educational support Kradwell School offers.

These “Peace Poles” in the school gardens were created by students. They reflect how Kradwell students are encouraged to express themselves in innovative and meaningful ways.

**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 2,008 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, 514 individuals have been partially vaccinated and 440 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>$229,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$6,544,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$130,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$6,903,000</td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$2,387,682</td>
</tr>
<tr>
<td>Health professions education and GME***</td>
<td>$509,170</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$86,647</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$267,480</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$3,250,979</td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$26,508</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$27,197</td>
</tr>
<tr>
<td><strong>Total 2020 Community benefits</strong></td>
<td>$10,207,684</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 38 hospital team members pledged $28,292.44 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.

---

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).