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.

Focus | Access to care

Priority #1 Access to Behavioral Health Programs and Services

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 every community Aurora Health Care serves. Aurora Psychiatric Hospital is the hub for Aurora's comprehensive behavioral health services team in Wisconsin, which extends behavioral health care into hospital and primary care settings.

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

• Completed 14,435 tele-intake and in-person assessments in Aurora Health Care Emergency Departments (ED) in Wisconsin.
• Completed 2,473 tele-intake assessments to direct patients to appropriate resources and levels of care, beyond those provided in the ED.

In 2022, our specially trained behavioral health providers also:

• Provided 5,719 Telepsychiatry inpatient consultations to patients at Aurora Medical Centers.
• Completed 8,933 outpatient and intensive outpatient visits for veterans. This included 5,351 individual appointments, 78 intensive outpatient appointments and 3,504 group appointments.
• Connected people to caregivers for follow-up care through 5,489 referrals to vetted partners through our Clinically Integrated Network agreements.

The Mental Health Emergency Center, which opened on September 6, 2022, is a joint venture between Milwaukee County and the area's four health systems, including Aurora Health Care, Ascension Wisconsin, Children's Wisconsin and Froedtert Health. The Center's mission is to provide timely, patient-centered, recovery-oriented emergency services and connections to continuing care for adults and youth experiencing a mental health crisis, as part of the public and private psychiatric crisis delivery system in Milwaukee County. Aurora Health Care serves as the manager of the Emergency Center, responsible for day-to-day operations under the direction of the joint venture's Board of Directors. Between September 6 and December 31, 2022, The Center served over 2,000 patients and over 30 inpatients. To learn more about service offerings or to view the Center's first Community Health Needs Assessment, visit mentalhealthmke.org/.
Priority #2  Alcohol, drug dependence and substance abuse recovery support

Focus | Substance Use

Aurora Psychiatric Hospital is committed to reducing the misuse of drugs and alcohol among Wisconsin residents through preventative strategies and increased access to behavioral health services. To work toward this goal in 2022:

• An average of 57 support and not-for-profit groups utilized Lighthouse on Dewey for an average of 52 hours per week; an average of 675 people attended support groups per week.
• 17,423 ambulatory substance abuse treatment appointments were accommodated across Aurora Health Care’s service area.
• 17,787 partial hospitalization inpatient, intensive outpatient, and residential visits were accommodated to increase access to hospital-based substance abuse treatment services.

Priority #3  Address the underlying causes of persistent health problems

Social Drivers of Health (SDOH) are the conditions in the environments where people are born, live, learn, work, play, worship and age that affect a wide range of health and well-being outcomes and risks. Social drivers of health have a major impact on people’s health and quality of life. Priority three of our CHIS plan is unique to the identified SDOH needs of the community we serve and programming we are best positioned to lead or support.

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 2022:

• 8 continuing education programs and 3 intensive workshops were held with 1,394 people attending.
• 1,918 additional team members completed Verbal Defense and Influence (VDI) training on how to manage aggressive behavior.

Focus | Kradwell School

At Kradwell, the belief is every student is capable of success. No matter what type of challenges they may be struggling with, the Kradwell team will provide ongoing opportunities, resources and support for students to learn and grow at their own pace, in their own way.

Kradwell teachers understand that a “one-size-fits all” education can’t possibly suit everyone. It’s why Kradwell utilizes smaller class sizes, a highly personalized approach, and one-on-one time with teachers. A large emphasis is placed on establishing trust and building relationships and nurturing everyone’s differences.

In 2022, $25,857 in scholarships was subsidized by Aurora Health Care and awarded to families in need of the unique educational support Kradwell School offers.
## 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>$329,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$8,924,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$87,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$9,340,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services and community benefit operations</td>
<td>$2,011,303</td>
</tr>
<tr>
<td>Health professions education and GME***</td>
<td>$495,610</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$3,271</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$329,302</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$2,839,487</strong></td>
</tr>
<tr>
<td><strong>Total 2022 Community benefits</strong></td>
<td><strong>$12,179,487</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.

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### Advocate Health Gives. Together, we make an impact.

During 2022, hospital teammates pledged $24,580 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/](http://advocateaurorahealth.org/foundations/) to learn more about the many ways you can give.

Another way to make an unforgettable impact is by volunteering. Through compassion and generosity, our volunteers create meaningful moments of hope and healing across Wisconsin. Visit [aurorahealthcare.org/patients-visitors/volunteer/](http://aurorahealthcare.org/patients-visitors/volunteer/) to apply for an Aurora Health Care volunteer opportunity near you.