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:

- 238 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.
- 58 patients were referred to Lakeshore Community Health Care (LCHC) to establish a health home.
- 165 vouchers for diagnostic services for Anchor of Hope patients were accepted at our hospital.
- 239 complimentary rides to and from our hospital were provided by our van service for those who lacked resources for transportation. Additionally, ride vouchers were provided to 355 ED patients.
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 Sheboygan County. In response to this identified critical need in 2020, we:

• Admitted 1,077 to our behavioral health inpatient unit.
• Provided services for 30 patients with substance use disorders through our intensive outpatient treatment (IOP) program and served 33 patients through partial-hospital treatment (PHP) during the last three months of the year. Services were provided to patients throughout the year, however, due to staffing shortages, Community Benefit reporting for the first nine months of 2020 was not completed for this program.
• Screened 17,219 individuals through the county-wide zero suicide initiative; 577 follow-up calls were provided.
• Helped the Healthy Sheboygan County 2020 Mental Health Committee collect 2,500 pounds of drugs, to safely and securely discard of opioid and other prescriptions that were no longer need so they could be safely disposed.
• Hosted 8 Teaming Together for a Brighter Tomorrow programs for 1,063 students as part of the 2019-2020 school year.
• Supported the virtual There is Hope Walk for Suicide Awareness and Prevention. 19 individuals participated in the walk.

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 | Social Determinants of Health

Social determinants of health are the structural elements and conditions in which people are born, grow, live, work, and age. They include factors such as socioeconomic status, education, the physical environment, employment, and social support networks, as well as access to health care. During 2020, our hospital provided:

• 338 meals through Meals-on-Wheels for 23 patients who experienced food insecurity following discharge.
• 847 meals to the Salvation Army day care.
• 19 scholarships for students pursing degrees related to healthcare totaling $19,000.
• 146 clinical experiences for students from local technical schools and universities.
• 19 virtual job experiences for 239 students from local high schools.
• 87 students from local technical schools and universities with clinical rotations. 4,571.77 rotation hours were completed at our hospital site.

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 196 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.
• Served 3 women through our Safe Mom Safe Baby program with 2 women receiving intensive support.
• Trained 95 local law enforcement through 10 Sexual Assault Review Team (SART) training events.
• Served 457 children through the Tri-County Child Advocacy Center in Saukville.
Focus | Chronic disease

Chronic diseases are long-lasting conditions that can usually be controlled but not always cured. People living with chronic illnesses must manage daily symptoms that affect their quality of life to avoid acute health problems or complications that could shorten their life expectancy. To support community members with chronic diseases in 2020:

- 4,532 individuals 65+ were screened using the Identification of Seniors at Risk (ISAR) screening tool. 100% of those who scored a 4 were referred additional support services.
- 19 palliative care and advance care planning home visits were provided by a physician, nurse practitioner, RN, social worker or chaplain.
- 11 Advance Care Planning education sessions were provided to 38 individuals.
- 61 businesses received communications during stroke awareness month in May to share a stroke risk scorecard and poster, which could be used to share educational resources with community members.

We also facilitate multiple support group sessions prior to the start of the COVID-19 pandemic, including:

- 5 grief support group sessions
- 6 prostate cancer support group sessions with 38 attendees
- 2 Touched by Cancer/I Love Someone with Cancer support groups with 4 attendees
- 3 breast cancer support groups were facilitated for 7 attendees

Focus | Women and children’s health

According to Healthy People 2020, “Improving the well-being of mothers, infants, and children is an important public health goal for the United States.” During 2020:

- 753 Welcome Baby assessments were completed for parents birthing at our hospital. Learn more about this program at https://www.sheboygancpc.org/welcome-baby.
- 13 free Labor Birth and Beyond classes were held with 70 participants.
- 3 free Bringing Baby Home classes were held with 10 participants.
- 3 free Big Kid New Baby classes were held for 5 children and family members.
- 8 free breastfeeding classes were held with 36 participants.
- 18 individuals attended the Footprints on our Heart memorial service to support parents, families, and friends who have experienced the loss of a baby.
- 41 car seats were installed or checked at a local fire station by our certified car seat technician.
- 14 bike helmets were donated to the local Big Brothers Big Sisters organization.

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 5,928 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, 729 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, 12,444 individuals have been partially vaccinated and 12,557 have been fully vaccinated through our hospital.
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 include working with local community organizations to provide COVID-19 information specific to best practices in social distancing, symptom checks, COVID-19 testing, proper hand hygiene and mask use. We also translated these resources in Hmong and provided electronic copies to 106 local businesses and organizations who shared the information with their staff and the public through printed copies, on their web sites and in social media posts.

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>$1,613,000</td>
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<tr>
<td>Medicaid shortfall at cost*</td>
<td>$4,803,000</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$6,416,000</strong></td>
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<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$1,022,633</td>
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<tr>
<td>Health professions education</td>
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<tr>
<td>Subsidized health services</td>
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<tr>
<td>Other cash and in-kind contributions</td>
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<tr>
<td><strong>Subtotal</strong></td>
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<tr>
<td>Language assistance services***</td>
<td>$58,925</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$62,483</td>
</tr>
<tr>
<td><strong>Total 2020 Community benefits</strong></td>
<td><strong>$8,114,204</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 51 hospital team members pledged $16,784.58 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.aurorahhealthcarefoundation.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.