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:

- 626 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.
- 183 appointments were scheduled in our ED through the Milwaukee Health Care Partnership (MHCP) ED Care Coordination (EDCC) program to help people establish a medical home with a Federally Qualified Health Center. More information about this program and our work with MHCP can be found by visiting www.mkehcp.org.
- 269 prescriptions were provided free of cost through our Essential Medication Fund to uninsured patients who had no resources for medications upon discharge.
- 112 new individuals participated in Aurora’s Coverage to Care program. This program provides intensive case management for hospital ED high utilizers to increase health literacy, develop personal health care advocacy skills, increase health care coordination and assist program participants in establishing medical care homes. The case manager managed an average of 52.75 active cases each quarter.

*continued ...*
• 132 Milwaukee County refugees were served through the Refugee Health Coordination Program. This program assures refugees receive a comprehensive health assessment upon U.S. arrival, ensures refugees receive culturally competent care, and links individuals to a medical home.

• 3 individuals were served by a social worker through the Returning Citizen program, which started in October 2020. This program was developed to help formerly incarcerated people find a medical home and increase access to appropriate levels of care as they transition from incarceration to life in the community.

Additionally, Advocate Aurora Health and our hospital has collaborated with the Bread of Healing Clinic (BOH) for the last 21 years to serve community members experiencing financial or other barriers to quality medical care. Bread of Healing operates clinics out of three locations on Milwaukee's North Side, including Cross Lutheran Church, Eastbrook Church and Florist Clinic at Traveler’s Rest Ministries. In 2020, BOH saw approximately 1,400 patients with 5,800 visits over the 3 clinics. They see 5 patients every month for our Specialty Access for Uninsured Patients (SAUP) program and their dental clinic has seen approximately 130 patients for cleaning with our volunteer dentist caring for half of those patients. BOH welcomes 20 new patients every month with 5 being hospital discharges. Additionally, Advocate Aurora Health donated 500 flu vaccines to the clinic to increase access for their patient population.

Visit [http://www.breadofhealingclinic.org/](http://www.breadofhealingclinic.org/) to learn more about this clinic and their service offerings.

**Focus | Supporting our LGBTQ Community Members**

Our hospital committed to closing health disparities faced by the LGBTQ Community. We care about the health and well-being of lesbian, gay, bisexual, transgender, queer and questioning individuals and their families and welcome all to experience quality health care that celebrates every patient as who they are.

Our LGBTQ Task Forces and LGBTQ Community Advisory Council help us build and maintain safe and affirming sites of care for people. Additionally, in 2020 we:

• Achieved subsequent Human Rights Campaign Healthcare Equality Index (HEI) accreditation. HEI is the national benchmarking tool that evaluates healthcare facilities’ policies and practices related to the equity and inclusion of their LGBTQ patients, visitors and employees. Initial accreditation was achieved in 2019.

• Celebrated Pride Month via virtual campaigns and the Pride flag raising at our hospital campus.

• Maintained our Advocate Aurora Health LGBTQ Health webpage, outlining the services provided for LGBTQ patients. The page experienced 4,045 unique hits in 2020.

**Priority #2 | Behavioral Health, a signature community benefit focus for Advocate Aurora Health**

**Focus | Behavioral health**

According to our hospital’s CHNA, mental health and alcohol and other drug use (behavioral health) are ranked among the top five health issues for Milwaukee County. In response to this identified critical need in 2020, we collected 343 pounds of medication through the drug take-back box located on our campus to be safely and securely discarded.
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 | Housing and Food Security**

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, the physical environment, and social support networks, as well as factors like access to healthy food and safe housing. In 2020:

- 93 individuals were provided access to a housing navigator who facilitates linkages to permanent housing through the Milwaukee Health Care Partnership Housing Initiative.
- 9 women were served through the Safe Home Environment (SHE) program.
- 32 patients were discharged to the respite beds located at the Salvation Army.
- 68 ED patients were linked to community resources to address social determinants of health.
- 1,822 women, 2,387 infants and 5,572 children were served through the WIC Special Supplemental Nutrition Program office located on our hospital campus.

**Focus | Infant Mortality**

Infant mortality rates are commonly accepted as a measure of the general health and well-being of a population. In 2018, the rate of infants dying before their first birthday in Milwaukee County was 9.5 deaths per 1,000 live births.

Our hospital and Aurora Family Service partner with the City of Milwaukee Health Department and other organizations to offer the Family Enrichment program. In 2020,

- 122 individuals received support, information, and guidance including prenatal care coordination, childcare coordination, and parenting education.
- 87% of parents/caregivers reported improvement in their parenting/caregiving skills.
- 83% of parents/caregivers reported improvement in coping and a reduction in stress.

**Focus | Sexual assault**

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, Aurora Healing and Advocacy Services (AHAS) Forensic Nurse Examiners (FNEs) provided trauma-informed care and follow-up referrals for 551 survivors at our hospital. Our FNEs and Advocates also:

- Answered 1,284 calls from victims and the public on the 24-hour crisis phone line.
- Provided personal advocacy and liaison services through 187 accompaniments to emergency medical care, 179 accompaniments to forensic exams and 77 accompaniments to law enforcement interviews.
- Completed 221 individual advocacy encounters and 456 forensic exams or interviews for medical evidence collection.
- Assisted survivors through 12 interventions with employers, creditors, landlords or academic institutions, 27 transportation assists, 12 Interpreter service encounters, 35 crisis interventions, 8 on-scene responses and 11 support groups.
- Facilitated 20 community education/prevention/outreach presentations with 1,272 attendees total.

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Additional AHAS services in 2020 included:

- 4,517 individual and group counseling sessions provided for 321 people, including 140 new survivors, at The Healing Center on Bruce Street.
- 67 people received support services and medical care related to sexual assault through The Healing Center at Sojourner Family Peace Center.
- Support services and medical care for 111 new women who entered our Safe Mom Safe Baby program:
  - 24 women received intensive support.
  - 108 new and existing program participants reported improved safety behaviors.
  - 33 women gave birth, with 32 reaching full term.
- 314 people received care through our Domestic Violence Services program.

Our hospital team members also actively participate in local coalitions and partnerships addressing Community Safety including the Milwaukee Health Care Partnership (https://mkehcp.org/) Human Sex Trafficking and Resource Navigation program and the Near West Side Partners (https://nearwestsidemke.org/).

Focus | Workforce planning and development

Our hospital caregivers remain committed to supporting at health professions at all levels and from various programs seeking educational opportunities within our facility. During 2020, we:

- Participated in 40 job fairs that took place within our service area, resulting in 7 people accepting job offers from Advocate Aurora Health.
- Helped fill 36 paid training positions in our service area. Of those that completed the program, 27 people accepted job offers from Advocate Aurora Health.

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 11,458 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, 290 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, 7,548 individuals have been partially vaccinated and 7,770 have been fully vaccinated through our hospital.

Advocate Aurora Health donated masks and other personal protection equipment to local organizations like The Gathering, enabling those organizations to continue providing services during the COVID-19 pandemic.
## Community benefits by the numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$4,123,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$22,664,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$234,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$27,021,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$925,696</td>
</tr>
<tr>
<td>Health professions education and GME***</td>
<td>$15,761,705</td>
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<tr>
<td>Subsidized health services</td>
<td>$41,610</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$179,274</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$16,908,285</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$188,279</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$144,352</td>
</tr>
<tr>
<td><strong>Total 2020 Community benefits</strong></td>
<td><strong>$44,261,916</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.

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### Give well. Together, we have the power to transform care and create a stronger community.

During 2020, a total of 160 hospital team members pledged $145,067.30 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.aurorahcfound.org](http://www.aurorahcfound.org/) to learn more about the many different ways you can give.

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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).