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.

**Priority #1 | Access to Innovative Care and Services**

Focus | Access to care

In this section we outline some of our approaches to link our community’s most vulnerable residents with medical care. Access to 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 2022:

- 911 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.

- 12 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 mkehcp.org.

- 136 prescriptions were provided free of cost through our Essential Medication Fund to uninsured patients who had no resources for medications upon discharge.

- 103 new people received intensive case-management through Aurora's Coverage to Care program. The case manager managed an average of 79 active cases each quarter.

- 388 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 people to a health home.

- 116 people were served by a social worker through the Returning Citizen program, which started in October 2020. This program was developed to link formerly incarcerated people with a health home and increase access to appropriate levels of care as they transition from incarceration to life in the community.

*continued ...*
Additionally, Advocate Aurora Health and our hospital has collaborated with the Bread of Healing Clinic (BOH) for the last 22 years to serve community members experiencing financial or other barriers to quality health 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 2022, BOH saw approximately 1,785 unique patients, including 250 new patients, across their three clinic sites. The clinic also accommodated 500 patients for basic dental care, 2,100 behavioral health visits and 8,000 social work visits. Go to breadofhealingclinic.org/ to learn more about this clinic and their service offerings.

**Priority #2 | Access to Behavioral Health Programs and Services**

**Focus | Behavioral Health: Mental Health and Substance Use**

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 our hospital’s most recent Community Health Needs Assessment. In response to this identified critical need in 2022:

- 1,504 people were assessed by an Aurora Behavioral Health services team member in the ED and received expedited referrals as appropriate for behavioral health services.
- 1,918 additional teammates were provided Verbal Defense and Influence (VDI) training on how to manage aggressive behavior for providers within Aurora hospital and outpatient facilities.
- 1,121 teammates were trained in Trauma-Informed Care.
- 80 pounds of medication was collected through the drug take-back box located on the hospital campus to be safely and securely discarded.
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 | Community Safety

Trauma, including violence or sexual assault can have harmful and long-lasting physical, mental, emotional, and socioeconomic impacts for survivors, families, and communities. Survivors may experience physical injuries due to the assault, as well as anxiety, depression, post-traumatic stress disorder, or increase health risk behaviors. This can harm a survivor’s health, career, and relationships.

During 2022, our Aurora Healing and Advocacy Services (AHAS) Forensic Nurse Examiners (FNEs) provided trauma-informed care and follow-up referrals for 361 people at our hospital. Additionally, our FNEs:

- Answered 2,027 calls from survivors and the public on the 24-hour crisis phone line.
- Facilitated 21 community education/prevention/outreach presentations with 1,297 attendees total.

Additional Aurora Healing and Advocacy Services in 2022 included:

- Providing individual and group counseling sessions for 4,657 people, including 36 new survivors, at The Healing Center on Bruce Street.
- Completing support services and medical care for 48 survivors through The Healing Center at Sojourner Family Peace Center.
- Completing support services and medical care visits for 95 women through our Safe Mom Safe Baby program:
  - 21 new women received intensive support.
  - 91 new and existing program participants reported improved safety behaviors.
  - 37 women gave birth, with all reaching full term with babies born within healthy birth weight ranges.
- Services for 278 people through our Domestic Violence Services program.

Focus | Community Safety - Infant Mortality

Raising awareness and providing education around infant health and safety is important for preventing illness and unintentional injury and keeping babies well. In 2022:

- 394 baby boxes were distributed to parents who birthed at Aurora Sinai
- 11 people were referred to the Birth Outcomes Made Better (BOMB) Doula program, which provides doulas to improve birthing outcomes, especially among Black women. The program originated in 2019 and services are free for Milwaukee women who are less than 30 weeks pregnant.

Our hospital and Aurora Family Service partner with the City of Milwaukee Health Department and other organizations to offer the Family Enrichment program. In 2022, 323 people received support, information, and guidance including prenatal care coordination, childcare coordination, and parenting education through our Family Enrichment Program.

- 99% of parents/caregivers reported improvement in their parenting/caregiving skills.
- 91% of parents/caregivers reported improvement in coping and a reduction in stress.
**Focus | Workforce Development**

Our hospital team members remained committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility. During 2022:

- 100 job fairs took place within our service area, resulting in 20 people accepted job offers from Aurora Sinai Medical Center.
- 7 teammates remain enrolled in cohort-based education through Herzing (unpaid on their time) to bring them through a 20-month program to gain their AAS degree and sit for their ST certification.
- 16 Milwaukee Public School students participated in the Community Assessment Training program, which provides job skills training and experience for high school students with cognitive or physical limitations.
- 1 student participated in the three-year culinary apprentice program and 1 student participated in the facilities apprentice program.

**Focus | Food Security**

People who don’t have access to healthy foods are less likely to have good nutrition, which could raise their risk of health conditions like heart disease, diabetes, and obesity — and even lowers life expectancy relative to people who do have access to healthy foods. To address this in 2022:

- 391 ED patients were linked to community resources to address social determinants of health.
- 1,436 women, 1,770 infants and 5,497 children were served through the Special Supplemental Nutrition Program for the Women, Infants, and Children (WIC) office located on our hospital campus.

**Focus | Housing Security**

Housing and neighborhood location impacts community safety, exposure to environmental pollutants, access to transportation, and more. Housing quality impacts exposure to environmental health hazards, contributes to overcrowding, and more. To address this in 2022:

- 16 women were served through the Safe Home Environment (SHE) program.
- 48 people were discharged to the respite beds located at the Salvation Army.
<table>
<thead>
<tr>
<th>Financial assistance (charity care) at cost*</th>
<th>$3,218,000</th>
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<tr>
<td>Medicaid shortfall at cost*</td>
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<td>Other means-tested programs at cost*</td>
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<td><strong>Subtotal</strong></td>
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<td>Community health improvement and education services, and community benefit operations</td>
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<td>Health professions education and GME***</td>
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<td>Other cash and in-kind contributions</td>
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<td><strong>Subtotal</strong></td>
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<td><strong>Total 2022 Community benefits</strong></td>
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* 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 $114,706 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/ 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-visibility/volunteer/ to apply for an Aurora Health Care volunteer opportunity near you.