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:

- **472 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.
- **86 appointments** were scheduled in our ED through the Milwaukee Health Care Partnership (MHCP) ED Care Coordination (EDCC) program to help individuals 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.
- **1,372 prescriptions** were provided free of cost through our Essential Medication Fund to uninsured patients who had no resources for medications upon discharge.
- **78 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 58 active cases each quarter.
- **38 patients** were referred to Sixteenth Street Community Health Center for follow-up care and to establish a health home.

Furthermore, to enhance care coordination and improve patient outcomes post-discharge:

- **8,808 patients** being discharged from our hospital received a follow-up phone call in their preferred spoken language through the Discharge Phone Calls initiative; 25 different languages were utilized.
- 5 additional discharge phone call staff members were trained in suicide response and opioid/drug response.
Aurora Walker’s Point Community Clinic (AWPCC), operated by Aurora Health Care Inc., serves a largely Hispanic community with a high percentage of uninsured people. Services provided include specialty, diagnostic and treatment services, behavioral health screenings and social services. In addition, AWPCC staffs the nearby Salvation Army shelter and clinic to provide refugee screenings and basic medical care to people experiencing homelessness.

In 2020, this bilingual clinic served over 2,300 unique patients, including 664 new patients, though 12,178 visits. AWPCC also collaborated with the American Lung Association in fall 2020 to provide flu vaccinations for nearly 700 LatinX residents on Milwaukee’s South Side and delivered 79 flu vaccines at the Mexican Consulate. Additionally:

- 167 clinic patients were referred to Aurora’s Specialty Access for Uninsured Program (SAUP) program.
- 213 women were served through the WISE Woman program for cardiovascular screening and treatment including blood pressure, blood sugar, weight, and blood cholesterol.
- 211 mammograms and 55 pap tests were provided through the Wisconsin Well Woman Program.
- 213 women received breast cancer education, a breast cancer screening reminder and low or no-cost breast cancer screening resources.
- 135 clinic patients attended at least one visit at CORE/El Centro, one of our community partners, for fitness and nutritional programming. See [https://www.core-elcentro.org/](https://www.core-elcentro.org/) for more information about CORE/El Centro.
- 1,305 clinic patients were provided with social service support to navigate the healthcare system and access safety-net resources, obtain legal documents, address domestic violence issues, and receive family counseling/family planning information.
- 288 unique patients were served through 1,507 behavioral health counseling appointments with a team led by a bilingual PhD psychologist.
- 137 refugee health screenings were provided.

Focus | Aurora Cancer Care

Most cancers’ incidence and mortality rates in Milwaukee County exceed Healthy People 2020, as well as national and state rates. A Cancer Nurse Navigator (CNN) is a certified nurse whose clinical expertise and training allows them to effectively enable patients and their loved ones to make informed decisions and guide them through the cancer care process, starting from diagnosis, to help them overcome barriers to optimal care. In 2020, our CNNs and other Aurora Cancer Care providers served 2,148 patients and completed 264 referrals to other resources in the community for additional support services. Additionally:

- 20 Spanish-speaking people were treated through 199 visits at our Aurora Cancer Care Spanish Clinic. At this clinic, patients are greeted in Spanish by Dr. Federico Sánchez, the clinic’s founder, along with bilingual nurses and other team members who offer advanced cancer care with knowledge of the Hispanic culture.
- 1,085 individuals were provided with cancer counseling services in partnership with Aurora Family Service.
According to the American Heart Association and Go Red for Women, heart disease is the number one killer of women and more deadly than all forms of cancer. In 2020, through the Karen Yontz Women’s Cardiac Awareness Center located in our hospital:

- 60 educational events were held with 2,412 individuals attending. Of those who completed a survey following each event, 251 reported improvements in lifestyle practices and 25 adopted a stress-management practice.
- 60 women received health risk assessments and educational reinforcement.
- 2,000 community members stayed connected via the Center’s monthly heart health newsletter.

To learn more about the Karen Yontz Center, visit https://www.karenyontzcenter.org/.

**Priority #2**

*Behavioral Health, a signature community benefit focus for Advocate Aurora 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 need in 2020:

- 10,570 individuals presenting in our ED were screened through the Zero Suicide initiative and 1,257 caring contacts were made.
- 343 pounds of medication were collected 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 | Workforce planning and development**

Social determinants of health are the structural elements and conditions in which people are born, grow, live, work and age. Education leading to employment is one factor that can help one gain the income, health insurance and other benefits and stability necessary for good health. Our hospital team members remain committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility. During 2020, we:

- Participated in 41 job fairs that took place within our service area, resulting in 72 people accepting job offers from Advocate Aurora Health.
- Helped fill 49 paid training positions in our service area. Of those that completed the program, 27 people accepted job offers from Advocate Aurora Health.
- Filled 20 entry-level screener positions, including 13 full-time positions.
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 25,407 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, 1,123 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, 23,663 individuals have been partially vaccinated and 23,013 have been fully vaccinated through our hospital.

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<tr>
<th>Community benefits by the numbers</th>
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<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
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<tr>
<td>Medicaid shortfall at cost*</td>
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<tr>
<td><strong>Subtotal</strong></td>
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<tr>
<td>Community health improvement and education services, and community benefit operations</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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<td><strong>Subtotal</strong></td>
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<tr>
<td>Language assistance services***</td>
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<td>Volunteer services***</td>
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<tr>
<td><strong>Total 2020 Community Benefits</strong></td>
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* 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 277 hospital team members pledged $115,429.64 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.aurorahcarefoundation.org](http://www.aurorahcarefoundation.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).