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:

• 506 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.

• 29 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.

• 179 follow-up appointments were scheduled with the Family Medicine Residency Clinic, which connects patients who have an acute medical condition that requires close outpatient monitoring but do not have an established Primary Care Provider to a provider within 24-72 hours of their ED visit.

• 815 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 78 active cases each quarter.

• 14 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:

• 32,069 patients being discharged from our hospital received a follow-up phone call in their preferred spoken language through the Discharge Phone Calls initiative; 21 different languages were utilized.

• 68.8% of patients on average each quarter had primary care or specialist appointments within seven days of discharge for follow-up care through the Transitional Care Management program.

• 21 additional discharge phone call staff members were trained in suicide response and opioid/drug response.

• 2,692 people currently receiving care for cancer were served through the Cancer Nurse Navigator program; 62 were referred to Aurora service providers and 354 were referred to community resources.

• 933 people were provided with cancer counseling services in partnership with Aurora Family Services.
Aurora Walker’s Point Community Clinic (Aurora Walker’s Point), 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, Aurora Walker’s Point staffs the nearby Salvation Army shelter and clinic to provide refugee screenings and basic medical care to people experiencing homelessness.

In 2022, Aurora Walker’s Point served 4,776 unique patients, including 945 new patients) though 13,162 visits. Additionally:

- 402 clinic patients were referred to Aurora’s Specialty Access for Uninsured Program (SAUP) program.
- 260 women were served through the WISE Woman program for cardiovascular screening and treatment including blood pressure, blood sugar, weight, and blood cholesterol.
- 249 mammograms and 86 pap tests were provided through the Wisconsin Well Woman Program.
- 260 women received breast cancer education, a breast cancer screening reminder and low or no-cost breast cancer screening resources.
- 52 clinic patients attended at least one visit at CORE/El Centro, one of our community partners, for fitness and nutritional programming.
- 1,689 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.
- 327 unique patients were served through 1,018 behavioral health counseling appointments with a team led by a bilingual PhD psychologist.
- 388 refugee health screenings were completed.

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 2022, through the Karen Yontz Women’s Cardiac Awareness Center located in our hospital:

- 189 virtual educational events were held with 225,576 people attending.
- 111 woman received heart risk appraisals.
- 2,000 community members stayed connected via the Center’s monthly heart health newsletter.

To learn more about the Karen Yontz Center, visit [www.karenyontzcenter.org/](http://www.karenyontzcenter.org/).
Priority #3 | Address the underlying causes of persistent health problems

The socioeconomic and environmental conditions where people live, work, learn, play and pray have a direct impact on a wide range of wellness and quality of life outcomes. The Advocate Aurora Health Community Strategy provides an overarching framework for the health system centered on six areas of focus which include: access to innovative care; access to behavioral health; workforce development; community safety; housing; and food security. Our CHIS aligns with the Advocate Aurora Community Strategy, but this plan is unique to the health needs of the community we serve.

Focus | Workforce planning and 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 66 people accepting positions at Aurora St. Luke’s Medical Center.
• 3 teammates graduated from the NAVIGATE program in 2022 and 40 new participants joined the program in our service area.
• 1 student participated in the three-year culinary apprentice program and 2 students participated in the facilities apprenticeship program.
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>$17,114,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$137,838,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$1,625,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong>*</td>
<td><strong>$156,577,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$1,195,102</td>
</tr>
<tr>
<td>Health professions education</td>
<td>$1,510,050</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$286,254</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$352,359</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$3,343,766</strong></td>
</tr>
<tr>
<td><strong>Total 2022 Community benefits</strong></td>
<td><strong>$159,920,766</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.

Advocate Health Gives. Together, we make an impact.

During 2022, hospital teammates pledged $161,504 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-visitors/volunteer/ to apply for an Aurora Health Care volunteer opportunity near you.