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*

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:

- 115 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.
- 1,429 rides through Silver Streak and 560 Lake Country Cares rides to and from our hospital were subsidized for those who lacked resources for transportation.
- 13 patients were referred to Lake Area Free Clinic (LAFC) and Waukesha Free Clinic (WFC) to establish a medical home. Additionally, 15 vouchers for diagnostic and specialty care services for LAFC and WFC patients were accepted at our hospital.
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 Waukesha County. To address this in 2020:

- 199 behavioral health assessments were conducted in our ED for people presenting in acute mental health or substance use distress to expedite referrals for appropriate care.
- 272 trauma patients received Post Traumatic Stress Disorder (PTSD) screening calls after discharge and 133 received referrals to a mental health provider for additional support services.
- 2 peer-led trauma support groups were provided with 12 individuals attending.

Priority #3  Address the underlying causes of persistent health problems

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:

- 2 chronic disease community education classes were provided with 42 attendees.
- 1 Healthy Living with Diabetes class was provided with 9 attendees.
- 1 diabetes support group session was held with 8 attendees.
- 1 outreach blood pressure screening event was held with 11 individuals screened. All participants received education and referrals as needed.
- 2 Junior Chef Cooking Club sessions were held with 26 participants.

Focus | Chronic disease – Aurora Cancer Care

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 to overcome barriers to optimal care. In 2020, our CNNs served 611 patients. Additionally:

- 603 cancer patients completed the distress tool with 106 referred for additional services.
- 424 low dose CT screenings were provided with 57 individuals referred for follow-up.
- 200 therapeutic massage sessions were provided to cancer patients.

Nicole, a cancer survivor who underwent treatment at both Aurora Medical Center - Summit and Aurora St. Luke’s Medical Center, is pictured here after completing the Team Phoenix triathlon. Team Phoenix is a 14-week fitness and research program in which a leadership team of multidisciplinary clinicians, triathlon coaches and volunteers encourage and assist cancer survivors to regain endurance, strength, flexibility, and overall health and wellness after cancer treatment by training for a sprint-distance triathlon.
Focus | Senior care

Inadequate health literacy disproportionately affects older adults in the United States. Improving health literacy is increasingly critical as information, choices, and decisions about health care and public health have become more complex. To address this in 2020:

• 2 Summit Senior Breakfast Clubs events were held with 178 attendees. Of the 130 evaluations completed, 79 participants reported knowledge gain, 69 reported their intent to act and 57 reported increased socialization.

• 52 community members were educated on advance directives, with 31 completing an advance directive.

Focus | Workforce planning and development

Our hospital team members remained committed to supporting students interested in health professions at all levels and from various programs seeking educational opportunities, including continuing education for current emergency medical service (EMS) professionals. During 2020:

• 39 EMS educational sessions on evidence-based practices were provided with 572 attendees.

• 18 paramedic clinical experiences were provided for 10 students.

• 2 Advanced Cardiac Life Support classes were provided for 15 attendees.

• 13 Sim Man/Sim Baby trainings were provided to 164 paramedic students.

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 3,621 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, 569 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, 15,494 individuals have been partially vaccinated and 15,701 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. One example includes our partnership with the Waukesha Public Health Department to vaccinate local Emergency Medical Services (EMS) providers as soon as they were eligible to receive the COVID-19 vaccine. Our hospital team members also served on the Jefferson County, Dodge County and Waukesha County COVID-19 task force groups. Each group met weekly for virtual meetings for approximately six months per group.
| Financial assistance (charity care) at cost* | $972,000 |
| Medicaid shortfall at cost* | $7,053,000 |
| Other means-tested programs at cost* | $19,000 |
| **Subtotal** | **$8,044,000** |
| Community health improvement and education services, and community benefit operations | $385,083 |
| Health professions education and GME*** | $265,790 |
| Subsidized health services | $426,274 |
| Other cash and in-kind contributions | $83,536 |
| **Subtotal** | **$1,160,683** |
| Language assistance services*** | $16,869 |
| Volunteer services*** | $185,830 |
| **Total 2020 Community benefits** | **$9,407,382** |

*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 76 hospital team members pledged $19,137.16 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.aurorahealthcarefoundation.org/](http://www.aurorahealthcarefoundation.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).