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:

- 143 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.
- 2,693 rides through Silver Streak and 863 Lake Country Cares rides to and from our hospital were subsidized for those who lacked resources for transportation.
- 37 vouchers for diagnostic and specialty care services for Lake Area Free Clinic (LAFC) and Waukesha Free Clinic (WFC) patients were utilized at our hospital.
- 86 survivorship care plans were developed with patients managing curative intent cancers.
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:

- 266 behavioral health assessments were conducted in our ED for people presenting in acute mental health or substance use distress to expedite referrals.
- 231 trauma patients received post-traumatic stress disorder (PTSD) screening calls after discharge and 96 received referrals to a mental health provider for follow-up care.
- 4 peer-led trauma support groups were hosted at our hospital.
- A hospital representative attended the first Waukesha School District substance use committee meeting. We will continue to support their education and stigma reduction efforts.

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 hospital’s Forensic Nurse Examiners (FNEs) provided trauma-informed care and follow-up referrals for 29 people at our hospital. 27 received medical services and 26 advocacy referrals to The Women’s Center. Our FNEs and advocates also provided 7 community education events with 82 attendees.

Focus | Workforce planning and development

Our hospital teammates remained committed to supporting health professions students of all levels and from various programs seeking educational opportunities, including continuing education for current emergency medical service (EMS) professionals. During 2022:

- 75 paramedic clinical experiences were provided for 157 students.
- 4 Advanced Cardiac Life Support class was provided for 30 paramedic students.
- 15 Sim Man/Sim Baby trainings were provided to 162 paramedic students.

Other workforce development outreach includes:

- 3 charter school educational sessions provided for 39 students.
- 1 culinary apprentice position is currently filled at Aurora Medical Center – Summit.
# 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>$1,233,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$10,634,000</td>
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<tr>
<td>Other means-tested programs at cost*</td>
<td>$455,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong>*</td>
<td>$12,322,000</td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$470,919</td>
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<tr>
<td>Health professions education</td>
<td>$593,500</td>
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<tr>
<td>Subsidized health services</td>
<td>$371,372</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$36,340</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$1,472,131</td>
</tr>
<tr>
<td><strong>Total 2022 Community benefits</strong></td>
<td>$13,794,131</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.

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

During 2022, hospital teammates pledged $26,061 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.