Aurora Medical Center - Washington County

2020 Community Benefit Report

A progress report on our 2020 Implementation Strategy

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:

• 32 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.

• Vouchers were accepted from Albrecht Free Clinic patients for ancillary services including lab, radiology, physical therapy and specialty care services with a total value of over $46,000. We also continue to sponsor Albrecht’s monthly interpreter service expenses to ensure patients receive information about their health in the language they are most comfortable using.

• Transportation costs valued at $318 were provided in complimentary rides to and from our hospital for those who lacked resources for transportation. This service was provided in partnership with the Medical Center Foundation of Hartford.

• We operated a free flu vaccine clinic held in collaboration with Casa Guadalupe for 36 participants.
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 Washington County. For this reason, we offered weekly mental health sessions held virtually during September for 40 participants. Other outreach work previously identified in our Implementation Strategy for this focus area was paused in 2020 due to the COVID-19 pandemic’s impact on our ability to provide in-person programming. However, our team members continue to explore new ways to continue our work with local schools and the Support Cultivate Mental Health Friendly Community Project.

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 caregivers remain committed to supporting health professions students of all levels and from various programs seeking educational opportunities within our facility. During 2020 at our hospital, 8 local high school seniors who are seeking careers in health care received a scholarship, totaling $10,000.

Focus | Community Safety

Sexual violence can have harmful and lasting consequences for survivors, families, and communities including, but not limited to, unintended pregnancy, sexually transmitted infections, long-term physical consequences, immediate and chronic psychological issues, health behavior risks and financial costs.

During 2020, our hospital’s Forensic Nurse Examiners (FNEs) provided trauma-informed care and follow-up referrals for 12 individuals at our hospital. Our FNEs and advocates also:
- Provided 10 community education/prevention/outreach events with 97 attendees.
- Engaged 227 attendees at 2 bystander intervention training events.
- Facilitated a anti-bullying education session hosted by the Boys & Girls Clubs of Washington County for 80 youth.

Focus | Youth injury prevention

Wisconsin Assembly Bill 259 requires that youth who may have sustained a concussion or head injury during an athletic activity may not continue participating in the activity until they are assessed by a health care provider who has been trained in the evaluation and management of concussion and head injuries. The law is designed to ensure the safety and well-being of our active youth.

To address this in 2020, our hospital provided:
- 33 student athletes with previous concussion baseline screenings with concussion treatment.
- 9 injury prevention and safety classes with 520 attendees.
- 12 concussion education sessions with 650 attendees.
- 4 fitness and training assistance sessions with 120 attendees.
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:

- 3 Interactive Stress Management class sessions were held for 27 participants, with all reporting knowledge gain.
- 2 Healthy Nutrition class sessions were held for 136 participants.
- 1 Heart Health Grapevine Project session was held for 3 participants. Program participants learned about ways to protect their heart health by knowing their numbers and identifying their personal risk.

Among the key informants interviewed, nutrition and physical activity were included as top five health issues for Washington County. To address this in 2020, we offered 12 discounted, medically based and supervised community exercise programs for a total of 475 participants, targeting chronic disease processes such as diabetes, phase III cardiac/pulmonary rehab, and Parkinson’s disease. We also held a mindfulness for Holiday Stress session for 22 participants.

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.

Our hospital, in close partnership with state and local government entities, developed a robust testing strategy in our community. In 2020, our hospital completed 1,905 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, 60 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, 806 individuals have been partially vaccinated and 307 have been fully vaccinated through our hospital.

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 from our hospital includes our partnership with the Boys & Girls Clubs of Washington County:

Due to COVID-19 quarantines and precautions, the Boys & Girls Clubs of Washington County summer program staff couldn’t be certified in CPR and First aid, which was required for them to operate. Our hospital’s Community Outreach Nurse Educator provided virtual education to accommodate their staff training needs, which allowed them to open their doors for summer programming and offer a space safe for local children.
<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$466,000</td>
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<tr>
<td>Medicaid shortfall at cost*</td>
<td>$3,850,000</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</td>
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<td>Subsidized health services</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>Language assistance services***</td>
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<td>Volunteer services***</td>
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<td><strong>Total 2020 Community Benefits</strong></td>
<td><strong>$5,266,952</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.

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

During 2020, a total of 39 hospital team members pledged $12,472.50 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.aurorah healthcarefoundation.org/](http://www.aurorah healthcarefoundation.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).