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:

• 165 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.

• $44,228 in vouchers were utilized at our hospital from Albrecht Free Clinic patients for ancillary services including lab, radiology, physical therapy, and specialty care services. Our hospital also continued to sponsor Albrecht’s monthly interpreter service expenses to ensure patients receive information about their health in the language they are most comfortable using.

• $488.25 in transportation costs 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.
**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:

- 90 people were assessed by an Aurora Behavioral Health services team member in the ED and received expedited referrals as appropriate for behavior health services.
- Screen Free Week took place during May 2022. Thanks to partnerships with local schools and other community organizations, over 30 community events took place between Washington and Ozaukee Counties with 2,000 attendees.
- 50 students were trained in anti-bullying at the Kewaskum Boys & Girls Club. Additionally, our community health nurse talked with 22 students in Kewaskum and West Bend through the YMCA SHE program, which is targeted to middle school girls. They discussed healthy eating and signs that may indicate disordered eating.
- Our hospital and the medical staff supported the United Way of Washington County’s Mental Health Initiative, which provides access to youth counseling and group therapy services through Catholic Charities and the Youth & Family Project.

**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 20 people at our hospital. All received medical, clinical, and counseling services and advocacy referrals. FRIENDS, Inc. was also called on behalf of 16 people. Ninety-one children residing in Washington County were served through Lakeshore Regional Child Advocacy Center, a tri-county child advocacy center in Saukville.

Our FNEs and advocates also provided 15 community education events with 121 attendees and 2 bystander intervention training sessions for 66 attendees.

**Focus | Community Safety: 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 and other community safety needs in 2022, in addition to supporting 719 local student athletic events, our hospital provided:

- 1,0002 student athletes with baseline concussion screenings.
- 6,186 non-concussion injury and illness services completed by a licensed athletic trainer for treatment, rehabilitation, Return to Play decision-making, and communication between the physician, coach, and family.
- 13 concussion education sessions for 630 attendees.
- 5 injury and prevention training sessions for 105 attendees.
- 2 nutrition and hydration education sessions for 50 attendees.
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, including continuing education opportunities for current emergency medical service (EMS) professionals. During 2022, 22 local high school seniors who are seeking careers in health care received a scholarship, totaling $11,950.

Community benefits by the numbers

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$375,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$4,952,000</td>
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<tr>
<td>Other means-tested programs at cost*</td>
<td>$29,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong>*</td>
<td>$5,356,000</td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
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</tr>
<tr>
<td>Health professions education</td>
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<tr>
<td>Subsidized health services</td>
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</tr>
<tr>
<td>Other cash and in-kind contributions</td>
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</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$601,715</td>
</tr>
<tr>
<td><strong>Total 2022 Community benefits</strong></td>
<td>$5,957,715</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 $12,611 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.