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:

- 358 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.
- 21 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.
- In collaboration with the West Allis-West Milwaukee Health Department, two free flu clinic events were provided with flu shots administered by our pharmacist. One event took place at First Lutheran Church and one event took place at Holy Assumption Food Pantry.
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 Milwaukee County. In response to this identified critical need in 2020:

• 279 individuals were assessed by an Aurora behavioral health coordinator in the ED and received expedited referrals as appropriate for behavior health services.
• 20,178 ED patients received depression and, if indicated, suicide screening with safety planning and linkages to resources provided as appropriate.
• 7 individuals presenting in our ED with an opioid addiction and expressing a desire to get help were connected into a treatment program within 24 hours.

Priority #3 | Address the underlying causes of persistent health problems

Focus | Teen Pregnancy

Shared Journeys is a charter school of the West Allis/West Milwaukee School District, serving pregnant and other parenting teens. Students are educated both in parenting and academics to best meet the unique needs of each individual student and infant. Our hospital provides both financial and in-kind support to the school.

We serve on the Shared Journeys Charter School governance board, provide a dedicated space for the school and our team members contribute to childbirth, breastfeeding, infant care, and parenting classes, workforce development training and job-skills mentoring.

For the 2020/2021 school year:
• 9 students were enrolled per quarter (on average).
• 6 babies were born to students enrolled and 100% of those babies were born full-term. Of those born, 5 parents initiated breastfeeding.
• 6 students graduated from Shared Journeys and enrolled in postsecondary education or job training.

Focus | Community Safety - Senior care

Our NICHE-certified Transitions of Care Nurses work to ensure that adults receive care that promotes function, autonomy, and dignity. During 2020, 1,404 contacts were completed with a transition care nurse 30-days post-discharge. Additionally, 16,543 ED patients aged 65 years and older were identified screened using the Identification of Seniors at Risk (ISAR) tool. 100% of those screened identified as “at-risk” were referred to social services for additional support.
Focus | Sexual assault

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 served on the Violence-Free West Allis Collaborative, for which meetings were paused due to COVID-19 but the group resumed meetings in September 2020. To learn more about the collaborative’s work, visit https://www.westalliswi.gov/1758/Violence-Free.

Focus | Food Security

Social determinants of health are the structural elements and conditions in which people are born, grow, live, work, and age. They include factors such as socioeconomic status, the physical environment, and social support networks, as well as factors like access to healthy food. In 2020:

- 125 who birthed at our hospital and were eligible for WIC benefits initiated breastfeeding.
- 1 food drive was hosted at our hospital, with 250 pounds of food collected and delivered to a local food pantry by our team members.

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 10,811 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, 357 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, 14,474 individuals have been partially vaccinated and 14,320 have been fully vaccinated through our hospital.

Our hospital team members celebrated our patient who received the 1,000th COVID-19 vaccination at our hospital.
### 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>$2,743,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$8,844,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$162,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$11,749,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$493,802</td>
</tr>
<tr>
<td>Health professions education and GME***</td>
<td>$824,814</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$20,211</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$119,200</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,458,027</strong></td>
</tr>
<tr>
<td>Language assistance services***</td>
<td>$201,339</td>
</tr>
<tr>
<td>Volunteer services***</td>
<td>$152,010</td>
</tr>
<tr>
<td><strong>Total 2020 Community Benefits</strong></td>
<td><strong>$13,560,376</strong></td>
</tr>
</tbody>
</table>

* 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 100 hospital team members pledged $50,440.42 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.

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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).