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:

• 396 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 free flu clinic events were provided in collaboration with the West Allis-West Milwaukee Health Department, with flu shots administered by our pharmacist.

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:

• 1,096 people were assessed by an Aurora behavioral health coordinator in the ED and received expedited referrals as appropriate for behavior health services.

• 32,025 ED patients received depression and, if indicated, suicide screening with safety planning and linkages to resources provided as appropriate.

• 5 individual presenting in our ED with an opioid addiction and expressing a desire to get help were linked into a treatment program within 24 hours.

• 1,273 new parents completed maternal depression screening in Labor and Delivery units and at postpartum appointments.

• 8 education sessions were held in collaboration with the Mental Health and Substance Abuse Task Force for 280 attendees.
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 | 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.

We serve on the Shared Journeys Charter School governance board, provide a dedicated space for the school, and contribute to childbirth, breastfeeding, infant care, and parenting classes, workforce development training, and job-skills mentoring. In 2022,

- 7 students were enrolled per quarter (on average).
- 3 babies were born to students enrolled and 100% of those babies were born full-term.
- 13 students graduated and 12 graduates enrolled in post-secondary education or job training programs.

### 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 31 people at our hospital.

Additional Community Safety programming completed in 2022 includes:

- 4,908 ED patients aged 65 years and older were identified for screening with the Identification of Seniors at Risk (ISAR) tool. Those screened who were identified as at-risk were referred to social services for additional support.
- 2 Stepping On Falls Prevention program sessions were provided for 30 attendees. The Stepping On program offers older people information, strategies and exercises to reduce falls and increase self-confidence.
- 230 virtual car seat safety education sessions were provided by teammates certified in car seat installation.

*Aurora West Allis Medical Center teammates provide health education at the West Allis National Night Out.*
Focus | Workforce 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. During 2022:

- 100 job fairs took place within our service area, resulting in 18 people accepted job offers from Aurora West Allis Medical Center.
- 5 high school students enrolled in the CNA Certification program of the Department of Workforce Development’s Youth Apprentice Program were employed by Aurora West Allis.

Focus | Food Security

People who don't have access to healthy foods are less likely to have good nutrition, which could raise their risk of health conditions like heart disease, diabetes, and obesity — and even lowers life expectancy relative to people who do have access to healthy foods. To address this in 2022, 46 WIC-eligible women delivering at our hospital-initiated breastfeeding as of September 2022. Additionally, Hospital teammates collected 900 food items that were given to the West Allis West Milwaukee School District social workers to distribute to students/families in need.
### 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>$2,564,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$31,164,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$375,000</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$34,103,000</strong></td>
</tr>
<tr>
<td>Community health improvement and education services and community benefit operations</td>
<td>$425,591</td>
</tr>
<tr>
<td>Health professions education and GME***</td>
<td>$515,665</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$9,703</td>
</tr>
<tr>
<td>Other cash and in-kind contributions</td>
<td>$166,416</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$1,117,375</strong></td>
</tr>
<tr>
<td><strong>Total 2022 Community benefits</strong></td>
<td><strong>$35,220,375</strong></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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### Advocate Health Gives. Together, we make an impact.

During 2022, hospital teammates pledged $59,638 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/](http://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/](http://aurorahealthcare.org/patients-visitors/volunteer/) to apply for an Aurora Health Care volunteer opportunity near you.

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### Aurora West Allis Medical Center

8901 W. Lincoln Avenue
West Allis, WI 53227