



# Aurora West Allis Medical Center 2021 Community Health Progress Report

*A progress report on our 2021 Community Health  
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 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 2021. To see our most recent CHNA report and CHIS plan, please visit [www.aurora.org/commbenefits](http://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 and that work continued through 2021. Implementation remained delayed for some previously planned programs, and activities for some existing programs were applied differently or were temporarily paused. 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 to Innovative Care and Services

### Focus | Access to care



Access to Innovative Care and Services is about creating conditions in our hospital, across our health system and in our community to provide accessible, available, affordable, and targeted health care and health services to support everyone's ability to live well. 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 2021:

- 383 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.
- In collaboration with the West Allis-West Milwaukee Health Department, three free flu clinic events were provided with flu shots administered by our pharmacist. Two events took place at local churches and one event took place at a local food pantry.

## 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 disorder 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 2021:

- 1,161 people were assessed by an Aurora behavioral health coordinator in the ED and received expedited referrals as appropriate for behavior health services.
- 21,202 ED patients received depression and, if indicated, suicide screening with safety planning and linkages to resources provided as appropriate.
- 11 people presenting in our ED with an opioid addiction and expressing a desire to get help were linked into a treatment program within 24 hours.
- 1,088 new parents completed maternal depression screening in Labor and Delivery units and at postpartum appointments.
- 4 education sessions were held in collaboration with the Mental Health and Substance Abuse Task Force for 24 attendees.

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

The socioeconomic and environmental conditions where people live, work, learn, play and pray have a direct impact on a wide range of wellness and quality of life outcomes. The Advocate Aurora Health Community Strategy provides an overarching framework for the health system centered on six areas of focus which include: access to innovative care; access to behavioral health; workforce development; community safety; housing; and food security. Our CHIS aligns with the Advocate Aurora Community Strategy, but this plan is unique to the health needs of the community we serve.

### 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 2021:

- 10 students were enrolled per quarter (on average).
- 11 babies were born to students enrolled and 100% of those babies were born full-term.
- 13 former students reported they are now employed at Shared Journeys school, serving as role-models as well as daycare teachers and tutors.

### 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 2021, 4,770 ED patients aged 65 years and older were identified screened using the Identification of Seniors at Risk (ISAR) tool. 100% of those screened who were identified as at-risk were referred to social services for additional support.

## Focus | Community Safety - 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 2021, our hospital's Forensic Nurse Examiners (FNEs) provided trauma-informed care and follow-up referrals for 18 people at our hospital.

## Focus | Workforce Development



Our hospital team members 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 2021:

- 63 job fairs took place within our service area, resulting in 42 people accepted job offers from Advocate Aurora Health.
- 5 high school students enrolled in the Certified Nursing Assistant (CNA) Certification program of the Department of Workforce Development's Youth Apprentice Program were employed by Aurora West Allis.

## 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 vaccination strategy started in late 2020 with our team members who were providing care to patients and community members. In 2021, we were able to open our vaccination clinics to community members. Throughout 2021, 14,115 people were partially vaccinated, 14,347 people were fully vaccinated, and 110 people received their COVID booster immunization through our hospital.

## Community benefits by the numbers

Financial assistance (charity care) <i>at cost</i> *	\$2,270,000
Medicaid shortfall <i>at cost</i> *	\$9,782,000
<i>Subtotal</i>	<b>\$12,052,000</b>
Community health improvement and education services and community benefit operations	\$287,785
Health professions education and GME***	\$1,035,386
Subsidized health services	\$3,048
Other cash and in-kind contributions	\$116,300
<i>Subtotal</i>	<b>\$1,442,519</b>
Language assistance services***	\$137,558
Volunteer services***	\$173,928
<b>Total 2021 Community benefits</b>	<b>\$13,806,005</b>

\* *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.*

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

 AdvocateAuroraHealth

TEAM  
MEMBER **giving  
campaign**

Teaming up to help people **live well.**

During 2021, a total of 106 hospital team members pledged \$43,303.47 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.

 Aurora Health Care  
Foundation

People like you have helped Advocate Aurora Health serve communities for more than 100 years. Through your charitable gift, you can carry on that inspiring tradition of partnership. Together we can make a difference in the lives of the people and families who need us most. Visit [www.advocateaurorahealth.org/foundations/](http://www.advocateaurorahealth.org/foundations/) to learn more about the many ways you can give.

 Aurora Health Care®

**Aurora West Allis Medical Center**  
8901 W. Lincoln Avenue  
West Allis, WI 53227