



Better Together

2021 REPORT TO THE COMMUNITY



A special thank you to our Community Partners.

HSS works with more than 100 community partners to provide impactful and diverse education, outreach, support, and exercise programs. Our partners include:

- **Community-based organizations** such as senior centers, schools, health associations, and foundations
- **Clinical/academic partnerships** such as colleges, universities, and healthcare organizations
- **Government/public partners** such as elected officials and local and state agencies

Thank you for your collaboration in helping to keep our communities healthy and informed. We value your expertise and commitment.

ON THE COVER: Family participation at an Adaptive Sports Academy event; Pilates instructor Katherine Shapiro, BFA, E-RYT, teaches online classes from her home; a surfing lesson at Long Beach through the Adaptive Sports Academy; participants enjoy a t'ai chi program in Stamford, CT.

Serving our Patients and our Community



Louis A. Shapiro
President and CEO
HSS

As a world leader in orthopedics and rheumatology, we have always made it our top priority to serve our patients and our community. In 2021, we made great strides in enhancing public health, improving access to health services and advancing medical knowledge. At HSS, innovation is in our DNA and that mindset has helped drive many of these advances forward.

At the start of the pandemic in 2020, an unprecedented but necessary transformation began at HSS. Many of the changes we made, including new programming and ways to reach those who need us, continued to evolve over the past year.

Throughout 2021, we were proud to continue to grow our community to include not just those who live and work near an HSS location, but millions nationally and globally. Our expanded virtual capabilities, including our YouTube™ channel, livestreamed programming and email campaigns, reached more individuals than ever before. We were also proud to expand our “Move Better Feel Better” platform to share wellness-related content with those who needed it.

We continued to focus on research and innovation, two pillars of HSS. Members of the HSS Research Institute have long been leading the way in designing and implementing studies to enhance the lives of individuals in all the communities we serve. A new lupus drug and a test to identify bacterial causes of prosthetic joint infections are just two examples of the many things our researchers and innovators worked on throughout the year.

Finally, a focus on educating the next generation of leaders was a top priority. We designed new approaches to enhance the training of fellows, residents and medical students in an ever-changing environment, always keeping safety a top priority. We introduced new hands-on techniques in the HSS Simulation Learning & Training Center and taught best practices in conducting telehealth visits. We also put a focus on wellness, addressing burnout and mental health.

All of this and more was made possible by the dedication of our entire team at HSS throughout what we all know have been challenging times. It is our goal to continue to adapt and evolve to ensure we are doing our absolute best to serve our patients and community when they need us most.



Bryan T. Kelly, MD, MBA
Surgeon-in-Chief
HSS

A handwritten signature in black ink that reads "Louis A. Shapiro".

Louis A. Shapiro

A handwritten signature in black ink that reads "B. Kelly".

Bryan T. Kelly, MD, MBA

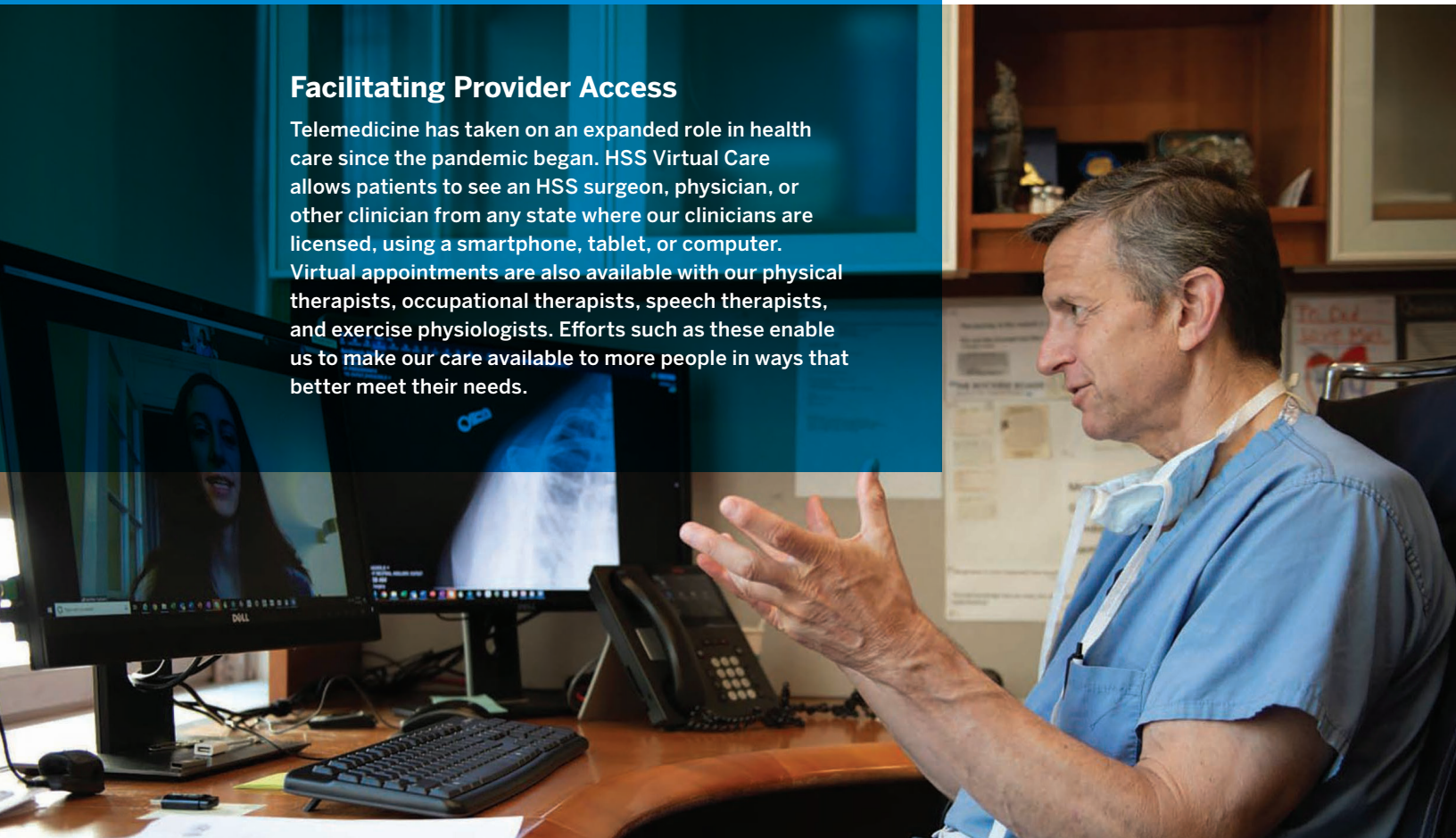
About HSS

Hospital for Special Surgery (HSS) has long been a global leader in the care, education, and prevention of orthopedic and rheumatologic diseases and disorders.

As the parameters of the COVID-19 pandemic began to change, we took what we learned during its earliest days and renewed our commitment to helping the people we serve better access our programs and services. The safety of our patients and visitors is our #1 priority. Within our hospital, we continued to enforce rigorous procedures to protect the health of everyone who walks through our doors by implementing the CLEAR Health Pass, making health screening at our entrances as efficient and safe as possible for patients and guests. HSS is the first hospital in the United States to offer CLEAR, which enables users to easily share their COVID-19 vaccination status. This is one of many ways that we are creating innovative digital solutions to connect the people we serve with the highest quality care, education, and support—facilitating our ability to meet their healthcare needs. As we move forward, HSS is continuing to assess and apply the latest technologies to advance personalized in-person and virtual experiences for patients and community members both within and beyond our walls, many of which you can read about in this report.

Facilitating Provider Access

Telemedicine has taken on an expanded role in health care since the pandemic began. HSS Virtual Care allows patients to see an HSS surgeon, physician, or other clinician from any state where our clinicians are licensed, using a smartphone, tablet, or computer. Virtual appointments are also available with our physical therapists, occupational therapists, speech therapists, and exercise physiologists. Efforts such as these enable us to make our care available to more people in ways that better meet their needs.





A New Home in Midtown Manhattan

HSS Midtown opened on Lexington Avenue at East 60th Street. Patients now have access to comprehensive diagnostic and therapeutic orthopedic and musculoskeletal care in this convenient new location. Specialty care includes physiatry, spine care, sports medicine, pain management, and neurology. One entire floor is dedicated to Rehabilitation and Performance Services, including performance training and motion analysis. Available integrative health approaches include acupuncture, massage therapy, and Pilates. The Midtown location will be highly accessible to workers returning to the area as New York City offices reopen.

Navigating Medicaid Smoothly

As part of the commitment of HSS to ensuring access to care for all, the VOICES Medicaid Education Program assists patients, as well as community members seeking our orthopedic and rheumatology care, navigate their Medicaid and Medicare/Medicaid coverage. Program staff provide education and advocacy, including referrals to helpful community resources.

“Patients who don’t fully understand their Medicaid coverage options may encounter access to care barriers and not be able to receive the specialty care they seek. Our goal is to maximize access to care whenever possible.”

Randy Rodriguez
Program Supervisor
VOICES Medicaid Education Program

HSS Specialty Service Areas

Adult Orthopedic Care

- Brachial Plexus
- Center for Skeletal Dysplasia
- Comprehensive Arthritis Program
- Dermatology
- Foot and Ankle
- Hand
- Limb Lengthening
- Metabolic Bone
- Neurology
- Pain Management
- Physiatry
- Prosthetics and Orthotics
- Scoliosis
- Spine
- Sports and Shoulder

Adult Rheumatology Care

- Lupus Clinic
- Musculoskeletal Clinic
- Rheumatology Clinic

Pediatric Orthopedic, Rheumatology, and Specialty Care Clinics

- Cerebral Palsy
- General Orthopedics
- Hand
- Juvenile Rheumatoid Arthritis and Other Rheumatology Disorders
- Osteogenesis Imperfecta
- Scoliosis
- Sports Medicine

A Helping Hand for Those in Need

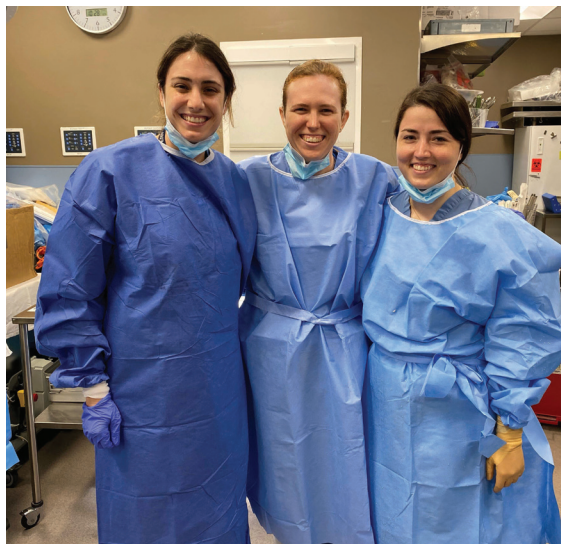
For patients unable to pay for their care, HSS provides financial aid for medically necessary services based on a patient’s ability to pay using a sliding scale discount for patients who qualify. Our Financial Assistance Program extends beyond the state-mandated level of 300% of the federal poverty level to include patients with income at or below 700% of the federal poverty level. The financial assistance policy applies to services provided by the Hospital, and some services provided by certain HSS physicians and other clinical staff.

Achieving Excellence

- #1 in the nation for Orthopedics for the 12th year in a row, #4 for Rheumatology, and a best children's hospital for Pediatric Orthopedics in the *U.S. News & World Report* 2021–22 annual survey
- *Becker's Hospital Review* 100 great hospitals in America, 100 hospitals and health systems with great orthopedics, neurosurgery, and spine programs, 150 top places to work in healthcare, and 100 great healthcare leaders to know
- Designated by the Healthcare Equality Index as a leader in LGBTQ Healthcare Equality for six years in a row
- Press Ganey Guardian of Excellence Award® for Patient Experience for nine consecutive years
- Newsweek and Statista ranked HSS #1 *World's Best Specialized Hospitals 2022* in Orthopedics



BECKER'S
HOSPITAL REVIEW





Commitment to the Community

Members of our communities continue to find avenues for connection and participation through the vast offerings of our programming.

This year, 2021, enabled us to rebuild connections with our community by continuing to pivot in different ways to allow for participation either via phone calls, live virtual events, livestreams or on-demand programming. Our virtual capabilities dramatically expanded our reach as our programs brought in millions of viewers from across the country and around the world.

Through YouTube alone, Community Education & Outreach, reached over **5.2 million** on-demand viewers. Our live-streamed programs reaching over **5,500** brought together a global audience to learn about new advances in musculoskeletal health from HSS. In addition to the vast program offerings, our email campaigns and social media posts also drove traffic to our programs to ensure that our timely educational programs and support services were accessible. This year, we were able to reinstate some in-person programs safely while continuing to provide others through digital means.



Mondays in the Park with the Over 60 Senior Center

Every Monday morning, a dedicated group of seniors gather at Stamford's Scalzi Park for an outdoor t'ai chi class taught exclusively in Spanish. With physical inactivity being one of the biggest concerns for the older adult population, the park provided a safe way for our participants to continue their routine together. No matter the weather, about a dozen people show up—sometimes in rain jackets and hats when the weather is misty—to be guided through slow, balanced movements and be nourished by their connection with the teacher and fellow students. This program reached **463** seniors this year alone.



Throughout the pandemic, we have been able to impact large national and international groups of people through our virtual program offerings and remain steadfast in our commitment to the overall health of our communities, local and afar.”

Laura Robbins, DSW
Senior Vice President
Education Institute & Global Affairs



STREAMING LIVE

Partnering with the Y

HSS Rehabilitation and Performance partnered with the 92nd Street Y to provide guidance and webinars about how to prevent and recover from musculoskeletal injuries. The HSS Cube—a specially designed motion capture system that records a person's movement—was set up at the Y in the month of May. More than **80** people engaged in the Cube assessment to learn how they could improve the safety and efficiency of their movement. Six live webinars were presented focusing on topics such as posture, exercising during aging, returning to the gym safely during the pandemic, heart-healthy exercise, summer sports safety, and motor skill and speech milestones for infants and toddlers. More than **200** people attended the webinars, which are now available on-demand.

The Social Media Connection

Social media platforms such as Facebook, Instagram, Twitter and YouTube enabled our programs to increase engagement and participation, garnering over **139M** impressions. Educational content was live-streamed, programs were marketed, community members were surveyed, and program content was created using input from social media outreach and live streamed video invitations.

Maintaining Connection through Virtual Support Groups

The HSS Department of Social Work Programs has long helped people living with chronic illnesses through support and education programs. Over **110** older adults, and their service providers in the community, were reached through programs offered by the VOICES 60+ Senior Advocacy Program, with the goal of teaching mind-body and cognitive behavioral approaches to managing chronic pain.

Other events focused on:

- **Addressing food insecurity.** To replace a traditional in-person Thanksgiving gathering, the Charla de Lupus (Lupus Chat)® program provided more than **40** families with gift cards to their local supermarkets, enabling them to purchase holiday foods that met their individual dietary needs.
- **Girls and Guys Nights In.** Teens and young adults in particular reported missing in-person events during the pandemic. Charla de Lupus partnered with Project Sunshine, a longstanding community partner, to create a virtual “Girls Night In” and “Guys Night In,” designed to enhance self-esteem and provide participants with an opportunity to meet others with similar experiences. The event included skin and hair workshops, instruction in tie-tying, arts and crafts, and virtual games. Prior to the event, the **47** young women and **15** young men who participated received boxes of free hair accessories, skin care products, toiletries, and spa products donated by companies such as Bobbi Brown Cosmetics. The gatherings enhanced participants’ self-esteem and provided an opportunity to momentarily forget about their illness and meet others sharing similar experiences.



I had a great time finding out about the talents of my peers. It put me in a great mood even though I wasn't feeling well.”

Girls Night In participant

- The HSS Latinx Rheumatoid Arthritis Support and Education Program launched its first bilingual event, (Spanish/English), focusing on COVID-19 vaccines and addressing concerns specifically among our Latinx/Hispanic patients with inflammatory arthritis. The program had over **50** attendees, with an additional **1200** YouTube views.



A Helping Voice on the Other End of the Phone

During the pandemic, older adults were especially prone to isolation. The Aging with Dignity support group was there to help them through this. For many older people, the pandemic triggered trauma related to death, illness, food insecurity, isolation, and stress about getting the vaccine; the weekly call gives them an opportunity to share their feelings with each other and connect with community resources suggested by the program facilitator. Guest speakers were invited to make presentations at the end of some calls regarding topics of relevance to the participants, such as vaccination for COVID-19, shingles, and the flu. Despite the availability of Zoom, over **628** participants agreed that keeping it as a conference call makes it accessible to more people.



Reducing Stress, Relieving Pain

Monthly conference calls led by meditation specialists and social workers continued during the pandemic, helping patients from the HSS Ambulatory Care Center and Rheumatology Clinic manage chronic pain and stress. The Pain and Stress Management Program offerings expanded further in 2021 to include live workshops for the public via Zoom focusing on mind-body approaches, such as restorative yoga and meditation. All of the education programs focused on non-opioid methods to achieve pain relief and were taught by experienced physicians, nurses, physical and occupational therapists, and certified yoga instructors. The webinars were then shared on YouTube and available on demand.

Wellness from Home

The “Feel Better from Home” platform was renamed “Move Better Feel Better” to bring together all wellness-related community engagement offerings, including patient education events and webinars of interest to the diverse members of our community.

Users can access a variety of content related to any of the five areas: fitness, injury prevention, ergonomics (efficient

movement), health, and mind-body approaches. Content includes articles and videos featuring HSS experts, regular blog posts, and the opportunity to register for virtual classes, webinars, workshops, and more. Popular topics include stretching, running and other forms of exercise, sports training, and meditation—with special features on seasonal topics and national health observances.





“

I feel like the instructors understood me really well. The good part was that Will was able to stand me up on the surfboard.”

Alex Nowakowski, 12,
Adaptive Sports Academy participant

KEEPING KIDS ON THE MOVE

Adaptive Sports Academy

“I didn’t know my child could do that!” is a typical response that HSS staff members hear from parents whose children participate in the Adaptive Sports Academy—a program that gives HSS pediatric patients a chance to develop new sports skills at no cost while promoting mobility, building confidence and independence, and enhancing socialization. Most patients who participate have cerebral palsy, an amputated limb, or a significant discrepancy in limb length. During the pandemic,

the program’s events were taken outside. In summer 2021, **10** patients and their siblings were treated to a surfing lesson in Long Beach, New York by Skudin Surf, followed by an opportunity to ride the waves with the support of their instructors. Two weeks later, **11** young patients as well as family members and friends enjoyed waterskiing on Lake Zoar in Newtown, Connecticut.



Community Service Award

Glenn Garrison, CPO, LPO, Senior Director, Prosthetics and Orthotics, was the 2021 recipient of the Leon Root, MD Community Service Award. He was honored for his longstanding dedication and commitment to working with The Foundation of Orthopedics and Complex Spine (FOCOS) in Ghana. A Certified Prosthetist Orthotist, Glenn has extensive experience fitting and training patients to use scoliosis bracing and a wide variety of prosthetic components for even the most complex orthopedic diagnoses.

Established in 2019, the Leon Root, MD Community Service Award recognizes outstanding leadership among compassionate and dedicated individuals who have made significant contributions to the community through initiatives that improve the health and/or health care of vulnerable and underserved populations—leaders who have gone above the call of duty to help others in the HSS community and beyond.

Sports Safety Program

The HSS Sports Safety program is another example of the commitment of HSS to promote physical activity among children of all ages, regardless of ability, and to teach them to do so safely. Through “Move Better” screenings at basketball camps in Long Island and Brooklyn, HSS Sports Safety team members analyzed **232** young athletes’ risk for injury through computerized biomechanical analysis.

Through Move Better, the HSS Sports Safety team created an online Physical Education Workshop for PE teachers to promote their students’ health outside of class. Feedback from the program’s **174** earliest participants, from schools in Baltimore and Palm Beach County, has been very positive.

“After completing exercises for proper upper body alignment, one of my students had an ‘a-ha!’ moment. She excitedly asked, ‘How can we get a copy of these exercises so we can work on them on our own?’”

Alexandra Munley
Wellington Landings Middle School PE teacher
Palm Beach County, FL

Making an Impact on Community Health and Knowledge

The expansion of HSS community programming into a virtual space resulted in enormous growth in the number of people we connected with across our nation and around the globe.

PEOPLE REACHED THROUGH ALL PROGRAMS

live and lectures, workshops, in-person and virtual exercise classes, and more

5,281,164

PEOPLE'S RESPONSE

HSS programming provided much-appreciated options to expand health knowledge and continue self-care, especially during the pandemic.

91%

reported they gained knowledge as a result of a program

90%

reported gaining self-management skills

95%

would recommend to a friend or family

Advancing Care through Research and Innovation

Scientific investigations are vital to improving the approaches we use to care for people with musculoskeletal diseases and disorders. Researchers in the laboratories and clinics of HSS are designing, leading, and participating in game-changing studies with the goal of enhancing the lives of people from all walks of life within and beyond the communities we serve.

Newly Approved Lupus Drug Based on HSS Discoveries

On August 2, the U.S. Food and Drug Administration approved the drug anifrolumab (Saphnelo™) for adults with moderate to severe systemic lupus erythematosus (SLE) who are receiving standard therapy. Much of the groundwork for the drug's development was done in HSS laboratories. HSS investigators were among three groups that published research regarding a protein called type 1 interferon, which plays a key role in determining how lupus attacks the body. Anifrolumab blocks type 1 interferon activity. It works particularly well for people whose lupus is more severe and is especially effective against lupus-related skin rashes.

A Simple Test to Identify Bacterial Causes of Prosthetic Joint Infections

An HSS-led team of investigators created a simple blood test to identify bacterial DNA from infections related to joint replacements. Although less than 2% of joint replacement patients develop an infection around the implant, standard lab cultures take at least three days to generate results and fail to identify the infectious organism in up to 20% of patients. When bacterial identification is unknown, surgeons withhold antibiotics until they can obtain tissue samples during implant removal surgery. The innovative blood test may help doctors treat patients with infections after joint replacement using targeted antibiotics faster than is currently possible with standard lab cultures. They may also be able to monitor clearance of the infection more quickly before conducting revision surgeries.





Research Reveals Racial Disparities in Total Knee Replacement Revision

While the risk of revision surgery after a failed total knee replacement is low overall (about 1-2%), Black patients have a higher risk than white patients. But the reason for this difference has been unclear. HSS researchers examined data from New York, California, and Florida to show that the risk of both aseptic (infection-free) and septic (infection-related) revision surgery were higher among Black patients (39% and 11%, respectively). The elevated risk of revision was especially higher among patients who had joint replacement revision at hospitals that did a low volume of total knee replacements. One hypothesis for the higher revision rates is that Black patients may come in with more advanced disease required more complicated surgeries. The increased risk of septic revision was also related to diabetes, obesity, kidney disease, chronic obstructive lung disease, inflammatory arthritis, surgical site complications, and Medicaid insurance.

Educating Tomorrow's Leaders



Bolstering Learning Through Technology

In-person training resumed after the most intense months of the pandemic, but travel to other institutions was still limited, and every effort was taken to minimize potential COVID-19 exposure. To meet these challenges, HSS designed novel approaches to enhance the training of fellows, residents, and medical students.

In the **HSS Simulation Learning & Training Center**, where residents have the opportunity to practice hands-on surgical techniques:

- A new **“spine station”** was added that provides objective data on residents’ spine surgery skills, under the guidance of HSS spine surgeons.
- A new two-day **Sports Medicine Boot Camp** was launched in October, where PGY3 and 4 residents could learn and practice arthroscopic techniques. HSS sports medicine experts were on hand to supervise. The camp was an alternative to trainings that were offered pre-pandemic by the Arthroscopic Association of North America—training that residents used to travel to before the pandemic.
- Peter Sculco, MD, from the **Adult Reconstruction and Joint Replacement Service** and senior residents created a video for PGY1 residents showing them performing a joint replacement procedure in the simulation lab. The video gives viewers the opportunity to see how different surgeons perform the same techniques—knowledge which before the pandemic could be gained by traveling to other institutions for such training. The video was integrated into the PGY1 curriculum, posted on HSS eAcademy®, and then expanded to the PGY4 and 5 curriculum. Similar videos are now being considered for spine surgery.
- Students in their first summer of medical school who participated in the HSS 8-week **Medical Student Summer Research Fellowship** were invited to the simulation center to practice suturing, many of whom had never done it before. In 2021, 12 Weill Cornell Medicine fourth-year medical students also rotated through the lab throughout the year.



Promoting Wellness

Burnout and mental health have been popular wellness topics during the pandemic. HSS offers Peer Support counselors to help residents, fellows, and faculty during this stressful time in health care. Tip sheets were designed to connect trainees with wellness resources at HSS and New York City, a crisis line was available for those urgently in need, outside speakers came in to address wellness topics, and trainees could wear a WHOOP band to monitor heart rate and other measures of body activity during stressful versus calm situations. Trainees also received valuable career insights from faculty, such as how to start a practice, financial planning, and negotiating contracts.

The Fellow Is In...Online

Fellows played a large role in conducting patient visits using telemedicine during the pandemic, especially Rheumatology and Pediatric Rheumatology fellows. They received dedicated time in their schedules for telehealth consultations and follow-up appointments to engage and maintain engagement with patients. Fellows also learned how to conduct a telehealth visit and became aware of issues such as patient compliance, patient data reporting, and insurance matters.

Keeping the Community in Motion

The Hospital's community programs promote health education, support, and outreach services, with the goal of enhancing the mobility and quality of life of our community.

Education to Improve Public and Patient Health

Education with Experts
bit.ly/3t3F9h8

Move Better Feel Better
hss.edu/anywhere

HealthConnection Health Newsletter
hss.edu/healthconnection

HealthConnection Fast Facts
hss.edu/pped-fastfacts-publication

Focusing on Musculoskeletal Health

Musculoskeletal Exercise Wellness Programs
hss.edu/community-education.asp

Musculoskeletal Health & Wellness Lectures
hss.edu/community-education.asp

Encouraging Safe Exercise

HSS Injury Prevention Programs
hss.edu/InjuryPreventionPrograms

Orthopedic Physical Therapy Center Exercise and Wellness Program
hss.edu/orthopedic-physical-therapy-center

Pre-Season Football Medical Screening
hss.edu/psal

Support for People with Chronic Musculoskeletal Conditions

Living with RA: Lecture, Lunch & Conversation
hss.edu/RAGroup

Pain and Stress Management Program
contact 212.774.7326

The Early RA Support and Education Program
hss.edu/EarlyRA

Latinx RA Support and Education Program
IASupportEd@HSS.EDU

The Myositis Support and Education Group
hss.edu/myositis-group

The Scleroderma, Vasculitis, and Myositis Center Education and Support Forum
hss.edu/scleroderma-vasculitis-center-programs

Caring for Children and Families

Leon Root, MD Pediatric Outreach Program
hss.edu/pop

SNEAKER® (Super Nutrition Education for All Kids to Eat Right)
hss.edu/sneaker

Improving Health Among Older Adults

Greenberg Academy of Successful Aging
hss.edu/greenberg-academy-for-successful-aging

VOICES 60+ Senior Advocacy Program
hss.edu/voices60

Helping People with Lupus

Charla de Lupus (Lupus Chat)®
hss.edu/CharladeLupus

LupusLine®
hss.edu/LupusLine

The SLE Workshop
hss.edu/SLEWorkshop

Reaching the Asian-American Community

HSS Asian Community Bone Health Initiative
hss.edu/hss-asian-community-bone-health-initiative

LANtern® (Lupus Asian Network)
hss.edu/LANtern

Assisting with Access to Care

VOICES Medicaid Education Program
hss.edu/voices-managed-care

What is Community Benefit?

Community benefit includes programs or activities that are created to meet an identified community health need. These programs must seek to achieve one of the following objectives:

ENHANCE

public health

IMPROVE

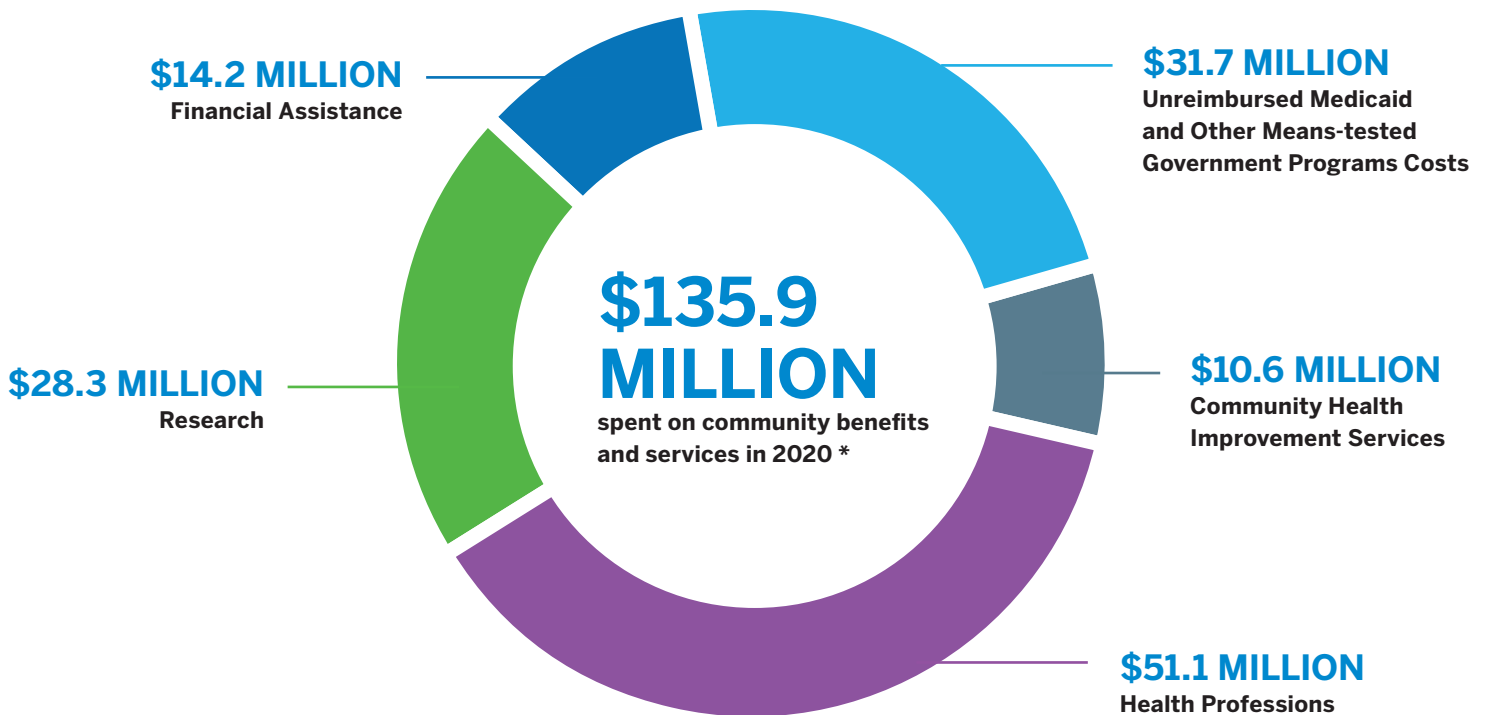
access to health services

ADVANCE

medical or health knowledge

RELIEVE

or reduce burden on government or other community efforts



*As reported in the Hospital's 2020 IRS Form 990 filing.

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