

Donor Impact Report

Fiscal Year 2020





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A Message from Our Leadership

Dear Steadfast Friends,

We accomplished so much this year, all while staying true to our mission of providing the highest quality clinical care and pursuing our vision of Advancing Human Ability®.

By any standard, however, 2020 stands alone. Although adaptability is always required, COVID-19 and its ongoing fallout have made the ability to pivot a top priority.

The first six months of this year were among the best Shirley Ryan AbilityLab has ever had.

- **We served more patients than ever before.**
 - We established a new clinical alliance with UChicago Medicine.
 - We opened our Arlington Heights DayRehab Center®.
 - We celebrated the first anniversary of our collaboration with the Specialized Rehabilitation Hospital in Abu Dhabi, the capital city of the United Arab Emirates.
- **We were recognized for being the best in our field.**
 - We received our fourth consecutive Magnet designation for nursing excellence, placing Shirley Ryan AbilityLab in the top 2% of all U.S. hospitals!
 - We also held our top position in the field — for the 30th year in a row, we were named the “No. 1 Rehabilitation Hospital in America” by *U.S. News & World Report*.
- **We were creating cutting-edge tools and programs to advance patient outcomes.**
 - We developed and internally piloted the Ability Quotient™ — our novel measurement tool for guiding and predicting patient outcomes. The pilot was so successful that, by the end of November, we will have implemented the AQ for use with all inpatients.
 - We debuted a new Research Accelerator Program that supports employee-driven research, thereby sparking innovation throughout the organization and advancing our vision.
 - Most importantly, three years into the opening of our translational research hospital, we continued to demonstrate greater capability, expertise and innovation. This six-month period was extraordinary — something to be celebrated.

Then, COVID-19 hit our shores.

Seemingly overnight, the world, our organization and our lives changed. With the onset of COVID-19, our hospital community was faced with previously unimaginable challenges ... and we pivoted.

- Almost immediately, when shortages were severe, researchers came up with ways to create **Personal Protective Equipment (PPE)** (e.g., face shields) and hand sanitizer.
- Within a matter of weeks, we launched a **TeleHealth Program** focused on keeping our staff and patients safe, while also advancing patient recoveries.
- We opened a **COVID Care Unit**, creating the template for how to help patients recover and return to their lives following severe debilitation from the illness.
- We leveraged our research capabilities in new ways, using previously designed technology to **detect and track early symptoms of COVID-19**.

Despite the ongoing public health crisis, and our many responses to it, we continue to do the important work reflected above in our pre-COVID accomplishments. Clearly, we have had to limit or pause certain activities, but if we have learned anything in FY20, it is that we cannot take for granted the well-being of families, friends and colleagues. We also reaffirmed our belief that gratitude for our many blessings uplifts the spirit, even in the most uncertain and challenging times.

We extend our wishes that you and your loved ones stay well and safe, and we add our deepest gratitude for your loyal support and advocacy — especially during a time when you, too, are facing this crisis.

The accomplishments featured in this year’s impact report would not have been possible without your generosity, kindness and friendship.

Thank you for standing by our side this year. It means more to us than we can express.

In health and with gratitude,



Laura Ferrio, MBA, MSN, RN, CRRN, NEA-BC
Chief Advancement Officer
President, Keystone Board

FY20 by the Numbers



NEARLY

50,000 PATIENTS TREATED

40

Physical Medicine and
Rehabilitation medical
residents trained

6



Physical Medicine
and Rehabilitation
fellows trained



150

patients treated in our
COVID Care Unit

200



ongoing
research projects

30

sites of care
throughout Illinois



\$950,480

in financial assistance provided
to patients in need



226

patients referred
to us from 52 countries

80



community
members
placed in jobs

Awarded
OUR SECOND ANNUAL



Kabiller Humanitarian Prize

*a prestigious award conferred upon
exceptional hospital employees who
personify the organization's uniquely
compassionate culture*

440

youth and adults
rostered on

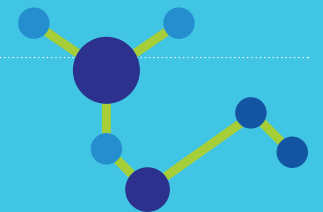
**adaptive
sports teams**



1,813

individuals assisted
through patient and
family education
sessions

15



**new employee-driven
research grants**
awarded through our new
Catalyst Grant Program

Spotlight: COVID Care Unit

Treated more than **150** survivors



As the world leader in treating impairment and debilitation caused by disease and injury, Shirley Ryan AbilityLab took an early lead in establishing a COVID Care Unit during the spring peak of the global pandemic.

Designed to treat patients recovering from the lingering effects of the viral infection, the unit has treated more than **150** survivors, to date, who faced significant debility, and whose recovery required extensive rehabilitation.

Many post-COVID patients were on ventilators and experience ongoing shortness of breath; muscle weakness; and poor endurance, dexterity and fine motor skills. As a result, many have trouble swallowing (dysphagia), talking and walking. They may also experience kidney problems, as well as blood clots leading to stroke and cognitive issues. Our teams were also able to provide stroke-related and neurologic rehabilitation.

“In the throes of sickness, many of our patients with COVID-19 wondered whether

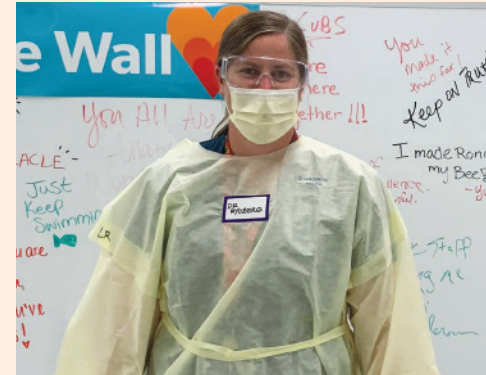
they would live,” said Peggy Kirk, RN, chief operating officer. “Now, with a second chance, they are relearning **how** to live, gaining back the function that was lost. The privilege of caring for these and other patients fuels our team members day in and day out.”

“I’m thankful to be alive ... focusing on what I have, not what I’ve lost.”

— Allen Washington
60-year-old COVID-19 Survivor

Our entire COVID Care Unit team was featured in *Crain’s Chicago Business’* “Notable Health Care Heroes” for providing rehabilitation care to recovering COVID-19 patients, deploying wearable sensors to track symptoms, coordinating discharges and preparing patients to return to their homes and communities. We thank and praise our heroes for serving on the front lines of the fight against COVID-19.

Q&A with COVID Care Unit Staff Members



Leslie Rydberg, MD



Kathy B.

WHAT ROLE DO YOU HAVE ON THE COVID CARE UNIT?

Leslie Rydberg, MD: I am the attending physician for the unit. I lead the interdisciplinary team that has volunteered to work with these patients.

Kathy B.: I am an Environmental Services tech. Environmental Services encompasses housekeeping.

WHAT IS ONE THING YOU’VE LEARNED WHILE WORKING WITH SURVIVORS OF COVID-19?

Leslie Rydberg, MD: Our first three COVID Care Unit patients had been on a ventilator in the ICU for more than 10 days. Their medical histories were strikingly similar — dysphagia, blood clots, renal dysfunction, mild proximal weakness, hand weakness, gait instability, mild cognitive deficits and endurance deficits. We have gotten a really good sense of the kinds of challenges that these survivors face, and we are well equipped to care for COVID-19 survivors in our interdisciplinary setting.

Kathy B.: I’ve learned patience and gratitude. To see so many people away from their families for so long, yet still be in good spirits because they’re happy to be alive. It’s so humbling.

WHAT HAS MOST INSPIRED YOU IN WORKING ON THE COVID CARE UNIT?

Leslie Rydberg, MD: It’s been so gratifying to watch our team come together to provide the best possible care for these patients — despite being in full PPE, despite not being able to access all hospital resources due to isolation precautions, despite the isolation our patients feel from not having visitors, despite the anxiety that patients, families and staff are all experiencing. The best part? Our patients are recovering.

Kathy B.: The 20th floor has become this close-knit family. In the beginning, everyone was willing to help, despite personal reservations and anxiety. Now, the unit has become our norm so that things just flow smoothly. What’s inspired me the most is the level of dedication to our patients’ well-being and progress to recovery.

Medical Education

Shirley Ryan AbilityLab is not only a world-renowned translational research hospital, but also a highly regarded teaching hospital.

We are proud to be the clinical training home for Northwestern University Feinberg School of Medicine Department of Physical Medicine and Rehabilitation (PM&R).

In FY20, we hosted **40** residents as they rotated through all Shirley Ryan AbilityLab inpatient units, including spinal cord injury, brain injury, stroke, medically-complex conditions and diseases, pediatrics, cancer-related impairment and neurodegenerative disorders. In total,

Hosted
40
residents

we provided trainees with a balanced clinical experience and exposure to all major conditions and diagnoses.

Shirley Ryan AbilityLab also offered **six** fellowships in all major PM&R specialties: brain injury, pain management, pediatric rehabilitation, spinal cord injury, spine and sports medicine and — newly developed in FY20 — Parkinson’s disease and movement disorders. Recruitment for this new fellowship will begin in FY21.



PM&R Resident Graduation Day at Shirley Ryan AbilityLab



Parkinson’s Disease and Movement Disorders Neurorehabilitation Fellowship

The Shirley Ryan AbilityLab Parkinson’s Disease and Movement Disorders Neurorehabilitation (PDMD) Fellowship will be the first-ever fellowship program dedicated to training physiatrists in the principles of neurorehabilitation, as applied to Parkinson’s disease (PD) and movement disorders.

The comprehensive program spans the disease spectrum — from early interventions to advanced care. The fellowship program is led by Jennifer Goldman, MD, MS, section chief for PDMD. Dr. Goldman is internationally recognized for her clinical, research and educational work on interdisciplinary care and the cognitive and behavioral symptoms of Parkinson’s disease and movement disorders.



Mike's Story: Game-changing Research

Mike Freeman, 67, had recently retired as chief strategy officer for WD-40 following a four-decade career. Suddenly, everything changed in an instant when he fell down cement stairs, sustaining a spinal cord injury that rendered him unable to move from the chest down.

A lover of travel, piano playing, surfing and swimming, Mike was committed to doing everything in his power to regain as much ability as possible. He decided to travel from his home in Southern California to Shirley Ryan AbilityLab. He knew the hospital was known for best-in-class care, and chose it over others because of its comprehensive research capabilities. "Ultimately, research was the deal-maker in my decision," he said.



He arrived at Shirley Ryan AbilityLab on a ventilator, and could not breathe, eat, speak or ambulate on his own. There, he engaged in six months of intensive physical, occupational and speech therapy in the inpatient and outpatient settings. He also received respiratory therapy, art therapy and music therapy. "If a therapy was offered, I took it," said Mike.

Additionally, he participated in a groundbreaking research study led by Monica Perez, PT, PhD, scientific chair, Arms + Hands Lab. Dr. Perez has pioneered a non-invasive neurostimulation treatment that, paired with physical therapy, has been shown to temporarily mend the broken connection between the brain and spinal cord. Patients' gains have been demonstrated to last for at least six months, and include increased walking speed and hand dexterity. Dr. Perez' research group is the only one in the United States using this approach to target spinal synapses in patients with spinal cord injury.

Following months of intensive rehabilitation and 80 sessions in Dr. Perez' study, Mike left Shirley Ryan AbilityLab able to speak clearly, walk with a harness, eat independently and breathe free of tubes. Now, he's working on walking with the assistance of a walker.



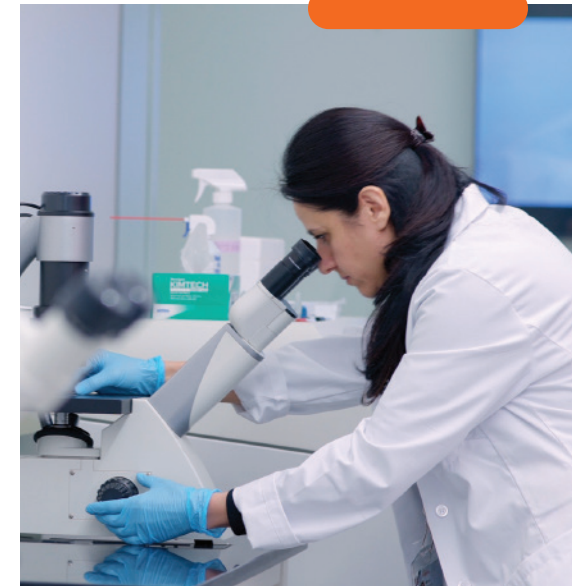
Research

Shirley Ryan AbilityLab currently has more than **200** volunteer human-subject, applied-research and proof-of-concept testing projects underway that aim to help patients gain function, achieve better outcomes and enjoy greater independence.

Our luminary researchers are all committed to designing studies that directly improve outcomes in our specific patient populations. The pursuit of new therapies may include the application of technology, biological materials and pharmacological therapies. A few of the projects our scientists worked on this year include:

- **Soft Exoskeleton for Functional Gait Recovery in Stroke:** An exoskeleton that conforms to the body and aids in gait training after stroke.
- **Robotic Treadmill for Intense, Adaptive Propulsion Training:** A clinically viable machine focused on re-training the paretic (partially paralyzed) limb after stroke.
- **Targeted Brain and Muscle Feedback for Hand Recovery:** A novel collaborative technology that combines two feedback methods to promote movement therapy.

More than
200
testing projects
underway



Provided
\$950,480
in charity care to
2,840 patients

Charity Care

To provide underprivileged adults and children with full access to the best rehabilitation care — regardless of their ability to pay — Shirley Ryan AbilityLab established The Charity Care Fund. Through the fund, patients with a demonstrated financial need can receive the treatment they require to return to living full lives. In FY20, the hospital provided **\$950,480** in Charity Care to **2,840** patients. This includes **\$131,650** in Charity Care to **129** pediatric patients.

The Charity Care Fund gives adult and pediatric patients access to the complete

range of Shirley Ryan AbilityLab's services, including inpatient, outpatient and day rehabilitation; creation and fitting of prosthetic limbs and orthotic braces; physical, speech, occupational and recreational therapy; and assistive technology. In a city where more than 20% of the population lives below the poverty level, Shirley Ryan AbilityLab makes sure that all who need the best rehabilitation care can receive it.



Community-based Programs

The overriding goal of Shirley Ryan AbilityLab has been, and remains, helping each patient recover lost abilities and live the life that he or she loves — enjoying family and friends, engaging in fulfilling school, work and recreational activities ... enjoying every day's quiet pleasures. Our community-based programs allow us to help patients and community members not only regain as much of a particular function (ability) as possible — such as walking or speaking — but also to return to their lives.

ADAPTIVE FITNESS

Shirley Ryan AbilityLab's Adaptive Sports & Fitness Center provided its **1,104** members with a well-equipped fitness facility designed for people of all abilities. In FY20, it offered **15** different adaptive fitness classes, including Integrated Exercise for Parkinson's and Seated Sculpt Bootcamp.

To continue serving clients throughout the pandemic, the fitness center team made all classes available virtually, offering live and prerecorded instruction. Our exercise physiologists also led **6,691** one-on-one training sessions to help people achieve their fitness goals and reach their full potential.

Led
6,691
one-on-one
training sessions



Reaching
1,339
adults and children

YOUTH AND ADULT ADAPTIVE SPORTS

Shirley Ryan AbilityLab continued to offer Chicago's most comprehensive adaptive sports program for individuals with functional impairments (physical and/or cognitive), reaching **1,339** adults and children in FY20.

In addition to more than **10** team sports offerings (e.g., sled hockey, adaptive golf, hand cycling and more) rostering **440** adults, we offered specialty programs for **121** low-income youth — introducing participants of all ages to the social and physical fitness benefits of competitive and recreational adaptive sports.

Shirley Ryan AbilityLab, in partnership with the Chicago Park District, continued to offer the only youth wheelchair basketball and wheelchair softball leagues in the city. For the third year in a row, one of our team



members signed his letter of intent to play Division 1 collegiate wheelchair basketball at the University of Illinois. He will be on scholarship while he attends. Another athlete from the team was accepted into Northwestern University — a first for our program to this university.

Most impressively, our youth program participants have maintained a **100%** high-school graduation rate over the program's existence, compared with a 65% high-school graduation rate for students with disabilities more generally.



On Jan. 31, 2020, Shirley Ryan AbilityLab's Adaptive Sports Program hosted a skiing and snowboarding trip to Wilmot Mountain in Wisconsin for six young participants. For five of them, it was their first time skiing or snowboarding! The Adaptive Adventures group organized lessons and assisted in navigating the runs. In adaptive skiing, specialized equipment allows individuals with functional impairments to experience the benefits of skiing, such as improved balance, fitness, confidence, social skills and fun. Adaptive skiing includes stand-up skiing, sit-down skiing, bi-skiing and snowboarding.



Assisted
540
inpatients
and
590
outpatients

ASSISTIVE TECHNOLOGY

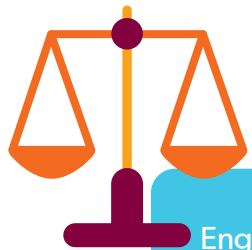
Shirley Ryan AbilityLab's Assistive Technology Program marries human expertise with engineering and innovative technology to enable patients and community members to live with greater independence, comfort and quality of life. In FY20, the hospital's rehabilitation engineers assisted **540** inpatients and **590** outpatients by creating state-of-the-art devices, technology (software and hardware), assistive robots and other adaptive technology and equipment to help with commonplace tasks such as turning on the TV, using a telephone or computer, and operating lights.



DONNELLEY ETHICS PROGRAM

The Donnelley Ethics Program focuses on rehabilitation ethics for patients with functional impairment, their families and hospital staff. The program helps address both clinical and research ethics issues, such as decisional capacity, informed consent, patient autonomy, quality of life, the rights of people with functional impairment, and the integration of clinical care and research.

In FY20, program staff engaged in more than **140** consultations and inquiries related to ethics issues affecting patients and staff. Consultations encouraged and guided conflict resolution, and explored values and informed decision-making. The program also engaged more than **2,000** hospital staff members through educational seminars and offerings, all of which focused on the ethical dilemmas that can arise in delivering healthcare and conducting research.



Engaged in
more than
140
ethics
consultations

LIFE CENTER

The Henry B. Betts LIFE Center is the most comprehensive collection of educational resources for the populations we serve, including patients, families, caregivers, community members, clinicians and educators, among others. (LIFE stands for Learning, Innovation, Family and Empowerment.)

The Center's multimedia and virtual education web portal offers curated information and resources on physical and cognitive impairment and related conditions. These resources are available 100% free of charge. This year the team responded to **2,825** individual requests from across the globe, among them:

- **1,599** requests for medical information and care
- **482** requests for support and wellness resources
- **206** requests for information on accessible housing and transportation

Responded to
2,825
individual requests
from across the globe

Additionally, the LIFE Center's web traffic averaged **28,723** page views per month, with more than **202** countries accessing the website.

LIFE Center educators reached **1,813** patients and family members through one-on-one and group education sessions intended to provide access to information and key resources that support quality of life and transition back to the community. Customized kid-friendly sessions were also offered to families so that children could understand their parent's or sibling's condition and learn ways to be part of the healing team.



On Monday, Jan. 13, 2020, Shirley Ryan AbilityLab's leaders, staff and members of the community honored 32 peer mentors during a recognition event and reception. The Henry B. Betts LIFE Center's peer mentor program is an important part of our organization's mission. Peer mentors — including individuals with a range of impairments — work with inpatients, families and staff to introduce the possibilities of post-rehabilitation success and continued engagement in life-long learning. The peer mentor program provides a powerful combination of goal achievement and community integration by providing tips, strategies and evidence-based practice. In FY20, **37** peer mentors connected with more than **3,100** individuals through panels, lectures and one-on-one counseling.

GLOBAL PATIENT SERVICES

Global Patient Services helps manage logistics for transporting patients from other countries or neighboring states to Shirley Ryan AbilityLab for our best-in-class care. In FY20, we received **226** referrals from **52** countries.

Additionally, those who travel long distances from outside Chicagoland are often faced with practical challenges such as finding suitable temporary housing that is convenient, accessible and affordable. Family members of patients at Shirley Ryan AbilityLab are given priority for rooms at Shirley Ryan AbilityLab Place, a dedicated

floor within the nearby Ronald McDonald House. They also have the option of an apartment within the nearby McClurg Street Apartments.

Received
226
referrals from
52
countries



In FY20, Shirley Ryan AbilityLab Place and McClurg Street Apartments served as a “home away from home” for **48** families from **32** states and **4** countries — a combined total of **91** stays.

Bill’s Story: Serving Our Bravest

Bill Swick, 46, a commander in the U.S. Navy and assistant professor at the U.S. Naval Academy, was experiencing progressive weakness in his legs. He learned that this debilitation was caused by a rare condition in his spinal cord. Following surgery for the condition, he was paralyzed and unable to move his legs.

A devoted husband and father of six, Commander Swick knew that, in order to receive the best rehabilitation care, he would need to leave home in Annapolis, Md., and travel to Chicago’s Shirley Ryan AbilityLab. Keeping his family together during his recovery was also a top priority. Thanks to generous donors, while Commander Swick received care at the hospital, the entire Swick family was able to stay at Shirley Ryan AbilityLab Place, a special floor at the Ronald McDonald House just blocks away from the hospital.



“Having our children there was important to the entire healing process. Bill had the support of his family, and they got to see their daddy getting better.”

— Laura Swick, Bill’s wife

Eventually, Commander Swick and his family were able to return home, and now he is walking with assistance.



Chaplains provided support to **2,747** patients



SPIRITUAL CARE

Spiritual care is always available for inpatients at Shirley Ryan AbilityLab to meet the variety of spiritual needs that can arise after a traumatic injury or that can accompany chronic illness. In this regard, FY20 was no different. This past year, chaplains of different faiths were available seven days a week to provide inclusive spiritual assessment, faith counseling, family support and intervention, crisis intervention or grief counseling to **2,747** patients. For **882** patients, the Spiritual Care team also provided weekly meditation and progressive relaxation groups, as well as aromatherapy. Due to the stress and extraordinary demands related to COVID-19, the Spiritual Care staff saw a sharp increase in requests for self-care sessions from our hospital staff members. They provided more than **14,756** of these self-care sessions.



Connected **80** individuals with productive jobs

VOCATIONAL REHABILITATION

The Vocational Rehabilitation Program connected **80** individuals who have lost ability due to serious injury or chronic conditions with productive jobs suited to their circumstances. The ability to work helped them become contributing, integrated members of their respective communities. Program staff also responded to **871** referrals for additional support services, which included one-on-one counseling, return-to-work evaluations and job analyses, as well as work trial assessments or internships. Shirley Ryan AbilityLab is the only hospital-based vocational program in Chicago to provide this level of assistance.

In addition to job placement services, the program continued to offer accessible GED classes at its downtown Chicago location. One of the chief barriers to employment is the lack of a high-school diploma. To date, eight young men, all of whom are gunshot survivors living on Chicago's south and west sides, have completed the program and received their GEDs — a fantastic accomplishment.

Peter's Story: Overcoming Obstacles and Rejoining the Workforce

For Peter, a senior vice president at Northern Trust, a business trip became life-changing when he was in a motor vehicle accident and suffered a severe spinal cord injury that resulted in quadriplegia.

Peter returned to Chicago for rehabilitation at Shirley Ryan AbilityLab. After completing intensive inpatient therapy for 15 weeks, Peter also met with a vocational rehabilitation counselor who worked with him and Northern Trust to devise a plan for his gradual return to work.

Peter and his vocational counselor visited his Chicago office to create an effective workspace for him to resume all his prior responsibilities. Now, all of the office doors

are wheelchair accessible and he has an adjustable desk and multiple software applications and tools on his computer so that he can navigate his work station.

"Rejoining Northern Trust was a key goal for me on this journey, and I am grateful for the support and expertise of the Shirley Ryan AbilityLab team to help me get there," Peter said. "For me, it was critical to resume every meaningful part of my life, which included re-engaging with my family, friends and the workforce."



Offered recreational therapy to
7,388
patients

RECREATIONAL THERAPY AND CHILD LIFE PROGRAM

Therapeutic Recreation helps patients build upon functional skills from other therapies, resume previous recreational interests and explore new ones. Shirley Ryan AbilityLab offered animal-assisted therapy, art therapy and music therapy to **7,388** patients in FY20. To facilitate patients' ability to function in their communities after discharge, the program also offered airport and Chicago Public Transportation travel training.

The focus of the Child Life program is FUN — to use play to help children cope with being in the hospital and to adapt to individual challenges. Our Child Life Specialist worked with **257** children and provided opportunities for play and recreation, education, socialization and self-expression. These activities help children understand their environment and gain a sense of control.



Thank You

Your support this past year allowed us to continue to provide critical care, expert guidance, revolutionary technology and the possibilities of discovery for our patients, families and local and global communities. It also enabled us to keep on serving our patients and the community during an ongoing global public health crisis.

You helped us continue to offer hope to our patients, families and community members during this formidable, yet inspiring, year.

Thank you, from our family to yours, for your incredible friendship, generosity and commitment.



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