

Consider HSS for your rotator cuff tear surgery

# Shoulder Rotator Cuff Repair Scorecard

HSS

HSS has developed a new tool called the **Hospital Reliability Scorecard**. The tool features five factors that are important to consider when choosing the best hospital for your needs, so you can better evaluate your options.

This scorecard provides data specific to rotator cuff tear surgery at HSS. But you can ask any hospital for this data, no matter what surgery you need.

## Why the 5 factors of reliability are important

Not all hospitals are the same. Some are more reliable than others. And this difference can increase the chances that you'll experience a setback, such as a complication in the hospital or something else that happens once you're home. The five factors can help you protect yourself from these avoidable risks. Find out which data to ask for and learn why the five factors matter to your health.

**Success Rate** 🚩

**99%**<sup>1</sup>

Out of 73 responses, 80% response rate

Of HSS patients **reported improvement** **within 12 months** after their treatment

**Patient Experience** ★

**90%**<sup>2</sup>

Of patients **would recommend HSS**

Over the national average of **70%**<sup>2</sup>

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★★★★★

**4.9** out of 5

Based on **5,629** patient ratings\*

**Complications** +

**0.3%**<sup>3</sup>

Complications within 90 days of procedure

**VS.**

**0.6%**<sup>3</sup>

National Rate

Lower is better

**Avoidable Hospital Visits** 🛡️

**0.82%**<sup>3</sup>

HSS Readmissions

**VS.**

**1.4%**<sup>3</sup>

National Rate

For outpatient procedures. Lower is better

**Procedure Volume** ▲

**2,204**

shoulder procedures per year<sup>1</sup>

Includes rotator cuff repair, labral repair, and shoulder replacement.

Source: <sup>1</sup>Source: HSS Internal Data, 2022, <sup>2</sup>CMS Care Compare, Feb 2025 Release. <sup>3</sup>FAIR Health, July 2021 – December 2022. \*Total service line ratings, January 2025.

**The five factors of reliability**

Ask your hospital for this information. The data will be different for each hospital you're comparing.

**🚩 Success Rate**  
Tracks whether patients report feeling better one year after treatment. *Higher is better.*

**★ Patient Experience**  
Would patients recommend this hospital to others? *Higher is better.*

**+ Complications**  
Shows how often patients develop medical problems while in the hospital. *Lower is better.*

**🛡️ Avoidable Hospital Visits**  
Shows how often patients need to be re-hospitalized after their initial treatment. *Lower is better.*

**▲ Procedure Volume**  
Practice makes perfect. Seek out a hospital with lots of experience doing this procedure. *Higher is better.*

**About rotator cuff repair**

**What**  
An orthopedic surgery in the shoulder which uses a small camera to repair a partially torn rotator cuff tendon or to reattach a completely torn tendon to the humerus (upper arm bone).

**Where**  
Takes place in a hospital or ambulatory surgery center.

**Length of Hospital Stay**  
Most patients go home the same day.

**Testimonials**

**"From pre-op to post-op and beyond, I was treated like a professional athlete, with compassion, care and understanding. Today, my 56th birthday... I benched pressed 315 pounds without any pain."**

Frank, Rotator Cuff Repair

[Click here to see our patient stories >](#)

**Ready to make an appointment?**

Speak with an HSS Specialist.  
Reliable care is good for your health.  
Or call us directly at 877.606.1555.

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**Endorsements**



Ranked #1 in the U.S. for orthopedics since 2010

A comprehensive comparison tool

# Hospital Reliability Scorecard

HSS

It's important to make informed decisions about your care. The following questions were designed to help you better understand the differences in how well a hospital performs your procedure for so you can avoid unnecessary risks. Ask your provider for this data. Much of the data is also available at [www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)

	HSS	National/State Rates		
<p><b>Success Rate</b> <i>Higher is better</i></p> <p><b>Q:</b> What is the patient-reported success rate for my procedure?</p>	<b>99%</b> <sup>1</sup> Of patients reported improvement	N/A		
<p><b>★ Patient Experience</b> <i>Higher is better</i></p> <p><b>Q:</b> Are patients likely to recommend this hospital? Ask for the "likelihood to recommend" metric from CMS Care Compare. <b>Tip:</b> look for stories from real patients on social media and the hospital website</p>	<b>90%</b> <sup>2</sup> Of patients would recommend HSS	<b>70%</b> <sup>2</sup> National Average		
<p><b>+ Complications</b> <i>Lower is better</i></p> <p><b>Q:</b> What is the complication rate for the hospital? For my procedure?</p>	<b>0.3%</b> <sup>3</sup> Complications within 90 days	<b>0.6%</b> <sup>3</sup> National Rate		
<p><b>🛡️ Avoidable Hospital Visits</b> <i>Lower is better</i></p> <p><b>Q:</b> What is the rate of re-hospitalizations for the hospital? For my procedure?</p>	<b>0.82%</b> <sup>3</sup> Avoidable Hospital Visits	<b>1.4%</b> <sup>3</sup> National Rate		
<p><b>▲ Procedure Volume</b> <i>Higher is better</i></p> <p><b>Q:</b> How many orthopedic patients does the hospital see each year? How many patients are seen with my specific condition?</p>	<b>2,204</b> <sup>1</sup> Shoulder Procedures	N/A		

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