

# UPMC Community Ophthalmology & Remote Access Programs (CORAP)

2024-2025

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# Flagship Initiatives In 2025

## **MOBILE EYE CARE FOR OLDER ADULTS & UNDERSERVED POPULATIONS**

Deliver eye care to underserved populations and older adults by meeting patients where they are. Our mobile models ensure early detection, timely treatment, and improved follow-through, preventing avoidable vision loss.

## **REMOTE SCREENING: EARLY DETECTION OF EYE DISEASE**

Close the CMS-identified care gap in diabetic eye screening by integrating remote imaging into primary care, enabling early detection and treatment of asymptomatic diabetic retinopathy before vision loss occurs.

# Mobile Clinic Services

## Basic & Comprehensive Eye Exams (Adult & Pediatric)

- Visual Acuity Testing
- Updated Glasses Prescriptions
- Imaging / Disease Screening: Diabetic Retinopathy, Glaucoma, Cataract, Macular Degeneration and more.

## Scheduling & Insurance

- Follow-up Appointment Scheduling
- Insurance Counseling / Letters of Referral
  - We facilitate Medicaid/Medicare applications and secure UPMC Financial Aid & Emergency Medical Assistance.
  - Patients insured out-of-network receive a letter of referral to share with their in-network providers.

## Eyeglasses

Uninsured patients are eligible to receive a pair of glasses from the Changing Life Through Lenses program.

Insured patients receive updated prescriptions and donated frames.



# Mobile Clinic Models

## Indoor Clinic

- eyeVan used as transport and storage for equipment
- Increased accessibility for patients with mobility issues
- Exams facilitated in gymnasium, rec. room or adjacent community space that can accommodate multiple exam lanes (15-20ft) for increased patient volume
- Allows for optimal exam conditions:
  - Temperature
  - Lighting
  - Increased patient privacy
  - Higher-bandwidth wireless connection



## Outdoor Clinic

- eyeVan used as exam room
- Optional, additional exam lanes set-up next to eyeVan in parking lot, park or adjacent outdoor community space (sub-optimal exam conditions)
- Allows facilitation of exams for underserved populations without the need for a secondary space

**Hybrid indoor-outdoor models are also being piloted.**



# Mobile Clinic Models



Most  
Common  
Model





# Key Patient Metrics: Mobile Vision Clinics

## Mission of Mercy (MOM)

November 2024 / October 2025

- 2024: 693 Patients
- 2025: 778 Patients

## eyeVan Clinics

2025

- 388 women
- 262 men
- \*Average Age = 53

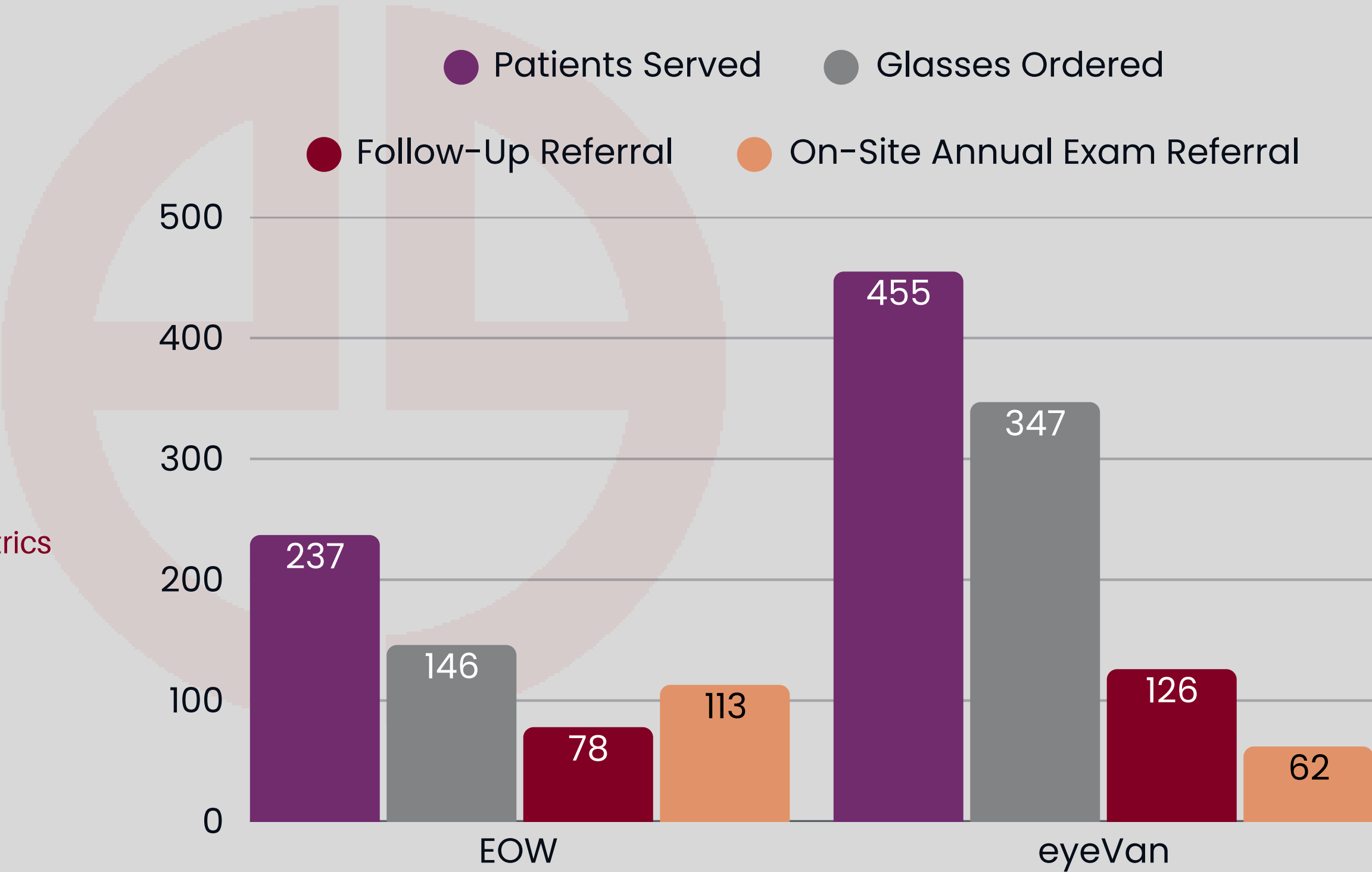
\*Excludes Washington High School clinic metrics

## Eyes On Wheels (EOW) Missions

2025

- 122 women
- 115 men
- Average Age: 48

Mobile Clinic Metrics: Q1-Q4 2025



# Patient Case Studies: eyeVan Mobile Vision Clinics

## Patient S – eyeVan @ Bedford Dwellings

An uninsured patient reporting no symptoms, S was found to have a macular hole requiring urgent intervention—an early detection only possible through onsite imaging.

## Patient T – eyeVan @ North Highlands II

A wheelchair-bound patient shared her gratitude with tears, saying the mobile clinic made her feel “cared for” after years of isolation.

## Patient J – eyeVan @ Homewood SRHS Wellness Pavilion

Identified through an eyeVan event, J was diagnosed with cataracts and glaucoma, underwent successful bilateral cataract surgery, and now enjoys improved vision.

## Patient W – eyeVan @ Bennett Place

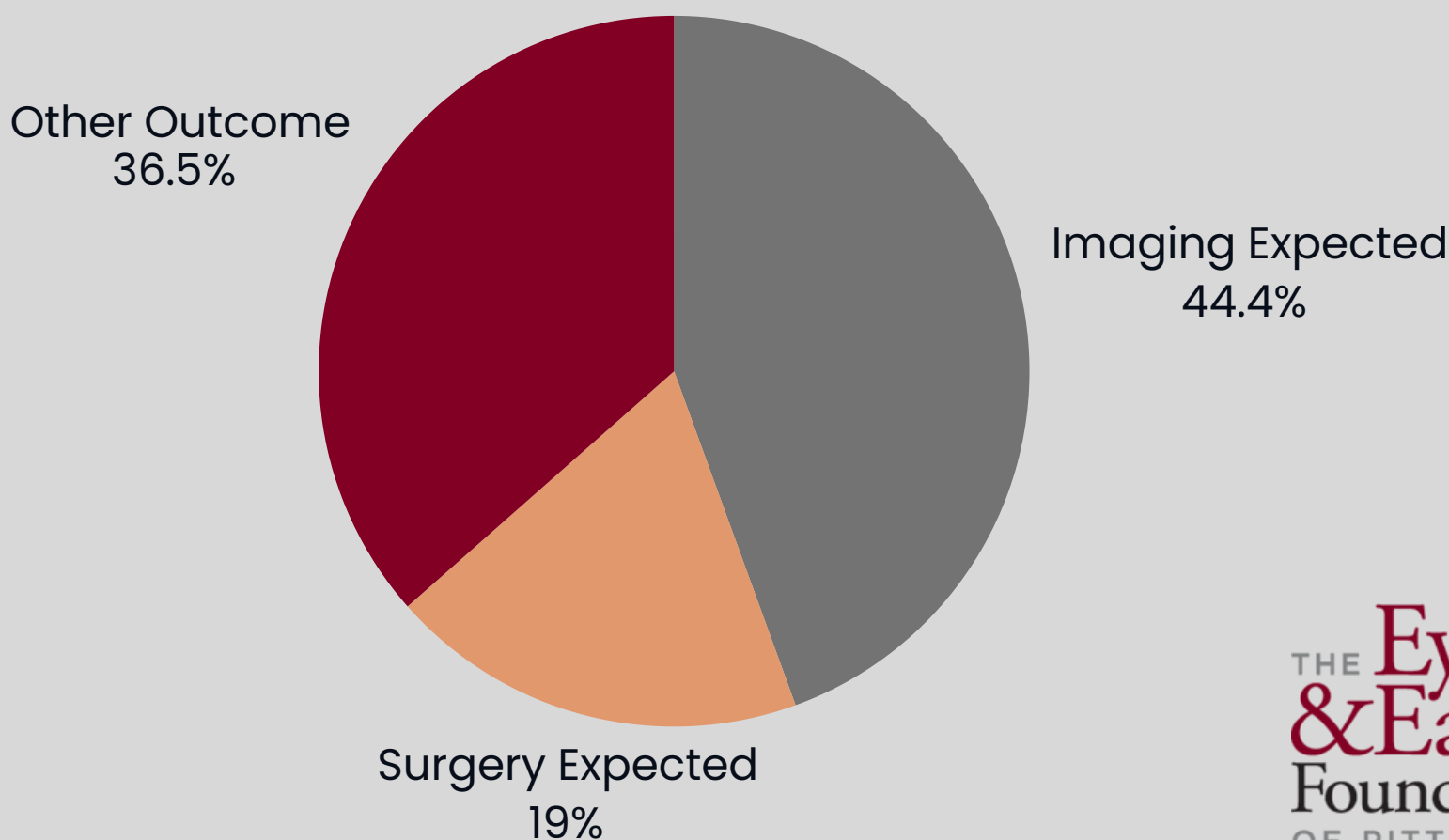
Referred from an early summer clinic, W is confirmed to have severe cataracts and is now scheduled for surgery after years without eye care access.

## Patient C – EOW @ Squirrel Hill Health Center

An uninsured, undocumented patient was found to have proliferative diabetic retinopathy. CORAP coordinated:

- Emergency Medical Assistance
- Laser therapy
- Follow-up care
- Family and PHAN support
- to prevent blindness.

## Expected eyeVan Referral Outcomes 2025





# Larger Scale Clinics

## Mission of Mercy (MOM25)

November 2-3, 2024 / October 24-25, 2025 - *Annual*

Two day, mass clinic event offering vision, dental and hearing services to underserved populations at no cost.

## Washington High School Glasses Drive

*September 3, 2025 - Annual*

Vision exams for underserved students at Washington High School, the majority of whom failed their vision screenings last school year. **122 students screened by UPMC Optometry / 102 pairs of glasses ordered** via Changing Lives Through Lenses.

Next Event: Friday, October 2 2026

## UPMC Community Vision Day 2025

*December 6, 2025 - Quarterly*

Mass eye clinic event at the Vision Institute for all patients, regardless of insurance status.

# Mobile Clinic Progress & Iteration: Summary

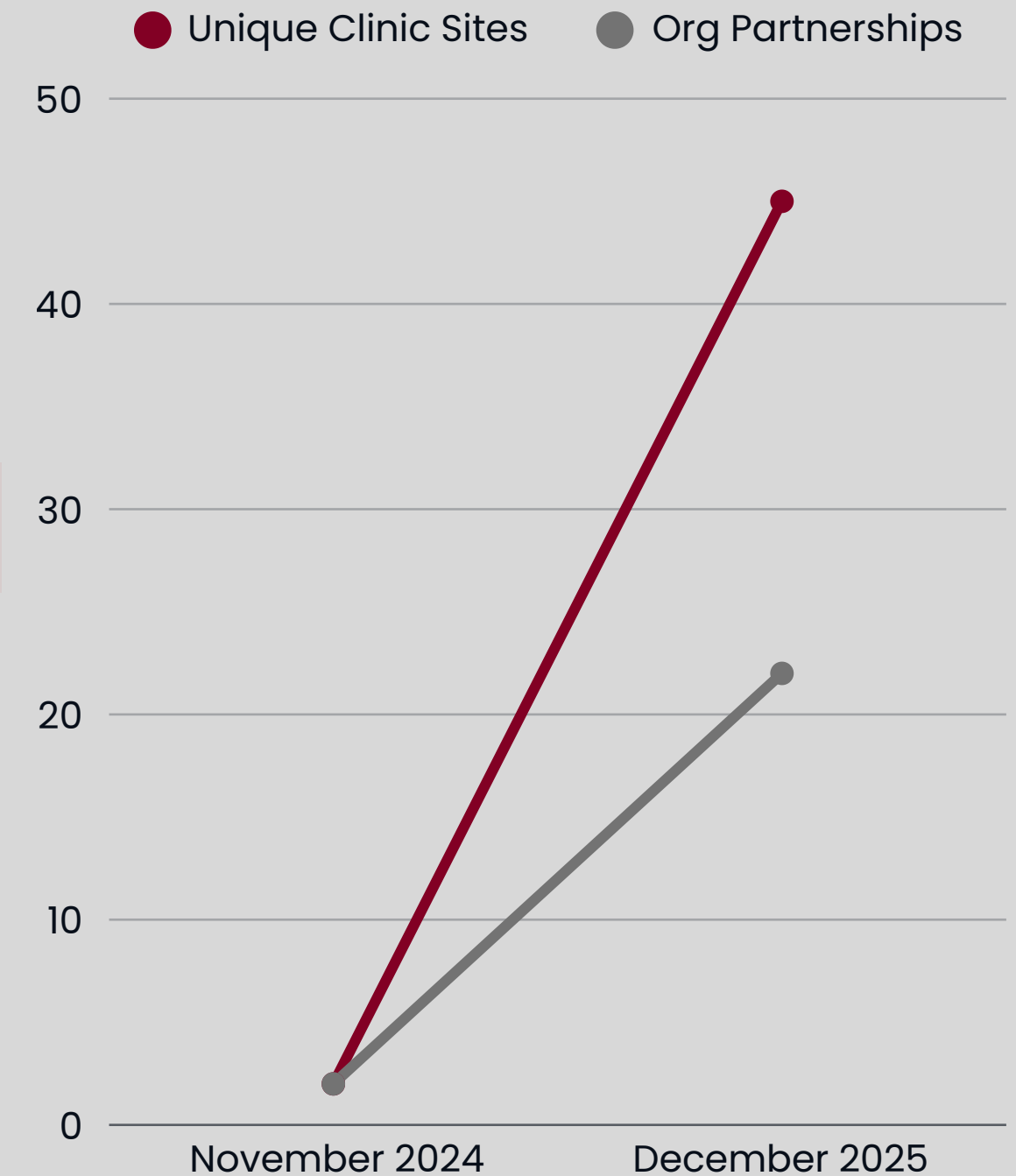
**777 patients have been seen via eyeVan + EOW since September 2024.**

CORAP is now spoiled for choice, boasting **48 engaged partner sites** and a full 2026 clinic schedule spanning Allegheny and the surrounding counties.

**Internal infrastructure and clinic protocols** were built, documented, and continuously iterated, including integration into the UPMC Ophthalmology ecosystem and tentative billing workflow for mobile clinics.

**Research designs and deliverables** focusing on the individual and systemic barriers to ophthalmic care, and the role of social work and community-based outreach in overcoming those barriers, were produced and submitted for approval and publication, utilizing CORAP patient data.

## eyeVan Partners



# CORAP Research Deliverables

## 2025 DSRP/SDoH Research Symposium

*Scaife Hall, University of Pittsburgh School of Medicine*

Eyes On Wheels student researcher James Whiteley and CORAP earned the 3rd Place Recipient of the Dr. Jeanette South-Paul Social Determinants of Health Enrichment Award.

- *Why Patients Don't Show Up: Comorbidities & Follow Up at a Free Eye Clinic*

## 2025 Association for Research in Vision and Ophthalmology

*(ARVO) Conference in Salt Lake City, Utah*

- *Social Determinants of Health and Insurance Disparities in Eye Care Access: Insights from a 2-Day Community-Based Event*
- *Opportunities for Remote Ophthalmology: Patient and Operator Experience Using an Automated Refractor*



# CORAP Research Deliverables

## UPMC Ophthalmology Research Retreat 2025

*UPMC Vision Institute Winter Garden*

- *When Eye Care Isn't the Priority: Missed Follow-Up After Community-Based Ophthalmologic Referrals*

## Implementation Science Papers

*Drafted Q4 2025*

- *A Real-World Model for Mobile Eye Care Delivery: Development, Implementation, and Sustainability of the EyeVan Program*
- *Improving Engagement in Community-Based Diabetic Retinopathy Screening Programs: Strategies and Implementation Outcomes*

## Medicina

*Review Articles submitted for publication in a special issue centering mobile units and social determinants of health:*

- *Through the Lens of Complexity: A Narrative Review of Systemic Barriers in Eye Care*
- *Eyes on Wheels: Closing the Eye Care Gap with Mobile Units*



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# Diabetic Retinopathy Screening Cameras (DRS)

iCare DRS



**40+ diabetic retinopathy screening cameras** are deployed in primary care and endocrine offices in Northwestern PA to address the 50%+ CMS care gap for diabetic eye screening. Images are reviewed by credentialed experts within 48-hours.

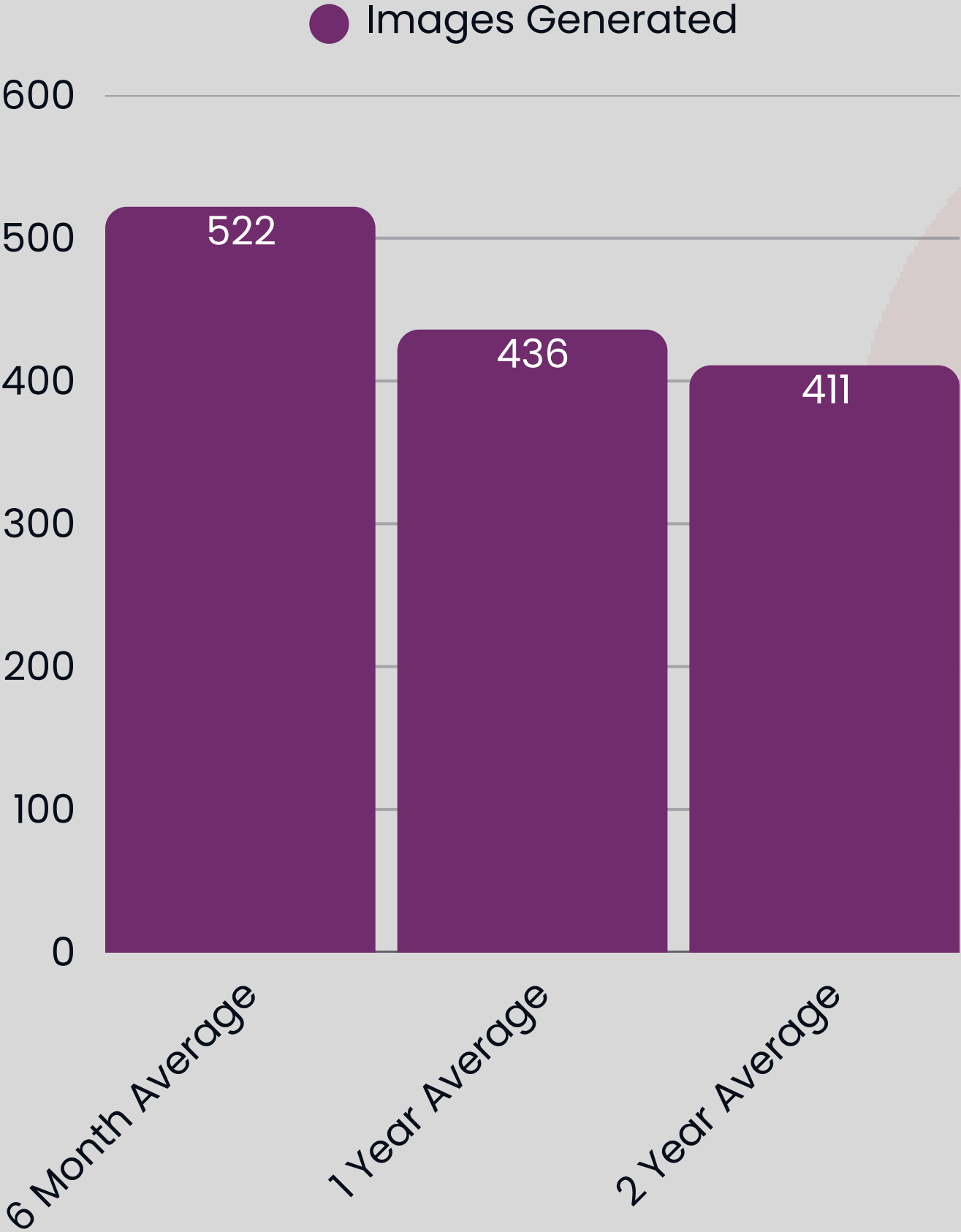
**All cameras were audited in 2025, allowing for reallocation of several devices and expansion to UPMC Western Maryland.**

These camera placements reduce unnecessary in-person exams, decrease the burden on patients without retinopathy and free specialists to focus on patients needing treatment.

iCare DRS Plus



# DRS Optimization Progress & Next Steps



Qualitative interviews of all partner site stakeholders are in progress. A preliminary report based on brief audit interviews informed protocol updates and reallocations.

Training Materials: updated, including Youtube videos  
Training Sessions: all sites re-trained

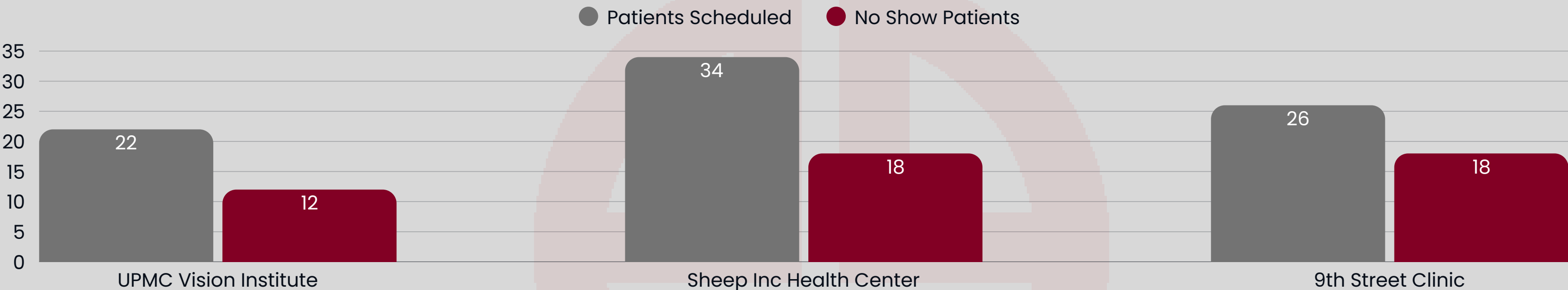
Sharing a monthly report with stakeholders has already positively impacted metrics, with all averages increasing since September 2024.

CORAP will collab with UPitt stakeholders in 2026 to analyze DRS metrics and qualitative interview data to produce research deliverables.

# Diabetic Retinopathy Screening Events

## PA Eye Day 2025

April 26, 2025 - Annual



State-wide screening event targeting diabetic retinopathy patients with open care gaps for retinal imaging across 3 sites.

## East Liberty Diabetic Retinopathy Clinics

May 21, 2025 - Quarterly / Next Clinic: September 30

CORAP technicians transport and operate additional retinal imaging cameras to East Liberty Health Center to augment their patient capacity for quarterly diabetic retinopathy screening events on-site by fielding additional cameras and staff.



# Remote Access Device Trials

## Optain Resolve Tabletop Retina Camera

### *Device Trial: Phase 1*

UPMC Enterprise, IT and CORAP collaborated with Optain stakeholders to develop a two-phase trial for implementation at the UPMC Vision Institute Urgent Eye Care Center (UECC) and Comprehensive Eye Service (CES) this Fall.

Phase 1 is in progress at the UPMC Vision Institute. The usability and image quality of the retina camera are being assessed by primary users in CES and UECC. Phase 2 is expected to launch in 2026 to assess Optain's backend capabilities and network integrations.



## TopCon NW400 Trial

In February 2025, CORAP collaborated with Topcon to embed NW400 fundus imaging cameras at two of the highest-performing partner sites. The trial was paused due to UPMC electronic health record connectivity issues. CORAP expects to reboot the trial in 2026 with the newer NW500 Fundus imaging camera (pictured to the left) when software approvals and integrations are completed by the Topcon and Ophthalmology IT teams.





# Patient Navigation

**CORAP supports uninsured patients in need of specialist follow-ups to secure coverage and/or financial aid for their medical bills.**

Dozens of patients currently rely on CORAP, namely Dr. Valeria Villabona Martinez, to track and maintain their coverage processes in collaboration with partner site social workers and the Pennsylvania Health Access Network.

As CORAP's mobile clinic initiative increases in scale, the deficits in patient navigation services for underserved patients seeking coverage for vision services further reveal themselves; to mitigate financial barriers to care, CORAP seeks additional partnerships and earnest, sustainable collaboration with UPMC Health Plan in 2026.



**Thank you, Dr. Villabona-Martinez!**

# Looking ahead...

## What's our vision for 2026?

- Pilot compliance and billing protocols for mobile vision clinic services
- Continued refinement of eyeVan clinic protocols: partner scheduling & patient follow-ups
- Continued optimization of the multi-state DRS program
- DRS clinic expansion with quarterly events at Magee Women's Hospital
- Ophthalmic device integration into Emergency Departments and Primary Care locations
- Integrating full-service, on-site ophthalmology telehealth suites in Primary Care locations





THANK YOU!





# Relevant Links

- [Q4 2024 Stakeholder Report](#)
- [Q1 2025 Stakeholder Report](#)
- [Q2 2025 Stakeholder Report](#)
- [Q3 2025 Stakeholder Report](#)