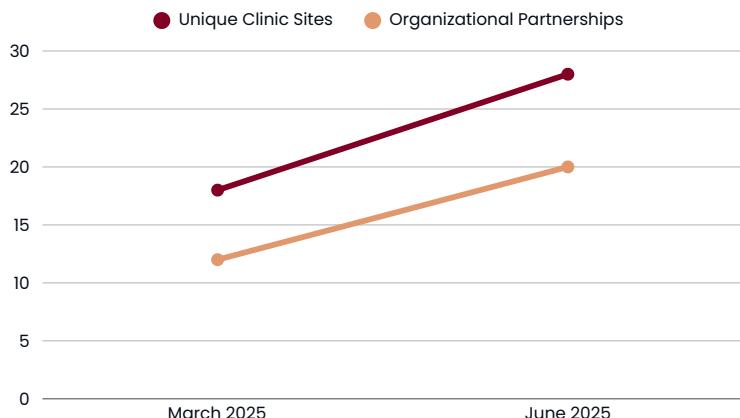


Q2 REPORT 2025

COMMUNITY OPHTHALMOLOGY & REMOTE ACCESS PROGRAMS (CORAP)

UPMC eyeVan Partners Q1 2025-Q2 2025



Overview

From April-June, **11 eyeVan clinics** and **8 Eyes On Wheels clinics** took place in Allegheny County and the surrounding counties, serving **174 total patients**. CORAP continued to expand its network of community partnerships throughout Q2, exceeding its goal of engaging at least 20 unique eyeVan partner sites by the end of Q2. By the end of Q3, CORAP expects to boast 35+ unique clinic sites. Notably, this includes new collaborations with Primary Care Health Services locations, expanding CORAP's reach into underserved areas via Federally Qualified Health Centers.

The team made progress integrating clinical operations with broader UPMC Ophthalmology workflows by refining insurance documentation and follow-up scheduling protocols. To support its growing workload, CORAP successfully onboarded a summer intern who made meaningful contributions by auditing clinic metrics, administering no-show surveys, and designing patient-facing materials.

In Q2, CORAP continued offering free glasses through Changing Life Through Lenses (CLTL) for all patients. Because CLTL is meant to support the uninsured, CORAP also drafted a new protocol for insured patients, **working with UPMC Optical to develop a Mobile Frame Kit for patients insured by UPMC For You/For Life** to order frames during mobile clinics at assisted living facilities. Donated frames are also being utilized to provide patients with additional options.



Pennsylvania Eye Day: April 26, 2025

As part of a state-wide initiative, CORAP partnered with UPMC Health Plan and two FQHCs - 9th Street Clinic and Sheep Inc Health Center - to facilitate a mass screening event for patients in need of their annual diabetic retinopathy screening.

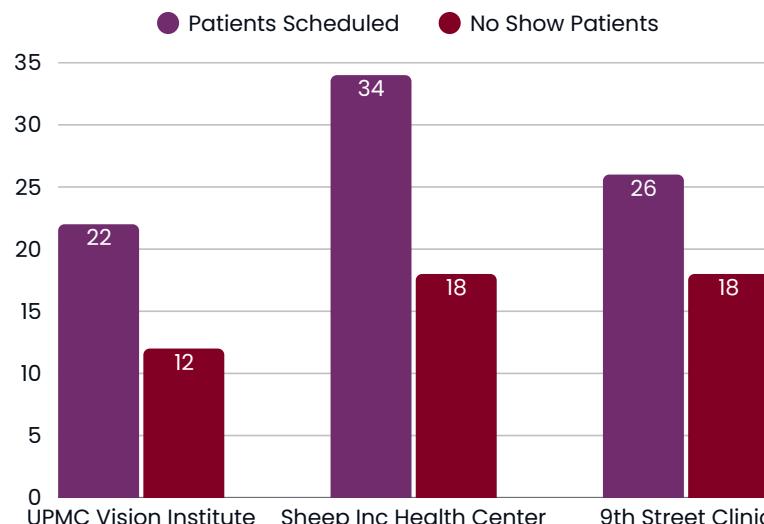
UPMC Health Plan targeted diabetic patients with open care gaps, scheduling them at the UPMC Vision Institute Urgent Eye Care Clinic and a Sheep Inc. Health Center location. Diabetics screened at the 9th Street clinic were uninsured patients of the McKeesport FQHC and were not billed for their screenings. Images from all locations were produced by ophthalmic technicians operating several top-of-the-line devices being trialed for ophthalmology telehealth, like the Optain Resolve picture below. Images were reviewed remotely, in real time, by UPMC Ophthalmologists.

Optain Resolve Tabletop Retina Camera



No-show rates in Pittsburgh matched the state-wide average of 50-60%. **Of the 84 patients scheduled, 48% were screened for diabetic retinopathy. Nearly 10% of patients seen were referred for prompt follow-up appointments.** Thank you to all the volunteers who supported Pennsylvania Eye Day!

PA Eye Day 2025 Appointment Metrics



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COMMUNITY OPHTHALMOLOGY & REMOTE ACCESS PROGRAMS (CORAP)

Remote Access Project Updates

UPMC Mobile Vision Clinics: Eye Care for Older Adults & Underserved Communities



Program Manager Zeila Hobson and Ophthalmic Tech Brenda Kirk take a "silly break" during a pediatric mission.

UPMC VI eyeVan: A Staff-Driven Program

The UPMC eyeVan is the flagship initiative of CORAP's mobile vision program, bringing comprehensive vision clinics to senior living facilities and other non-traditional sites during office hours. CORAP's ability to facilitate staff-driven eyeVan events during regular clinic hours expanded access to care beyond traditional settings to 11 locations in Q2 2025.

Adults

At eyeVan clinics in April-June, **72 women and 48 men received care; their average age was 43 years old** and the majority of them (88) reported insurance coverage.

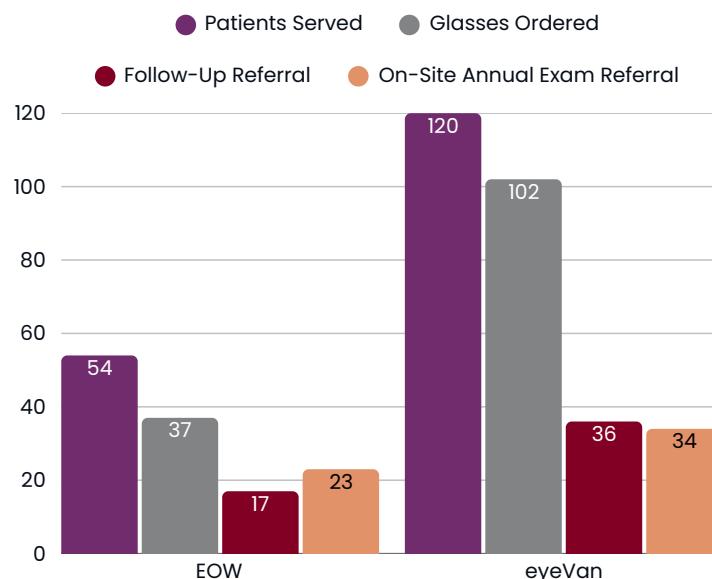
Peds

Three pediatric clinics were facilitated for uninsured children referred from Salud Para Niños and underinsured children referred from UPMC Hilltop Family Care Connections and Washington High School, serving a **total of 37 children** in need of comprehensive vision exams.

New Patients & Referrals

Reflecting the trend in Q1, most patients (~82%) served by the UPMC eyeVan in Q2 are new to UPMC Ophthalmology and cite the convenience of location as the primary reason for attending. **~29% of patients seen at eyeVan clinics in Q2 were referred for specialist appointments** at the Vision Institute or satellite locations. Of those referred patients, **~53% of cases have an expected surgical outcome**.

Mobile Clinic Metrics: Q2 2025



PittMed Eyes On Wheels: A Student-Driven Program

Eyes On Wheels (EOW) is a student-led initiative that provides comprehensive vision clinics at Federally Qualified Health Centers across the Pittsburgh region at least twice a month during evenings and weekends, with essential support from volunteer staff.

Patient Metrics & Referrals

At EOW clinics in April-June, **32 women and 33 men received care**. The majority of patients who attend Eyes On Wheels events are uninsured due to their citizenship and/or low-income status.



New logo reflecting the Eyes On Wheels rebrand!

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COMMUNITY OPHTHALMOLOGY & REMOTE ACCESS PROGRAMS (CORAP)

Remote Access Project Updates

UPMC Mobile Vision Clinics: Eye Care for Older Adults & Underserved Communities

Successes

The **UPMC eyeVan Initiative** maintained momentum in Q2 2025 by partnering with additional property management companies, such as Brandywine Property Management, non-profit organizations like Abiding Missions, and healthcare institutions like Primary Care Health Services.

120 patients were served across 11 locations in the Pittsburgh region, with most clinics occurring in CORAP's target zip codes: Homewood and the Hill District. **85% of eyeVan patients ordered a pair of glasses via Changing Life Through Lenses**. The majority of patients seen at eyeVan events were new to UPMC Ophthalmology, implying that the eyeVan initiative can augment patient metrics for the department and provide billable services to most patients when UPMC stakeholders develop those protocols.

As a dynamic team that learns by doing, CORAP has tightened workflows for eyeVan clinics based on their 5 months of eyeVan clinic experience, such as:

- Developing three distinct clinic models (indoor, outdoor, hybrid) to better meet patients' accessibility needs.
- Tightening patient scheduling protocols and requirements for each clinic model.
- Refining clinic documentation based on patient feedback and clinic experiences.
- Implementing a debrief cadence with eyeVan partners that includes a satisfaction survey.

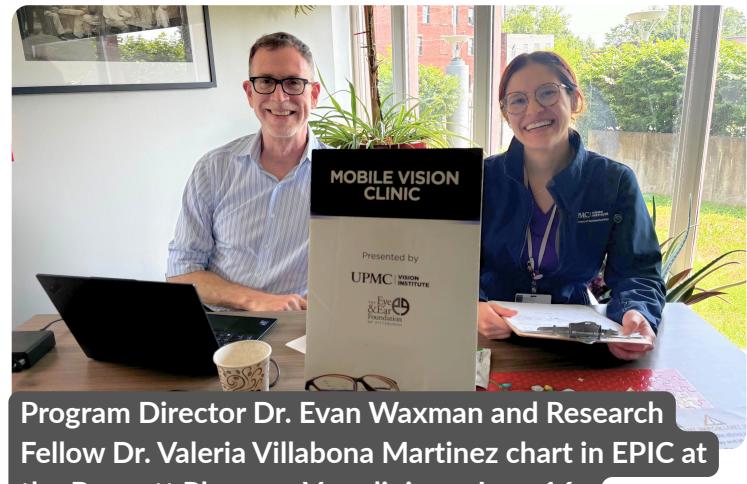
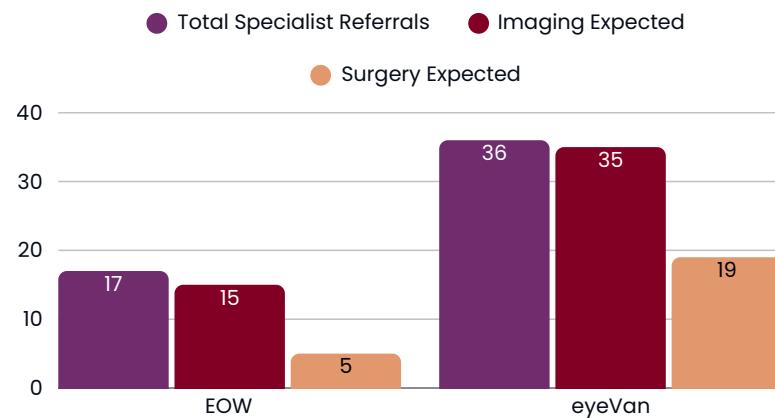
Challenges

Operational challenges persisted this quarter due to the necessary maintenance of both mobile vision vehicles, particularly the Eyes On Wheels (EOW) van. **Despite this, student volunteers demonstrated extraordinary commitment and resilience**—transporting all clinical equipment by hand from the Vision Institute to the Birmingham Clinic in early June to deliver care.

What's Next

Additional partnerships with the Housing Authority of Allegheny County and Primary Care Health Services are in development for Q3 2025. CORAP also plans to integrate a patient satisfaction survey into the mobile clinic workflow.

Expected Referral Outcomes from Mobile Clinics: Q2 2025



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COMMUNITY OPHTHALMOLOGY & REMOTE ACCESS PROGRAMS (CORAP)

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UPMC Mobile Vision Clinics: Eye Care for Older Adults & Underserved Communities

Case Studies & Testimonials

Ms. Jean / eyeVan @ Thelma Lovette YMCA



"Hello, my name is Jean and I'm here with UPMC Vision. They came to see us through the Macedonia FACE program. We are very grateful that they came in. This is part of our health and we want to keep well. I participated along with many other participants. Thank you so much for coming in... I filled out a survey, I got a thorough eye exam with the eye drops and now I'm moving on to the next stage but thank you very much for coming to see about us and I am going to be referring your organization to my church."

[Click Here](#) to view Ms. Jean's testimony video.

A UPMC account is required to access the video.

Patient C / EOW @ Squirrell Hill Health Center

Patient C, a 62-year-old, was referred from an Eyes On Wheels clinic at a Squirrel Hill FQHC after being flagged for bilateral diabetic retinopathy. The patient had run out of insulin weeks prior and was hesitant to apply for Medicaid due to their lack of Social Security number.

Patient C was seen at the Vision Institute and diagnosed with Proliferative Diabetic Retinopathy (without Diabetic Macular Edema). With support from CORAP, they received the necessary laser procedure to treat their diabetic retinopathy and applied for Emergency Medical Assistance via Pennsylvania Health Access Network (PHAN). CORAP worked with the patient, their family, PHAN, and UPMC stakeholders to ensure Patient C received necessary vision care to avoid progression of the disease and blindness

Patient J / eyeVan @ Homewood CEC

Patient J, a 79-year-old insured individual, was referred from an EyeVan clinic at the Pitt Med School of Health and Rehabilitation Sciences Wellness Pavilion, located in the Homewood Community Engagement Center. He presented with symptoms of cataracts and glaucoma, both of which were confirmed during follow-up visits at the UPMC Vision Institute.

Given the severity of his cataracts and their impact on vision, he underwent successful cataract surgery in both eyes. He is now being monitored for glaucoma. At his most recent post-operative visit, Patient J reported improved vision.

These cases illustrate the effectiveness of CORAP in identifying, diagnosing, and supporting patients through specialty care, ultimately improving visual outcomes and quality of life for patients who wouldn't receive vision care otherwise.



Q2 REPORT 2025

COMMUNITY OPHTHALMOLOGY & REMOTE ACCESS PROGRAMS (CORAP)

Remote Access Project Updates

Remote Screening: Early Detection of Eye Disease

CORAP aims to close the CMS-identified care gap (50%+) in diabetic eye screening by integrating remote imaging into primary care offices, enabling early detection and treatment of asymptomatic diabetic retinopathy before vision loss occurs. Currently, 40+ screening cameras are deployed in primary care and endocrine offices in and outside the UPMC network. These sites generate images, then securely transfer them to remote ophthalmologists who expertly interpret them within 48 hours. This workflow reduces unnecessary in-person exams, decreasing the burden on patients without retinopathy and freeing specialists to focus on patients in need of treatment.

Successes

Since Q1, CORAP has completed preliminary outreach to all 40+ partner sites to confirm contact information, device serial numbers, and camera condition. Comprehensive qualitative interviews are underway, with initial stakeholder discussions providing early insights into workflow strengths and barriers. Training refreshers were delivered during the preliminary survey stage, which have improved image quality, even if utilization volume has not yet shifted.

Device audits have led to the collection of two cameras for reallocation or trade-in. Multiple potential partner sites eagerly await delivery of a camera, and CORAP expects to collect several more from partner sites that do not plan to utilize the camera further. The team hopes to embed cameras at Turtle Creek and expand regional capacity by placing cameras at UPMC Western Maryland and UPMC Hamot (Erie, PA).

To encourage utilization, CORAP expects to launch monthly performance reports highlighting top-performing and most-improved sites. In parallel, the team plans to roll out messaging that highlights camera utilization as a way to strengthen HEDIS and STAR scores, further incentivizing practice-level engagement and creating a win-win scenario for patients and practices.



Current Devices

iCare DRS / DRS+

Challenges

Significant technical progress has been made: newer iCare DRS camera models can now upload images directly to FORUM (and be viewed via EPIC), ensuring seamless integration and closing a major workflow gap.

For indigent clinics lacking EMRs, CORAP established an alternative manual-upload process managed by the project specialist.

What's Next?

- Produce a preliminary report based on data collected during the device audits.
- Complete qualitative data collection to inform the comprehensive report.
- Reallocate cameras to Turtle Creek, Western Maryland, and Erie partner sites.
- Develop and disseminate updated training materials and patient scheduling protocols modeled after high-performing sites.
- Begin collaboration with a University of Pittsburgh graduate student to develop research protocols and track patient impact/outcomes.

Q2 REPORT 2025

COMMUNITY OPHTHALMOLOGY & REMOTE ACCESS PROGRAMS (CORAP)

Research Projects

Two of CORAP's original research projects were presented at the 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*

The following manuscripts will be finalized and submitted to "Medicina" and other peer-reviewed journals in Q3:

- *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*

These articles, created in collaboration with University of Pittsburgh statisticians and student researchers, focus on the individual and systemic barriers to ophthalmic care, and the role of social work and community-based outreach in overcoming those barriers.

CORAP also expects to draft implementation science papers in Q3-Q4 that reflect the iterations and outcomes of the mobile vision clinic initiatives, namely the operations of the UPMC eyeVan and the Diabetic Retinopathy Screening Project. Sample titles include:

- *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*

CORAP Patient Coverage

Navigating today's healthcare system is challenging—even more so when medical needs intersect with social barriers such as language, citizenship status, or economic insecurity. For patients facing these compounded obstacles, simply accessing the care they qualify for can become a major hurdle. CORAP's post-doctoral research fellow, Dr. Villabona-Martinez, continued to take a hands-on approach to helping patients overcome these challenges in Q2. Dr Villabona Martinez has developed a partnership with the Pennsylvania Health Advocacy Network to support patients. Her systematic documentation (developed by guiding patients referred from community outreach events through complex insurance and financial assistance processes via one-on-one consultations with them and their families) will inform CORAP-GPT, an AI-powered assistant via Pitt Med that will help future staff and volunteers respond to patient needs more efficiently to scale compassionate, informed navigation support across programs.



Dr. Villabona Martinez engages with an interview about her research regarding a vendor's automated refraction device at ARVO 2025.



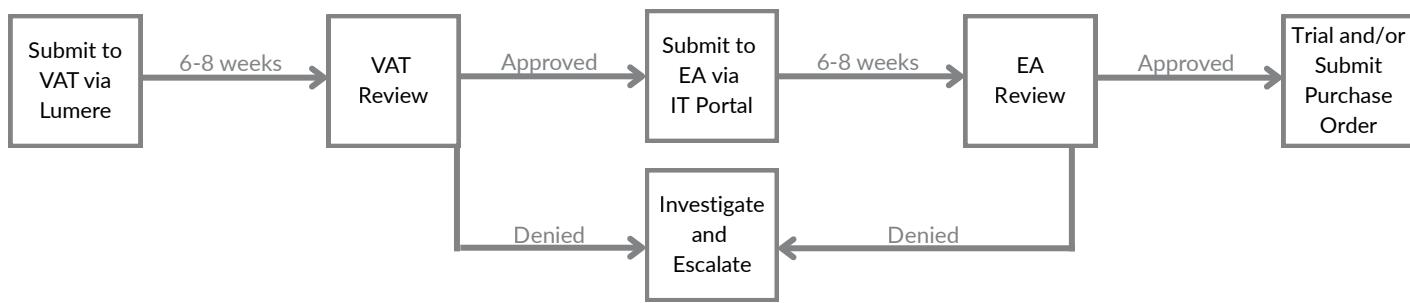
Former CORAP coordinator and current UPMC Ophthalmology PGY1, Dr. Paula Sepulveda-Beltran, poses with Program Manager Zeila Hobson and their research poster on systemic barriers to ophthalmic care.

Q2 REPORT 2025

COMMUNITY OPHTHALMOLOGY & REMOTE ACCESS PROGRAMS (CORAP)

Remote Access Project Updates

Device Approvals & Clinical Trials



As part of its mission to innovate ophthalmic care delivery in nontraditional settings, the CORAP team is actively evaluating remote diagnostic devices from multiple vendors. By trialing different models in real-world outreach environments, we aim to identify the equipment and workflows that function best across varied settings.

In Q2, CORAP monitored the approval process for the range of devices and software submitted through UPMC's clinical technology evaluation pathways in Q1. Ongoing staff shortages at the Vision Institute have stalled device clinical trials. As a result, **CORAP has shifted its device trial strategy by opting to conduct device evaluations during mobile clinics wherever feasible**—ensuring progress continues amid internal constraints. These trials will inform future purchasing decisions and ensure that the tools UPMC Ophthalmology deploys are not only clinically effective but also practical for use in the field—supporting both the quality and sustainability of remote vision care.

TopCon NW500 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 still expects to reboot the trial in Q3 with the newer NW500 Fundus imaging camera when software approvals and integrations are completed by the Topcon and Ophthalmology IT teams. Progress has been made in collaborating with Topcon to integrate their proprietary software into UPMC Ophthalmology systems.

Expected Mobile Trials

Device	VAT	EA	Description
Topcon Tempo	Approved	Submitted	Visual Field / Perimetry
*Topcon Maestro2	Approved	Approved	Automated OCT
Essilor VS700	Approved	Submitted	Automated Refraction / Kerametry
Optain Resolve	Approved	Submitted	Portable / Automated Fundus Imaging Camera

*Trial In Progress

Q2 REPORT 2025

COMMUNITY OPHTHALMOLOGY & REMOTE ACCESS PROGRAMS (CORAP)

Thank you to all our partners, sponsors, volunteers and staff!

eyeVan Partner Organizations & Sites

New partner sites are emboldened

South Hills Square Retirement Resort
1320 Greentree Road, Pittsburgh, PA 15220

Macedonia FACE

- K. Leroy Irvis Towers: 715 Mercer Street, Pittsburgh, PA 15219
- Thelma Lovette YMCA: 2114 Centre Avenue, Pittsburgh, PA 15219
- Beliefied Dwellings: 4400 Centre Ave, Pittsburgh, PA 15213

Housing Authority City of Pittsburgh

- Bedford Dwellings Envision Center: 2305 Bedford Avenue, Pittsburgh, PA 15219

Neighborhood Resilience Project

- NRP Headquarters: 2038 Bedford Ave, Pittsburgh, PA 15219
- Dorothy Davis Learning Center: 1410 Marion Cir, Clairton, PA 15025

SRHS Community Engagement Centers

- Homewood CEC: 622 N. Homewood Ave., Pittsburgh, PA 15208
- Hill District CEC: 1908 Wylie Avenue Pittsburgh, PA 15219

Steel City Squash (Peds) (SCS)

624 Larimer Ave, Pittsburgh, PA 15206

Vision Services of Washington-Greene Counties (VSWGC)

566 E Maiden St, Washington, PA 15301

Hosanna House

807 Wallace Avenue, Wilkinsburg, PA 15221

Bethany Christian Ministries Location(s)

- Bethany Center: 7745 Tioga Street Pittsburgh PA 15208
- Marian Plaza: 8601 Bricelyn Street Pittsburgh PA 15221
- Bennett Plaza: 7245 Bennett Street Pittsburgh PA 15208
- Homewood Station: 7202 Susquehanna Street Pittsburgh PA 15208

Penn Rose Property Management

- North Highlands 1: 100 Felicity Drive, Pittsburgh, PA 15237
- North Highlands 2: 110 McIntyre Road, Pittsburgh, PA 15237
- Christopher Smith Terrace: 2829 Bedford Avenue, Pittsburgh, PA 15219
- Allegheny Apartments: 401 W. Commons, Pittsburgh PA 15212

Alliance Health Fair

Alliance Center Church: 250 East Ohio Street, Pittsburgh, PA 15212

Penn State @ Greater Allegheny Campus

4000 University Drive, McKeesport, PA 15132

Vintage Senior Center

421 N Highland Ave, Pittsburgh, PA 15206

Homewood House

7130 Frankstown Avenue Pittsburgh PA 15208

Presbyterian SeniorCare

- Fairmont Apartments: 5461 Penn Ave, Pittsburgh, PA 15206
- Silver Lake Commons: 6935 Frankstown Ave, Pittsburgh, PA 15208
- Longwood at Oakmont: 500 Route 909, Verona, PA 15147
- Forward Shady Apartments: 5841 Forward Ave, Pittsburgh, PA 15211

Hilltop Family Care Connection
1630 Arlington Avenue PGH PA 15210

Casa San Jose
Address Unavailable

Islamic Center of Pittsburgh
4100 Bigelow Blvd, Pittsburgh PA 15213

Brandywine Property Management

- Port Vue: 1810 Myer Ave McKeesport PA 15133
- Shady Park Place: 415 LOBINGER Ave, North Braddock, PA 15104
- Harriet Tubman Terrace: 550 Negley Run Boulevard in Pittsburgh, PA

Primary Care Health Services

- Alma Illery Health Center: 7227 Hamilton Ave, Pittsburgh, PA 15208
- McKeesport Family Health Center: 627 Lysle Blvd, McKeesport, PA 15132

Homewood Healthy Active Living Center
7321 Frankstown Ave, Pittsburgh, PA 15208



Q2 REPORT 2025

COMMUNITY OPHTHALMOLOGY & REMOTE ACCESS PROGRAMS (CORAP)

Thank you to all our partners, sponsors, volunteers and staff!

Eyes On Wheels Partner Sites

2nd Avenue Commons
700 2nd Ave. Pittsburgh, PA 15219

Alma Illery Medical Center
7227 Hamilton Avenue, Pittsburgh, PA 15208

Birmingham Clinic
1515 Locust St., Suite 705 Pittsburgh, PA 15219

Braddock Family Health Center
404 Braddock Ave, Pittsburgh, PA 15104

East End Community Center
117 N Negley, Pittsburgh, PA 15206

McKeesport 9th Street Clinic
410 Ninth Street, McKeesport, PA 15132

Sheep Inc Health Center
11817 Frankstown Road, Penn Hills, PA 15235

Squirrel Hill Health Center
4516 Browns Hill Rd, Pittsburgh, PA 15217

East Liberty Family Healthcare Center
6023 Harvard St, Pittsburgh, PA 15206

Allies for Health & Wellbeing
5913 Penn Ave 2nd Floor, Pittsburgh, PA 15206

Midland Health Center
754 Ohio Ave, Midland, PA 15059

CORAP Sponsors

Eye & Ear Foundation - Jewish Healthcare Foundation - Henry L. Hillman Foundation - Nancy Washington - PA Medical Society - Brother's Brother Foundation - EssilorLuxottica Changing Life Through Lenses

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