

# Q4 REPORT 2024

## OPHTHALMOLOGY COMMUNITY OUTREACH & REMOTE ACCESS PROGRAMS

### Summary

This report is technically a T3 (3rd Third of the Year) report as it reflects the efforts and impact of the Ophthalmology CORAP Team's efforts since the onboarding of their Program Manager and Ophthalmic Technician in early September. There was an uptick in service in November due to the success of Mission of Mercy 2024 (MOM24) and the addition of two eyeVan clinics at senior-living facilities alongside Guerilla Eye Service (GES) missions. In Q4, underserved patients of various ages, races, financial backgrounds and creeds were provided necessary care, offered complimentary glasses via Changing Life Through Lenses, scheduled for follow-up appointments and provided insurance counseling. December was a strategic planning period with a documentation/partnership focus.

### Challenges

The biggest challenges that CORAP faced as a fledgling team included lack of engagement from potential partner sites with eyeVan service proposals, lack of volunteer interest/availability for MOM24 and rapidly establishing internal infrastructure such as scheduling and insurance workflows, stakeholder feedback loops and research databases. As a start-up embedded in a larger institution, the team worked diligently to brainstorm new approaches to care, gain necessary permissions, build rapport internally and externally, and develop processes and procedural documentation that seamlessly integrated their efforts into preexisting workflows at the VI.

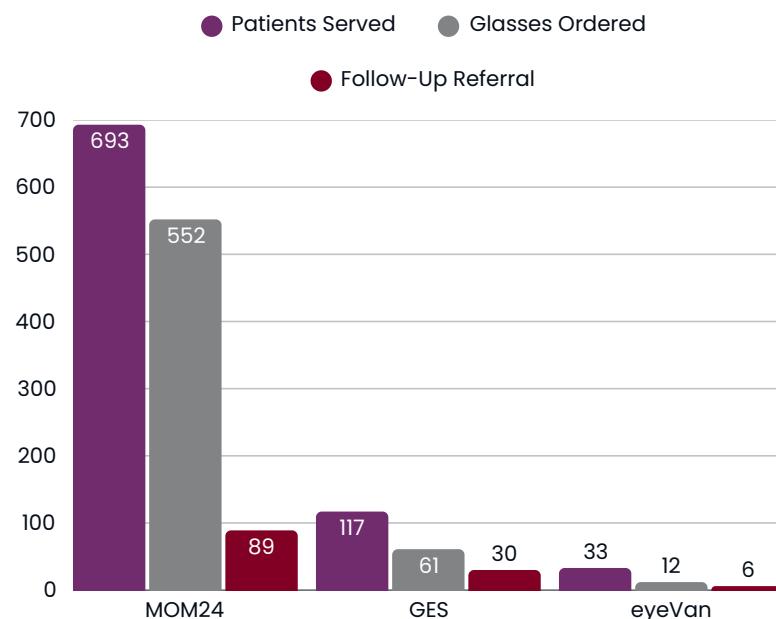
### eyeVan Missions

#### eyeVan / K.L. Irvis Towers / Nov. 6

Educational seminar and indoor vision clinic, including prescriptions, CLTL glasses and/or imaging for 19 patients. Spacial and connectivity issues plagued service, as did no-shows for scheduled care. Many patients walked up for care, yielding an unexpected data point: employees of the facility that otherwise do not have time for care were eager to engage with the clinic. A second clinic is currently being scheduled in Q1 2025.

#### eyeVan / South Hills Square Retirement Resort / Nov. 7

Outdoor vision clinic including updated prescriptions, provision of reading glasses and/or imaging for 14 patients. Though accessibility to the eyeVan for elderly patients was limited, patients (14) were excited about and satisfied with the clinic. Another clinic at this location has been scheduled for Feb. 19, 2025.



### Patient Demographics

#### Sex & Age

At eyeVan clinics, 26 women and 9 men received care; their average age was 74. At MOM24, 360 women, 269 men and 3 nonbinary individuals, received care; their average age was 50. Children (57) also received care at MOM24; their average age was 10.

#### Race

534/693 MOM patients identified their race: the majority were White (266) and Black (202). The rest selected Asian (31), American Indian/Alaska Native (16), more than one race (14) and Pacific Islander (2). 104 MOM patients identified themselves as Hispanic. Of the 30 responses received from eyeVan patients, the majority were White (16) and Black (13); 1 patient identified themselves as Asian.

#### Income

Excluding the 14 patients seen at South Hills Sq. Retirement Resort, patients at all missions were low-income. The reported (343/693) average income for MOM patients was \$28,527. The reported (6/19) average income for eyeVan patients was \$31,296.

### MOM24 Patient Coverage

462 MOM24 patients reported their insurance status. Insured patients were covered by Medicare (108), CHIP/Medicaid (90), private insurance (77), or other public insurance.



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### Project Updates

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

Despite a slow start due to lack of engagement from potential partner sites in July-September, CORAP facilitated two eyeVan clinics at assisted living facilities in November. CORAP has established partnerships with adjacent departments and organizations such as UPMC Health Plan, the Neighborhood Resilience Project, Macedonia FACE and many more, leading to 7+ planning sessions with various facilities scheduled in January 2025. CORAP expects to schedule (bi)weekly eyeVan missions in February and March in relevant facilities and neighborhoods. Due to the eyeVan's accessibility limitations for older adults, clinics for elders will take place indoors in 2025. A pediatric mission has been scheduled at a new partner site on February 24, 2025, allowing children that have been on the Salud Para Ninos waitlist since February 2024 to finally receive the care that they need. CORAP has also embedded itself in GES missions, ensuring at least 1 team member attends each mission and working with students to better engage volunteers, develop procedural documentation, and improve volunteer training practices to increase the efficiency of GES missions.

#### Remote Screening & Testing

Now that internal infrastructure (insurance protocols, appointment scheduling, patient tracking) is established, CORAP has assigned a team member to co-lead the Diabetic Retinopathy Screening (DRS) Camera initiative alongside the current project manager to improve camera utilization at 30+ satellite locations. In Q1 2025, CORAP expects to conduct qualitative interviews with DRS Camera sites willing to engage, create updated training materials, and build credibility with key stakeholders via proposal presentations. Progress has also been made regarding the establishment of vision suites (2) at comprehensive and emergency sites (such as the Wilford Payne eyeRoom at Alma Illery Health Center) with key stakeholders beginning to collaborate to get the project off the ground in 2025. CORAP expects to draft detailed project plans and timelines for remote access and monitoring initiatives by February 28, 2025, prioritizing the DRS Camera and Comprehensive Care/Emergency Department research projects in addition to their clinical work.

#### Research

CORAP Research Fellows developed a codified database for all social determinants data received during their various clinics, with the exception of GES patient data. This database houses responses to their clinical research survey and tracks the need for follow up appointments. Two abstracts based on this data were developed and submitted to the Association for Research and Vision in Ophthalmology (ARVO) Conference. Other conferences and journals for submission have been identified, and a small team of medical students is assisting CORAP with literature review and drafting of research deliverables. By the end of Q1 2025, CORAP aims to secure further IRB approval for their developing projects, summarize qualitative insights regarding their efforts so far and begin drafting research deliverables in earnest. CORAP also plans to generalize and expand their data collection efforts to include GES missions and to refine their surveys and screening questionnaires to include optimized systemic disease and insurance coverage questions in Q1 2025.

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