



Quality and Outcomes Report



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Doctor-Led: Advancing Visionary Care Through Clinical and Medical Leadership

A Message from Our Chief Executive and Chief Clinical Officers

We believe doctors make the best clinical decisions. Our unique doctor-led structure ensures that optometrists and ophthalmologists drive the future of patient care while preserving their clinical autonomy.

As the nation’s leading clinically integrated eye care organization, we are proud to share our first Quality and Outcomes Report. This report underscores our commitment to providing the best possible outcomes for our patients, driven by data, technology and the pursuit of excellence. Through clinical integration, we continue to enhance care coordination, ensuring patients receive the right care at the right time.

The Medical Executive Board (MEB) is a cornerstone of our approach, providing direct guidance to senior management and the EyeCare Partners (ECP) Board of Directors. Composed of practicing providers, it not only shapes best practices in clinical care, but also advocates for our profession within governmental and industry bodies. Our commitment to innovation is embodied in the EyeCare Partners Innovation

Center (EPIC), which unites the expertise of over 1,000 eye care providers with cutting-edge data insights. By integrating clinical data at an unprecedented scale, EPIC enhances decision-making, optimizes patient outcomes and supports groundbreaking research.

This collaborative approach — bridging private practices, academic institutions and industry partners — positions us at the forefront of vision care advancements. You can read more about this approach in this report.

This past year marked a transformative period for the MEB and EPIC, with significant progress across our strategic goals. We strengthened provider retention efforts and facilitated collaboration with leaders across a united ECP culture. We supported increased data integration fueling research, quality and operational efficiencies. Today, EPIC and the MEB operate as a fully integrated leadership body, ensuring that physician-driven insights shape every aspect of our strategic growth.

Looking ahead, we are committed to advancing education and innovation. We are accelerating the adoption of technologies and therapies to elevate patient care across our network.

Through clinical integration, we continue to enhance care coordination, ensuring patients receive the right care at the right time.



Chris Throckmorton
Chief Executive Officer



Antonio Capone Jr., M.D.
Chief Clinical Officer

Excellence in Eye Care: A Unified Commitment to Quality and Innovation

A Message from Our Division Presidents

At EyeCare Partners (ECP), our commitment to delivering high-quality, patient-centered care is at the heart of everything we do.

Our Quality and Outcomes Report highlights the exceptional work of our optometry and ophthalmology teams in advancing clinical excellence, research and innovation.

Ophthalmology recorded a total of 1.2 million patient visits. Patient experience continued to be a primary focus. The company upheld its strong reputation and review scores.

Our strength lies in collaboration — between optometrists and ophthalmologists, between clinical teams and support staff, and across the diverse communities we serve. Our team includes world-renowned centers of eye care excellence and leaders from every specialty and subspecialty.

Our strength lies in collaboration — between optometrists and ophthalmologists, between clinical teams and support staff, and across the diverse communities we serve.

Our providers are on the front lines of diagnosing, managing, and treating a wide range of vision and ocular health conditions — from routine refractive care to complex diseases such as glaucoma, macular degeneration and diabetic retinopathy. By leveraging advanced diagnostics, innovative treatment options, and a commitment to ongoing education and research, ECP is shaping the future of eye care to enhance patient lives across every stage of vision health.

In 2024, ECP achieved growth and impact throughout its network. The organization welcomed 93 new optometrists and 28 new ophthalmologists. Over the year, ECP conducted 1.47 million Optometry eye exams, while

Our commitment to education and research fuels advancements that shape the future of eye care, positioning us as a leader. Most importantly, our collective focus on quality strengthens trust with our patients, referring physicians and health care partners.

Delivering this level of care would not be possible without our dedicated doctors and team members. Their expertise, passion and commitment to improving lives set ECP apart. This report is a testament to their impact, and you will find some of their personal stories within this report.

Together, we continue shaping the future of eye care, one patient, one innovation and one outcome at a time.



Daniel Miller, M.D., Ph.D.
Division President, Ophthalmology



Sarah Wells
Division President, Optometry

About EyeCare Partners

EyeCare Partners (ECP) is the nation’s leading provider of clinically integrated eye care. Our national network of more than **300** ophthalmologists and **700** optometrists provides a lifetime of care to our patients with a mission to enhance vision, advance eye care and improve lives. Based in St. Louis, Mo., nearly **700** locations provide services that span the eye care continuum in **18** states and **30** markets.



About EyeCare Partners

We believe everyone deserves to see life with the best vision possible. We are committed to making high-quality eye care easy, accessible and personalized as we **elevate eye care for everyone.**



We are clinically integrated.

ECP is a united and growing clinically integrated partnership of optometry offices, ophthalmology clinics and surgery centers in a partnership that is seamless for our patients.



We are physician-led.

We believe in clinical and medical leadership. We’re unique in having a Medical Executive Board (MEB) of practicing doctors guiding and informing strategic decisions.



We’re igniting a culture of innovation and continuous learning.

Through the EyeCare Partners Innovation Center (EPIC), we’re using our expansive data and expertise to pursue health and improve patient outcomes. With more than 1,000 providers across the country, we draw upon an unmatched wealth of data and expertise.



We’re transforming the delivery of eye care.

ECP is advocating for preventative care and integrating primary and specialty care for a more seamless patient experience.

About EyeCare Partners

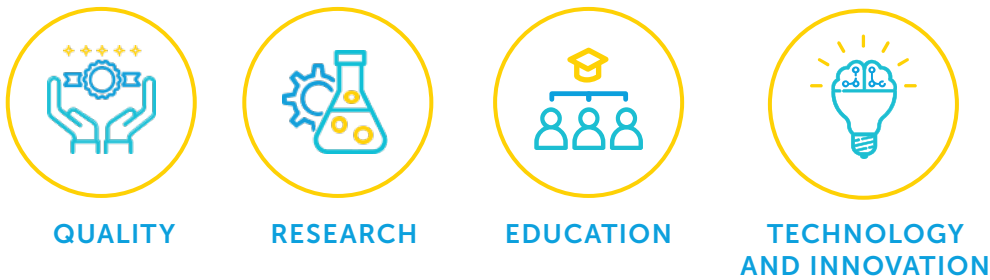
EyeCare Partners Innovation Center (EPIC)

Pursuing the Future of Eye Health
through Impactful Innovations

The EyeCare Partners Innovation Center (EPIC) is focused on moving eye care forward and promoting an organization-wide culture of collaborative innovation.

EPIC spans the EyeCare Partners (ECP) enterprise and applies cutting-edge data science to uncover insights and spark new approaches. With more than 1,000 practicing eye care doctors, we draw upon an unmatched wealth of data and expertise.

EPIC focuses on four pillars:



The goal of EPIC is to put ECP data to work to pursue the future of eye health through practical, life-changing innovations. EPIC works collaboratively to:

- Identify, study and drive progressive, preventative and predictive care through innovative eye care initiatives.
- Pursue new studies with the potential to enhance patient care and drive sight-saving advances in research.
- Leverage a clinical data warehouse and engage a team of data analysts.
- Partner closely with the Medical Executive Board (MEB) to elevate best practices and implement practical patient care innovations.



About EyeCare Partners

Medical Executive Board (MEB)



EyeCare Partners (ECP) leads the industry with our doctor-led structure that ensures optometrists and ophthalmologists drive the future of patient care while preserving their clinical autonomy. The Medical Executive Board (MEB) exemplifies ECP's unique approach to leadership.

Made up of practicing providers, the MEB provides direct guidance to senior management and the ECP Board of Directors. Priority areas include advocacy, technology, practice operations, compliance, research, recruitment and development. Nearly 100 doctors currently participate on our MEB committees.

- Doctors at the Heart of
Decision Making
- We value clinical and medical leadership, and the MEB is leadership that:
- Provides guidance, informing business decisions.
 - Establishes best practices to ensure that patients receive the highest quality of medical care.
 - Helps define and support the careers of doctors and clinical staff.
 - Empowers internal leadership, productivity, ongoing education, efficiency and research.
 - Is active in advocacy in both governmental bodies and professional societies.
- In 2024, our MEB went through a formal restructuring, streamlining to enhance its operational infrastructure and to more closely align its role and committees with EPIC.



About EyeCare Partners

Our Vision, Mission and Values

Vision

To be the nation’s leading provider of clinically integrated eye care.

Mission

ENHANCE VISION

We are dedicated to helping people see better. We work to help each person maximize the potential for his or her vision.

ADVANCE EYE CARE

We do this through our doctor-led, integrated network of care, and through our clinical research and industry advocacy.

IMPROVE LIVES

We believe that when people see better, they also feel better and live better.

Values

CLINICAL EXCELLENCE

We are always striving to create better, safer and more efficient care to deliver the best patient experience.

PERSONALIZED PATIENT FOCUS

We take the time to understand what makes each and every patient different.

OUTSTANDING SERVICE

We treat everyone with respect to provide great service – to each other and our patients.

INCLUSIVE CULTURE

We foster an environment where everyone can be their true and authentic selves.

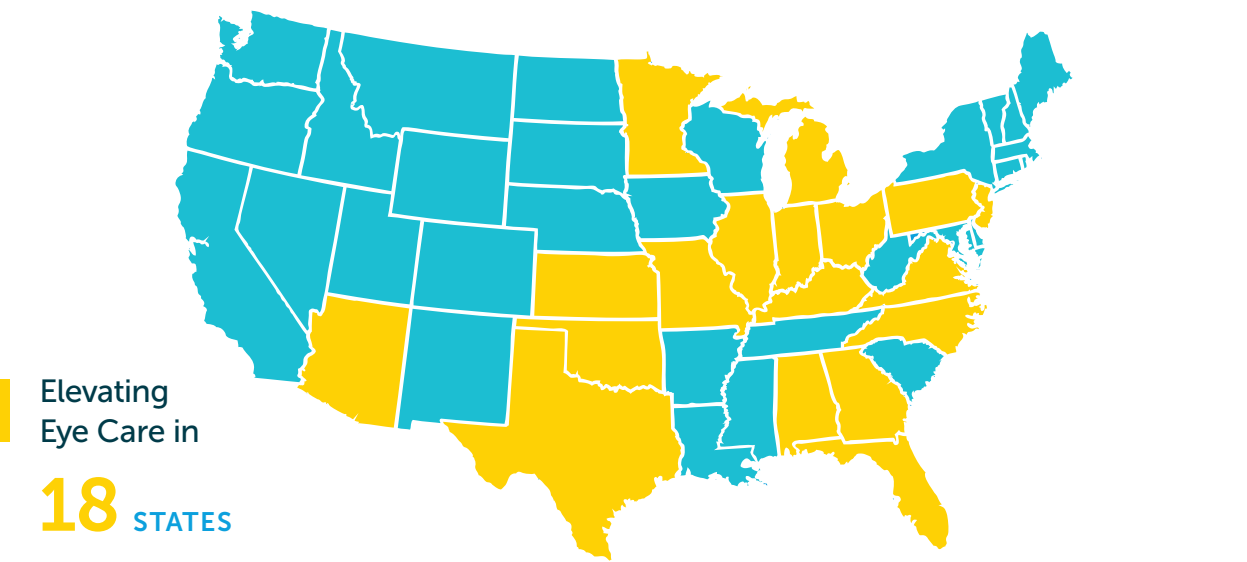
COLLABORATIVE INNOVATION

We work together to find new ways to advance how we care for patients.



About EyeCare Partners

Network Overview



Expansive National Impact

2.4 MILLION
PATIENT ENCOUNTERS

260,000+
SURGERIES PERFORMED

380,000+
NEW OPTOMETRY PATIENTS

1,000+
DOCTORS AND GROWING

Public Ratings and Scoring

OPHTHALMOLOGY

Net Promoter Score:
+89 On a scale of -100 to +100

Google rating
4.9 STAR RATING (Out of 5 stars)

OPTOMETRY

Net Promoter Score:
+84 On a scale of -100 to +100

Google rating
4.6 STAR RATING (Out of 5 stars)

New Fellowship Launched

Created an innovative Refractive Cataract Anterior Segment Fellowship, providing training in advanced ophthalmic surgical care.

2024 New Openings

- CEI Retina Clinic
- Greene Vision Group Clinic and Surgery Center

ECP CAREs Initiatives

Provided \$175,000+ in crisis relief to 261 team members.

A map of the United States with state boundaries outlined in yellow. The states of Michigan, Indiana, Ohio, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, Texas, Arkansas, Louisiana, Missouri, Illinois, Wisconsin, and Minnesota are highlighted with yellow borders. All other states have black borders.

RETINA ASSOCIATES OF KENTUCKY

HURON OPHTHALMOLOGY

RETINA VITREOUS ASSOCIATES

OAKLAND OPHTHALMIC SURGERY

CEI CINCINNATI EYE INSTITUTE

ARC ASSOCIATED RETINAL CONSULTANTS

THE EYE INSTITUTE OF WEST FLORIDA

MONMOUTH RETINA

Clarkson Eyecare

The Ophthalmology Group

Ophthalmology Consultants

CVP PHYSICIANS Dayton

BENNETT & BLOOM EYE CENTERS®

EYECARE ASSOCIATES OF EAST TEXAS

GRENE VISION GROUP

JOHN-KENYON

VIRGINIAeye consultants

OPHTHALMOLOGY associates

SEE STILES EYECARE EXCELLENCE

RIV Retina Institute of Virginia

VRA Vitreo-Retinal Associates

ACTIVE PARTICIPANTS

- Geographic Atrophy
- Gene Therapy
- Artificial Iris
- Eye Implant for Drug Delivery
- Retinal Vascular Disease

Research Spotlight

Innovative Eye Implant for Sustained Drug Delivery

Clinical Trials | Commercialization and Patient Availability
Jeremy Wolfe, M.D., Associated Retinal Consultants

In 2024, Dr. Jeremy Wolfe and the team at Associated Retinal Consultants performed the first commercial SUSVIMO implant in Michigan. This therapy offers another treatment option in managing neovascular age-related macular degeneration (AMD), potentially reducing the need for frequent injections — while preserving their vision.



SUSVIMO (ranibizumab injection, Genentech) is indicated for the treatment of patients with neovascular (wet) AMD and diabetic macular edema (DME) who have previously responded to at least two intravitreal injections of a vascular endothelial growth factor (VEGF) inhibitor. This refillable implant is surgically inserted into the eye during a one-time outpatient procedure and continuously delivers a customized formulation of ranibizumab over time.

The surgery performed by Dr. Wolfe introduced an efficacious sustained drug delivery system in the vitreous humor to give the patient a sustained release of ranibizumab in a controlled and predictable manner. The patient was able to receive pharmaceutical treatment for their AMD without the need for frequent injections. After the predictable six-month span¹, the patient’s implant can be refilled/exchanged.

Dr. Wolfe was a clinical investigator in the Phase 3 trials that led to regulatory approval.

1. Regillio C, et al. *Ophthalmol.* 2023; 130(7):735-747.

The surgery performed by Dr. Wolfe in Michigan introduced an efficacious sustained drug delivery system in the vitreous humor to give the patient a sustained release of ranibizumab in a controlled and predictable manner.

Research Spotlight

Sustained-Release Implant to Address Glaucoma

Clinical Trials | Phase 3
Joseph Gira, M.D., Ophthalmology Consultants; Michael Stiles, M.D., Stiles Eyecare Excellence

ECP physicians, including Dr. Joseph Gira (Ophthalmology Consultants) and Dr. Michael Stiles (Stiles Eyecare Excellence), participated in a prospective, multicenter device study in individuals with ocular hypertension or primary open-angle glaucoma who have failed previous medical and surgical treatment.

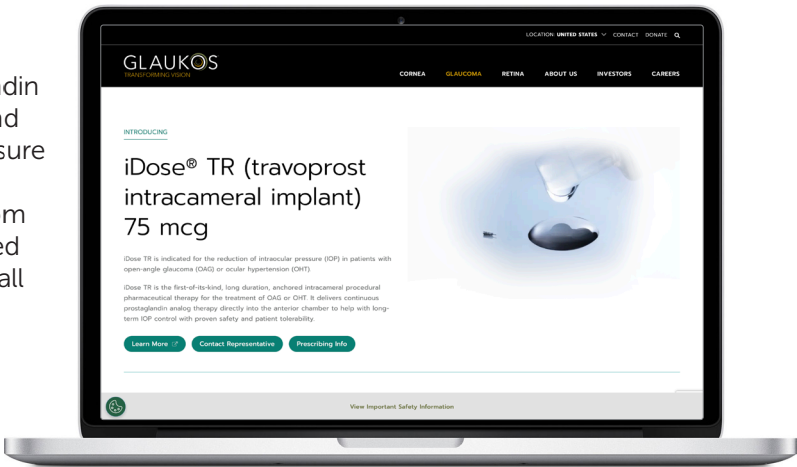
This study was part of a 36-month follow-up of Phase 3 clinical trials analyzing the treatment of glaucoma employing the minimally invasive device. A major benefit is patients receiving the implant do not need to keep up their eye-drop regimen for pharmaceutical therapy.

iDose® TR (travoprost intracameral implant, Glaukos) 75 mcg is a long-duration prostaglandin analog approved for a single administration and indicated for the reduction of intraocular pressure (IOP) in patients with open-angle glaucoma (OAG) or ocular hypertension (OHT). Made from medical-grade titanium, the device is implanted through the trabecular meshwork and back wall of Schlemm’s canal, directly into scleral tissue.

Once implanted, 75 mcg of a novel formulation of travoprost continuously elutes into the anterior chamber, allowing for a 24/7 release of medication. The sustained drug delivery lasts for a year.

This study served to establish the long-duration efficacy of the travoprost implant, as more than 80% of patients remained well-controlled on the same or fewer IOP-lowering topical medications at month 12.¹

1. iDose TR Phase 3 Clinical Trials, data on file, Glaukos Corporation.



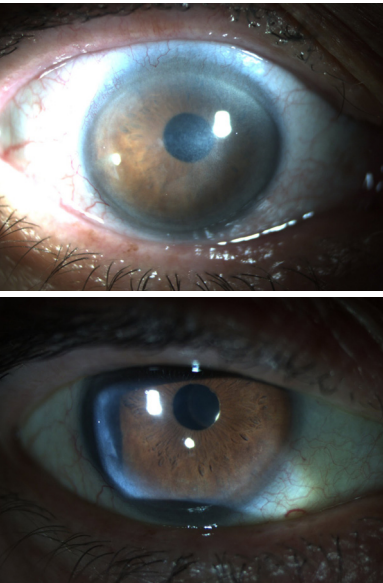
This study served to establish the long-duration efficacy of the travoprost implant.

Research Spotlight

Cell Transplant Therapy in Patients with Corneal Edema

Clinical Trials | Phase 3
Michael Nordlund, M.D., Ph.D., Cincinnati Eye Institute

In 2024, ECP physicians, including Chief Medical Officer Dr. Michael Nordlund, Ph.D., participated in clinical trials to evaluate the safety and efficacy of cultured human corneal endothelial cells (CECs) and a protein kinase (ROCK) inhibitor for treating corneal edema secondary to endothelial dysfunction.



Photos demonstrate the marked improvement in corneal clarity following injection of corneal endothelial cells.

Corneal edema, or swelling of the cornea, occurs when the corneal endothelium, the innermost layer of the cornea, malfunctions and can no longer effectively pump out excess fluid. This malfunction leads to a buildup of fluid, causing the cornea to become cloudy, which impairs vision. Cell therapy aims to address this problem by replacing the dysfunctional endothelial cells with healthy ones.

Cell-based therapies have the potential to significantly increase treatment accessibility by expanding a single donor tissue source for use across a larger patient population.

Cell-based therapies have the potential to significantly increase treatment accessibility by expanding a single donor tissue source for use across a larger patient population. The annual global demand for corneal transplantation consistently exceeds the donor cornea supply. Of the patients who could benefit from corneal transplantation, only 1 in 70 currently receive donor tissue.¹ A novel therapeutic approach that reduces surgical complexities while enhancing safety, efficacy and global accessibility would address a critical unmet need for patients with corneal edema secondary to corneal endothelial dysfunction.

Dr. Nordlund took part in a clinical study of cultured human corneal endothelial cells (CECs) for transplant therapy as a scalable source. The aim was to evaluate the safety and efficacy of this therapy, while also investigating various concentrations of the Y-27632 ROCK inhibitor. Study findings indicate that cultured human cell therapy maintains a favorable safety profile while showing strong efficacy measures.

Corneal endothelial cell transplantation is a therapeutic option currently under investigation for treating corneal edema secondary to endothelial dysfunction. Favorable safety and efficacy findings from the present study support the continued development of regenerative corneal endothelial cell therapy. Further clinical research is warranted to fully characterize this promising therapy's potential for long-term efficacy and safety.

1. Gain P, Jullienne R, He Z, et al. Global survey of corneal transplantation and eye banking. JAMA Ophthalmol. 2016;134:167–173.

Meet Our Director of Clinical Research



Megan Kingdon,
BSN, RN, COA, CCRC
Director of Clinical Research

Megan Kingdon, Director of Clinical Research at ECP, brings more than 20 years of expertise in ophthalmology and clinical research. She spent many of those years at the Cincinnati Eye Institute (CEI), starting as an ophthalmic technician and quickly moving into a clinical research coordinator role in anterior segment.

She obtained her nursing degree and did a stint in obstetrics at University of Cincinnati Hospital before returning to CEI as the Clinical Research Coordinator for the retina department, where she grew the department from three clinical trials to 30 active trials. In 2021, she became the Director of Clinical Research for CEI Vision Partners in the Retina Department and then, following the acquisition by EyeCare Partners, she was made Director of Clinical Research, overseeing more than 20 practices across the country.

Her extensive medical and surgical clinical trial experience includes cataracts and intraocular lenses (IOLs), artificial iris devices, age-related macular degeneration, diabetic retinopathy, geographic atrophy, macular edema, proliferative vitreo-retinopathy, retinal vein occlusion, vitreomacular traction and inherited retinal diseases.



2024 Quality Data

Comprehensive Outcomes Metrics

As a clinically integrated organization that provides seamless, lifelong eye care to patients, we are on a **journey of synthesizing data** to track and analyze quality outcomes across treatment instances. Throughout 2024, we focused on aggregating patient electronic health records (EHRs) across optometry and ophthalmology.

Quality is our North Star. Analyses of clinical data from our **1,000+ ophthalmologists and optometrists** allow us to identify key trends, enhance decision-making, optimize patient outcomes and improve the efficiency with which care is delivered.

Data Intelligence

Pursuing Insights from Big Data to Advance Visionary Care

Over the last several years, there has been a concerted effort to aggregate clinical data from diverse EHR constructs. 2024 was a benchmark year for progress in that regard, as well as for the build-out of our clinical data infrastructure:

- The majority of our Ophthalmology Business Unit clinical data has been consolidated into NextGen EHR Software cloud.
- 100% of our Optometry Business Unit data is accessible from within our proprietary EHR (E360).
- We added Clinical Data Analytics staff to the EyeCare Partners Innovation Center (EPIC).
- We initiated the development of a Clinical Data Warehouse, a repository of data on more than 6 million patients covering 10+ years of medical history.

We initiated the transition to the next generation of E360, known as E360+. E360+ is our proprietary practice management software and EHR for the Optometry Business Unit. This cloud-based system is a powerful tool to streamline operations, improve efficiency and support the total patient experience.

Thanks to our progress, this report is the first with an enterprise-wide line of sight. This visibility will allow us to improve outcomes and bring data to support research advances. When we benchmark our results against large national databases, we compare favorably. We are now reporting quality outcomes data in the aggregate for retina procedures and cataract surgeries.



Ophthalmology Business Unit

Advancing Visionary Care in Our Communities

We are reporting the following quality outcomes for cataract surgeries and retina procedures by analyzing the data we store in our Clinical Data Warehouse. For the period of Jan. 1 to Dec. 31, 2024, we have raw volumes for 99% of Ophthalmology Business Unit data. When we show **Endophthalmitis Rates** (and any other **Complication rates**) in the graphs, those percentages are based on 75% of network-wide ophthalmology data.

Cataract

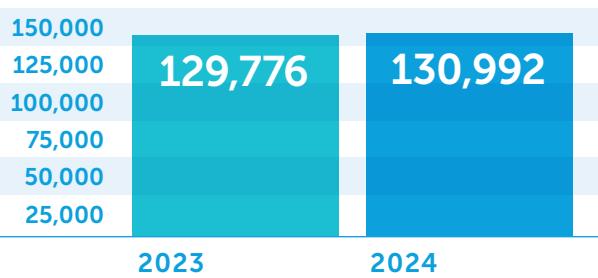
Cataract surgery, one of the earliest recorded eye procedures, has become highly refined and more precise. Cataracts are one of the most common vision challenges our ophthalmologists address, as more than 4 million cataract surgeries are performed in the United States each year. We are a leader in cataract care.

Our surgeons are highly experienced in the surgical management of cataracts, performing over 100,000 cataract extractions with intraocular lens implantations every year.

Studies show that more than 90% of cataract surgery refractive outcomes can be within 1.0D of predicted outcomes, and over 70% can be within 0.5D of predicted outcomes when a surgeon tailors lens calculations using prior outcome data.^{1,2}

By way of background, 1.0D refers to a diopter (a unit of measurement for lens power) and indicates the accuracy of predicted outcomes.

2024 Cataract Procedure Volume



The total number of cataract surgical procedures performed at EyeCare Partners (ECP) practices in 2023 and 2024.

1. Garg A, Lin JT, Latkany R, Bovet J, Haigis W. Mastering the techniques of IOL power calculations. 2nd ed. New Delhi: McGraw-Hill, Jaypee Brothers Medical Publishers (P) Ltd; 2009. IOL calculation in long and short eyes.

2. Hill W. IOL Power calculations: How to achieve accurate results. [Accessed 5/5/2015]. Available at: http://www.doctor-hill.com/iol-main/iol_main.htm.

Cataract

Cataract Procedure Complication Rate

The incidence of select complications following 130,992 cataract procedures performed at ECP in 2024 was lower compared to national benchmark rates.

SAMPLE SIZE:

- 130,992 procedures for ECP denominator.
- 133,000 procedures for National Benchmark denominator.

NATIONAL BENCHMARK

The benchmark data comes from the article "Real-World Cataract Surgery Complications and Secondary Interventions Incidence Rates: An Analysis of U.S. Medicare Claims Database." Authors of the article examined the U.S. Medicare Claims Database for the period between 2015 and 2017. This 2022 study describes its U.S. Medicare beneficiary demographics and reports on the cumulative incidence of post-operation complications.

Endophthalmitis Rate —

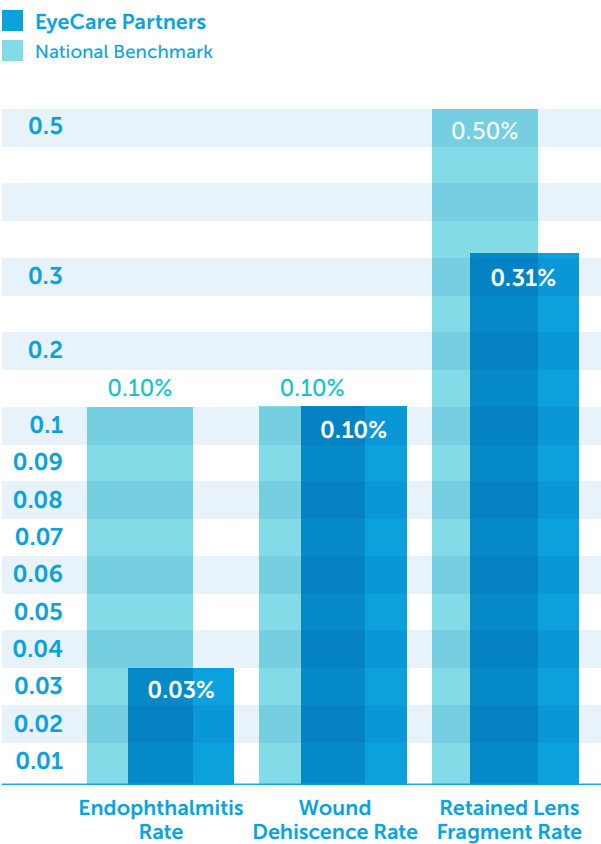
The rate of eye infections diagnosed within 90 days post-op; clinical findings not limited to culture findings.

Wound Dehiscence Rate —

Presence of wound dehiscence within 90 days.

Retained Lens Fragmentation Rate —

Retained lens fragment reported within 90 days following cataract surgery, regardless of whether or not corrective medical action is indicated to address.

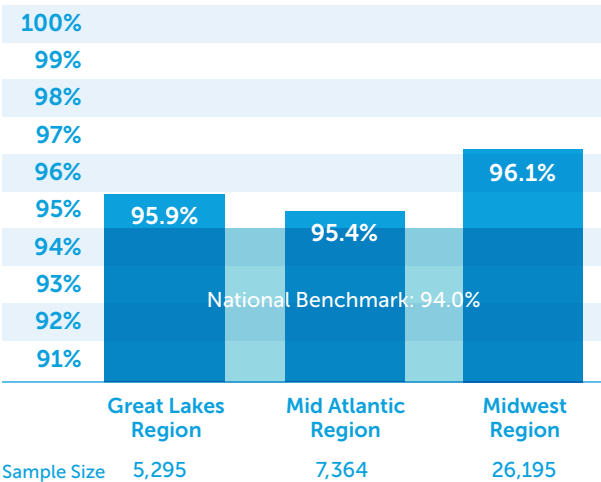


Cataract

Cataract Surgery: Patients Achieving 20/40 or Better

At more than 94% in all three regions, the percentage of ECP cataract surgery patients achieving 20/40 vision or better is above the national benchmark.

By Practice Region with Correction | Sample Size: 38,854



Patients Achieving 20/40 or Better by Intraocular Lens (IOL) Model

ECP cataract specialists are experienced in the full spectrum of available advanced IOL options. The data show they deliver post-surgery visual acuity at a percentage surpassing a national benchmark.

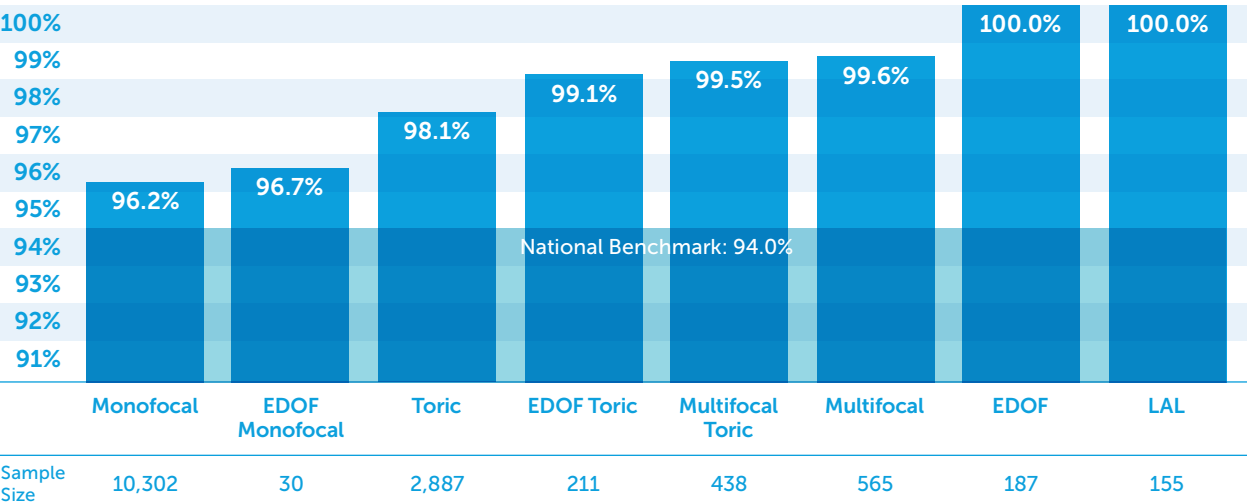
Monofocal lenses, the standard type of IOL that most people choose, have one focusing power: They enhance either distance, mid-range or near vision.

Various advanced lens types aim to improve both near and distance vision, or adjust the depth of focus or modulate lens shape to help you see close-up or distant objects much as the native lens does.

Other lenses improve vision quality despite significant astigmatism, while still others allow the ophthalmologist to fine-tune the corrective power after cataract surgery.

By IOL Type with Correction | Sample Size: 14,755

EDOF = Extended Depth of Focus LAL = Light Adjustable Lens



NATIONAL BENCHMARKS:

Commonly cited benchmark data indicate that corrected visual acuity (CDVA) of 0.5 (20/40) or better is achieved in approximately 94% of cases within 90 days following cataract surgery.¹

1. Lundstrom, M., Barry, P., Henry, Y., Rosen, P., & Stenevi, U. (2013) Visual outcome of cataract surgery: Study from the European Registry of Quality Outcomes for Cataract and Refractive Surgery. Journal of Cataract & Refractive Surgery, 39(5), 673-679. doi:10.1016/j.jcrs.2012.11.026

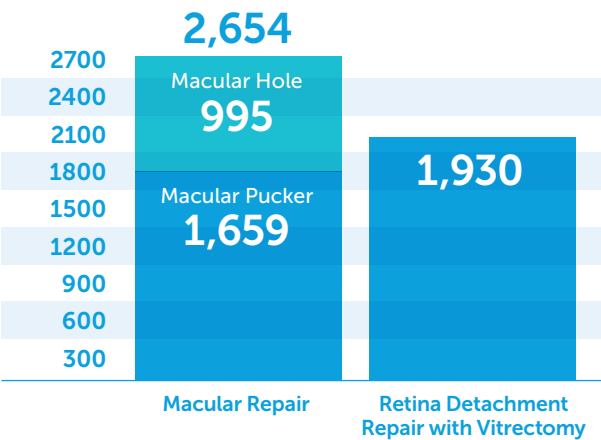
Retina

Advanced ophthalmological care for retina health integrates cutting-edge diagnostics, minimally invasive treatments and personalized management strategies to preserve vision and prevent blindness.

ECP is home to retina and macula specialists who are extensively trained in diagnosing and treating a full range of vitreoretinal conditions. In 2024, we analyzed retina procedure quality and outcomes data across ECP to identify trends in critical outcomes as well as opportunities to elevate the quality of care and standardize best practices.

The data collected from our ECP retina providers speaks to the high number of vitreoretinal surgical procedures performed, comparing favorably to national benchmarks¹ with a low incidence of postoperative complications.

2024 Retina Surgery Volume

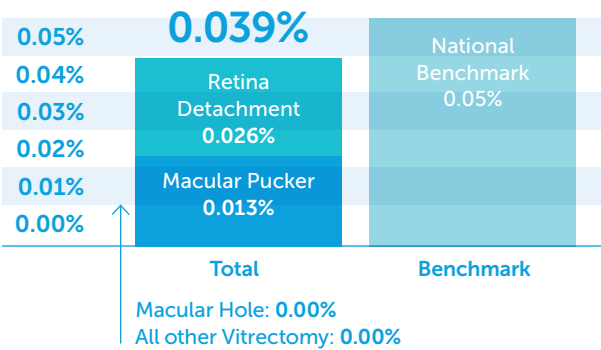


The total number and types of retina repair procedures completed at ECP surgical centers in 2024.

90-Day Complication Rate for Vitrectomy | Retina

Rate of endophthalmitis within 90 days following vitrectomy for 1) Retina Detachment, 2) Macular Pucker, 3) Macular Hole, 4) all others.

- Endophthalmitis Incidence Rate is the rate of noteworthy eye infections that patients were diagnosed with within 90 days post-operation.
- ECP Complication Data based on a sample of 7,600 procedures — ~76% of the total number of vitrectomies performed across all of Eye Care Partners.



NATIONAL BENCHMARKS:

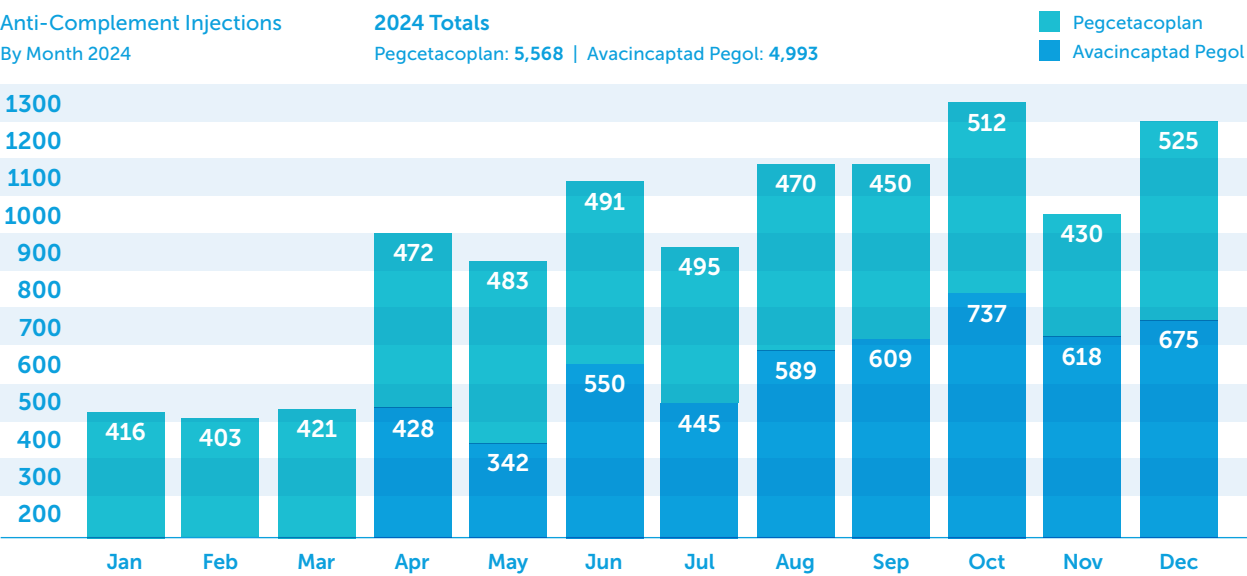
The benchmark data comes from a global vitrectomy meta-study that examined a data pool comparable to ECP’s data population, which had no specific inclusion or exclusion criteria. This meta-study catalogued 363,544 vitrectomies with 199 total endophthalmitis cases.¹

1. Chen G, Tzekov R, Li W, Jiang F, Mao S, Tong Y. INCIDENCE OF ENDOPHTHALMITIS AFTER VITRECTOMY: A Systematic Review and Meta-analysis. Retina. 2019 May;39(5):844-852. doi: 10.1097/IAE.0000000000002055. PMID: 29370034.

Injections of New Drugs to Treat Geographic Atrophy (GA)

Two new drugs, SYFOVRE (pegcetacoplan) and IZERVAY (avacincaptad pegol), were approved in 2023 for the treatment of geographic atrophy, a significant cause of vision loss in many patients with dry age-related macular degeneration (DAMD). Our retina providers actively implemented these two drugs in 2024, as illustrated in the graph. They function similarly

in that they reduce the immune response that damages retinal cells in DAMD, but target two different immune molecules to slow the progression of vision loss caused by geographic atrophy in DAMD. The use of these cutting-edge therapies reflects ECP providers' commitment to offering our patients the best and latest treatments for potentially blinding conditions like DAMD.



Ambulatory Surgical Centers

Dedicated to Eye Surgery

Our 30+ ambulatory surgical centers (ASCs) have achieved accreditations from Medicare and the Accreditation Association of Ambulatory Health Care (AAAHC). By keeping our focus exclusively on eye care procedures, we're able to achieve optimal outcomes, provide the highest standards of safety, and offer state-of-the-art treatments and technologies. These facilities have been designed for the sole purpose of eye surgery, and the staff have been fully trained to handle any emergencies.



Two ECP ASCs were recognized on Newsweek's prestigious America's Best Ambulatory Surgery Centers list for 2024. This honor reflects our commitment to providing exceptional patient care and clinical excellence across our network. Central Florida SurgiCenter in Lakeland, Fla., and the St. Louis Eye Surgery and Laser Center in Missouri both earned this distinguished accolade, putting them among the top ASCs in the nation. In addition, Arizona Eye Institute, Shoreline Surgery Center and Virginia Surgery Center were each voted one of the Best Ophthalmology Ambulatory Surgical Centers by U.S. News & World Report in 2024.

By The Numbers

PROCEDURES VOLUME

114,055

LASER VOLUMES

29,815

Optometry Business Unit

Helping Patients Find Their Focus

Optometry at EyeCare Partners (ECP) provides care that sharpens vision and promotes eye health across every stage of life. With treatment that puts patients first and eyewear that gives them confidence to look and feel their best, our optometry office network enables people to experience the world with confidence and clarity.

ECP optometrists are primary care doctors of the eye, playing a vital role in diagnosing, treating and managing eye conditions and vision problems.

Often, optometrists can be the “first line of defense” in detecting serious issues. As a clinically integrated organization, our optometrists are able to seamlessly refer patients to ophthalmologists both within and beyond the ECP network. Optometrists screen for the presence of eye disease, injury and degeneration. When diagnoses fall outside the scope of practice, or a case requires surgery, the optometrist will refer the patient to an ophthalmology specialist.

While most ECP optometrists practice in stand-alone optometry offices, others are integrated and work alongside ophthalmologists. There are two basic models for these embedded optometrists:

- 1. Both the optometrist and ophthalmologist see each patient, with the optometrist conducting a significant portion of the eye exam, including evaluations for glasses or contact lenses, while the ophthalmologist assesses the patient for surgical issues.
- 2. The optometrist sees patients in a parallel clinic at the same time as the ophthalmologist, referring patients who have advanced medical or surgical needs.

These examples illustrate ECP’s leadership in integrated eye care delivery.

Optometry Business Unit by the Numbers

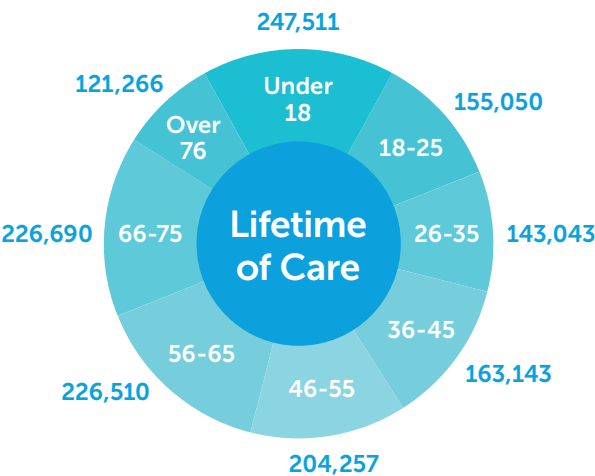
The following data show volumes, outcomes and procedures for our Optometry Business Unit. This data does not include optometry services provided within our ophthalmology practices.

DEMOGRAPHICS

2024 Patient Segmentation by Age (in Years)

TOTAL
1.4 Million

We provide a lifetime of quality eye care to our patients with a mission to enhance vision and improve lives.



Optometry

NETWORK EFFICIENCY

Delivering Better Care, Together

At ECP, network efficiency reflects our commitment to the highest quality eye care, through integration across the patient journey.

Aligning patients with the right service and specialty allows optometrists, ophthalmologists and surgical teams to focus on helping while patients transition through points of care, minimizing delays, confusion or gaps as much as possible.

Between 2023 and 2024, we saw a meaningful increase in network efficiency. Most notably, this is shown as a 6.9-point rise within 30 miles that matched a relevant specialty, such as cataract care. Network efficiency helps us deliver care that’s connected, coordinated and complete. As we strengthen the ties among our optometry offices, ophthalmology clinics and surgery centers, we’re creating a system where patients feel supported.

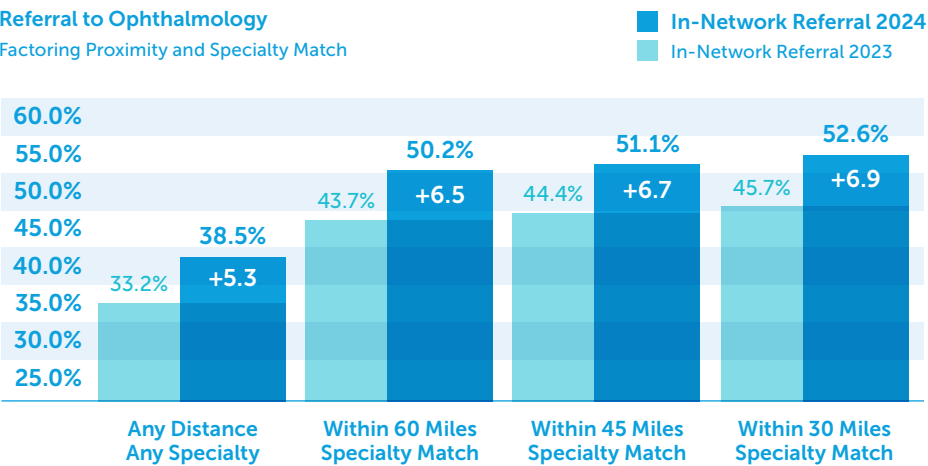
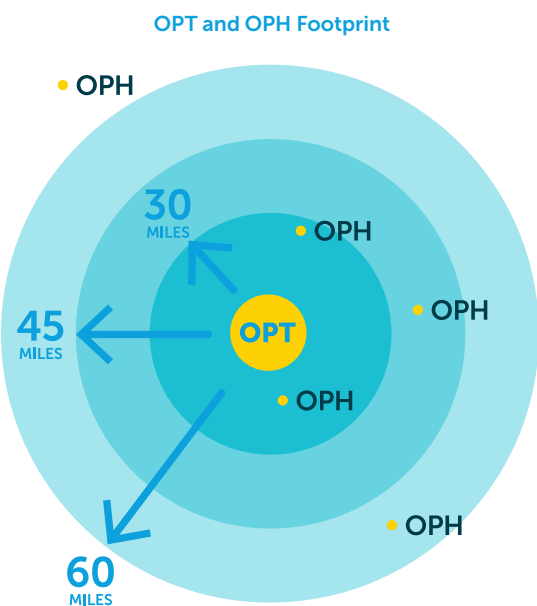


Chart is based on 2024 total optometry-to-ophthalmology referral opportunity volume of 61,802 cases and total actual patient referrals of 23,806.

The 60-mile, 45-mile and 30-mile columns look at only the subset of the total where the specialty is a match, and the distance-to-travel is no more than the defined mileage band.

Referral Opportunity Quantification Methodology

Geographic distance and specialty are the two main factors considered while all other factors (doctor capacity, availability of insurance or type of insurance) are not in the scope due to data challenges.



Optometry

MEDICALLY FOCUSED EXAMS

Conducting Eye Exams

Our optometrists conduct in-person, medically focused eye exams. We assess and treat ocular health conditions, measure refractive status and prescribe ophthalmic lenses and contact lenses.

Routine eye exams are vital in preserving eye health. We stress yearly examinations to all the patients we serve.

Total Exams	1,472,125
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New patient exams, routine eye exams, updating glasses and contact lens prescriptions.

Medical Exams	234,439
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Appointments made to examine and treat specific patient symptoms. Medical included in Total.

Examinations and Patient Return Rates

Return rates for ECP average 13 months compared to the 18-month industry average, ensuring the health and safety of our patients' eyes for a lifetime.

GLAUCOMA, AMD, DRY EYES

Number of Patients with Specific Eye Disease Diagnosis

Catching glaucoma and AMD early can be key to successful disease management.

Diseases Identified	Initial*	Total**
Glaucoma	57,419	119,113
Age-Related Macular Degeneration	60,577	108,165
Dry Eye Disease	94,019	165,800

*Initial indicates a first-time diagnosis. Patients for whom a visit marks their first disease identification.
** Total indicates this disease recorded in patient records at any time.



CHILDHOOD MYOPIA

Childhood (5 to 18) Myopia Treatment

Across our optometry offices, we enrolled thousands of children under 18 years old in a myopia management program. In this program, myopia progression is reduced by 60% (compared to non-treated children).

The treatment approaches and outcomes vary by individual. All participants receive one of the following:

- Corrective contact lenses
- Orthokeratology (contact lenses worn overnight to reshape the cornea)
- Low-dose atropine eye drops

TELEHEALTH

Pioneering Virtual Care in Optometry

The increased availability of technology provides opportunities to enhance access to high-quality vision care and directly benefit our patients. The American Optometric Association developed its Telemedicine in Optometry policy statement,² with criteria to maintain high-quality patient care. Over the past two years, ECP performed 80,887 comprehensive telehealth visits. Telehealth visits are a supplement to in-person care, where access to an optometrist may be a challenge or, as in the case of 2023, lingering impact from the global pandemic.

Teleoptometric Comprehensive Exams Performed	
2023	43,559
2024	37,328

2. https://www/aoa/Documents/Advocacy/position%20statements/aoa_Policy_Telehealth.pdf

Education at EyeCare Partners

We Look to Lead in Provider, Fellow, Resident and Student Education

We are committed to shaping the future of eye care provider education and professional development. By supporting residents, fellows, students, externs and continuing education programs, we empower the next generation of eye care professionals with the knowledge and skills to deliver exceptional patient care. Through hands-on training and mentorship opportunities, we are investing in the future of our industry. **When we educate, we elevate.**

- We prioritize time, energy and resources for ongoing professional development.
- We focus on developing our people and honing the skills of the next generation of practitioners.
- We offer extensive learning and mentoring programs, supported in part by the breadth and depth of our clinical research program.

EyeCare Partners Innovation Center (EPIC): Education

Education is one of the Innovation Center’s four pillars. In partnership with the Education Committee of the Medical Executive Board (MEB), innovative initiatives were developed and deployed to support our providers. Robert Folberg, M.D., is Vice President of Clinical Education at EPIC, while Thomas Stone, M.D., and Erich Hinel, O.D., co-chair Education as part of the MEB.



Introducing the Refractive Cataract Anterior Segment Fellowship (RCAS)

The new Refractive Cataract Anterior Segment (RCAS) Fellowship program is designed to provide a fast-track path for new ophthalmologists. This one-year program gives residency graduates comprehensive training in the latest advancements in refractive cataract and anterior segment surgeries.

RCAS was introduced in 2024 to accelerate skills development for new ophthalmologists, preparing surgeons to perform at the peak of their abilities upon completion of a focused fellowship year — a level that could take up to five years to achieve in the more traditional path. In 2024, we offered fellowships at two practice locations with plans to expand the program.

Receiving a full year of advanced training under the mentorship of ECP’s nationally recognized leaders in refractive cataract and anterior segment surgery, RCAS Fellows work to become experts in advanced ophthalmic surgical care at a level not typically taught in residency. As they gain advanced surgical skills, RCAS fellows are also shown the ropes of practice management, working with industry, and participating in clinical trials.

MEET THE NEWEST RCAS FELLOWS



Sanah Aslam, M.D.
Oakland Ophthalmic Surgery
FELLOWSHIP DIRECTOR
Timothy Page, M.D.
SPECIALTIES
Cataract Surgery



Chandler S. Mitchell, M.D.
Virginia Eye Consultants
FELLOWSHIP DIRECTOR
John Sheppard, M.D., M.M.Sc
SPECIALTIES
Cataract Surgery, Corneal Disease, Dry Eye, Uveitis

Leadership and Collaboration at Medical Meetings, Associations

In 2024, EyeCare Partners (ECP) actively participated in key medical and association meetings across optometry and ophthalmology. ECP’s involvement spanned various events at the local, state, national and international levels.

These included the American Academy of Ophthalmology (AAO) annual meeting, and the American Society of Cataract and Refractive Surgery (ASCRS) annual meeting. Highlights included provider contributions to studies on home OCT for neovascular age-related macular degeneration, AI-driven diagnosis in microbial keratitis and phase 3 results for a novel dry eye treatment.

At AAO 2024, held Oct. 18-21 in Chicago, more than two dozen ECP physicians engaged in poster sessions, presentations, symposia, and skills-transfer courses, contributing to the advancement of ophthalmology through their research and insights. Similarly, at the ASCRS annual meeting from April 5-8 in Boston, ECP launched the Refractive Cataract Anterior Segment (RCAS) Fellowship and the ECP Foundation. ECP physicians participated in poster sessions, presentations, symposia and skills-transfer courses.

Several key optometry meetings also took place, providing platforms for shared insights, innovations and collaborations. This included AOA Optometry’s Meeting and the American Academy of Optometry (AAO) Annual Meeting, known as Academy 2024 Indianapolis.

In addition, a number of ECP ophthalmologists and optometrists hold leadership and volunteer roles across global, national and state associations.

In 2024, ECP hosted its first internal Leadership Summit. The summit convened leading ophthalmology and optometry providers and ECP leaders



from the Support Center and the field — a cross-section of ECP practitioners and decision makers — to interact and collaborate to advance eye care.

Over two focused days, attendees strengthened connections, tackled challenges head-on and worked together on strategies to drive our practices and company forward. Additionally, the Leadership Summit served as a forum for building clearer communication pathways, empowering emerging leaders and celebrating the power of our partnership.



Supporting Next Generation Providers

A vital component of our commitment to eye care is providing in-clinic experience for the next generation of talented optometrists, exposing them to the processes by which a successful clinic operates. We are proud to be a facilitator of residencies and externships at many locations.

Our network of over 700 optometrists nationwide provides a valuable training ground for optometry school students and graduates. Examples include:

- Every year, ECP engages with all 24 optometry schools nationwide.
- In 2024, we offered optometry residencies at five practices throughout our network.
- In 2024, we had 11 residents learning with practicing optometrists at our clinics.
- We brought all internal residents together for biannual educational summits.
- Over the year, ECP hired 44 new optometrists out of optometry schools and residency programs.



MEB Education: Doc2Doc Podcasts

The Doc2Doc Podcast provides a monthly opportunity for our world-class eye care providers to engage in discussion about timely topics in vision care. Hosted on YouTube and Spotify, various doctors across a breadth of specialties participate as guests to share their expertise. The podcast is also available on other podcast-hosting platforms.

Student Externships

As part of our partnerships with optometry schools, a group of fourth-year optometry students completed their externship rotations with our clinical preceptors at 15 ECP practices in 2024.



Alex Cohen, MD, PhD



Ian McWherter, OD



Carol Aune, OD



Megan Kingdon
BSN, RN, COA, CCRC

Doc2Doc

Rapid Rounds Case Series

Rapid Rounds is a monthly case series shared by and with residents, fellows and doctors. Our residents and fellows lead cases, but all are welcome to submit.

This series highlights interesting cases with unusual findings and innovative diagnostic or treatment methods. Each case contains a brief overview with high-yield clinical insights.



Physicians Mentoring Program

The Mentoring Program, which informed our new "Provider Journey" initiative, has been under development as a platform designed to connect new ophthalmologists and optometrists with experienced practitioners.

In its full iteration, experienced mentors will be matched to new practitioners based on location and sub-specialty to leverage the power of personal, one-on-one relationships to transfer knowledge and perpetuate quality patient care.

Network-Wide Clinical Learning Management System

2024 became a pivotal year in pursuit of a proprietary ECP Clinical Learning Management System (LMS). Over the year, we transitioned from the planning phase to execution, making progress on a platform that will give us the structure to generate our educational content and disseminate it to our doctors. This initiative coming out of EPIC leverages the strengths of our team and our familiarity with academic frameworks.

The goal for our Clinical LMS includes meeting or exceeding accreditation requirements so we can assign continuing education credits through the platform. Ultimately, we're using technology as an accelerant to rapidly spread knowledge and insights accurately across the network.

The Clinical LMS is planned to launch in 2025.



RapidRounds

An Initiative from the MEB Education Committee EYECARE PARTNERS.

We are back with our latest case for Rapid Rounds for November.

This series highlights interesting cases with unusual findings and innovative diagnostic or treatment methods. Each case contains a brief overview with high-yield clinical pearls for the busy clinician. Cases are led by our residents and fellows, but all are welcome to submit.

Erich A. Hines, O.D., M.S.
Thomas Stone, M.D.
MEB Education Committee Co-Chairs

Submitted by Farred Rifai, M.D. — Vitreoretinal Surgeon, Retina Associates of Kentucky

Case Presentation

A 71-year-old female with PMH of Waldenström Macroglobulinemia / Lymphoplasmacytic Lymphoma was referred for asymptomatic floaters and photophobia. She had a known POH of intermediate dry AMD. Her floaters symptoms began after a fall one month prior, and per her hematologist/oncologist she had been undergoing work up for recurrent fever of unknown origin for the last few months. She was being treated with oral Zoledronic acid, but had held her medication given the recent febrile illness.

Visual acuity on presentation was 20/150 ph 20/50 OD and 20/30 OS with normal intraocular pressures. No anterior segment inflammation was noted in either eye, however there was mild vitritis and debris OD, trace cell in the vitreous OS, and multifocal pigmented lesions noted along the superior arcade in both eyes.

OCT did not show any signs of CME, only the previously described drusen from her AMD. Autofluorescence demonstrated mixed hyper- and hypofluorescent midperipheral lesions OLI tracking along the superior arcades. Fluorescein angiography demonstrated mild leakage around these lesions, and late disc leakage in both eyes. ICG demonstrated few hypofluorescent lesions in the same areas, and expected artifact from the vitreous OD.

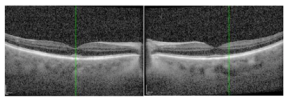


Figure 1: OCT Macula demonstrating normal retinal architecture.



Figure 2: Wide field color fundus photographs, demonstrating small creamy/yellow well-circumscribed circular multifocal lesions following the pathway of the arcade vessels in both eyes.

Uveitis workup was obtained, including CBC, CMP, ACE, Syphilis testing, T-spot, West Nile Virus IgG and IgM. On initial presentation, PO steroids were deferred to rule out infection, given her history of malignancy. If there was no improvement, a trial of dexamethasone would be considered.

On a return visit two weeks later, the vision had spontaneously improved to 20/40 OD and 20/20 OS, and the floaters/photophobia symptoms had improved as well. Workup was negative except for a positive West Nile IgG of 2.86 (normal <1.29). Autofluorescence demonstrated slightly less hyperfluorescence around the lesions OU.

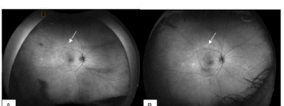


Figure 3: (A) demonstrating the follow up visit 2 weeks after initial presentation, with subtle but slightly less hyperfluorescence of lesions as compared to (B) which shows the initial presentation, as seen above.

Diagnosis

Elevating Our Patient Experience

Ensuring People Feel Cared For, Informed and in Good Hands

We continuously work to enhance the patient experience across ophthalmology and optometry in each one of the **700+ locations** where we operate. We want to be the first and sought-after choice for eye care where we practice. This means delivering the best possible patient experience every step of the way.



Net Promoter Score and the Customer Experience

Google Reviews

When patients have a positive experience, they tell others. Reviews, referrals and testimonials have improved as we, as a network, focus on elevating the quality eye care.

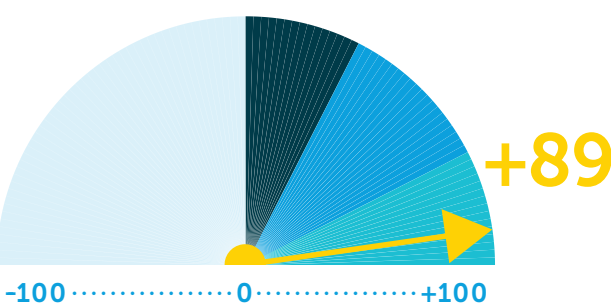


Reviews, referrals and testimonies improved in 2024 as more patients provided feedback. Our Optometry Business Unit had an average Google review score of 4.6 (out of 5 stars), while our Ophthalmology Business Unit had an average Google review score of 4.9.

Customer Experience Survey – Net Promoter Score

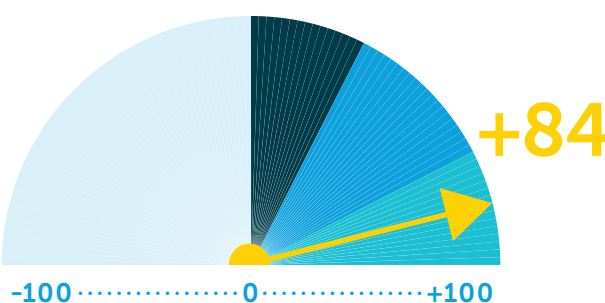
NPS stands for **Net Promoter Score**, a metric used in customer experience programs. It measures customer loyalty to a company. NPS scores are measured with a single-question survey and are reported with a number ranging from -100 to +100; a higher score is desirable.

2024 Net Promoter Score — Ophthalmology



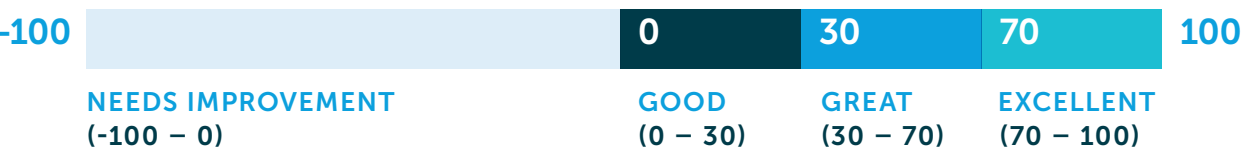
Our Ophthalmology Business Unit garnered an average public rating score of +89 on a continuum from -100 (detractors) to +100 (promoters).

2024 Net Promoter Score — Optometry



Our Optometry Business Unit garnered an average public rating score of +84 on a continuum from -100 (detractors) to +100 (promoters).

WHAT IS A GOOD NET PROMOTER SCORE?



Patient Stories

We are honored to protect, preserve and restore the sight of our patients. These are just two of their stories.



Lon Minor

Associated Retinal Consultants
Traverse City, Mich.

In October 2022, Lon Minor was diagnosed with a detached retina. He was referred to Associated Retinal Consultants (ARC) and introduced to Nathan D. Farley, M.D. Just three days later, he underwent corrective surgery.

Vision is crucial for Lon, who has worked as a safety consultant, because it allows him to identify hazards proactively, anticipate risks and implement preventative measures to protect workers and businesses.

Retinal detachment is an emergency where the retina, the thin layer of tissue at the back of the eye, pulls away from its usual position. This separation prevents the retina from functioning correctly, leading to potential permanent vision loss if not treated immediately. Symptoms can include flashes of light, floaters and a curtain-like shadow over your vision. Immediate medical attention is crucial to save a person's vision.

// The care I received from Dr. Farley and his colleagues at ARC has been exceptional. My eyesight has returned to what it was before the detachment and remains 20/20 today. //

Rhegmatogenous retinal detachment, the most common type of retinal detachment, occurs at an annual rate of 6.3 to 18 cases per 100,000 people. The incidence is age-related, peaking in both men and women between the ages of 60 and 70. The estimated lifetime risk of retinal detachment is 3% by the age of 85, with higher risks for individuals with high myopia, lattice degeneration, or a history of trauma.

"The care I received from Dr. Farley and his colleagues at ARC has been exceptional," Lon shared. "My eyesight has returned to what it was before the detachment and remains 20/20 today."

Melanie Anderson

Bennett & Bloom John-Kenyon Eye Centers
Louisville, Ky.



Melanie Anderson is a Surgery Coordination Supervisor at Bennett & Bloom John-Kenyon Eye Centers in Louisville, Ky. She also is a patient, having recently faced a challenging health journey that began with a seemingly minor issue.

She noticed a bump on her eyelid and consulted one of the doctors at the center. The doctor, suspecting something more serious, referred her to an eyelid and oculoplastic specialist who ordered a biopsy. The biopsy revealed that Melanie had lymphoma, which had started in her eye. Despite the rare shocking diagnosis, Melanie's prognosis is very good, thanks to the swift actions of the medical team.

"There's a lot to my story, and I'm very thankful for our doctors and staff who were instrumental in getting me a quick diagnosis," Melanie shared. "Time was really critical for me."

Melanie's journey began with treatment for a possible sty or infection. Thanks to collaborative care at the practice, she was able to get support from a team of doctors across specialties and expertise, leading to the biopsy.

Melanie recalled, "In a matter of a few short weeks, I had my biopsy, received the results, and was seeing an oncologist. This enabled me to start treatment as soon as possible." She was diagnosed with High-Grade Diffuse Large B Cell Lymphoma in her lower right eyelid, a rare condition.

// In a matter of a few short weeks, I had my biopsy, received the results, and was seeing an oncologist. This enabled me to start treatment as soon as possible. //

"Getting everything done so quickly very well may have saved my life," she said. "Our doctors truly care about their patients and will always go the extra mile. I have seen it many times over in working with them and then experienced it personally as a patient."

Profiles of Our People

We are a physician-led network, a principle that's foundational to our company culture. Here are some of our team members' stories.



Diane Jessen, O.D.

**Optometrist and Chair, OPT Mentorship, MEB
Clarkson Eyecare, Wentzville, Mo.**

For Diane Jessen, O.D., optometry is more than a profession. It's a calling deeply rooted in family tradition. Growing up, she watched her grandfather, a dedicated optometrist, provide compassionate care to patients. That early exposure shaped her future and set her on a path toward a career in eye care.

"I was given the opportunity to work with my grandfather after I graduated high school," Dr. Jessen recalled. "He taught me that optometry is not just about prescribing glasses. It's about helping people see their world more clearly and improving their quality of life."

Dr. Jessen began her career at the front desk of her grandfather's practice, where she learned the fundamentals of patient care. From there, she transitioned into a technician role, gaining hands-on experience performing pre-tests and assisting with exams. Her curiosity and passion for the field only grew, and she soon found herself drawn to the intricacies of optics.

Dr. Jessen pursued optometry school while continuing to work in the field. She graduated from the University of Missouri–St. Louis School of Optometry in 2005 and began her career in private practice, specializing in binocular vision and low vision.

Dr. Jessen's journey from receptionist to respected optometrist underscores her dedication to quality care and patient outcomes. Her approach is shaped not only by her formal education but also by years of hands-on experience in every aspect of an optometric practice.

Through her MEB contributions and beyond, Dr. Jessen is dedicated to fostering an environment of growth and support for new doctors at EyeCare Partners. With a wealth of experience in clinical care and leadership, she mentors with the goal of helping others reach their full potential. She understands the importance of creating a space where new doctors can feel confident and encouraged as they navigate their transition into practice.

"My role as a mentor is to meet the new doctor where they are and create a safe environment for open discussion, from treatment plans to professional development," she said. "I want to help them grow, not only as clinicians but as individuals, so they can excel and make a lasting impact within our practice."

My role as a mentor is to meet the new doctor where they are and create a safe environment for open discussion, from treatment plans to professional development.

Profiles of Our People

Constance Okeke, M.D., MSCE

**Cataract Surgeon and Glaucoma Specialist
Virginia Eye Consultants, Norfolk, Va.**



Dr. Constance Okeke, a board-certified ophthalmologist specializing in glaucoma and cataract surgery at Virginia Eye Consultants (VEC), is known for her dedication to improving patient outcomes through advanced surgical techniques and personalized care. Her commitment to excellence is evident in her adoption of minimally invasive glaucoma surgery (MIGS) techniques, which have enhanced treatment options for glaucoma patients by reducing recovery times and improving overall results.

"Minimally invasive procedures allow us to offer effective treatments with fewer risks," explained Dr. Okeke. "This means our patients can return to their daily lives more quickly."

Dr. Okeke pioneered MIGS at VEC. In 2009, she was the first in the area to perform Trabectome surgery and the first in the country to combine this advanced technology in glaucoma with the femtosecond laser, allowing the surgery to be performed without a blade. She has established a series of firsts, including being the first in the Hampton Roads area to implant the Glaukos iStent and the first in Virginia to perform viscocanaloplasty with VISCO™360, goniotomy with TRAB®360, and goniotomy with the Kahook Dual Blade.

Dr. Okeke is actively involved in research aimed at enhancing surgical outcomes for glaucoma patients worldwide. She is the author of The Glaucoma Guidebook, designed to educate patients and families about living with glaucoma. She also wrote a textbook on Trabectome Surgery for fellow surgeons, and contributes extensively to professional education through videos, webinars and group coaching.

Her passion for teaching is further expressed through her popular YouTube channel, iGlaucoma, where she shares visually engaging and educational content on MIGS and other surgical innovations with a global audience.

"At VEC, patient satisfaction remains a top priority. We strive not only for successful surgeries, but also for positive experiences throughout each patient's journey," she said. "Our goal is always optimal vision health combined with exceptional service."

Dr. Okeke is as passionate about teaching as she is about surgery, sharing her expertise with thousands of doctors worldwide.

"Training young doctors ensures that high standards continue into the future," she said. "It's rewarding seeing them grow into skilled professionals who will make significant impacts themselves."

Minimally invasive procedures allow us to offer effective treatments with fewer risks. This means our patients can return to their daily lives more quickly.

Profiles of Our People



Juan Lebron, M.D.

**Diseases and Surgery of the Retina, Macula and Vitreous
Retina Vitreous Associates, Ohio (Multiple Locations)**

Dr. Juan Lebron, Retina Vitreous Associates in Columbus, Ohio, has been a pivotal member of the practice since 2000. Originally from San Juan, Puerto Rico, Dr. Lebron is a fellow of the American Academy of Ophthalmology and a diplomate of both the National Board of Medical Examiners and the American Board of Ophthalmology.

As a retina specialist, he plays a crucial role in diagnosing and treating complex retinal diseases that can lead to vision loss, such as macular degeneration, diabetic retinopathy and retinal detachment. He shared: “The retina was a very easy choice because it is a very interesting part of the eye, the important part of the eye.”

Dr. Lebron emphasizes a team-based approach to patient care, ensuring that all aspects of the practice, from the front desk to clinical and administrative staff, work together to provide the best possible patient experience.

“When patients come in to see a retinal specialist, they have lots of concerns and anxiety about their condition,” he said. “The more transparent we are with patients, the more they’re going to be compliant with the treatment and the more they’re going to appreciate what you do for them.”

Dr. Lebron finds significant value in being part of EyeCare Partners. He appreciates the support and resources, which allow him to focus on patient care rather than administrative burdens.

“EyeCare Partners offers something that as Retina Vitreous Associates alone we did not have, being just a specialty-only practice,” he explained. “Now, we have anywhere from optometrists to ophthalmologists and all different aspects of the ophthalmology spectrum are represented within the organization.”

The collaboration and referral network enhance the quality of care provided to patients. This cooperation ensures that patients receive comprehensive care tailored to their specific needs.

His bilingual fluency in English and Spanish allows him to connect with a diverse patient population, further enhancing his ability to provide personalized care.

Dr. Lebron is also deeply committed to mentorship and professional development. He advises younger ophthalmologists to seek supportive environments that allow them to focus on patient care.

“The more transparent we are with patients, the more they’re going to be compliant with the treatment and the more they’re going to appreciate what you do for them.”

Profiles of Our People



Ryan Wiggins, O.D.

**Optometrist and Chair, OPT Retention, MEB
Area Medical Director
Nationwide Vision, Phoenix, Ariz.**

Ryan Wiggins’ journey into optometry was sparked by a passion for technology and science.

“I was captivated by how cutting-edge the tools were at my local vision care office,” Dr. Wiggins shared. “I took a summer job as an optician, and it blossomed from there.” He joined Nationwide Vision in 2008, and since becoming part of EyeCare Partners, he has seen the organization’s mission take flight.

“Our doctors thrive in an environment that embraces excellence, research and community-focused eye care, which is what Nationwide Vision was founded on,” he said. As the Area Medical Director, Dr. Wiggins also serves as the medical leader of other optometrists in his area.

One of the most rewarding aspects of Dr. Wiggins’ career is giving community members their first eye exam, but one story stands out.

“A day I’ll never forget was when I had the opportunity to catch an ocular melanoma in a young preteen’s eye that would have otherwise been missed,” Dr. Wiggins recalled. “It was a touching moment that made a real difference in her life.”

Collaboration is central to supporting patients, Dr. Wiggins shared: “Gaining knowledge from my colleagues — whether M.D.s or Medical O.D.s — is vital, and I always make sure to follow up with referral letters and care follow-ups to ensure our patients get the best care possible.”

For Dr. Wiggins, patient-centered care also means leveraging technology.

“Providing high-quality care means using the latest scientific insights to deliver accurate diagnoses and effective treatments, while ensuring patients feel heard and understood,” he explained. “We’re fortunate to have access to Optos wide-field retinal imaging, Optical Coherence Tomography, and intravitreal injections for macular degeneration treatment. These technologies allow us to provide the highest level of care to our patients.”

Dr. Wiggins is also committed to shaping the next generation.

“I love meeting with future optometrists during their journey through optometry school,” he said. “It’s important to provide new optometrists with a solid foundation and support network to help them grow and make meaningful contributions to the profession.”

Optometry has been the best decision of his life, he shared: “I encourage anyone interested in science and technology to explore optometry as a career path. It’s a rewarding field where you can make a real difference in people’s lives.”

“We’re fortunate to have access to Optos wide-field retinal imaging, Optical Coherence Tomography, and intravitreal injections for macular degeneration treatment. These technologies allow us to provide the highest level of care to our patients.”



Michael Snyder, M.D.

Complex Cataract and Anterior Segment Surgery,
and Co-Chair, Research, MEB
Cincinnati Eye Institute, Cincinnati, Ohio

Dr. Michael Snyder, corneal surgeon at the Cincinnati Eye Institute (CEI), specializes in anterior segment surgery, focusing on complex cataract procedures and research. Dr. Snyder’s decision to join CEI was driven by the institute’s resources and focus on clinical excellence and teamwork.

“Our mission is to take care of patients at the highest level that we possibly can,” he said. “We have a phenomenal surgery center team. We have a phenomenal clinic team.”

Being part of EyeCare Partners has further enhanced CEI’s strategic capabilities. This larger organizational structure allows CEI to focus on providing exceptional eye care while navigating the complexities of the health care industry.

“We can all focus our attention on making sure that we’re taking really great care of patients and that we’re all working in a positive direction to support ourselves, our patients, the organization in general, and again, always mission-driven,” he shared.

Dr. Snyder couples his clinical activities with an active interest in both teaching and research as faculty at CEI and as a Professor of Ophthalmology at the University of Cincinnati School of Medicine. Mentorship is also fundamental. His commitment to mentoring and teaching spans various levels, from high school students to medical residents and fellows, helping them grow and achieve their career goals.

“Bob Osher was my first strong mentor here, and to this day, has been one of the most supportive individuals in my practice,” he said. “I’m at an interesting stage in my career right now where I’m no longer the mentee, I’ve become more of a mentor. And it’s a really fun part of what I do.”

Dr. Snyder, along with Dr. Robert Osher (CEI Medical Director Emeritus), pioneered artificial iris prosthesis use in the United States, aiding in the rehabilitation of acquired traumatic iris defects or congenital iris defects such as aniridia and ocular albinism. He organized and executed the clinical study that led to the first and only FDA approval of the custom-matched artificial iris.

Dr. Snyder has also been a clinical investigator in numerous trials of new presbyopia-correcting intraocular implant lenses and implantable sustained release pharmaceutical agents, among his research contributions. He has been actively involved in leadership at CEI and within the American Academy of Ophthalmology and the American Society of Cataract and Refractive Surgeons.

“I’m at an interesting stage in my career right now where I’m no longer the mentee, I’ve become more of a mentor. And it’s a really fun part of what I do.”



Erich Hinel, O.D.

Optometrist, Residency Coordinator
and Co-Chair, Education, MEB
Cincinnati Eye Institute, Cincinnati, Ohio

Erich Hinel, O.D., discovered his passion for optometry through a fascination with biological sciences and a desire to work in health care.

“Optometrists play a critical role in detecting and managing conditions that can affect not only vision but overall health,” Dr. Hinel noted. “During routine eye exams, we’re often the first to identify systemic diseases like diabetes, hypertension or autoimmune conditions.”

He also highlights the ongoing medical management optometrists provide for chronic conditions such as glaucoma and corneal diseases, ensuring continuous, high-quality care.

Early in his career, Dr. Hinel encountered a patient with bilateral anterior uveitis. Further testing revealed undiagnosed small-cell lung cancer, which was triggering ocular inflammation.

“Because the cancer was identified early, the patient was able to receive timely treatment and achieve a successful outcome,” Dr. Hinel said. “That experience reinforced for me how comprehensive eye care can play a critical role in detecting life-threatening conditions beyond the eyes.”

Collaboration is a cornerstone of Dr. Hinel’s approach to care. This often involves coordinating with primary care physicians to manage diabetic retinopathy or partnering with rheumatologists to address autoimmune conditions. At the Cincinnati Eye Institute, Dr. Hinel also works alongside an exceptional team of ophthalmologists, enabling seamless care for medical and surgical eye conditions.

In addition to patient care, Dr. Hinel serves as the Residency Director for the Optometric Residency in Ocular Disease at the Cincinnati Eye Institute. “This role allows me to mentor new optometrists and expose them to a high-volume, complex clinical environment,” he explains. “They gain invaluable experience managing a wide range of ocular conditions.”

Dr. Hinel appreciates EyeCare Partners’ strong commitment to supporting optometric postgraduate training.

For Dr. Hinel, the intersection of patient care, collaboration and mentorship defines his purpose as an optometrist.

“Optometry is about so much more than improving vision — it’s about improving lives,” he said. “Every patient interaction is an opportunity to make a meaningful difference, and I feel privileged to play a part in their care.”

“Every patient interaction is an opportunity to make a meaningful difference, and I feel privileged to play a part in their care.”

Profiles of Our People



Lee Miles

Senior Manager, Systems and Technology
Patient Engagement Center, St. Louis, Mo.

Long before he became an EyeCare Partners (ECP) team member, Lee Miles was a Clarkson Eyecare patient — and a happy one at that.

“I always had a good experience at Clarkson,” Lee said. “The staff was always so friendly and helpful. When I saw an opening with the organization, I just knew it would be a great and positive experience. And I was right.”

Lee joined ECP’s Patient Engagement Center (PEC) as Senior Manager of Systems and Technology, a title he’s held for more than three years. Lee supports the technology PEC agents use to book optometry and ophthalmology appointments. He works to ensure that the technology agents rely on is always up and running. When it’s not, Lee moves quickly to resolve the issue so agents can get back to doing what they do best: providing best-in-class service for patients.

// I really did not know what teamwork was until I started here. //

Recently, Lee and a colleague spoke at an annual conference about their experience with software supporting patient engagement. With ECP as an early adopter of the software, Lee could share his depth of understanding and breadth of day-to-day experience with others in health care.

“It was such a pleasure getting to provide our knowledge to others,” Lee recalled. “You could see in their faces they could not wait to get back and put what they had learned to use.”

Sharing knowledge and talents with others comes naturally to Lee, as this is an extension of his experience at ECP. “There is so much great collaboration going on across ECP,” Lee stated. “I really did not know what teamwork was until I started here.”

Profiles of Our People



Janie Zlatos

Senior Manager, Operations
Associated Retinal Consultants, Royal Oak, Mich.

In 1995, Janie Zlatos accepted a position as Medical Records Clerk for Associated Retinal Consultants (ARC) to help pay her college bills. Little did she know she had found the place where she would build her career.

Janie left ARC for a while but returned in 2006, accepting a role as Medical Receptionist and Technician. Then came the promotions. First, she took a role in administration, where she became the lead and a Certified Payroll Professional. Next, Janie served as Administrative Operations Coordinator, then Corporate Accountant and Payroll Administrator, all leading to her current role as Senior Manager – Operations.

“I am a great example of the ability to make a career at ARC and EyeCare Partners by working my way through the ranks and being knowledgeable in almost all aspects of the practice,” Janie said.

“I work hand-in-hand with senior leadership and physicians at ARC and alongside the individual practice leaders. I thrive on project implementation and management that promotes positive change and increases efficiencies.”

// It is remarkable to be part of such a dedicated group that really cares about providing exceptional care and patient outcomes. //

Recently, Janie had a hand in helping ARC offices achieve full-scale usage of their drug inventory software, substantially increasing reporting capabilities and streamlining the whole retina-drug process.

“It is remarkable,” she said, “to be part of such a dedicated group that really cares about providing exceptional care and patient outcomes.”

She added: “I’ve had multiple friends and family work here over the years, so I have a sense of pride when it comes to this company and what it has done for me. My goal every day is to see it succeed.”

Elevating Our Communities

A Look Back at Our Impact

At EyeCare Partners (ECP), we are deeply committed to our communities, both in the regions where we provide eye care, and among the team members who make up our organization.

Through philanthropy and charitable initiatives, we strive to have a meaningful impact where we operate, from major metropolitan areas to rural communities.

The ECP Foundation’s key programs focus on delivering access to high-quality, integrated eye care in response to the growing need for affordable and accessible eye care. Additionally, the ECP Foundation supports crisis relief for our team members.

Our employees are active, passionate volunteers, both in their local communities and globally, delivering vital care.



The ECP Foundation

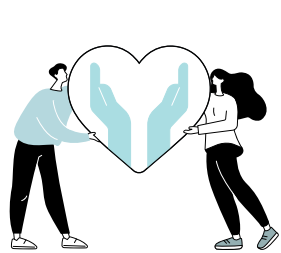


We Relaunched Our Foundation in 2024

The ECP Foundation is a dedicated charitable 501(c)3 organization that amplifies the mission of ECP to enhance vision, advance eye care and improve lives.

Whether providing financial relief to team members in crisis, supporting charitable vision care initiatives or advancing education for future eye care professionals, we are committed to transforming lives. By breaking down barriers to access, funding critical programs and empowering our communities, we help ensure quality eye care reaches those who need it most. Together, we are building a stronger, more compassionate future — one patient, one provider and one act of kindness at a time.

The ECP Foundation’s Three Impactful Programs:



ECP CARES Supporting Our Team in Times of Need

ECP CAREs is funded by ECP employees to assist colleagues in crisis. This program, accessible to our 8,500+ team members, provides financial assistance for disasters such as floods, house fires and personal hardships. We strive to be a source of comfort and strength to employees in need.

ECP CAREs is dedicated to giving back to ECP team members in need and creating a culture of support and compassion across the ECP community.



ECP GIVES Expanding Access to Sight-Saving Eye Care

ECP GIVES ensures that quality eye care is accessible to underserved populations in our communities. Through this program, ECP-affiliated practices provide routine eye care and free sight-saving surgical services to individuals who cannot afford it (patients who meet federal poverty guidelines in their state and have no insurance). By bridging the gap in access to essential care, we empower individuals to live healthier, more fulfilling lives.

We work tirelessly to promote access to eye care services for vulnerable populations, empowering them to see their best in life.



ECP EDUCATES Advancing Education in Eye Care

ECP EDUCATES reflects our commitment to shaping the future of eye care through education and professional development. By supporting residents, fellows and continuing education, we empower the next generation of eye care professionals with the knowledge and skills needed to provide exceptional patient care. Through hands-on training and mentorship opportunities, we are investing in the future of our industry.

Elevating Our Communities

We're proud that a number of our practices across the network have additional nonprofits connected to them in support of local causes and underserved communities.



The Cincinnati Eye Institute Foundation (CEIF)

The mission of The CEI Foundation is to preserve and improve sight. CEIF, founded in 2006, provides access to eye care for vulnerable and underserved populations, including the operation of free charitable eye clinics, community outreach services, support for community and professional education, and the granting of research funds. Learn more at CEIFoundation.org.



The Virginia Eye Foundation

The Virginia Eye Foundation is dedicated to improved access to eye care and the prevention of blindness in Virginia. The Virginia Eye Foundation raises funds to support medical and surgical care, education and accessibility of eye care and blindness prevention in Virginia. VEF funds sight-saving surgeries and care for those without the ability to pay or without insurance. VEF also provides scholarships to high school seniors interested in pursuing a career in the visual sciences, as well as grants to free clinics and organizations that provide eye care services. Learn more at VirginiaEyeFoundation.org.



In-Kind Donations: Donating Eyewear for Children

In 2024, we gave a significant donation of eyeglass frames to **Kids Vision for Life**, a program that provides accessible vision care to under-resourced students.

IN-KIND DONATIONS:

7,079

FRAMES

\$262,669

RETAIL VALUE

Elevating Our Communities

EyeCare Partners (ECP) Supports Foundation Fighting Blindness VisionWalks

St. Louis, Mo. | Phoenix, Ariz.
Cincinnati, Ohio | Hampton Roads, Va.

Our team members and their families gave back to their communities with their walking shoes, strollers, pups and donations.

VisionWalks are an initiative from the Foundation Fighting Blindness (FFB) to help raise awareness about prevention, treatments and cures for blindness. And in 2024, ECP's engagement in vision-related walks raised much-needed funds and awareness across Missouri, Arizona, Ohio, and Virginia.

- This is the 13th year Virginia Eye Consultants has participated in their area VisionWalk, while Cincinnati Eye Institute has participated since 2006.
- More than 250 teammates walked the walk (total for all four VisionWalks).



Transformative Mission: Bringing Sight to Those in Need

In early 2024, Timothy Page, M.D., a nationally recognized cataract surgeon from Oakland Ophthalmic Surgery in Birmingham, Mich., led a team of 30 volunteers on a remarkable mission to Africa. Armed with a commitment to healing and a wealth of experience in complex anterior segment and refractive cataract surgery, Dr. Page and the team embarked on a three-day mission that left a lasting impact on over 500 patients.

Together, they performed approximately 120 surgeries during their short stay.

"We took care of several blind children with cataracts, and nothing warms your heart more than watching a child smile when they can see again," Dr. Page said.

The surgical interventions targeted patients who were previously blind. This mission marked a significant milestone for Dr. Page, his 15th humanitarian journey to Africa.

A number of ECP specialists from both our Ophthalmology Business and our Optometry Business engage in medical mission trips to destinations around the world.



Praise for Our Practices

We are grateful for the numerous patient reviews and positive feedback we receive from across our network, highlighting our dedication to quality eye care and patient satisfaction. Here we share just a few examples of this feedback:

OPTOMETRY

Nationwide Vision

I was able to get an emergency appointment right away, and the staff was incredibly responsive and caring. The doctor quickly addressed my concerns and provided clear, helpful advice. I'm so grateful for their prompt and professional care. Highly recommend! —Noemi G.

EyeCare Associates

Great experience. It had been a while since my last eye exam. The doctor and staff were friendly and very helpful. Loved not having to get eyes dilated. Got contacts and new glasses. Doctor worked with me to get the right contacts that felt the best and were multifocal. Lots of frames to choose from and made navigating the insurance very easy. Now our whole family uses them. —Scott B.

The Eye Doctors

They caught an eye disease that will leave you blind, incredibly early, but catching early can slow the progress, which is a huge deal. I cannot recommend them enough. —Amanda J.

Clarkson Eyecare

I can see! I knew I was farsighted and needed glasses for up-close work, but didn't realize that my distance vision needed a slight correction. The doctor took the time to diagnose and fix all my vision issues for me. The front desk staff was also friendly and efficient, they helped address the insurance questions, too. I'd recommend them to everyone. —Joe E.

eyecarecenter

This is my favorite optometrist! I've been coming here a few years now and every interaction is friendly, helpful, and professional. They are also very fast! I can plan to come in the morning and I know I'll make it to work appointments because they're so reliable. —Anyelle D.

OPHTHALMOLOGY

Associated Retinal Consultants

Very impressed with my first visit to this practice! The physician and staff were most kind and efficient, and my eye exam was conducted with great care and expertise. I left assured my eye issue was well under control. Highly recommend! —Linda S.

Desert Vista Eye Specialists

Dr. Alex Cohen is an excellent ophthalmologist ... engaged, calm and quietly competent. He listens, and will apply his wide ranging experience in emergency and surgical eye care to find a solution to whatever you need. —Stephen N.

Retina Associates of Kentucky

Skilled, efficient, and professional; an ideal trio for eye surgery. I underwent my second procedure with Dr. Tom Stone this morning, and I must say, the entire experience was as pleasant as it could be, starting from the initial check-in to the nurse who escorted me to my ride home. Dr. Stone provides patient information in a very caring and competent manner. I highly recommend! —Greg N.

Tuscaloosa Ophthalmology

Wonderful and friendly staff. Friendly and knowledgeable doctor. For the first time in 50 years, I only have to wear reading glasses. I did not realize how much difference it would make to have the cataracts removed from my eyes...colors are brighter, no more fuzziness when driving. Thank you to Dr. Van Johnson and all the wonderful people at Tuscaloosa Ophthalmology! —Reba M.

The Eye Institute of West Florida

I was referred to Dr. Amy Martino for my acute glaucoma. I'm very happy with my first visit. The staff that performed diagnostic tests were professional and caring. Looking forward to implant surgery soon to keep vision. Thank you Dr Martino. —Gary S.

Weinstock Laser Eye Center

Had LALs inserted with cataract surgery. Complex situation with previous RK and LASIK, took two months for all the adjustments, and some mild discomfort. I now have 20/20 vision. No glasses ever!!! Thank you Dr. Weinstock and Team! Great service and caring. I sincerely appreciate you all! —Mumtaz K.

Bennett & Bloom Eye Centers

Dr. Aparna Shah did my LASIK, and from the minute I walked into her office, I was so impressed by her and her staff. Not only did she do an amazing job, but she is so incredibly friendly and nice. She took time to discuss all of my options with me. I would recommend her to anyone. —K.C.

Cincinnati Eye Institute

Dr. Edward Holland and his staff are incredibly kind and gentle. Dr. Holland is a phenomenal and exceptional doctor with a tender spirit. He's genuinely invested in his patients. It's no wonder patients from around the world flock to see him. —Katie G.

Reynolds & Anliker

Dr. Michael Reynolds did implant surgery that corrected a defect in my eyes. I asked if he could replicate my monovision contacts that I had worn for 20+years. He nailed it! My vision is perfect. I have not even needed reading glasses, and I'm 69 years old. I couldn't be more pleased. —Jeannie W.

Shoreline Vision

The staff and doctors At Shoreline Vision are highly professional and care about patients, and it shows in how they treat you. I highly recommend Shoreline to anyone as I feel they really came through for me. They are all great doctors there, no matter who you see. Highly recommend! —Darla P.

Novus Clinic

I am 64, and I have never experienced the high quality service in my life like Novus Clinic. Each member of the staff is professional and helpful. Dr. Joseph Pirman was very empathetic and understanding about my dry eye. He gave me a few good tricks that I can do at home and wrote a prescription for an eye drop that has helped significantly. I can never say enough about each and every staff member and doctor. Thank you all for your amazing assistance! —Marsha J.

Ophthalmology Associates

My first appointment with Dr. Ranjan Malhotra and Ophthalmology Associates was a five-star experience. The staff were very professional, easy to work with, and kept me moving through the appointment. Dr. Malhotra took his time to examine, review the tests, and explain everything. He diagnosed and then provided me with medications to treat an infection. I am so grateful. Professional, knowledgeable, and outstanding care. —Susan C.

Stiles Eyecare Excellence

I need glaucoma surgery to slow down the damage. All staff and Dr. Michael Stiles clearly explained the condition of my vision loss and made me feel comfortable proceeding with surgery. This office is second to none in eye care. —Dennis F.



