

# Quality and Outcomes Report



Visionary Care

# Visionary Care and Leadership in Eye Health

## A Message from Our Chief Executive Officer and Chief Clinical Officer

**“Together, we are shaping the future of vision care ... one metric, one innovation, one outcome and one patient at a time.”**

At EyeCare Partners (ECP), our belief remains steadfast: Clinical decisions belong in the hands of doctors. This principle drives our doctor-led model, ensuring ophthalmologists and optometrists shape the future of patient care while maintaining full clinical autonomy.

As the nation’s leading clinically integrated eye care organization, **we are proud to present our second annual Quality and Outcomes Report**. This year’s report reflects our continued commitment to delivering exceptional outcomes through data-driven insights, advanced technology and a relentless pursuit of excellence.

Our quality strategy continues to evolve through a deliberate, multi-year progression. The initial phase focused on establishing foundational benchmarking. This process included building analytic muscle, consolidating data from disparate electronic medical record systems and comparing performance against national standards. We are making progress toward achieving uniform quality across our network with universal clinical standards and monitoring to ensure compliance, led by our Ophthalmology Division Chief Medical Officer and medical directors in each region. This report includes an expanded breadth of cross-sectional analytics across more specialties.

In 2025, our network achieved remarkable impact:

- 2.5 million patient encounters
- 1.4 million+ optometry exams
- 24 new ophthalmologists and 78 new optometrists welcomed

Clinical integration is at the heart of our progress. By strengthening care coordination, we ensure patients receive the right care at the right time, every time. Our Medical Executive Board (MEB), comprised of practicing doctors, remains a cornerstone of this approach. The MEB guides best practices and strategic decisions, and champions our profession within regulatory and industry arenas.

Innovation continues to define our journey. The EyeCare Partners Innovation Center (EPIC) brings together the expertise of nearly 1,000 eye care providers with powerful data analytics to elevate decision-making, optimize outcomes and fuel groundbreaking research. Through collaboration with private practices, academic institutions and industry partners, EPIC positions us at the forefront of vision care advancements.

This past year, we achieved significant milestones. MEB and EPIC operate more closely together as a leadership body, ensuring physician insights inform every strategic initiative. We advanced provider engagement, expanded data integration and accelerated research efforts, all while fostering a unified culture across our network.

Looking ahead, education, innovation and transformation continue to be catalysts for exceptional outcomes, as we track and share in this report. We are committed to adopting emerging technologies and therapies that will redefine patient care standards and strengthen our leadership in eye health.

Thank you for joining us on this journey. Together, we are shaping the future of vision care ... one metric, one innovation, one outcome and one patient at a time.



**Chris Throckmorton**  
Chief Executive Officer



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



### In this Report

Message from CEO and CCO . . . . .	1	Clinical Quality and Outcomes: Optometry . . . . .	24
About EyeCare Partners . . . . .	3	Education . . . . .	28
Network Efficiency . . . . .	8	Patient Experience . . . . .	32
Clinical Research . . . . .	10	Community Support . . . . .	36
Clinical Quality and Outcomes: Ophthalmology . . . . .	14	Looking Ahead . . . . .	40
Ambulatory Surgery Centers . . . . .	22		

## Every Person Deserves to See Life Clearly

EyeCare Partners (ECP) represents a network of leading ophthalmologists and optometrists who provide a lifetime of care for patients. We are guided by our mission to enhance vision, advance eye care and improve lives as we provide services across the eye care continuum in 18 states.



## About EyeCare Partners

We make eye care accessible and personal, so each person receives the high-quality care they need to see and live better.



### We are clinically integrated.

ECP is a united and growing clinically integrated partnership of optometry offices, ophthalmology clinics and surgery centers combining to provide a seamless patient journey.



### We are physician-led.

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



### We are igniting a culture of innovation and continuous learning.

We draw upon an unmatched wealth of data from nearly 1,000 providers across the country to drive optimal patient outcomes.



### We are transforming the delivery of eye care.

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

## 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

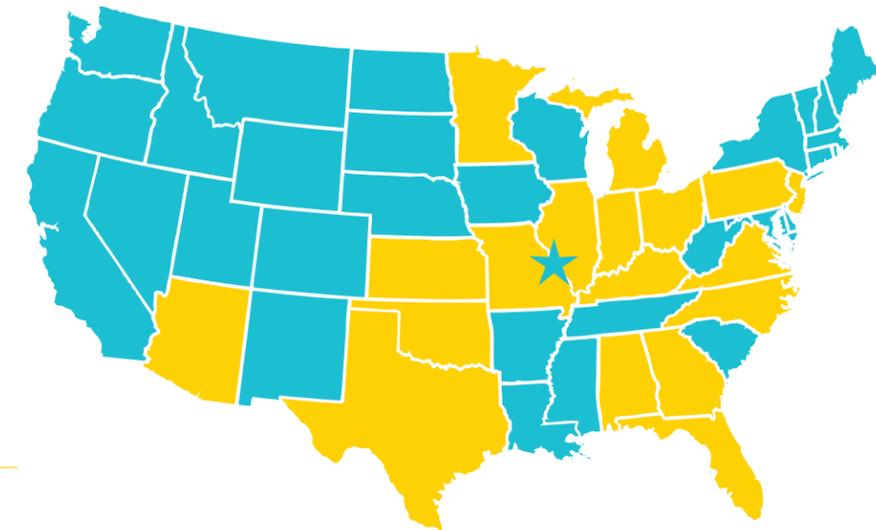
We foster an environment where everyone can be their true and authentic selves.

#### COLLABORATIVE INNOVATION

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



## About EyeCare Partners Network Overview



Elevating Eye Care in

**18** STATES

**300+**

OPHTHALMOLOGISTS

**660+**

OPTOMETRISTS

**30+**

AMBULATORY SURGERY CENTERS

**6**

OPTOMETRY BRANDS

**59**

OPHTHALMOLOGY PRACTICES

#### Expansive National Impact

**2.5 MILLION**

PATIENT ENCOUNTERS

**170,000+**

SURGERIES PERFORMED

**350,000+**

NEW OPTOMETRY PATIENTS

**8,200**

TEAM MEMBERS

#### Public Ratings and Scoring

##### OPHTHALMOLOGY

Net Promoter Score

**+89** On a scale of -100 to +100

Google Rating

**4.85** Star Rating (Out of 5 stars)

##### OPTOMETRY

Net Promoter Score

**+85** On a scale of -100 to +100

Google Rating

**4.6** Star Rating (Out of 5 stars)

#### 2025 New Openings

- Apex Eye Frisco, Texas
- Desert Vista Eye Specialists Scottsdale, Ariz.
- Ophthalmology Consultants West County, St. Louis, Mo.
- Grand Rapids Ophthalmology Kalamazoo, Mich.

#### Fellowship Growth

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

#### ECP CAREs Initiatives

Provided \$126,000+ in crisis relief to 175 team members.

#### ★ Support Center

**150+** TEAM MEMBERS provide valuable support services for clinicians and offices across the network.

# Doctor-Led Clinical Innovation and Leadership

## Life-Changing Innovations Shape the Future of Eye Health

### EyeCare Partners Innovation Center (EPIC)

At EPIC, our purpose is to advance the future of eye care and foster a culture of collaborative innovation across the entire EyeCare Partners (ECP) network. Leveraging data science, educational innovation, and the expertise of hundreds of leading eye care professionals, EPIC transforms insights into actionable solutions that improve patient outcomes and redefine best practices.



**Our goal:** to harness the power of ECP’s data and expertise that shape the future of eye health. EPIC is built on four key pillars that guide our work:

- **Progressive care:** Driving preventive and predictive approaches through innovative eye care initiatives
- **Research advancement:** Launching studies that enhance patient care and deliver sight-saving breakthroughs
- **Data-driven insights:** Utilizing a robust clinical data warehouse supported by a dedicated team of analysts
- **Collaborative excellence:** Partnering with the Medical Executive Board (MEB) to elevate standards and implement practical innovations in patient care that are better and more efficient

### Medical Executive Board (MEB)

ECP sets the standard for patient-centered care through a doctor-led model that empowers ophthalmologists and optometrists to advance specialty care while maintaining full clinical autonomy. At the heart of this approach is the company’s MEB, a leadership body of practicing providers who bring real-world expertise to strategic decision-making.

The MEB works closely with senior management and the ECP Board of Directors to guide priorities in:

- Advocacy and compliance
- Technology and practice operations
- Research and innovation
- Recruitment and professional development



Nearly 100 doctors actively serve on MEB committees, ensuring that clinical voices influence every decision. The MEB:

- **Advises on business strategies to align with clinical excellence**
- **Establishes best practices for delivering the highest quality care**
- **Shapes career pathways for doctors and clinical teams**
- **Promotes education, efficiency and research across the organization**
- **Advocates for the profession with government and industry bodies**

The result is a collaborative structure where doctors lead, and patients benefit.

# Governance and Support

## Focused on Long-Term Value Creation and Clinical Impact

### EyeCare Partners Board of Directors

The EyeCare Partners (ECP) Board of Directors guides the organization’s long-term strategy, ensuring the delivery of high-quality patient care, and supporting the professional growth of clinicians and team members.

The Board comprises experienced physicians and health care business leaders who bring diverse perspectives and a commitment to clinical excellence.

ECP’s governance is rooted in responsible growth and sustained impact. Importantly, the Board of Directors is complemented by ECP’s MEB, which provides direct input on clinical decisions and patient care standards. This governance model creates a clear and intentional separation between business strategy and clinical oversight.

### Partners Group Ownership and Investment

Partners Group (PG) ownership of ECP provides capital infrastructure and strategic support that empowers providers to deliver care that is better and more efficient. These investments enable us to expand access to high-quality ophthalmology and optometry services across the U.S. and provide clinicians with tools and support to deliver exceptional care.

With PG’s support, we have scaled operations and strengthened medical leadership, while maintaining a steadfast commitment to patient safety and clinical quality.



# Network Efficiency

## Meeting Patient Needs Through Seamless Collaboration

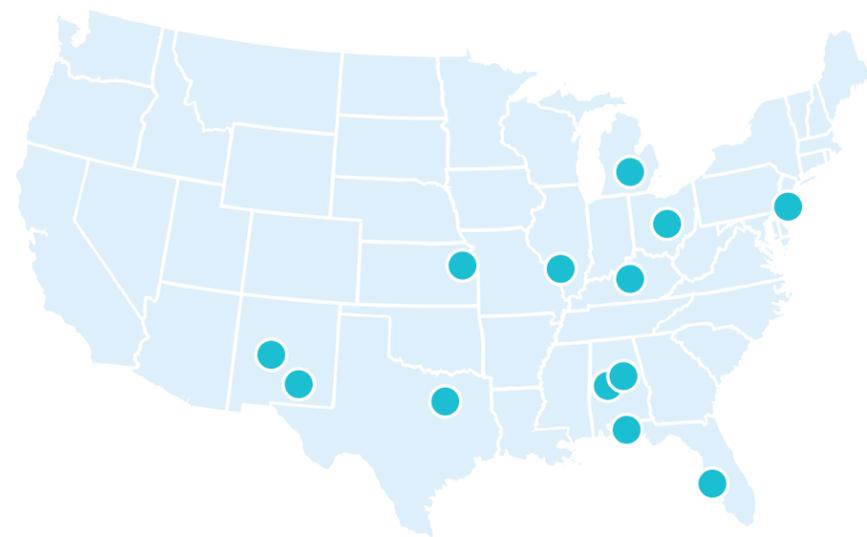
In 2025, EyeCare Partners (ECP) advanced a network efficiency strategy grounded in a simple, essential principle: patients who need care get care.

Strengthening partnerships between the Ophthalmology and Optometry Divisions breaks down traditional silos to create a more integrated, patient-centered model. Quality is enhanced throughout the care continuum with intentional clinical integration, data-informed referral management, and a focus on access and follow-through.

### Proximity of Optometric Hubs to Ophthalmology Partners Enhances Clinical Integration

To support seamless patient care, optometric hubs with nearby ophthalmology partners were intentionally identified and supported with targeted resources designed to remove barriers to referral. This approach reduces delays, improves communication, reinforces continuity of care, and helps patients transition smoothly from routine eye care to complex and subspecialty services.

### Network Efficiency Targeted Hubs Across Enterprise



"Clinical integration is at the heart of our progress. By strengthening care coordination, we ensure patients receive the right care at the right time, every time."

– Chris Throckmorton, Chief Executive Officer  
– Antonio Capone Jr., M.D., Chief Clinical Officer

# Network Efficiency Performance

At its core, network efficiency is about people. We measure efficiency by evaluating the continuity of patient care and internal referrals made possible by cross-division collaboration. Geographic distance and specialty are two main factors considered.\*

In 2025, ECP achieved a 65% efficiency rate, reflecting care continuity enabled by cross-divisional collaboration. In large, distributed health care organizations, network efficiency is inherently complex. For a multi-specialty network of our scale, this rate is a strong indicator of clinically integrated care with reduced fragmentation and improved access.

This outcome-focused approach reflects shared accountability across divisions and ensures that referrals result in completed visits and timely care. By identifying barriers to follow-through and closing gaps between referral and visit completion, we supported more meaningful, patient-centered outcomes. This effort ensures patients referred for additional care are not lost to follow-up.

### Focus on Kept Appointments

Recognizing that access alone does not ensure care delivery, we are evaluating kept appointments in addition to network efficiency.

### Reinforcing Our Commitment to Patients

In 2025, we reinforced our commitment to ensuring that patients, especially those requiring specialized or time-sensitive care, receive timely, appropriate treatment through an integrated optometry-ophthalmology partnership.

### Referral to Ophthalmology

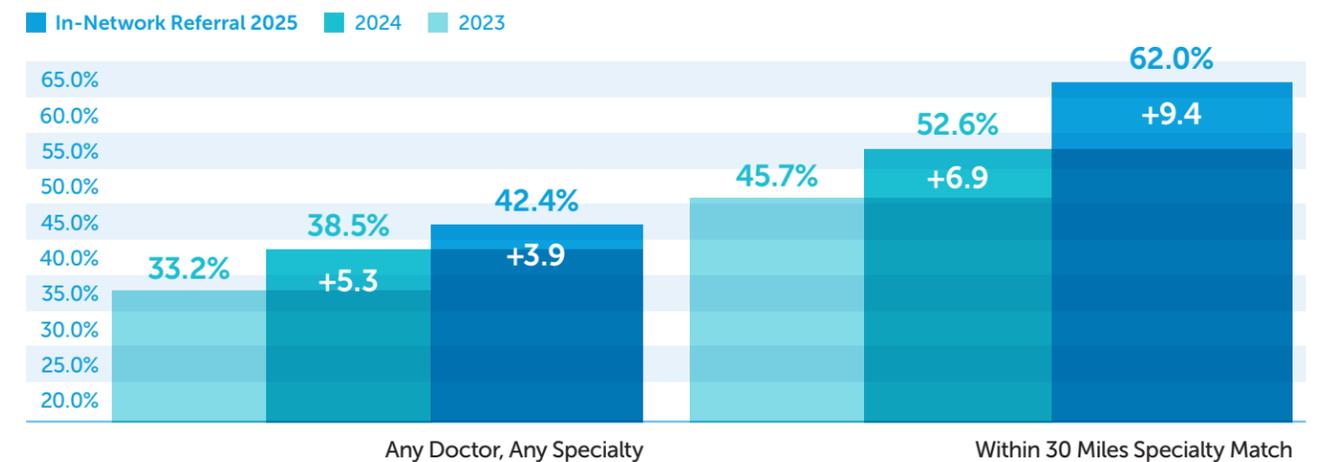


Chart is based on 2025 total optometry-to-ophthalmology referral opportunity volume of 52,982 cases and total actual patient referrals of 22,451.

The total 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.

\*Other factors (doctor capacity, availability of insurance or type of insurance) are not in the scope due to data challenges.

# Clinical Research

## Advancing Vision Care Through Research

EyeCare Partners (ECP) is a hub for world-class eye care, bringing together experts across every specialty and subspecialty. This unmatched depth and breadth empower us to explore innovative approaches that advance patient care through science.

In 2025, our physicians and research teams contributed to nearly 200 research studies across all phases, driving progress in clinical trials and industry collaborations. Our doctors strive to:

- Deliver new and improved treatment options
- Remain at the forefront of breakthroughs in vision care
- Foster an environment of lifelong learning and professional growth
- Shape the future of eye health and vision

Our research spans a wide range of conditions and technologies, including:

- Age-Related Macular Degeneration
- Blepharitis
- Cataract and Refractive Surgery
- Cornea
- Diabetic Macular Edema
- Dry Eye
- Gene Therapy
- Geographic Atrophy
- Glaucoma
- Retinal Vascular Disease



# Deep Clinical Trial Expertise Shapes Future Treatment Options



24

RESEARCH SITES INCLUDING



130

INVESTIGATORS

38

COORDINATORS

195

ACTIVE TRIALS ACROSS PHASES 1-4

~1,000

PATIENTS IN CLINICAL TRIALS

2025

AREAS OF FOCUS

- Age-Related Macular Degeneration
- Artificial Iris
- Blepharitis
- Cataract and Refractive Surgery
- Cornea
- Diabetic Macular Edema
- Dry Eye
- Eye Implant for Drug Delivery
- Gene Therapy
- Geographic Atrophy
- Glaucoma
- Inherited Retinal Diseases
- Microscopic Glaucoma Shunts
- Retinal Vascular Disease

## Clinical Research

# Advancing Corneal Care

### ECP Investigators Play Pivotal Role in Breakthrough Trial

Three ECP physicians — Dr. Michael Nordlund (ECP Chief Medical Officer, Ophthalmology), Dr. Martin de la Presa (Greene Vision Group) and Dr. Elizabeth Yeu (Virginia Eye Consultants) — played a pivotal role in a landmark clinical trial aimed at transforming treatment for corneal endothelial disease.

The corneal endothelium is essential for maintaining corneal clarity. When it fails, patients experience blurred vision and pain, often requiring complex corneal transplants.

“While transplantation techniques have improved, they remain challenging and are not always successful,” explained Dr. Nordlund.

Aurion Biotech’s Phase 1/2 CLARA trial, in which ECP practices participated, tested AURN001, an investigational therapy using cultured human corneal cells to repair damaged tissue. At 12 months, the trial met all primary, secondary and exploratory endpoints.

Patients receiving the highest dose improved dramatically — from 20/60 to 20/25 vision on average — and reported better quality of life. Data showed the therapy was safe and well-tolerated, with no serious adverse effects or tissue rejection.

“This approach — injecting endothelial cells grown in a petri dish — represents a dramatic shift from traditional surgery,” said Dr. Nordlund. “It’s exciting to be part of research that could revolutionize care for corneal disease.”

The success of CLARA sets the stage for a Phase 3 U.S. trial in early 2026, bringing this potential therapy closer to millions worldwide who face corneal endothelial blindness.



Michael Nordlund, M.D.  
ECP Chief Medical Officer,  
Ophthalmology



Martin de la Presa, M.D.  
Greene Vision Group



Elizabeth Yeu, M.D.  
Virginia Eye Consultants

**“This approach — injecting endothelial cells grown in a petri dish — represents a dramatic shift from traditional surgery. It’s exciting to be part of research that could revolutionize care for corneal disease.”**

## Clinical Research

# Improving Retinal Detachment Outcomes

### ECP Leads Innovative Retina Trial

Proliferative vitreoretinopathy (PVR) is one of the most devastating complications in retinal detachment repair, affecting up to 20% of cases and often leading to surgical failure and vision loss.

ECP is helping lead the charge against this challenge through the FIXER trial (Prevention of Proliferative Vitreoretinopathy with Intravitreal Methotrexate in Primary Retinal dEtachment Repair), spearheaded by Dr. Christopher Riemann at Cincinnati Eye Institute.

This is a prospective, randomized, double-masked trial evaluating whether intravitreal methotrexate (MTX), a World Health Organization essential medication with decades of safe intraocular use, can prevent PVR after primary retinal detachment repair. Patients are randomized into four groups to receive MTX via intraoperative infusion, postoperative injections or sham treatments that mimic real injections without treatment or penetrating the eye, with follow-up extending to 12 months.

“PVR is a severe disease,” said Dr. Riemann. “It accounts for most surgical failures in retinal detachment repair, and until now, we’ve had no proven pharmacologic solution. FIXER is designed to change that.”

The interim safety analysis is encouraging: no serious adverse events, no corneal toxicity and no cases of endophthalmitis or vasculitis. Recruitment is accelerating, and the trial aims to demonstrate whether MTX can significantly reduce PVR rates and improve visual outcomes.



Christopher Riemann, M.D.  
Cincinnati Eye Institute

Added Dr. Riemann: “Our goal is simple: Keep the retina attached and preserve vision. If methotrexate works, it could change the standard of care. This trial represents a paradigm shift, moving from purely surgical solutions to a combined surgical and pharmacologic approach.”

If successful, FIXER could mark the first time a medication-based therapy prevents PVR. It is a potentially important new option that may preserve vision for thousands of patients each year, lower the need for repeat surgeries and significantly improve quality of life.

**“Our goal is simple: Keep the retina attached and preserve vision. If methotrexate works, it could change the standard of care. This trial represents a paradigm shift, moving from purely surgical solutions to a combined surgical and pharmacologic approach.”**

# Ophthalmology

Our purpose is clear: to deliver exceptional, patient-centered care across every community we serve. Our Ophthalmology Division results tell a story of growth and trust, but behind them are thousands of team members working tirelessly to make it happen.

Together, our ophthalmologists and optometrists continue to advance care for conditions ranging from routine vision needs to complex diseases like glaucoma, macular degeneration and diabetic retinopathy. From frontline providers to operational leaders, from schedulers and technicians to IT and analytics teams, every role contributes to meaningful patient experiences.

Daniel Miller, M.D., Ph.D.  
Division President and Executive Medical Officer,  
Ophthalmology



# Clinical Quality and Outcomes Ophthalmology

## Advancing Visual Health While Maintaining Exceptional Outcomes at Scale

Across our ophthalmology practices, EyeCare Partners (ECP) continues to make strides in delivering consistently high-quality, patient-centered care grounded in clinical rigor and measurable impact.

Our network emphasizes evidence-based medicine, standardized clinical protocols and continuous performance improvement to ensure patients receive safe, effective and timely care across the full spectrum of ophthalmic services.

We draw quality outcomes data for cataract surgeries and retina procedures from the company's Clinical Data Warehouse, which curates clinically relevant data from physicians across our network. This information represents raw volumes for 99% of ECP's ophthalmology data, over the period of Jan. 1 to Dec. 31, 2025.

### Cataract Surgery

By age 75, roughly half of Americans are expected to develop cataracts. As people live longer and the senior population continues to grow, the 4 million+ cataract surgeries performed each year in the U.S. are projected to double over the next 15 to 20 years.

This life-changing surgery is among the most common yet critical vision issues ECP ophthalmologists treat, both through routine and complex surgeries. One of the earliest recorded eye procedures, cataract surgery has become highly refined and is one of the safest and most precise outpatient surgeries performed today.

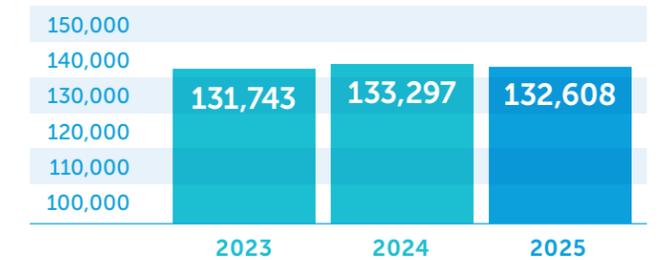
Studies show that more than 90% of patients end up with a post-surgery prescription that is within one diopter ( $\pm 1.0D$ ) of what the surgeon planned or predicted, and over 70% can be within 0.5D when a surgeon adjusts lens calculations using prior outcome data.<sup>1, 2</sup> A diopter is a unit measuring lens power and indicates the accuracy of predicted results.

ECP surgeons bring deep experience in cataract care, completing more than 100,000 cataract surgeries with

intraocular lens (IOL) implants each year. More than 95% of patients achieve strong visual outcomes (20/40 or better) after cataract surgery. These outcomes exceed benchmarks, including the 20/40 visual acuity threshold required to drive a motor vehicle without restrictions in the United States. This has been consistently used by the U.S. Food and Drug Administration in evaluating IOLs and serves as the clinical standard that defines success in cataract surgery.

### Volume By Year

#### 1-Stage Extracapsular Primary Cataract Surgery



#### Patients Achieving $\geq 20/40$ Best Corrected (by Year)

##### % Achieving 20/40 BCVA\*



\*Commonly cited benchmark data show that a best corrected visual acuity (BCVA) of 0.5 (20/40) or better is reached in about 94% of cases within 30 days after cataract surgery.<sup>2</sup>

1 Ternan, D, Berdahl J, et al: Real World Cataract Surgery Complications and Secondary Interventions, Prevention, Incidence Rates: An Analysis of U.S. Medicare Claims Database. J. Ophthalmol. 2022.8653476

2 Lundström M, Barry P, Henry Y, Rosen P, Stenevi U. Visual outcome of cataract surgery: study from the European Registry of Quality Outcomes for Cataract and Refractive Surgery. J Cataract Refract Surg. 2013 May;39(5):673-9. doi: 10.1016/j.jcrs.2012.11.026. Epub 2013 Mar 14. PMID: 23499065.

## Clinical Quality and Outcomes | Ophthalmology

### Lens Options Enhance Vision and Focus

The vast majority of patients who purchase premium lenses will see 20/40 or better without correction.

The table highlights ECP outcomes for both best corrected visual acuity (BCVA) and uncorrected visual acuity (UCVA) across various advanced intraocular lens (IOL) types.

#### Achieving $\geq 20/40$ (by State)

Grouping	BCVA	UCVA
Ohio	95.52%	89.91%
Virginia	94.23%	89.10%
Michigan	95.83%	85.97%
Kansas	94.99%	85.30%
Missouri	96.15%	91.19%
Kentucky	94.61%	87.90%
<b>ECP Total</b>	<b>95.26%</b>	<b>88.63%</b>
Benchmark	94.00%	—
Sample Size	46,000	21,000

BCVA: Best corrected visual acuity  
UCVA\*: Uncorrected visual acuity

Our 30-day outcomes data is based off an 80% sample of data from December 2024 through November 2025. This data offset was done to allow for the 30-day surveillance period to complete for each outcome.

\*UCVA outcomes reflect patients with distance vision targets. Eyes intentionally targeted for myopia are excluded from this analysis, as uncorrected distance acuity does not accurately represent expected visual outcomes in these cases.

#### IOLs

Most patients choose monofocal IOLs as the standard IOL type. These lenses have one focusing power that improves either distance, mid-range or near vision. A range of advanced lens types can enhance both near and distance vision, provide better focus at different distances or adjust depth of focus. Some IOLs modulate lens shape to help a patient see close-up or distant objects, much like the natural lens does. Other IOLs improve vision quality despite significant astigmatism or allow an ophthalmologist to fine-tune the lens's corrective power after cataract surgery.

#### Visual Outcomes with Premium Lenses\*

Lens Type	BCVA	UCVA
Toric	97.61%	94.28%
Multifocal	98.94%	96.52%
Multifocal Toric	99.19%	96.22%
EDOF	96.74%	90.67%
EDOF Toric	97.59%	90.57%
LAL	99.12%	92.86%
<b>Sample Size</b>	<b>10,944</b>	<b>5,055</b>

\* This table represents the percentages of patients achieving  $\geq 20/40$  or better

#### About Lens Types

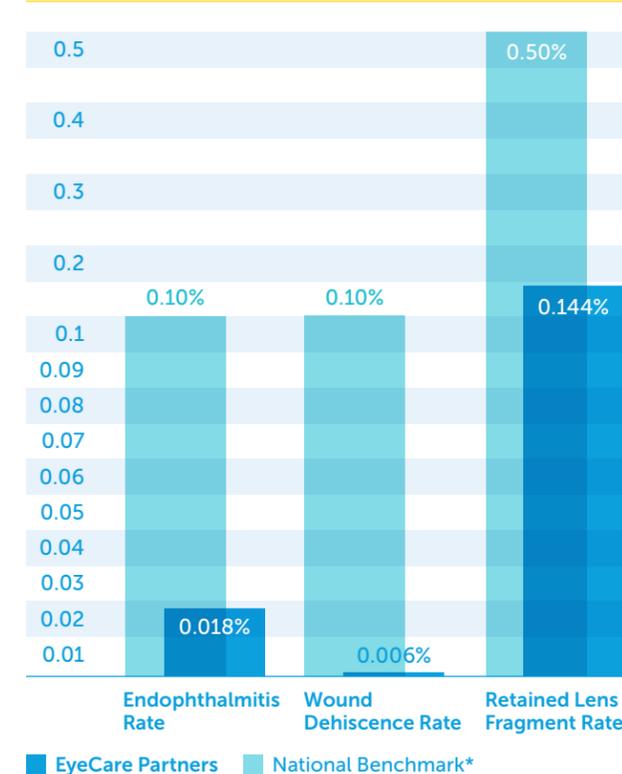
- **Toric:** Corrects astigmatism to reduce blur caused by an irregularly shaped cornea
- **Multifocal:** Designed to provide vision at multiple distances (near, intermediate and far), reducing dependence on glasses
- **Multifocal Toric:** Corrects astigmatism and provides clear vision at one set distance (near or far). Glasses may still be needed for other distances
- **EDOF (Extended Depth of Focus):** Provides a continuous range of vision, especially from distance to intermediate, with fewer glare and halo effects than multifocal lenses
- **EDOF Toric (Extended Depth of Focus Toric):** Corrects astigmatism and provides a continuous range of vision, especially distance to intermediate, with fewer visual disturbances than multifocal lenses
- **LAL (Light Adjustable Lens):** A lens that can be precisely adjusted after surgery using controlled light treatments to fine-tune vision and improve accuracy, reducing the need for glasses

## Clinical Quality and Outcomes | Ophthalmology

### ECP Cataract Procedure Complication Rate Well Below National Standards

For the millions of Americans who have cataract procedures each year, it is a safe procedure that improves vision for the vast majority of people. As a leading provider of these procedures, we take pride in the fact that our partners' rate of cataract procedure complications is well below national benchmark rates.

#### Cataract Procedure Complication Rate



\*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". The authors examined the U.S. Medicare Claims Database for the period between 2015 and 2017, providing data from 133,000 cataract procedures for analysis. This 2022 study describes the demographics of U.S. Medicare beneficiaries and reports on the cumulative incidence of postoperative complications.

The table shows the incidence of select complications following 91,656 cataract procedures performed at ECP in 2025 as compared to national benchmark rates.

- **Endophthalmitis Rate:** The rate of noteworthy eye infections diagnosed within 30 days postoperatively; clinical findings not limited to culture findings
- **Wound Dehiscence Rate:** Presence of wound dehiscence noted within 30 days postoperatively
- **Retained Lens Fragmentation Rate:** Record of retained lens fragments noted within 30 days postoperatively, regardless of whether corrective medical action is indicated to address
- **Sample size:** 91,656 procedures for ECP complications percentages; 133,000 procedures for National Benchmarks



#### PRAISE FOR OUR PRACTICES | Apex Eye

"Due to Dr. Crystal Truong's kindness and care, she made me feel comfortable about my cataract surgery! Dr. Truong was thorough in explaining the process, and I was well informed on my lens options. Dr. Truong walked me through this surgery step-by-step. I never felt anxious nor fearful, if anything, I looked forward to the surgery. As for the final results... my vision was better than what I expected..." - Cindy R.

## Clinical Quality and Outcomes | Ophthalmology

### Expertise Across Full Range of Vitreoretinal Conditions

#### Retina Care

Advanced retina care uses modern diagnostic tools, gentle treatment approaches and customized care plans to safeguard vision and support long-term eye health. ECP's retina and macula specialists bring extensive training and expertise across the full range of vitreoretinal conditions. In 2025, we reviewed retina procedure quality and outcomes data across ECP to identify trends and opportunities to strengthen care and standardize best practices. This allows us to target improvements for 2026 and beyond.

#### Retinal Detachment

Retinal detachment is a sight-threatening condition that occurs when the retina pulls away from the underlying retinal pigment epithelium at the back of the eye. Without prompt treatment, this leads to partial or complete vision loss as oxygen and nutrient delivery are interrupted. Early diagnosis and timely surgical repair remain the most important predictors of patients' visual recovery. The annual U.S. incidence of retinal detachments is approximately 12.5 cases per 100,000 or about 28,000 cases.

Across the ECP network, doctors performed more than 3,900 retinal detachment repairs in 2025, spanning the full spectrum of detachment complexity. ECP physicians deliver expertise across all major surgical modalities, including scleral buckling, pars plana vitrectomy, pneumatic retinopexy and complex membrane-peeling cases that require advanced vitreoretinal techniques.

Scleral buckling is a surgical procedure that places a silicone band around the eye to gently push the eye wall inward and help the retina reattach. Pars plana vitrectomy is a microsurgical procedure that removes the vitreous gel and relieves traction so the retina can be repositioned and secured. Pneumatic retinopexy is a minimally invasive procedure that injects a gas bubble into the eye to press the retina back into place while the retinal tear seals.

Rhegmatogenous retinal detachment is the most common form of detachment. Single-surgery success is a standard metric of surgical quality, reflecting both proper case selection and technical performance.

#### 2025 Retinal Detachment Repairs Performed

Repair Modality	Rhegmatogenous	Tractional	Tractional (with DR*)	Total Detach	All Others	Total
67107 - Repair by Scleral Buckling	145	3		3	17	168
67108 - Repair by Vitrectomy	1732	42	13	86	116	1989
67110 - Repair by Pneumatic Retinopexy	327	3		5	79	414
67113 - Complex Repair by Vitrectomy and Membrane Peeling	417	614	239	99	36	1405
<b>Total</b>	<b>2621</b>	<b>662</b>	<b>252</b>	<b>193</b>	<b>248</b>	<b>3976</b>

\*DR is tractional detachment with Diabetic Retinopathy

#### Single-Surgery Success (30 Days Post-Procedure)

67108 - Repair By Vitrectomy	88.1%	*Benchmark 77%-98%
67107 - Repair by Scleral Buckling	91.3%	
67113 - Complex Repair by Vitrectomy and Membrane Peeling	94.7%	

\*Benchmark Source: Soliman MK, et al. Outcomes of Rhegmatogenous Retinal Detachment Repair with Nonrestricted Postoperative Positioning. J Vitreoretin Dis. 2019 Dec 2;4(2): 110-118 Referenced Table: Table 6.

50% 55% 60% 65% 70% 75% 80% 85% 90% 95% 100%

## Clinical Quality and Outcomes | Ophthalmology

### Restoring Vision After Epiretinal Membrane

An epiretinal membrane (ERM) is a thin layer of fibrous, scar-like tissue that forms on the macula, the central surface area of the retina responsible for sharp and detailed vision. As it tightens, the ERM can affect the macula and cause vision to become blurry or distorted, making everyday tasks like reading or driving difficult.

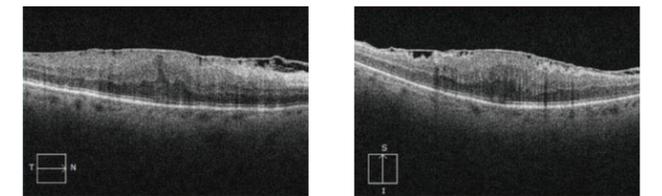
Pars plana vitrectomy with ERM excision is the standard procedure for restoring macular architecture and improving clarity of sight. A surgeon removes the vitreous gel and carefully peels the membrane away from the surface of the macula, allowing the macula to relax and return closer to its normal shape.

In 2025, ECP surgeons performed 1,883 ERM peel procedures, including 1,385 eyes that had ERM alone with no other ocular condition that affected visual function. These conditions could include trauma to the eye, diabetic edema or diabetic retinopathy.

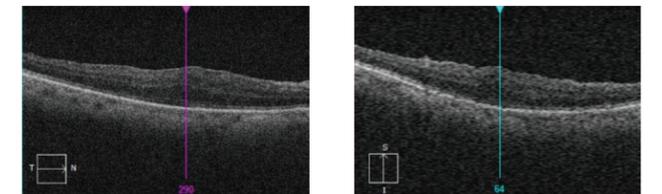
Postoperative visual acuity improved significantly within the first 30 days after surgery, with the greatest improvement noted among patients presenting with poorest preoperative vision.

#### Cross-Sectional Views of the Macula (OCT B-Scans)

Peeling away the epiretinal membrane returns the retina closer to its normal thickness. Advanced diagnostic imaging taken before and after surgery shows significant improvement after epiretinal membrane excision.



**Before Surgery:** Horizontal "slices" through the center of the retina show a thickened, wrinkled, uneven surface with a prominent bulge in the center caused by a thin layer of scar tissue that has grown on top of the macula and contracted. The normal dip in the center of the macula has been completely lost.



**After Surgery:** The same views after the surgeon carefully peeled away the epiretinal membrane show the retina with a smoother surface that returned closer-to-normal thickness. With further resolution, the central dip of the macula will begin to reappear.

#### Postoperative 30-Day Visual Outcomes\*

Starting Visual Acuity	Total Eyes	% Improved	% Significant Improvement
20/40 or better	84	24%	0%
20/40 – 20/80	216	54%	28%
20/80 – 20/160	104	71%	50%
20/160 – 20/300	33	79%	76%
20/300 or worse	42	86%	76%

\*Rates based on sample of 479 pseudophakic patients' uncorrected visual acuity.

#### Adverse Outcomes within 30 Days Post-Operation\*

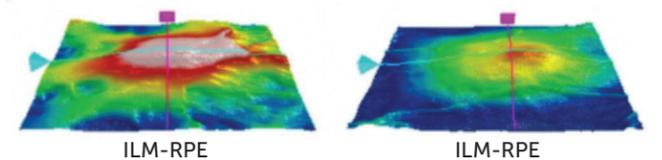
Adverse outcomes were uncommon in eyes undergoing ERM removal.

Outcome	Rate
Retinal Detachment	0.29%
Recurrent ERM	1.52%
Macular Hole	0.22%

\*In the table above, only idiopathic ERM excisions are being included. Cases with prior history of infection, ocular trauma, diabetic edema, diabetic retinopathy, prior ERM, and retinal detachments are not included.

#### 3D Topographic Maps of Macular Thickness

Three-dimensional topographic maps show post-surgery improvements in the macula's natural contour that typically correspond with improved vision.



**Before Surgery:** Colors in the center indicate areas where the retina is abnormally thick.

**After Surgery:** Following membrane removal, the overall surface is smoother and flatter, with normalized retinal thickness that typically corresponds with improved vision.

## Clinical Quality and Outcomes | Ophthalmology

### Trusted Care Throughout all Stages of Glaucoma

#### Glaucoma Care

Glaucoma is a group of eye diseases that cause damage to the optic nerve, often linked to increased intraocular pressure (IOP) inside the eye. It is a progressive disease that can develop when fluid in the front part of the eye does not drain properly. This damage can lead to vision loss if not detected and managed early. Because symptoms often develop slowly, regular comprehensive eye exams are essential to preserve sight.

Glaucoma often goes unnoticed in early stages, where therapy can offer the most sight-saving impact. Immediate evaluation and treatment help reduce pressure quickly and protect the optic nerve from lasting damage.

ECP's ophthalmologists specialize in the care of these patients, with over 57,000 patients receiving long-term care and management at all stages of the disease in 2025. IOP is one of the leading indicators in treating glaucoma. More than 70%

of our patients had either a stable IOP ( $\pm 2$  mmHg) or net decrease in IOP ( $> 2$ mmHG) over the last 12 months, at all severity levels.

#### Patients Treated Medically for Primary Open Angle Glaucoma 2025

Total Active Patients	57,883
Total Patient Eyes	106,916
Median Years in Treatment	5.33

#### Severity Strata

Our specialists care for patients as they progress from mild to severe glaucoma.

Mild	47%
Moderate	29%
Severe	24%



## Clinical Quality and Outcomes | Ophthalmology

### Leading Edge Surgical and Drug Delivery Options

Our specialists provide traditional filtering surgeries, minimally invasive glaucoma surgery (MIGS) and sustained-release glaucoma drug delivery.

#### 2025 Traditional Filtering Surgeries

For patients with advanced cases of glaucoma, traditional surgeries such as trabeculectomy or aqueous shunt implantation remain vital options, with more than 1,900 such procedures performed in 2025 across the ECP network.

These are especially helpful for moderate to advanced disease, or for patients whose glaucoma is progressing despite other treatments. Such surgeries can create new drainage pathways that lower pressure.

Therapy Type	Treatment Count
66170/66172/66991 - Ab Externo Trabeculectomy	3,177
66179/66180 - Ab Externo Aqueous Shunt (e.g., Ahmed®, Baerveldt®, Molteno®)	963

#### 2025 Minimally Invasive Glaucoma Surgery (MIGS) Procedures Performed

Our glaucoma specialists have been early adopters in new MIGS techniques, completing over 4,600 MIGS procedures in 2025.

need more pressure control than drops or laser can provide, but who are not good candidates for traditional filtering surgeries.

These surgical procedures use very small incisions and microscopic devices to improve the eye's fluid drainage and lower intraocular pressure (IOP). MIGS offers a safer, less invasive option for patients who

MIGS lowers IOP in a more sustainable way and can help slow disease progression, reduce medication burden and expand treatment choices for patients in the earlier stages of glaucoma.

Therapy Type	Treatment Count
65820 - Goniotomy (e.g. Trabectome®, OMNI SS®, Streamline®, VISION®/Via360)	2,566
66174 - Canaloplasty / Trabeculotomy (e.g. OMNI SS®, Streamline® VISION®/Via360)	1,286
66183 - Ab Externo Micro Shunt (e.g. EX-PRESS®, XEN® Gel Stent)	419
0449T - Ab Interno Micro Shunt (e.g. XEN® Gel Stent)	304
0671T - Ab Interno Micro Stent (e.g. iStent®, iStent inject®, or Hydrus® Microstent)	84

#### 2025 Sustained-Release Drug Delivery

ECP doctors are also at the forefront of sustained release glaucoma drug delivery such as Timed Release Intracameral Implants. Since U.S. Food and Drug Administration approval in 2020, ECP ophthalmologists have administered 1,937 Durysta® Bimatoprost implants, over 438 in the past year alone. Following the approval of iDose® Travaprost in December 2023, 89 implants were administered in 2025.

As the U.S. population ages and demographic shifts increase the proportion of individuals at elevated risk, public health experts note that glaucoma prevalence will continue to climb, increasing the need for screening, monitoring, specialty care access and long-term disease management.

## Ambulatory Surgery Centers

EyeCare Partners operates more than 30 ambulatory surgery centers (ASCs) across the U.S., many within proximity to the company’s leading ophthalmology practices. We work to achieve the highest quality outcomes, adhere to all safety standards and offer leading treatments and technologies at the forefront of vision innovation.



## Ambulatory Surgery Centers Dedicated to Eye Care

### Purpose-Built Network and Expertise for Ophthalmic Surgical Care

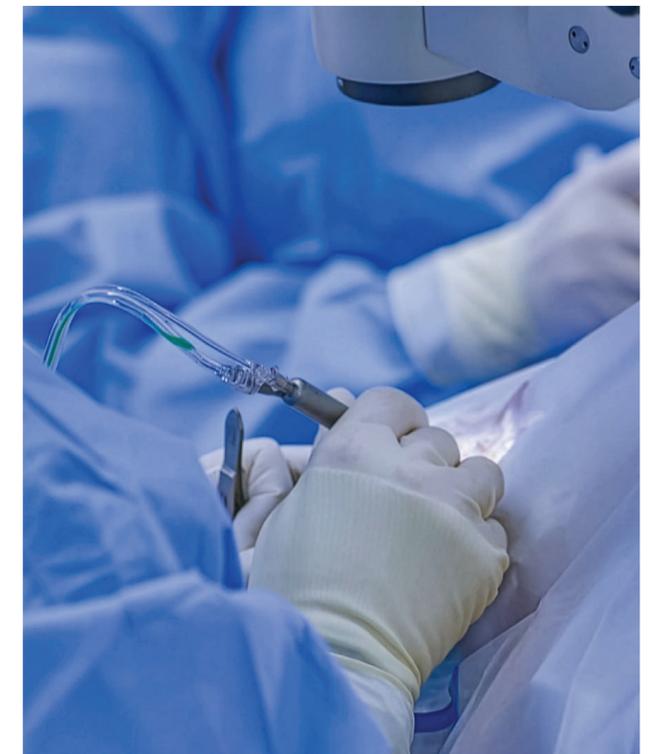
Our state-of-the-art ambulatory surgery centers (ASCs) have been purpose-built for eye surgery, with teams that undergo extensive training to manage routine pre- and post-surgical care, as well as emergency situations. Because ECP ASCs are highly specialized and dedicated to eye health and function on a smaller scale, they can provide services at a lower price than a full-service hospital.

#### ASC 2025 Impact: By the Numbers

PROCEDURE VOLUMES	RETINA	OCULOPLASTIC	LASER VOLUMES
101,682	4,405	3,104	29,962
CATARACT	GLAUCOMA	CORNEA	OTHER
86,842	4,307	2,194	826

Many of our surgery centers are also accredited by Medicare and the Accreditation Association for Ambulatory Health Care (AAAHC) and are nationally recognized for excellent care:

- U.S. News & World Report 2025 Best Ambulatory Surgery Centers for Ophthalmology named several centers “High Performing,” an honor achieved by fewer than 17% of facilities evaluated nationwide. Honorees include Shoreline Vision (Muskegon, Mich.), Arizona Eye Institute & Cosmetic Laser Center, St. Charles Surgery Center (Mo.), and Virginia Surgery Center
- AAAHC named Shoreline Vision “1095 Strong,” signifying continuous readiness and compliance through the full three-year accreditation cycle. This center has completed five annual AAAHC surveys with zero deficiencies
- Newsweek and research partner Statista named St. Louis Eye Surgery & Laser Center and Cincinnati Eye Institute (CEI) Surgery Center (Blue Ash) to America’s Best Ambulatory Surgery Centers 2026. St. Louis Eye Surgery & Laser Center ranked No. 1 in Missouri



# Optometry

// 2025 was a year of operational excellence to create a more seamless experience for patients. We enhanced scheduling systems, streamlined referral processes and launched our proprietary practice management/electronic health record in Optometry to improve efficiency and elevate patient satisfaction.

We will continue to break down barriers, embrace new technologies and set the standard for what eye care can and should be. //

Sarah Wells  
Division President,  
Optometry



# Clinical Quality and Outcomes Optometry

## Enabling Patients to Find Their Focus

EyeCare Partners (ECP) optometrists provide care that sharpens vision and helps people see the joys that have been in front of them all along. With treatment that puts patients first and eyewear that gives them confidence to look and feel their best, our optometry practices enable people to focus on the world in all its intricacies.

Across our network, optometry encompasses much more than simply prescribing eyeglasses. Our optometrists are primary care doctors for eyes, playing a vital role in diagnosing, treating and managing eye conditions and vision problems.

Optometrists can often be the first line of defense in detecting serious issues. As ECP is clinically integrated, our optometrists can seamlessly refer patients to ophthalmologists within and beyond our network. Optometrists screen for the presence of disease, injury or degradation. If a diagnosis is especially severe or needs surgery, the optometrist will refer the patient to specialty care.

While most ECP optometrists practice in freestanding optometry offices, others are integrated and work alongside ophthalmology colleagues. There are two models for 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, and the ophthalmologist assesses the patient for complex issues
2. The optometrist sees patients in a parallel clinic at the same time as the ophthalmologist, referring those patients who have medical or surgical needs for ophthalmic care

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

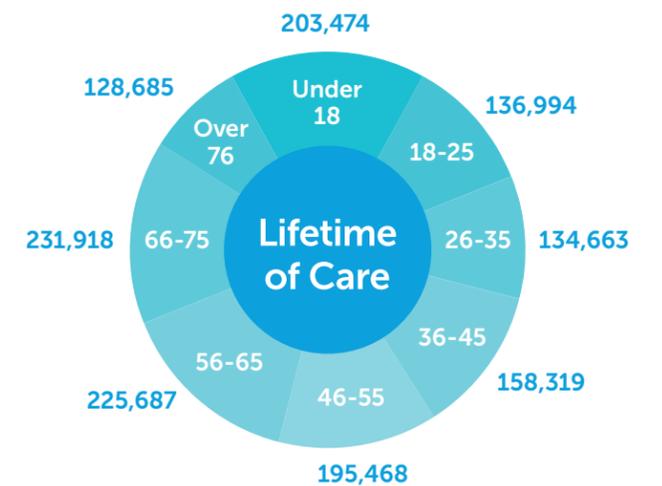
### DEMOGRAPHICS

#### 2025 Patient Segmentation by Age (in Years)

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

1.4 Million

TOTAL



Volumes, outcomes and procedures for our Optometry Division. Services conducted by embedded optometrists are not included for this report.

### PRAISE FOR OUR PRACTICES | Nationwide Vision

"Staff were very professional and welcoming. It was my 9-year-old daughter's first eye visit, and the doctor made her feel really comfortable and let her know the importance of wearing glasses. She went in feeling like, 'OMG, I have to wear glasses?' to walking out like, 'Yes! I'm about to be so fly with my new glasses.'" – Terri M.

## Clinical Quality and Outcomes | Optometry

### Detecting “Silent Blindness” to Reduce Further Damage

Optometrists are often the first line of defense in detecting diseases like glaucoma, which cause slow, irreversible damage to the optic nerve without early symptoms. Glaucoma is often called silent blindness because many with the disease are not aware they have it. Early detection of glaucoma and age-related macular degeneration (AMD) can be key to successful disease management.

#### 2025 Number of Patients Diagnosed With AMD, Dry Eye Disease and Glaucoma

Diagnosis	2025 Total Patients	2025 Patients with Initial Diagnosis in 2025	% with Initial Diagnosis in 2025
Age-Related Macular Degeneration	22,067	8,838	40.05%
Dry Eye Disease	196,400	95,480	48.62%
Glaucoma	106,171	39,801	37.49%

#### Conducting Eye Exams

Eye exams are comprehensive check-ups of vision and overall eye health. They take into account the refractive status of the eye as well as any pathology that might be present.

#### 2025 TOTAL EXAMS

1,415,161

#### 2025 Number and Type of Eye Exams

Type of Exam	Number of Exams
<b>Routine</b> <small>(Eye exam recommended on an annual basis. Vision and eye health are evaluated)</small>	1,192,211
<b>Medical or medically focused</b> <small>(Problem-focused exam typically directed at a singular complaint or pathology that can be acute or chronic)</small>	222,950
<b>Total</b>	<b>1,415,161</b>

#### Vision Correction Through Product Sales

We served 1 million+ patients, with 59.9% choosing to buy glasses or contacts with us the same day of their eye exam, and 65% within 60 days.

Eyeglasses	1,047,601
Contact Lenses	271,822

#### Childhood (ages 5 to 18) Myopia Treatment

Across our optometry offices, we enrolled thousands of children under 18 years of age in a myopia management program that reduced myopia 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 (overnight lenses that reshape the cornea)
- Low-dose atropine eye drops



## Clinical Quality and Outcomes | Optometry

### 2025 Program Launches Improve Care for Children and Adults

## 20/20 KIDS CLUB

### Building a Foundation for Lifelong Eye Health

Early detection and consistent monitoring are critical to protecting children’s vision and supporting healthy development. According to VSP Vision Care and the National Health Interview Survey, one in two U.S. children need eye exams and 15% of all children need vision correction.\*

Launched in 2025, our 20/20 Kids Club is designed to reinforce quality pediatric eye care with a positive, engaging exam experience that encourages families to make routine vision care a priority from an early age.

Pediatric eye exams help identify conditions that can affect learning and development, including amblyopia, strabismus and uncorrected refractive

errors. By integrating age-appropriate communication and engagement into the exam process, clinicians complete thorough evaluations while keeping children comfortable and attentive. Children are recognized for completing their visits and reaching vision milestones, helping normalize eye care and reduce anxiety associated with future eye exams.

Making pediatric eye care approachable and consistent helps set the foundation for healthier vision outcomes throughout childhood and beyond.



\*Based on NORC’s VSP Summary Data Report for the Vision & Eye Health Surveillance System. The National Health Interview Survey Summary Data Report for the Vision & Eye Health Surveillance System found that 15% of all children need vision correction.

### EyeCare Partners Completes E360+ Practice Management and Electronic Medical Records System Rollout Across Optometry Division

EyeCare Partners (ECP) deployed its proprietary, cloud-based platform EyeCare360+ (E360+) across Optometry Division brands, including Clarkson Eyecare, EyeCare Associates, eyecarecenter, Nationwide Vision and The EyeDoctors.

#### Benefits and Impact

- **Operational efficiency:** Standardized workflows reduce administrative burden, streamline scheduling and improve order accuracy
- **Enhanced patient experience:** Vision360+ portal enables online check-in, appointment optimization and transparent cost estimates

- **Clinical excellence:** Customizable exam templates and integrated documentation tools allow clinicians to focus more on patient care
- **Financial accuracy:** Real-time benefit verification and material pricing calculations provide precise out-of-pocket cost estimates
- **Data-driven insights:** Unified platform delivers deeper business analytics to support strategic decision-making

This milestone reflects ECP’s commitment to innovation and clinically integrated care. Comprehensive training ensured a smooth transition for doctors and staff. E360+ will continue to evolve based on user feedback, reinforcing ECP’s mission to advance eye care and improve lives



## Education

Under the Education umbrella of the Innovation Center, EyeCare Partners (ECP) shapes learning and professional development for eye care doctors throughout their careers.



## Education

### Educational Programming Supports Exceptional Patient Care

Our innovative clinical education platform and Refractive Cataract Anterior Segment (RCAS) Fellowship support learning, care delivery and understanding throughout physicians' careers. Lifelong learning is provided through continuing medical education for ophthalmologists, continuing education for optometrists and professional career-long mentoring. These initiatives support readily accessible knowledge, technical training and personalized peer support.

The EyeCare Partners Innovation Center (EPIC) education team, led by Dr. Robert Folberg, Vice President for Clinical Education, in partnership with the Medical Executive Committee and Dwayne Munneke, Ph.D., Vice President for Organizational Learning and Development, drives our infrastructure for educational programming from ophthalmologists and optometrists. Our partner practices also invest in the future of our profession through residencies and student externships.

This deep commitment to lifelong learning for doctors across our network fosters leadership and equips providers to offer the latest eye care advancements to their patients.

Our core Continuing Professional Development initiatives include:

- Continuing medical education (CME) for ophthalmologists
- Continuing education (CE) for optometrists
- Personal and professional development

### Network-Wide Clinical Learning Management System (LMS)

In the first half of 2026, ECP is set to launch a Clinical Learning Management System that will enable consistent, scalable clinical and operational education across our organization. This new clinical platform will deliver comprehensive educational and mentoring resources. Across our network, we will rapidly disseminate knowledge and insights to ophthalmologists and optometrists anywhere, anytime and on any device.

### My Next Chapter

Along with a comprehensive suite of educational resources, the LMS will house My Next Chapter, a unique mentoring initiative engaging physicians with peers at similar stages of their careers. They will connect online and in real time to "write their next chapters" in their professional lives and mentor each other. Participants will also brainstorm solutions to challenges with support from ECP.

### Refractive Cataract Anterior Segment (RCAS) Fellowships

Our Refractive Cataract Anterior Segment Fellowships offer a path for ophthalmologists seeking advanced, hands-on clinical and surgical training in refractive cataract and anterior segment care. After completing residencies, fellows train alongside ECP's nationally recognized physician leaders, gaining experience in complex cases, clinical research, industry collaboration and real-world practice management. These one-year fellowships, in sites affiliated with academic residency programs, offer unmatched clinical and surgical breadth with a combination of technical training and a deep dive into advanced surgical care, mentorship and professional growth.

Through our multi-site model, fellows learn directly from expert surgeons with diverse backgrounds and techniques, gaining the kind of experience that typically takes years to build in private practice. RCAS fellows develop advanced surgery skills and are prepared to emerge as leaders in their field.

## Education

Two fellows undergoing training during the 2025-2026 academic year shared perspectives on their RCAS experience:

**I am excited...**

I am excited to be able to pick from the minds of some of the most experienced anterior segment surgeons. I'm hopeful, under their mentorship, I can learn in this one-year fellowship what would have taken years to learn starting practice right out of residency.

Chandler Mitchell, M.D.  
RCAS Fellow




**Chandler Mitchell, M.D.**

Virginia Eye Consultants  
FELLOWSHIP DIRECTOR:  
John Sheppard, M.D.

**It will encourage me to try new technology...**

I envision the RCAS fellowship helping me become an extremely confident and skilled surgeon. I think it will make it easier to counsel patients interested in advanced technology lenses. It will encourage me to try new technology and learn the best, latest treatment for my patients.

Sanah Aslam, M.D.  
RCAS Fellow




**Sanah Aslam, M.D.**

Oakland Ophthalmic Surgery (Michigan)  
FELLOWSHIP DIRECTOR:  
Tim Page, M.D.

## Fellows for 2026-2027

For the 2026-2027 training year, Cincinnati Eye Institute added a new fellowship. Three fellows have been named across three practices:



**Koosha Ramezani, M.D.**

Virginia Eye Consultants  
FELLOWSHIP DIRECTOR:  
John Sheppard, M.D.



**Kirby Taylor, M.D.**

Oakland Ophthalmic Surgery  
FELLOWSHIP DIRECTOR:  
Tim Page, M.D.



**Brian Wollocko, M.D.**

Cincinnati Eye Institute  
FELLOWSHIP DIRECTOR:  
Ed Meier, M.D.

We look forward to welcoming this incoming class in July 2026, and are considering expanding RCAS to four sites for the 2027-2028 training year.

## Education

### Continuing Education for Ophthalmologists and Optometrists



**EYECARE PARTNERS**

Your Hosts

Albert Cheung, MD | Sara LeMay, OD

**Doc2Doc**

Guest Starring

Miguel Busquets, MD, FACS | Boleslav Kotlyar, MD

**Doc2Doc Podcast**

The Doc2Doc Podcast is an ongoing, physician-led forum for peer education and clinical dialogue. Hosted by Albert Cheung, M.D., of Virginia Eye Consultants and Sara LeMay, O.D., of Retina Associates of Kentucky — both members of the Medical Executive Board Education Committee — the series convened monthly in 2025, and featured guest hosts from across the ECP network.

Episodes explored a broad range of timely and clinically relevant topics, including retinal innovation and drug delivery, advances in imaging and diagnostics, glaucoma and corneal care, presbyopia, gene therapy and emerging policy considerations.

**Rapid Rounds**

This peer-reviewed case series is shared by and with residents, fellows and doctors. The series highlights interesting cases with leading diagnostics and treatments. Our residents and fellows often lead cases, but doctors may also submit.

### Physician Education Through Partner Practices

**Ophthalmology Fellowships and Clinical Teaching**

Physicians receive in-depth training through fellowships hosted by our network of ophthalmology practices. Several clinics provide clinical teaching for affiliated residency programs.

Dr. Viren Govindaraju completed his ophthalmology residency and fellowship at Associated Retinal Consultants (ARC), an ECP practice, and joined the ARC staff to serve patients in southeastern Michigan. Dr. Govindaraju specializes in vitreoretinal diseases.



**Optometry Residencies and Student Externships**

Our nationwide network of more than 650 optometrists provides a valuable training ground for optometry school students and graduates. We facilitate optometric residencies and student externships in association with universities and health systems.

In 2025, ECP engaged with all 25 U.S. optometry schools. We hosted more than 50 campus recruitment events with over 2,000 students throughout the year.

This past year, we offered optometry residencies at five practices throughout our network: Bennett & Bloom Eye Centers, Cincinnati Eye Institute, Columbus Ophthalmology Associates, John Kenyon Eye Center and Virginia Eye Consultants. Eleven residents learned from practicing optometrists at our clinics. We brought optometry residents and residency coordinators together for biannual educational and team-bonding summits.

Over the year, ECP hired 22 new optometrists out of optometry schools and residency programs.

**Student Externships**

In 2025, 15 ECP practices partnered with optometry schools to provide externships to fourth-year optometry students. Students rotated through real practice settings to build on classroom knowledge, while developing clinical skills, professional judgment and practice management skills.

# Patient Experience

In today's environment, health care teams must create a meaningful experience for patients in addition to delivering great care, service and outstanding value. EyeCare Partners is driven by the pursuit of exceptional care and meaningful experiences for all patients served by our expert eye care providers.



# Patient Experience

## Working Together to Provide the Best Experience for Patients

Our strength lies in collaboration among ophthalmologists, optometrists, clinical teams and support staff, and across the diverse communities we serve. From appointment scheduling and reminders to in-office and telehealth consultations and through post-visit follow-ups, we support the full continuum of eye care in ways that are easier, more accessible and more personal for patients and their loved ones.

### Enhancing Patient Satisfaction

Our doctors earn consistently high ratings from patients in their practice areas.

#### Google Reviews



Patient reviews, referrals and testimonials reflect exceptional care across our network with a continuous focus on elevating eye care quality.

Our **Ophthalmology Division** has an average Google review score of

**4.85** Star Rating  
(Out of 5 stars)

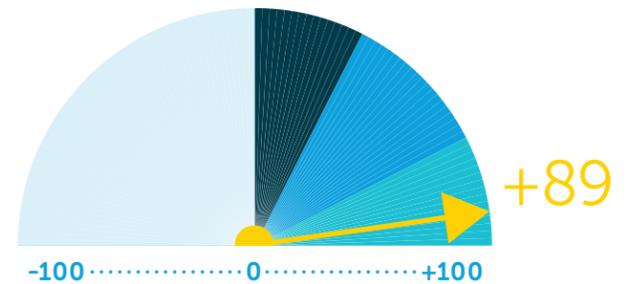
Our **Optometry Division** has an average Google review score of

**4.6** Star Rating  
(Out of 5 stars)

#### Customer Experience: Net Promoter Score

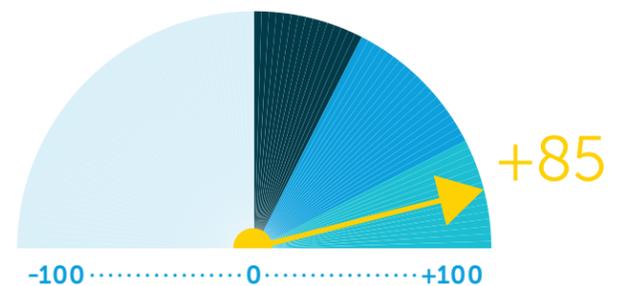
Net Promoter Score (NPS) measures customer loyalty to a company. Scores are measured with a single-question survey and are reported with a number ranging from -100 to +100; a higher score is desirable.

### 2025 Net Promoter Score – Ophthalmology



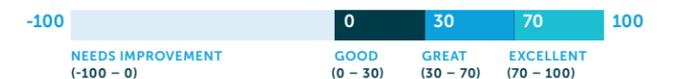
Our Ophthalmology Division garnered an average public rating score of **+89** on a continuum from -100 (detractors) to +100 (promoters).

### 2025 Net Promoter Score – Optometry



Our Optometry Division garnered an average public rating score of **+85** on a continuum from -100 (detractors) to +100 (promoters).

#### WHAT IS A GOOD NET PROMOTER SCORE?



## Patient Experience

### Transforming Our Patient Experience

#### Personalized Education

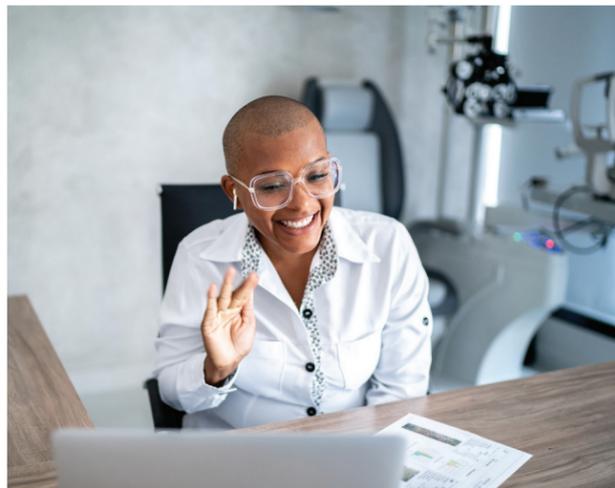
To support more consistent and high-quality education at every step of the patient journey, we introduced an enterprise-wide customer relationship management (CRM) platform powered by Salesforce in 2025. This platform strengthens connections between ECP doctors and patients with more consistent and tailored education.

Salesforce gives us a comprehensive view of each patient, enabling more personalized experiences. Whether educating about cataracts and LASIK or showcasing new eyewear, we can connect with patients in more timely, meaningful ways to improve eye care education. We are also using Salesforce in our referral relationships to better support optometrists, both inside and outside our ECP network.

#### Advancing Teleoptometry: In-Office Remote Eye Exams

At many of our optometry practices, patients can experience a full eye exam on their schedule with our in-office remote technology.

Since 2023, ECP has offered in-office remote eye exams as an option to increase access, convenience and efficiency while maintaining high standards of clinical care. Nearly 34,000 teleoptometry exams were completed in 2025.



#### Teleoptometric Comprehensive Exams Performed

2025

33,915

Teleoptometry includes advanced diagnostic technology, on-site clinical support and real-time virtual consultations with licensed optometrists. Patients complete a comprehensive eye exam at a local optometry location while consulting with an optometrist who participates remotely via high-definition video. An on-site technician conducts pre-testing, operates diagnostic equipment and assists throughout the visit.

#### Benefits of Teleoptometry

- Expanded appointment availability supports busy schedules
- Exams are completed in less than 30 minutes without sacrificing quality
- Remote exams can detect conditions such as cataracts, glaucoma and macular degeneration
- Patients interact directly with licensed optometrists in real time

#### How Teleoptometry Exams Work

Patients begin their visit with an on-site technician who conducts pre-testing, including:

- Visual acuity and current prescription assessments
- Corneal measurements
- Eye pressure testing
- Retinal imaging and additional diagnostics

The collected data is shared with a licensed optometrist, who then joins the patient via secure video conferencing to conduct the eye health evaluation, discuss findings, answer questions, and provide recommendations or treatment guidance.

We adhere to the standards for excellence in the American Optometric Association's telemedicine in optometry policy statement, with criteria to maintain high-quality patient care.

## Praise for Our Practices

We are grateful for the positive feedback in numerous Google reviews from January to December 2025. Here is a sample:

#### OPTOMETRY PRACTICES

##### Clarkson Eyecare

"I found out my son had a torn retina, and it had liquid around it. Also, my son is colorblind. They took their time to get him to a doctor that accepted his insurance. They made an appointment and had us on our way. They were so amazing to check up on us to see if my son had proper care. Thank you for the amazing job in saving my son's sight." – Lucy H.

##### eyecarecenter

"The moment I walked through the door, I felt welcomed. Dr. David Freeman is easy to talk to when expressing my concerns. He explains the test results using words a layperson can understand. The optician is great at her job. I especially love that she was able to guide me through choosing eyeglass products that fit within my budget and that complemented my facial features. I recommend Walkertown eyecarecenter." – Earlene B.

##### EyeCare Associates

"Dr. Terry Reynolds took the best care, listening to my concerns with my issues with dry eye and how I have suddenly had more vision loss recently. He took time to look over my eyes well and diagnosed a condition I was unaware I had in my right eye. Dr. Reynolds is passionate about the patients he cares for and enjoys his job and truly helping his patients. I'm beyond grateful he took the time to actually listen and care, and he helped me figure out what's going on with my vision." – Kaela H.

##### The EyeDoctors Optometrists

"I have been going to The EyeDoctors for years. I mentioned my vision suddenly dimming recently. After Dr. Jason Manes examined me, he was emphatic that my family doctor order an emergent MRI. This was after the emergency room ignored me for three hours. Thanks to Dr. Manes, I was eventually diagnosed with a very serious medical condition." – Cindy R.

#### OPHTHALMOLOGY PRACTICES

##### Cavanaugh Eye Center

"Dr. Timothy Cavanaugh handled left and right eye corneal transplants for me about 20 years ago. Outstanding results and exceptional care during that difficult season, before and after major surgery. I can't say enough about Cavanaugh Eye Center and their top-notch expertise. Two weeks ago, I had scar tissue removed from my left cornea that developed, likely due to my age, but again, the surgical expertise (10-minute procedure) had minimal discomfort and resolved the issue. Their skill and high quality of care have been expert, effective, timely and consistent to put me at ease and on the road to restored vision." – Mike T.

##### Grand Rapids Ophthalmology

"I visited Grand Rapids Ophthalmology to explore cataract surgery. The staff was exceptional. Dr. Joe Morehouse reviewed my eye tests and shared his thoughts on my options. He explained the condition of my vision and how best to treat it. Dr. Morehouse is a true professional. He was confident, very knowledgeable and made me feel at ease. He didn't push me in any specific direction, just laid out all the possibilities along with the pros and cons. I was delighted to know he would be the surgeon to remove my cataracts and see me through the placement of new light-adjustable lenses." – Charles H.

##### Retina Associates of Kentucky

"Dr. Todd Purkiss is an extraordinary retina specialist; he's been treating me for wet macular degeneration and monitoring for dry macular degeneration for several years. He and his staff are helpful, respectful and make me feel very comfortable ... considerate when I call for rescheduling, during the testing that takes place at every office visit and when I ask questions about my condition. Dr. Purkiss's knowledge, competence and high regard from peers lets me know I am in very good hands!" – Rhonda H.

##### Virginia Eye Consultants

"At my routine exam appointment, Dr. Nabila Sardar recognized that my eye issue was a symptom of an urgent physical condition that required immediate medical intervention. She explained what she surmised was happening and stressed the importance of going immediately to the emergency room, which I did. All tests indicated her diagnosis was correct, and I was able, through medication, to stop the condition from advancing further. I am grateful to Dr. Sardar, not only for her expertise and professionalism, but also for her kindness to me while explaining a difficult diagnosis." – Ann H.

## Community Support

Community is at the heart of EyeCare Partners (ECP). We are dedicated to the people and places we serve through eye care, and to the team members who bring our mission to life every day.



## Community Support: Addressing Unmet Needs in Care and Beyond

### Reflecting on 2025 Impact

ECP advances its commitment to community through intentional philanthropy, hands-on volunteerism and sustained investment in the places we call home. From dense urban cities to underserved rural areas, we work to make a meaningful difference where needs are the greatest.

Across the company, our employees volunteer locally and around the world to deliver care, strengthen communities, and elevate eye care beyond the walls of our practices and offices.

### About the ECP Foundation

The ECP Foundation is a dedicated 501(c)3 nonprofit organization that advances the company's mission through three impactful programs:



#### ECP GIVES

##### Expanding Access to Sight-Saving Eye Care

ECP GIVES ensures that quality eye care is accessible to underserved populations in our communities. Our doctors and teams provide routine eye care and free sight-saving surgical services to patients who meet federal poverty guidelines in their state and have no insurance.



#### ECP CARES

##### Supporting Our Team in Times of Need

ECP CARES is funded by ECP employees to assist colleagues in crisis. This program provides financial assistance for disasters such as floods, house fires and personal hardships. In 2025, 175 grants were provided, totaling \$126,000 in aid.



#### ECP EDUCATES

##### Advancing Education in Eye Care

ECP EDUCATES helps shape the future of eye care through education and professional development, empowering the next generation of eye care professionals and investing in our industry's future.



## Supporting Our Communities

A number of our practices across the ECP network have additional nonprofits connected to them to support local causes and underserved communities, including The Cincinnati Eye Institute Foundation (CEIF).



### CEIF 2025 Impact: By the Numbers

8,300+

Dilated Eye Exams Provided for Adults at No Cost

1,204+

Dilated Eye Exams Provided for Children at No Cost

71

Scholarships Awarded to Individuals to Further Education in Eye Care

178

Optometric and Ophthalmic Technicians Engaged in Continuing Education

7,414+

Patients Received a Voucher for Free Glasses

2,180+

Patients Referred for Sight-Saving Surgeries

~200

Patients Received Glasses in the CEIF Optical Center

## Helping Communities Near and Far

In 2025, EyeCare Partners made a significant donation of eyeglass frames to Kids Vision for Life, a program that provides accessible vision care to students in need.



### IN-KIND DONATIONS

18,384 FRAMES

\$798,754 COST

Our practices also demonstrated a deep, system-wide commitment to community impact through local engagement, charitable care, education and global service. Across the country, teams participated in health and wellness fairs, school-based vision clinics and senior education programs. Practices supported and led fundraising and engagement efforts for organizations such as the Foundation Fighting Blindness and the Pediatric Retinal Research Foundation.

Beyond local efforts, ECP physicians and staff volunteered on domestic and international mission trips, delivering thousands of eye exams, distributing glasses and medications, and performing sight-saving surgeries.



## Community Impact Stories

### Early Vision Care, Lasting Impact: Nationwide Vision Supports Arizona Preschoolers

Nationwide Vision partnered with Skyrise by KinderCare to pilot a free preschool vision-screening program in Arizona, aimed at supporting families who may need financial or government assistance. The initiative leveraged Nationwide Vision's strong local presence and pediatric expertise to provide screenings at eight Skyrise locations.

Parents received screening results and referrals, and uninsured children were offered pro-bono eye exams and glasses, with appointments coordinated for siblings and family members when possible. Backed by a shared commitment to community impact through Partners Group, the program demonstrated success, with families scheduling follow-up care and addressing vision issues at an earlier age.



### One Team Member's Mission to Restore Sight Beyond Borders

Clarkson Eyecare Office Manager Alna James recently brought her eye care experience back to her homeland of Pohnpei in the Federated States of Micronesia as part of a church-led medical mission. The outreach delivered free medical, optical and physical therapy services to the community, with many receiving care for the first time in a region without a practicing eye doctor.

Alna supported patient intake and translation and was invited to assist in the optical clinic, helping fit donated eyeglasses for patients with limited resources. Using handheld diagnostic technology, the team provided care to 787 optical patients, including many with advanced cataracts. The experience reaffirmed Alna's commitment to expanding access to care in underserved communities, and she plans to join another mission trip to Guatemala in 2026.



### Advocating at the U.N.: Telemedicine's Promise in Closing the Global Eye Care Gap

At the United Nations' Infopoverty Conference in New York in April 2025, Chief Clinical Officer Dr. Antonio Capone Jr., addressed the global lack of access to essential health services, including eye care, affecting more than half the world's population. He emphasized that while telemedicine is advancing rapidly, inequality in access persists, and global collaboration is needed to ensure that high-quality, state-of-the-art care is available regardless of geography.

Dr. Capone explained how telemedicine improves pediatric eye care, particularly in treating retinopathy of prematurity, by expanding access through remote consultations, education, and advanced technologies such as AI and data platforms. Despite infrastructure, regulation and workforce readiness challenges, successful international programs prove that these barriers can be overcome with shared standards, investment, as well as strong government and international support. This work reinforces ECP's role in demonstrating how clinical expertise and telemedicine can improve outcomes for underserved patients worldwide.



# Looking Ahead: Quality, Consistency and Innovation

## Forging a New Chapter Defined by Deeper Clinical Insights and More Unified Approach

While we are proud to share EyeCare Partners' (ECP) progress made in 2025, continuous improvement is our goal. Our priority is clear: continuing to provide exceptional care to patients with unsurpassed quality, the latest eye care advancements, initiatives to make care more accessible and investments in lifelong learning for our team.

### Quality

With quality as our North Star, we aim to bring all sites to the performance level of our highest performing practices. By the end of the first half of 2026, we will operationalize a uniform quality program across the enterprise with universal clinical standards, expanded analytics and monitoring to ensure compliance. We will also track patient outcomes, frequency of complications or adverse events, and involve regular chart reviews to evaluate provider decision-making and billing practices.

This initiative is led by our Ophthalmology Division Chief Medical Officer and medical directors in each region who will establish regional quality committees to review provider and location-specific key performance indicators on a quarterly basis. Data will be monitored by ECP's Quality Assurance Committee and regional Peer Review Committees to evaluate quality and ensure consistent patient care.

Care pathways for common ocular conditions (retinal disease, age-related macular degeneration) are also being optimized to enhance patient care and preserve vision over the long term.

### Innovation and Technology

Rapid advancements in managing dry macular degeneration and a growing array of pharmacologic and interventional options for glaucoma are expected to reshape treatment pathways, and ECP's doctors continue to lead these initiatives. Diagnostic imaging, machine learning and remote learning will enhance precision and efficiency at our practices and across eye care.

Operationally, investments in online scheduling, digital forms and standardized data capture are designed to make seeking care easier for patients and reduce clinicians' administrative burden. Our Ophthalmology Division is progressing toward a long-term plan to consolidate more than 10 practice management and electronic health record systems into two.

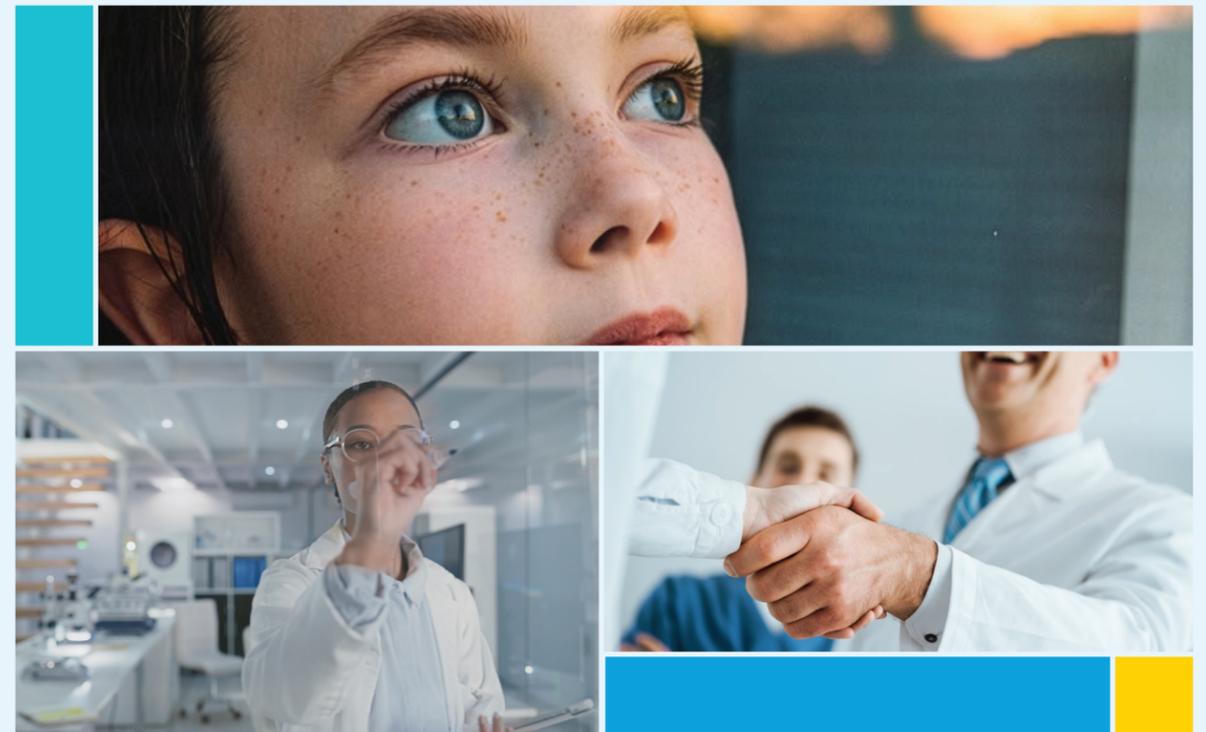
Our approach to artificial intelligence (AI) focuses on clinical responsibility, provider trust and meaningful workflow improvements in three priority areas:

- Ambient clinical documentation to streamline data capture during exams
- AI-supported operational tools, including call center and help desk automation
- AI-enhanced analytics that enable rapid identification of performance outliers through threshold-based "traffic-light" scoring across key metrics

# Our Vision Ahead

Guided by data, clinical expertise and a deep commitment to our patients and team members, we will keep investing in innovation, standardizing best practices and expanding access to high-quality eye care.

Our work ahead is vital and purpose-driven. We commit to moving forward with clarity, accountability and purpose, always with the goal of helping every person see and live better to bring the joy of sight to more patients and their families each day.





15933 Clayton Rd., Suite 210  
Ballwin, MO 63011  
636.227.2600  
[eyecare-partners.com](http://eyecare-partners.com)