

Hartford Hospital Eye Surgery Center

Outcomes Report 2025

*Celebrating 27 years of outstanding eye care
1998-2025*



Hartford Hospital Eye Surgery Center

2025 Outcomes Report

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LEADERSHIP



We are incredibly proud of Hartford HealthCare's 2025 American Hospital Association Quest for Quality Prize, recognizing its "leadership and innovation in improving quality and advancing health." This award, granted to only one health system in the country annually, is a testament to the unwavering commitment our organization has to providing the highest quality care possible. For this, our community trusts us.

Recent accolades for Hartford Hospital also remain strong. Nationally, we received recognition from The Leapfrog Group when it was awarded its 8th consecutive A grade for safety. Recognition from US News, HealthGrades, Vizient, Becker's Hospital Review, and many more, illustrate the outstanding care we stand for.

The outcomes reported by the Hartford Hospital Eye Surgery Center underscore our dedication to quality and safety. In these pages, you will see how the center consistently exceeds national and international benchmarks.



New technology is just one facet of our commitment to being "The Best at Getting Better." In 2024, the Eye Surgery Center began offering the Light Adjustable Lens, the only FDA-approved lens that can be customized after cataract surgery. About 50% of Americans will develop cataracts by age 75 – one of the reasons cataract surgery is among the most performed procedures in the United States in older adults. With just a few adjustments in the office, patients can be closer to 20/20 vision near or far than with any other lens. These updates are truly remarkable, but our commitment doesn't stop there. Throughout these pages, you will see how our physicians touch the lives of patients both in and out of the office; plus learn more about what our patients say about the care they receive here.

Thank you for trusting us with your patients' care.

Sincerely,



Cheryl Ficara, RN, MS
President, Hartford Hospital
Senior Vice President, Hartford HealthCare



Adam C. Steinberg, DO, MBA
Vice President, Medical Affairs
Hartford Hospital

Hartford Hospital Eye Surgery Center

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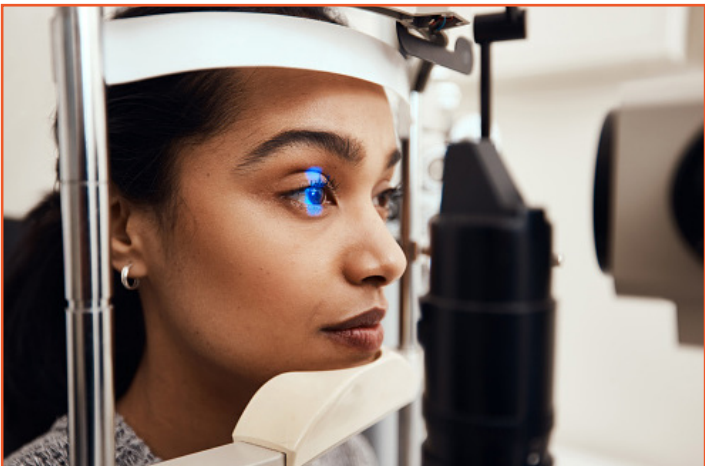
AFFILIATED EYE SURGERY CENTER PHYSICIANS

A destination for world-class eye surgery

We're proud to have the best and brightest ophthalmologists affiliated with the Hartford Hospital Eye Surgery Center. Nearly 40 board-certified physicians, with more than 30 office locations across the state, have trusted our center for their patients' care.

Patrick Albergo, MD
Duane Austin, MD
Robert Block, MD
Ari Brandsdorfer, MD*
Nisarg Chhaya, MD
Kevin Cranmer, MD
Neeru Dua, MD
Martin Edwards, MD*
Geoffrey Emerick, MD*
David Emmel, MD*
Paula Feng, MD

Laura Hall, MD*
Jeremy Hwang, MD, PhD
David Jeng, MD
Michael Koval, MD
Lyndon Lee, MD
Rachel Lee, MD
Richard Manganiello, MD
Kristy Mascarenhas, MD*
Richard Molk, MD*
Raji Mulukutla, MD*
James Murphy III, MD



Matthew Nicholas, MD
Robert Noecker, MD
Jessica Olayanju, MD
Susel Oropesa, MD
Mary Gina Ratchford, MD*
Shari Roth, MD
Timothea Ryan, MD*
Martin Seremet, MD*
Peter Shriver, MD*
Alan Solinsky, MD*
Brian Solinsky, MD
Jonathan Stein, MD
Alan Stern, MD*

** An asterisk denotes our Quality Improvement Partners. These physicians are committed to improving health outcomes through data collection and other methodologies.*

Serving the community

Hartford Hospital's ophthalmologists have a long-standing commitment to community health. For decades, our doctors have donated their time and expertise to Brownstone Health Services, which provides needed medical care to the underserved and uninsured in the local area. Brownstone cares for upwards of 250 medical patients a day.

Eye care is one of the many specialties offered. Since 2013, ophthalmologists from the Hartford Hospital Eye

Surgery Center have provided outpatient eye care.

They screen and follow patients with systemic eye disease and monitor patients on an ongoing basis for uncomplicated eye problems. They also triage and make referrals for specialized eye care for those patients that require more advanced and complex care.

Our ophthalmologists pride themselves in providing care to

patients who would not otherwise receive it. In 2024, they saw 500 eye patients at Brownstone, as well as provided charity care to over a thousand patients in their private offices. The Hartford Hospital Eye Surgery Center also provided approximately \$100,000 in charity care to patients in need.

Additionally, they provide 24/7 emergency eye care coverage and consult services to the Hartford Hospital Emergency Department.

Hartford Hospital Eye Surgery Center

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STATISTICAL HIGHLIGHTS

Our surgical experience

10,371

total procedures in 2024



Founded in 1998, the Hartford Hospital Eye Surgery Center is a regional leader in surgical eye care, offering procedures to treat cataracts, glaucoma, corneal diseases, eyelid malfunctions and tumors, and select retinal diseases.

At the Eye Surgery Center, we perform the most cataract and glaucoma procedures in Connecticut. And we use the most advanced technologies available. We were the first eye surgery center in New England to offer Femtosecond-Laser Assisted Cataract Surgery — a minimally invasive, bladeless option that enhances precision during eye surgery.

We also offer the ORA, VerifEye, and Verion systems, sophisticated technology that can help our surgeons select and place lens implants during cataract surgery. Along with advanced in-office imaging, this allows customized vision correction for astigmatism at the same time. Our tailored approach for all patients leads to the best possible visual outcomes soon after surgery and for a lifetime.

The data in this report is based on an analysis of more than 2,000* procedures performed at the Hartford Hospital Eye Surgery Center during 2024.

Breakdown of procedures

5,535

cataract
surgeries

391

combined cataract
and glaucoma
surgeries

367

micro-invasive
glaucoma
surgeries

3,511

other laser
procedures

484**

astigmatism
correcting lens
implants

92

filtering
glaucoma
surgeries

568**

presbyopia
correcting lens
implants

49

eyelid
surgeries

44

cornea
transplants

27

corneal
collagen
cross linking

377

other

* Sample was obtained by means of a double randomization process using the last digit of randomly assigned hospital ID numbers chosen in a random sequence

** Included in total cataract surgeries

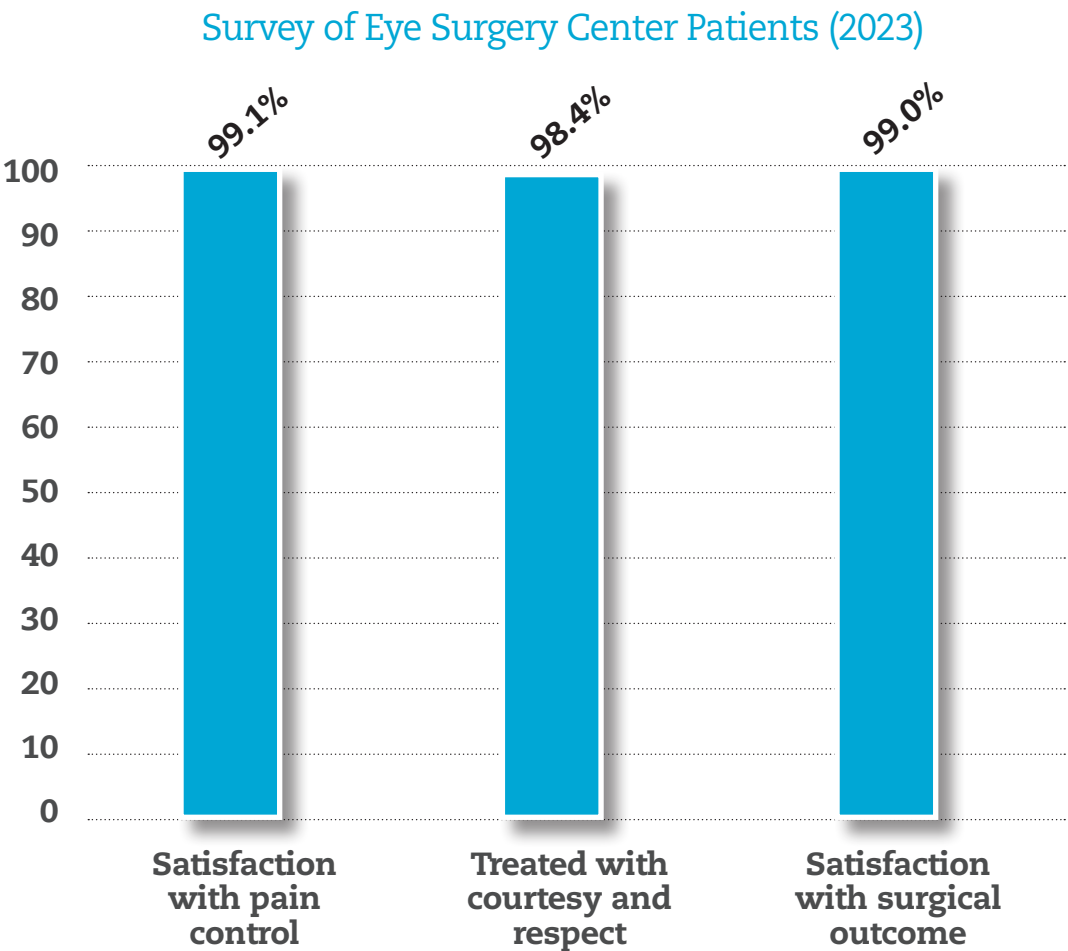
Hartford Hospital Eye Surgery Center

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PATIENT SATISFACTION

Effective communication puts patients at ease

At the Eye Surgery Center, how patients feel is important to us. We are proud that 99 percent of our patients say they are satisfied with their surgical outcome.



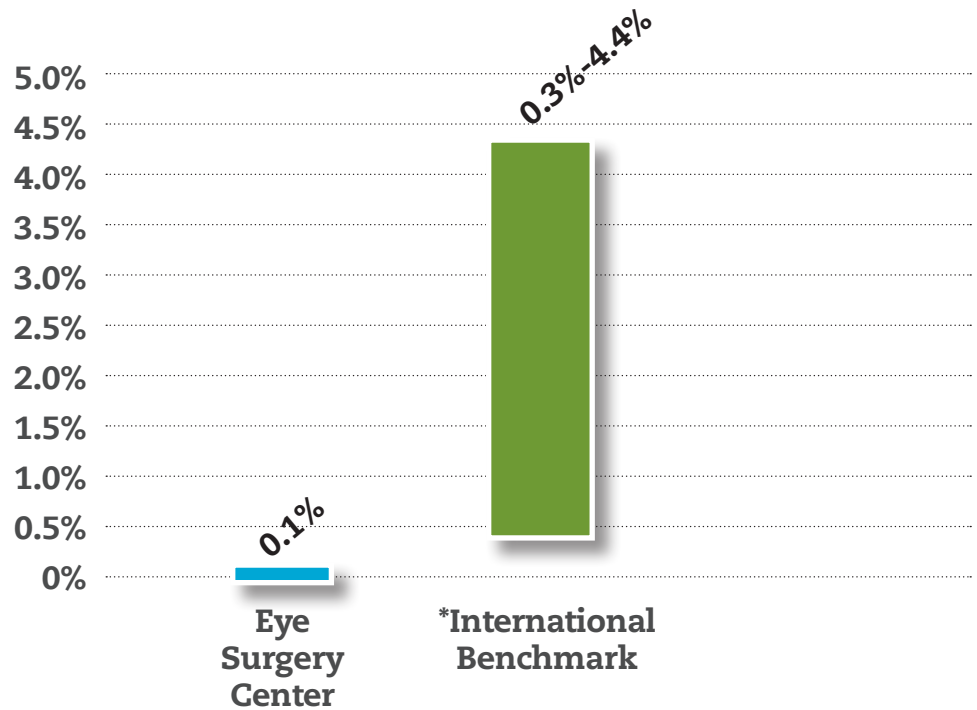
CATARACTS

Cataract Surgery — Intraoperative Complications

Cataracts are a clouding of the eye's lens that results in decreased vision. They are fairly common, with most people developing them with age. We use traditional and laser-assisted techniques to perform cataract surgery with unprecedented precision — and without using a scalpel.

Our Eye Surgery Center has some of the lowest intraoperative complication rates when compared to international benchmarks. The most common complication is rupture of the capsular support structure. Of the 1,589 cataract surgeries analyzed in 2024, 0.1% experienced this intraoperative complication. International benchmarks are between 0.3 – 4.4%.

Percentage of Intraoperative Complications*
(lower is better)



* According to data from Massachusetts Eye and Ear

Hartford Hospital Eye Surgery Center

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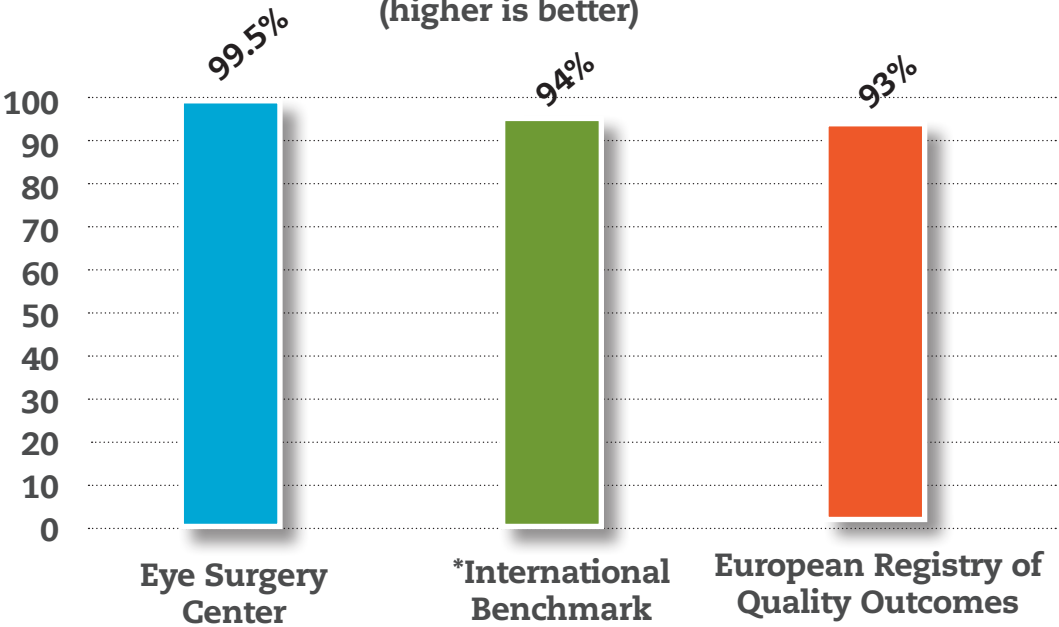
ACCURACY

Achieving Target Refraction

Glass prescriptions are measured in units called diopters. A surgical result within one diopter is considered a good outcome. A surgical result within 0.5 diopters is considered an excellent outcome.

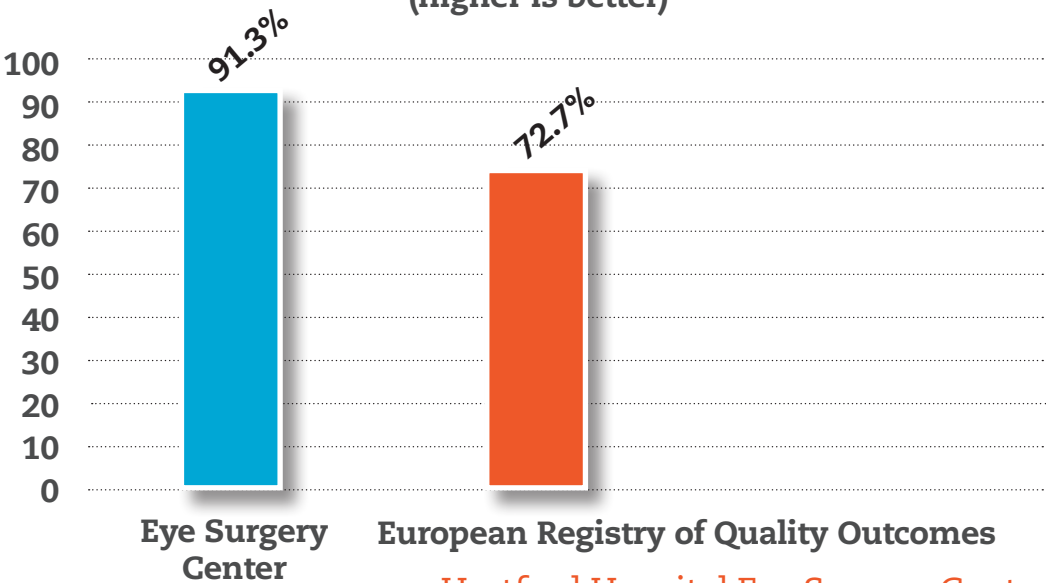
During the 2024 calendar year, 99.5 percent of 1,591 eyes studied achieved within one diopter of predicted refraction after cataract surgery. The international benchmark is 94 percent. The Hartford Hospital Eye Surgery Center has met or exceeded these international benchmarks for successful cataract surgery.

Percentage of Patients within 1 Diopter of Target Refraction
(higher is better)



** According to data from Massachusetts Eye and Ear*

Percentage of Patients within 0.5 Diopters of Target Refraction
(higher is better)



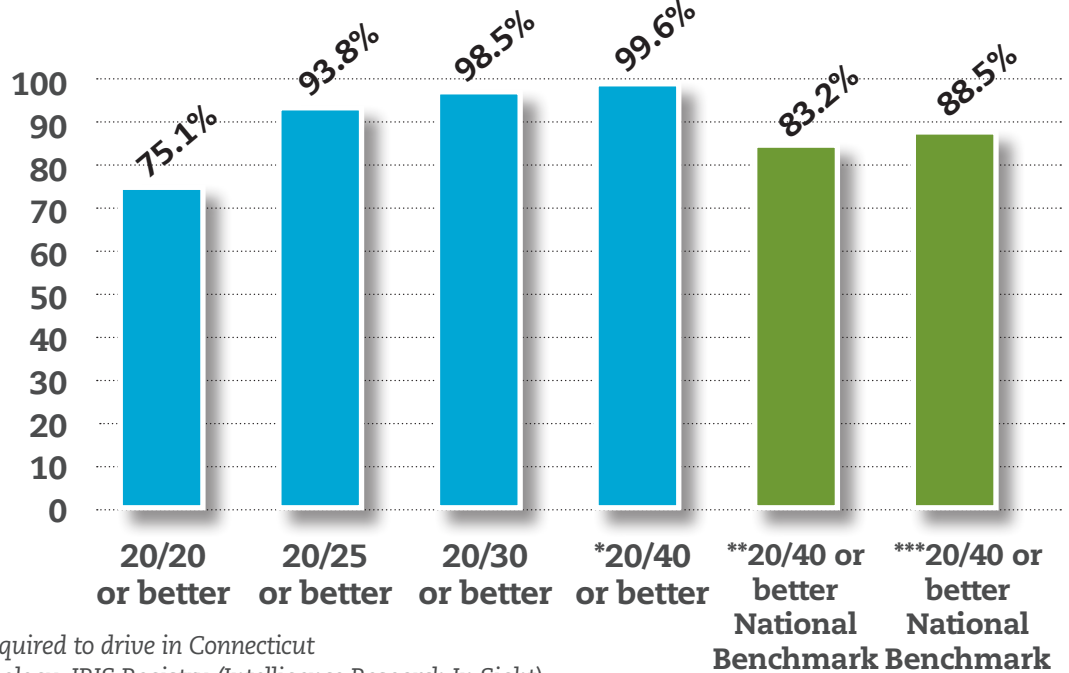
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VISUAL ACUITY

Corrected Visual Acuity with Glasses (1,591 patients)

Hartford Hospital's Eye Surgery Center results compared very favorably to national benchmarks. 20/40 or better vision was achieved by 99.6 percent of 1,591 patients compared to 83.2 percent of patients in the national benchmark study.

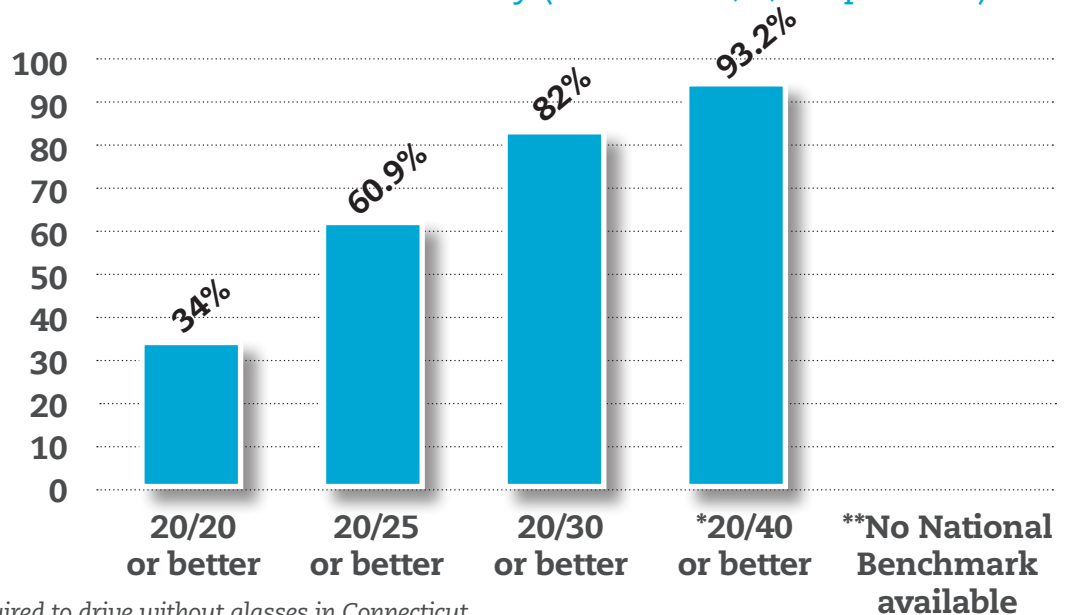


* 20/40 or better visual acuity is required to drive in Connecticut

** American Academy of Ophthalmology, IRIS Registry (Intelligence Research In Sight)

***Centers for Medicare and Medicaid Services (CMS)

Uncorrected Visual Acuity (No Glasses; 1,121 patients)



* 20/40 or better visual acuity is required to drive without glasses in Connecticut

GLAUCOMA

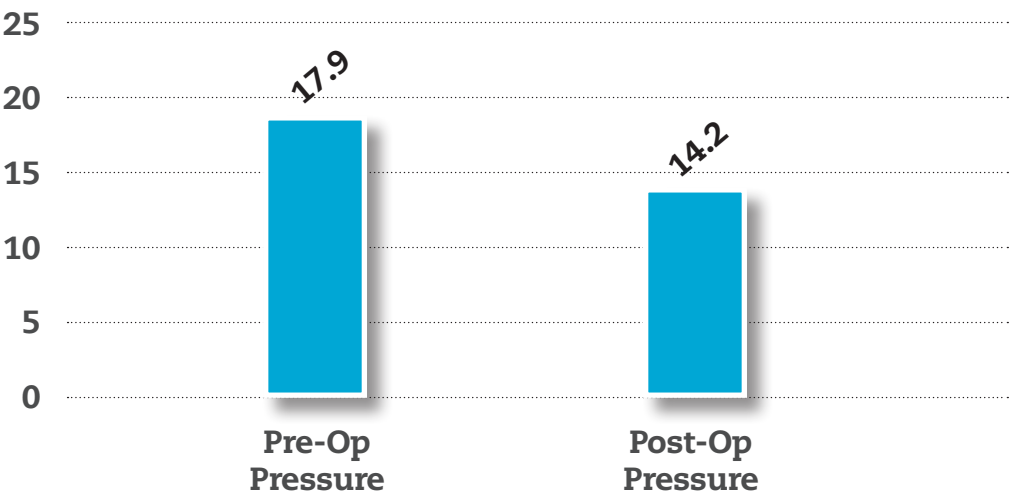
Eye Pressure Levels

Glaucoma is a disease of the eye in which high pressure damages the optic nerve. The optic nerve is responsible for transmitting images from the retina to the brain. Our surgeons perform two types of surgery to treat glaucoma: microinvasive glaucoma surgery (MIGS) and filtering glaucoma surgery. A total of 280 MIGS and 84 filtering eye surgeries were evaluated.

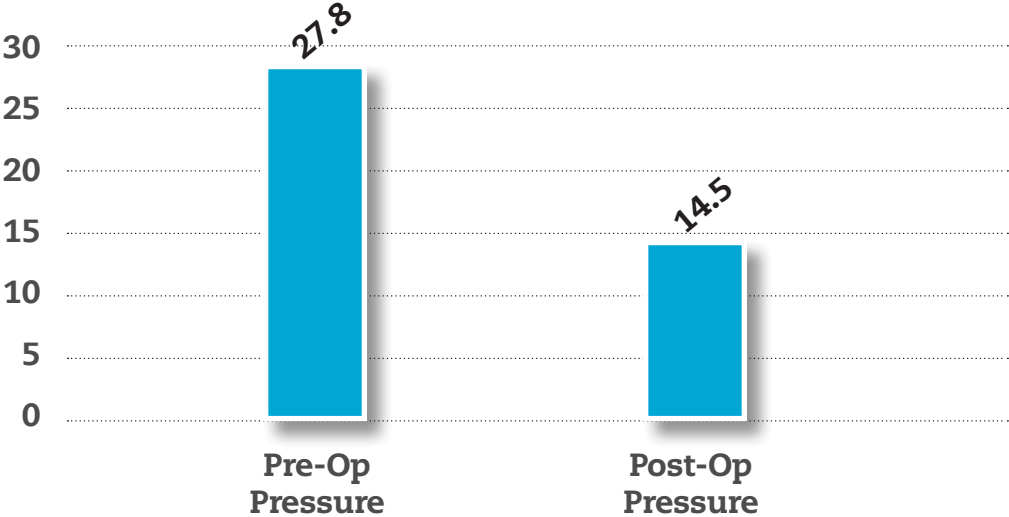
Filtering glaucoma surgery includes trabeculectomies and glaucoma drainage implants which make small openings to allow fluid to leave the eye. MIGS surgery involves techniques to improve flow through the eye's natural drainage system or laser treatment to decrease inflow. All of these are designed to lower eye pressure and decrease the chance of vision loss from glaucoma.

The goal of glaucoma surgery is to lower pressure. With MIGS surgery, the average pressure drop was 3.7 points, or a 21% reduction. The more severe glaucoma patients requiring larger pressure decreases with traditional surgery had an average decrease in pressure of 13.3 points, or a 48% reduction.

Eye Pressure Levels in Patients Before and After MIGS Glaucoma Surgery (lower is better)



Eye Pressure Levels in Patients Before and After Glaucoma Filtering Surgery (lower is better)

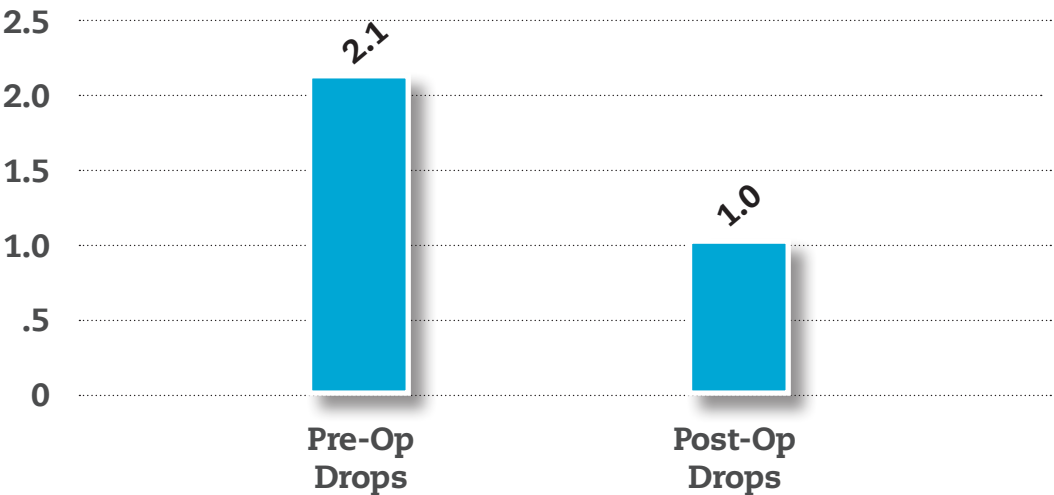


GLAUCOMA

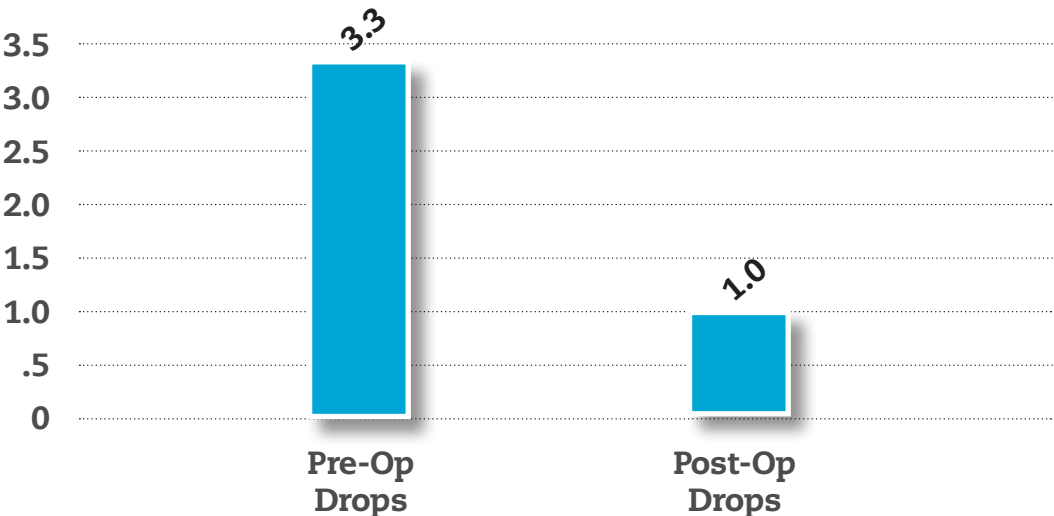
Eye Drop Usage

Most glaucoma patients take eye drops to control their pressure. Our eye surgeons were able to significantly decrease the number of drops patients use after surgery.

Number of Eye Drops Patients Use Before and After
MIGS Glaucoma Surgery (lower is better)



Number of Eye Drops Patients Use Before and After
Glaucoma Filtering Surgery (lower is better)



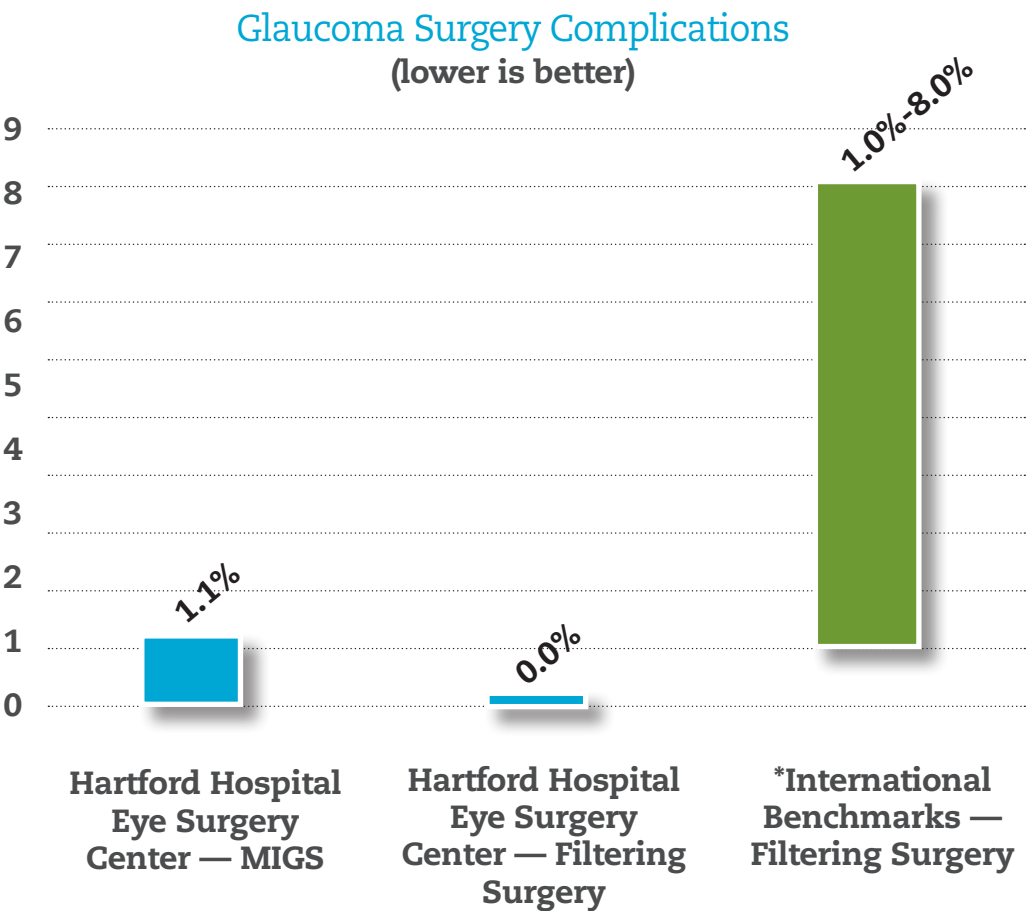
Hartford Hospital Eye Surgery Center

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GLAUCOMA

Glaucoma Surgery — Intraoperative Complications

Hartford Hospital’s Eye Surgery Center complication rates with both MIGS and filter surgery are significantly lower than international benchmarks. The most common complication is transient hyphema (bleeding). In 2024, 2.5% of MIGS had a complication and 0% of the filtering operations had a complication. International benchmarks for filtering operations are between 1-8 percent. There are currently no national or international benchmarks for MIGS.



* According to data from Massachusetts Eye and Ear

ADVANCES IN RESEARCH

Study shows safety in taking blood thinners before eye surgery

Up until recently, doctors had no idea if people who needed eye surgery but were on blood thinners could continue taking their medication safely prior to their procedure. Many patients receive a nerve block on their eye and it was unclear if patients needed to stop taking them before receiving the nerve block.

But thanks to a study led by anesthesiologists at Hartford Hospital's Eye Surgery Center, patients should feel reassured that they can safely continue their medications when receiving eye nerve blocks for eye procedures. The study, called the Blocking Eyes with Quality and Safety (BEQUEST) Initiative, examines procedures like cataract and glaucoma surgery, and some cornea procedures.

"A lot of our patients are taking blood thinners for serious medical conditions," said Kevin Finkel, MD, an anesthesiologist at the Hartford Hospital Eye Surgery Center.

These medications are helpful in preventing heart attacks and strokes, but there hasn't been much research on the safety of the newer blood thinners and the nerve blocks used in some eye surgeries. This includes medications such as Eliquis (apixaban), Xarelto (rivaroxaban),

and Pradaxa (dabigatran etexilate).

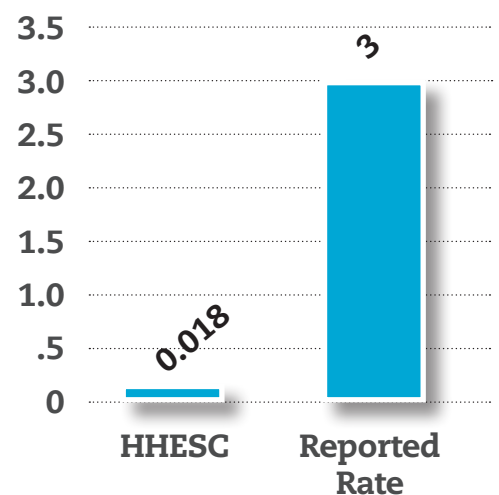
"About 40 percent of our patients receive a nerve block anesthetic during their eye surgery, with over 50 percent taking some sort of blood thinner. Based on the findings from our study, we don't want patients to have to stop taking these important medications simply because they are receiving a block. We want to do the safest thing for our patients," said Dr. Finkel.

In 2014, Dr. Finkel began collecting data on bleeding complications and the quality of the nerve blocks offered at the Center. Since that time, doctors have collected data on nearly 14,000 patients.

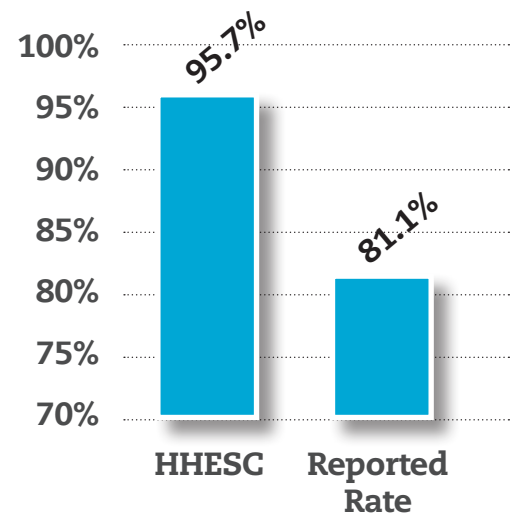
The data shows that nerve blocks are incredibly safe and done with high-quality. In fact, 90 percent have been deemed "perfect" blocks. This means that there is no movement and no sensation at all felt by the patients in the eye.

The most serious, but rare complication with a nerve block is a retrobulbar hematoma, which is bleeding behind the eye. The typical incidence of this complication nationally is around 1 to 3 percent. In this study, the incidence was 0.018%, nearly 100 times less than the national average.

Major Bleeds After Eye Blocks



Patients with Completely Insensate Eye After Block (higher is better)



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What our patients say about us

"I was immensely impressed with the facility from the time I checked in until I left. Everything ran like the proverbial well-oiled machine."

"Excellent service, excellent, excellent customer care service."

"The entire experience was excellent. The doctors and staff were absolutely amazing."

"Everything went smoothly. Staff was friendly and upbeat! I know it's not easy but I was wishing I had some distraction in preop room to ease anxiety. A nurse said she would sing & dance. LOL!"

"It was a good experience the surgery was well done."

"I had an excellent experience at Hartford Hospital Eye Center in Newington. I would highly recommend this facility."

"I was impressed by how professional and the kindness by everyone I encountered."

Giving back

In March, HHESC volunteers organized a group to provide and serve a hot meal to the residents and guests of the South Park Inn. Founded in 1982, South Park Inn is a homeless shelter and homelessness services organization designed to serve the greater Hartford community. It is supported by generous donations from Connecticut companies including Hartford HealthCare.

Ophthalmologist Mary Gina Ratchford, MD, and Christiana Ankiambom, CRNA, both with the Hartford Hospital Eye Surgery Center participated in a field program with Vision Health International in Grenada. The team was able to conduct cataract surgeries and provide additional surgical training for local ophthalmologists using their phaco machines and equipment. Overall, the team provided 125 comprehensive eye exams and performed 68 cataract surgeries.

Ankiambom, originally from Grenada, was instrumental in the planning of the trip. She previously worked as part of the Grenada Nurses Association and was part of the support team.

Vision Health International is a non-profit that provides direct patient eye care to underserved communities around the world.



From left are former HHESC member David Emmel, MD; Vice president of Operations Steven Bessette; Alan Solinsky, MD; and current Medical Director Geoffrey Emerick, MD in the kitchen serving guests.



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About Hartford Hospital

Hartford Hospital, founded in 1854, is one of the largest teaching hospitals and tertiary care centers in New England. The hospital boasts 867 licensed beds, including its 114-bed mental health facility, the Institute of Living, which maintains an international reputation of excellence; a 59-bed, free-standing orthopedic hospital; and Jefferson House, a 104-bed long-term care facility. The hospital's Emergency Department (ED) ranks among the busiest EDs in the country. It has a nearly 200-year history of training physicians on the latest techniques and technology.

Hartford Hospital is the flagship member of Hartford HealthCare, Connecticut's most comprehensive healthcare network. A system-wide institute model offers a unified high standard of care in crucial specialties at hospital and ambulatory sites across the state, offering unparalleled expertise at the most affordable cost. The institutes include: Ayer Neuroscience, Behavioral Health, Cancer, Digestive Health, Heart & Vascular, Orthopedics, and Tallwood Urology & Kidney.

The hospital's active medical staff includes more than 2,000 physicians and dentists. In 2024, the hospital had over 48,000 discharges and more than 110,000 Emergency Department visits. Hartford Hospital physicians performed over 39,300 surgeries in 48 operating rooms and delivered 3,943 babies that year.

When hospitals can't provide the advanced care, expertise and new treatment options their patients require, they turn to Hartford Hospital. In 2024, nearly



9,000 patients were transferred here from 98 different facilities.

Hartford Hospital was ranked among the best in the nation in 2024 for cardiac surgery by the Society for Thoracic Surgeons; received another consecutive "A" grade, as well as Top Teaching Hospital recognition, from The Leapfrog Group, the nation's leading independent watchdog for healthcare safety; and garnered accolades from US News & World Report, CMS, The Joint Commission, Newsweek, and many more.



Hartford Hospital

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1.855.HHC.EYES

eyesurgerycenter.org

Four horizontal bars of different colors (blue, green, purple, orange) stacked on top of each other, with the purple bar being the longest and extending further to the right than the others.

You can partner with us in achieving these important outcomes.

Charitable gifts help make the Hartford Hospital Eye Surgery Center exceptional. Every gift can help support such important uses as patient care, new technology, educational programs, research, and facility improvements.

To give, please visit our website at **giving.hartfordhospital.org/eye**
or call our Philanthropy office at **860.972.2322.**