











1. BECOME GENUINELY INTERESTED IN OTHERS • Make eye contact • Includes when talking to people on the phone (energy, excitement, care is easily heard by inflection) • Know your patients by name • This is a major key to someone's self-worth • Smile at the person in front of you • Customer Experience

• Have coffee machines or drinks for patients AND their families

2. START WITH PRAISE TO YOUR TEAM • Find a Megan. • You must get your "junior team members" and the "senior team members" to be able to make decisions together • Can't operate in fear • You must make them feel empowered • Give them the tools to succeed and let them prove to you they can do it • "Clients do not come first. Employees come first. If you take care of your employees, they will take care of your clients" (Richard Branson)

3. CALL MISTAKES OUT, BUT DO SO INDIRECTLY • Never berate staff in front of their peers • Give direct communication on mistakes, don't sweep under the rug, but do so gently • Allow your team to communicate mistakes they see to their superiors without fear of retribution • Mistakes should turn into opportunity



5. AVOID WASTING MATERIALS

- Every single glove wasted cost money
- You don't need 3 drops in one eye for EVERY dilation
- 1, not 2, paper towels can dry your hands
- The more wasted, the less bonus for the team

6. TEACH, TEACH, TEACH Monthly tech meetings Technicians receive iJCHAPO credits Doctors, admin, technicians Make doctor's lecture and teach, bring up current topics Bi-monthly front office meetings Doctors, COO, front office Monthly optical meetings Opticians, administration Yearly Office meeting for all practices and staff

7. BE A PART OF THE TEAM

- Do not let your doctor sit back and do nothing
- Make she or he work
- OR gown/glove
- If the leaders aren't willing to do the work, no one will do it
- Get people cross-trained (to be able to appreciate the difficulty of the front office vs back office)

8. ALWAYS START ON TIME

- Never start your day behind schedule
- Remember the customer experience
 - Waiting times
 - You are not more important than they are
- Get to work early to get supplies ready and machines on
- Being late is NOT acceptable in patient care anymore
- Be proactive in communication with your doctors
 - Schedule patients later if your doctors are going to be late

9. SOCIAL MEDIA

- Make your social media presence count (i.e. don't waste posts that are not going to get your message out or tell your story)
- Encourage team members to represent your company well on social posts
- Get patient testimonials (when good)

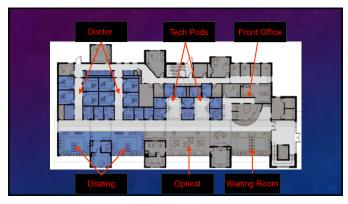
10. EMBRACE CHANGE

- Difference of my father and me
- Everyone is uncomfortable with change, but change often is good
- Be willing to adapt to the current times, or you will be left behind

WHAT DOES IT LOOK LIKE IN TENNESSEE? (CLINIC) • Monday through Friday – Main office, 140-150 patient exams a day, 50-70 Optical additional optical visits, 50-60 surgery patients on Tuesday • 1 Optometrists, 1 Ophthalmologist • 4 Front office • 4 Opticians • 10-11 Technicians • 4 Scribes (4 for surgeon, 2 for OD) • 3 Surgical coordinators















* Techs perform:

* Medical history

* Visual history

* Vision, refraction, pupils, IOP, and dilate

* Patient waits and waits

* Finally sees doctor after 45 minutes

* Goes to optical dispensary to pick out glasses with dilated eyes.

* Total time can be 2 hours

OUR APPROACH

* Techs perform:

* Quick visual history and refraction

* Medical history

* Pupils, IOP, Dilation

* If not getting glasses, dilate before getting the medical history

* Goes to optical

* Sees doctor

* Goes home

* Total time about 60 minutes

OUR APPROACH

* CEO
* COO
* Director of Operations
* 4 Regional Managers
* 5 Operational Managers
(Techs/Optical/Recalls/HR/Credentialing)
* Lead Surgery Coordinator
* Nursing Administrator

SURGERY CENTER

S55-60 patient cases

Morning: 28 cataracts/2 blephs by 11 am, twice monthly ICL

Afternoon: 10-12 Cataracts, 2 DMEKS, 10 Bilateral Plastics (ELAs, ILAs, BULBs, LTS, occ MOHs recon), 4-6 Glaucomas in pm

In between am/pm: 9-15 Lasers (SLT, YAG Vit, YAG Cap, Durysta)

1 OR

4 Beds

1 Surgeon

5 RNs

2 Scrub Techs

2 CRNAs







Refractive Surprises after IOL Surgery

Sonia H. Yoo, MD Greentree Hickman Endowed Professor of Ophthalmology Associate Medical Director Bascom Palmer Eye Institute University of Miami Miller School of Medicine

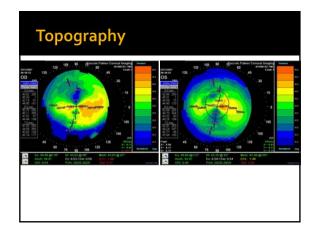
•Financial Disclosures: Carl Zeiss Meditec, Oyster Point Pharma, Dermavant, 18-1

No financial interests in this subject matter

Learning Objectives

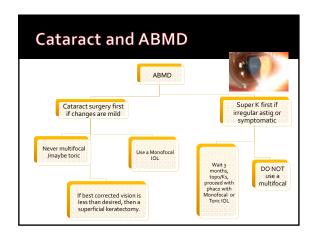
- List the possible unintended consequences on refraction seen with various IOLs
- Understand the management of patients with refractive surprises after IOL surgery
- Learn techniques to avoid refractive surprises after IOL surgery

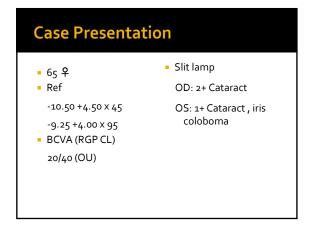
Case Presentation - 63 \(\text{o}^4 \) - Ref +1.50 +1.50 \(\text{ 180} \) +2.00 +1.50 \(\text{ 180} \) - BSVA - 20/40 (OU) - 2+ Cataracts OU - Mild DES

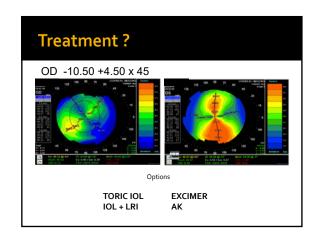


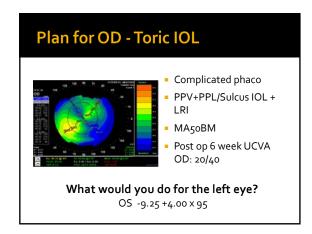
Treatment

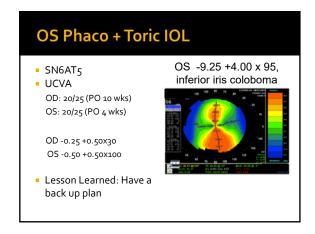
- Which IOL?
- Phaco + Toric IOL OU
 - SN6AT₃
- Not too happy
- Lesson Learned: Be very careful with premium lenses in patients with anterior basement membrane dystrophy

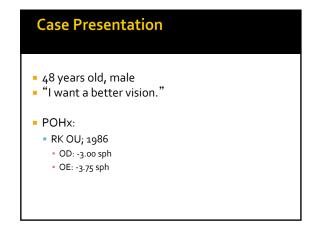


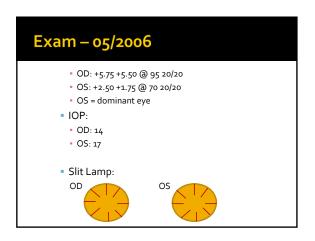


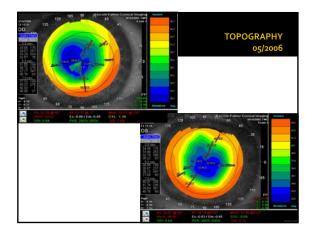






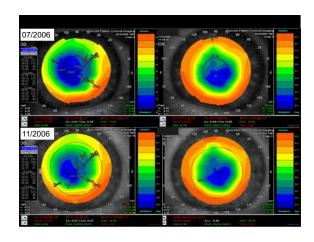








CLEAR LENS EXTRACTION OD (6/2006) 12 Days Post-op: "halos, worse at the end of day" VA OD: +3.25 +1.50 × 85 20/20; Add +1.75 J1 OS: +3.00 +1.25 × 42 20/20; Add +1.75 J1 2 Months Post-op: "vision more stable" VA OD: +2.50 +0.75 × 78 20/20 OS: +3.50 +1.25 × 58 20/205 5 Months Post-op: "Halos at night; vision worsens throughout the day." VA OD: +2.50 +0.75 × 85 20/20 OS: +3.75 +0.50 × 45 20/20



What now? LASIK PRK IOL EXCHANGE PIGGYBACK

How to Choose the IOL power? Holladay vergence formula Masket nomogram: For Myopic refractions, 1.2x SE For Hyperopic refractions, 1.5x SE

CASE 2: Treatment

How to choose the right IOL

| IOL Power (Sulcus) - Diopters | Expected Correction - Diopters |
|-------------------------------|--------------------------------|
| -4.00 | -3.40 |
| -3.00 | -2.55 |
| -2.00 | -1.75 |
| -1.00 | -0.85 |
| . 0.00 | 0 |
| +1.00 | +0.66 |
| +2,00 | . +1.33 |
| +3.00 | +2.00 |
| +4.00 | +2.66 |

Back to the patient...

- S/P PiggyBack lens implant 11/2006
- IOL
 - Staar AQ 5010, +4.00 D, ciliary sulcus
- VA:
- "vision better, no discomfort"
- OD 20/30: +0.25 +1.25 x 90 20/20
- OS 20/60: +3.75 sph 20/20

Lesson Learned

- Piggyback IOL
 - B&L LI61AO 3 piece aspheric silicone lens with PMMA haptics A=118.7
 - Staar Silicone IOL AQ 5010 (6.3mm optic, 14.0mm dia) Order cartridge and inserter (difficult to fold thin IOL)

Case Presentation

- 70 year old female
- Cat OU
- MRx: OD -3.25 (20/40)OS plano +1.50 x 80 (20/50)

Case Presentation

- Phaco OD: 7/22/08

SN6oWF 20.0 (target -1.18)

Phaco OS : 7/29/08

Sn6oWF 19.5 (target -0.23)

- UCVA 20/20, 20/40
- MRx :

OD : Plano (20/20) OS : +0.25 +0.50 90 (20/25)

Case Presentation

ICAN'T READ!!!!

Case Presentation

- What now?
- OCT : no CME
- OS: Haptics in the bag

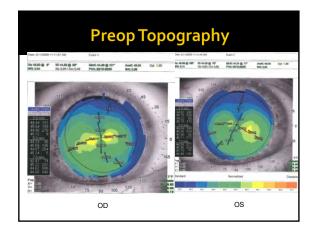
Case Presentation

-How to proceed ??????

IOL Explantation

Case Presentation

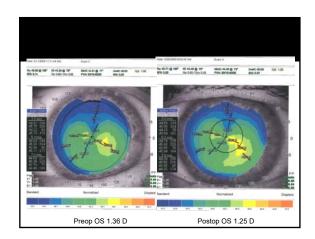
- 51 yo jeweler c/o hazy vision OS>OD
- UCVA 20/300 OU, J1+OD, J1 OS
- Mrx OD -3.00 +0.50 x180 20/20
 OS -3.00 +0.75 x170 20/20
- Central PSC OS

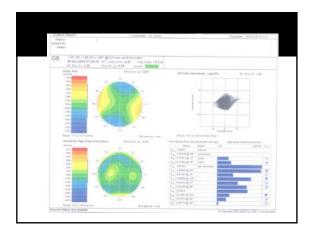


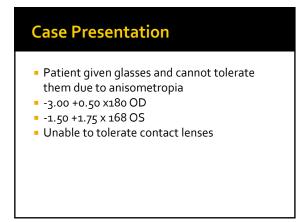
Case Presentation

- 3/10/09 Crystalens HD OS
- POD#1 20/20 , J3 "blurry"
- POD#9 20/50, J1 "blurrier"
- Mrx: -1.50 +1.75 x 168 20/15







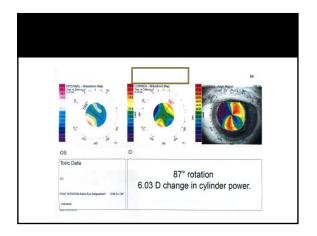


What to do now? YAG? IOL exchange (what IOL would you place? Toric?) LASEK/PRK (when?) LASIK (when?) Lens removal in the right eye?

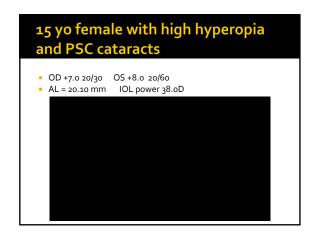


76 yo female c/o blurry vision OS since surgery

- s/p toric PCIOL 6/2018 OU
- s/p yag 11/2019 OU
- UCVA OD 20/25, OS 20/300
- BSCVA OD 20/20, OS 20/30
- Mrx OD plano +0.50 x 145, OS -5.0 +8.75 x 53
- SLE: OD toric marks at 130, OS toric marks at 144 (AMO ZCT6OO +24.5D SE 6D CYL)







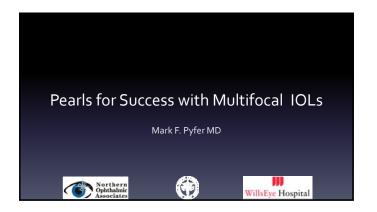
Summary

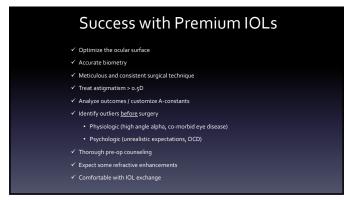
- Watch out for occult ocular surface disease prior to IOL surgery
- Consider low flow phaco, scleral tunnel in RK patients
- For piggyback IOL , use a thin, 3 piece lens in the sulcus over an in the bag IOL of a different material
- When correcting refractive errors after IOL surgery, rule out other causes of ametropias (CME, corneal wound healing) and wait for refractive stability
- All refractive IOL patients (not just multifocal) are very sensitive to postoperative cylinder!

Summary

- In all surgeries
 SUCCESS = OUTCOME/PATIENT EXPECTATIONS
- Pre and Post-operatively, make sure to listen to the patients concerns and address them
- Patients need realistic expectations set prior to surgery

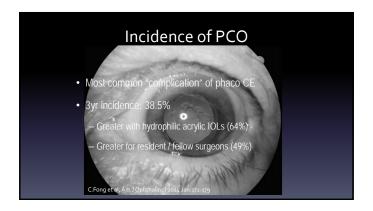
| Thank You | | |
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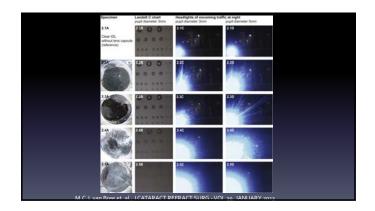


3 Surgical Technique Pearls ① Prevent capsule fibrosis & opacification ② Adopt Femtosecond laser-assisted cataract surgery (FLACS) ③ Optimize intraoperative IOL alignment



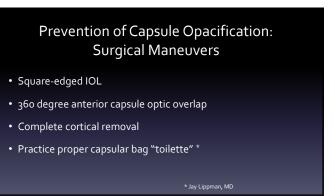


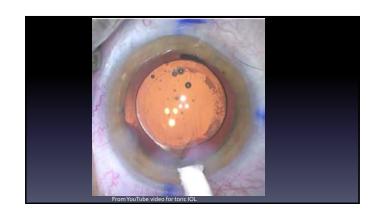
What Causes Capsule Opacification? Wound healing response to cataract removal Proliferation, migration and epithelial-tomesenchymal transition (metaplasia) of LECs Collagen deposition Myofibroblast contraction Lens fiber regeneration (Elschnig's pearls)

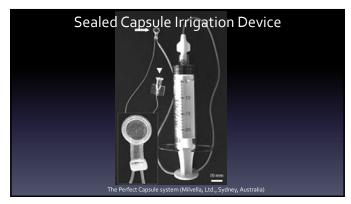


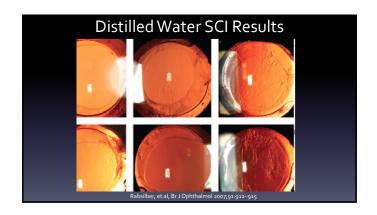
Why Worry About PCO / ACO? • Why not just treat with Nd-YAG laser? – Missed opportunity due to late follow-up – Possible complications of laser (uncommon) – Patient perception of failure – Sub-optimal performance of premium IOLs

Prevention of Capsule Opacification ① Surgical Maneuvers ② Post-operative Interventions ③ Innovative IOL Design

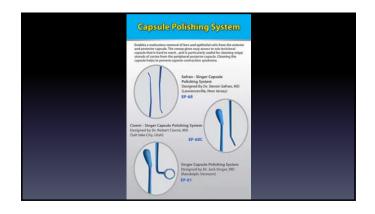


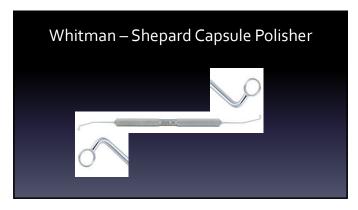


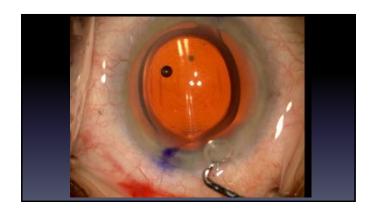


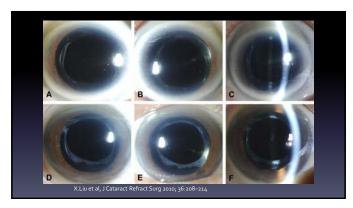




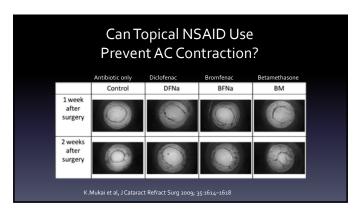


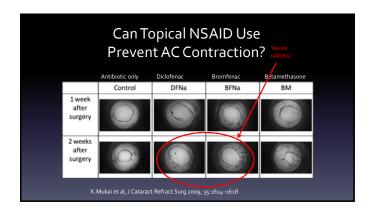




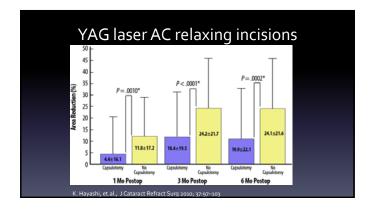


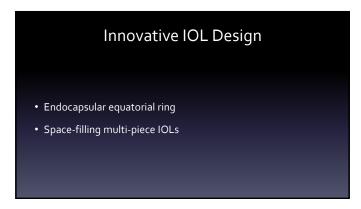


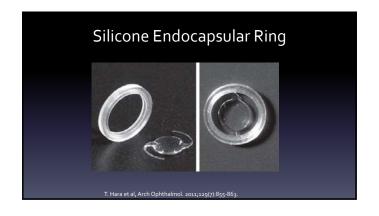






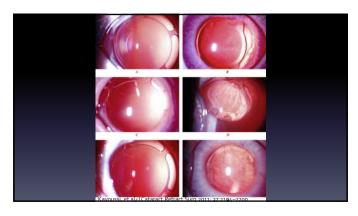


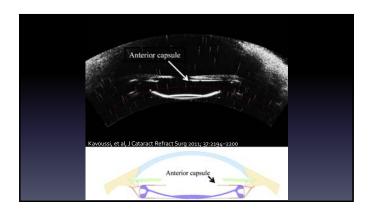






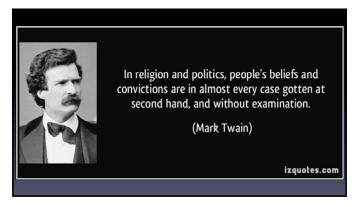


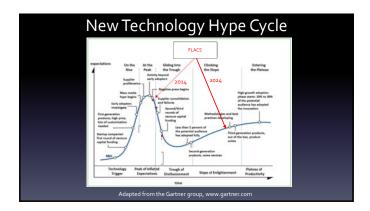


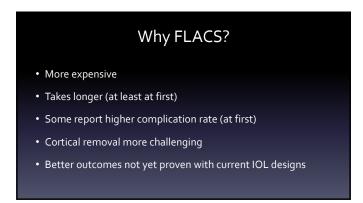




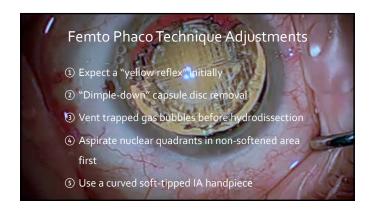


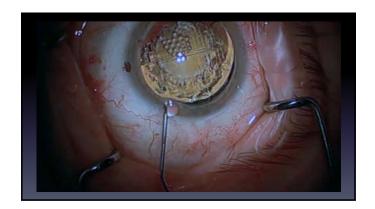


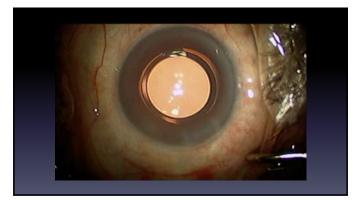




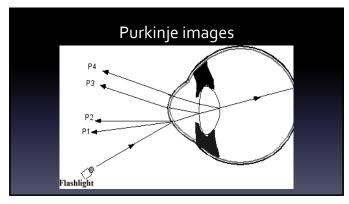
Why not FLACS? Perfect capsulotomy every time Ability to center capsulotomy on anatomic features automatically Scanned capsule, pupil, limbus, other Now linked to pre-op imaging Consistent arcuate keratotomy incisions Intrastromal option (impossible with blade) Zero ultrasound lens extraction Will spur development of new IOLs

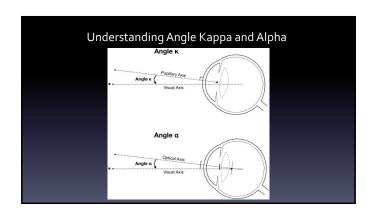


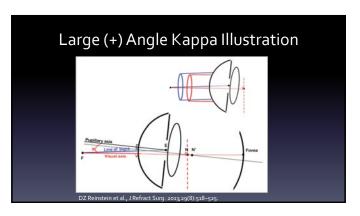


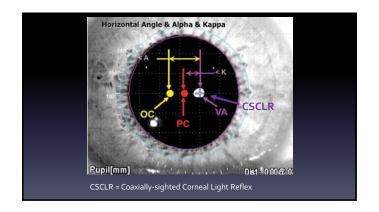




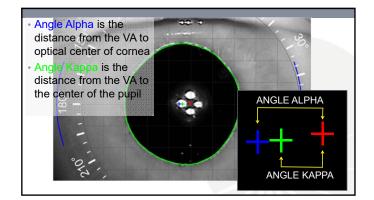


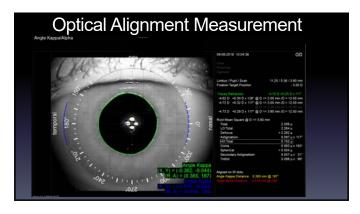




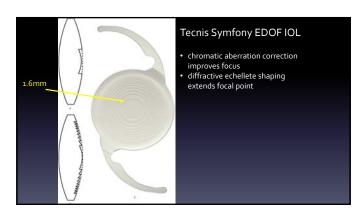


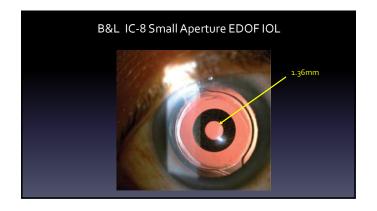


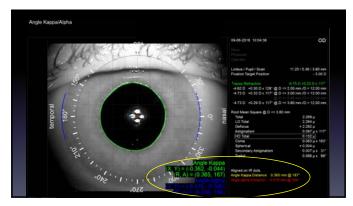




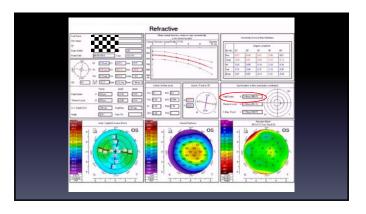


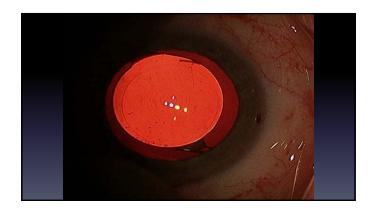


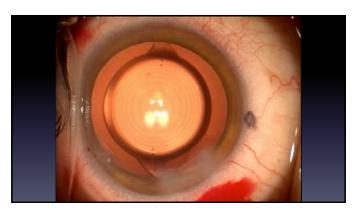




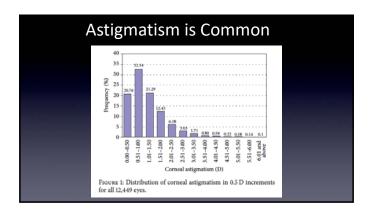


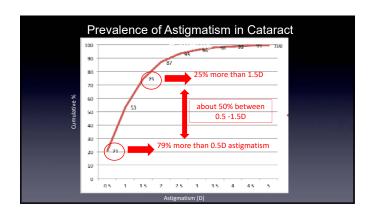


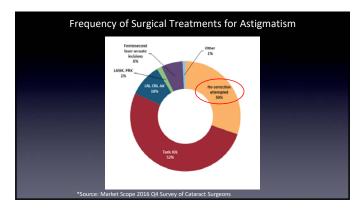




Treat Astigmatism: Femto laser Arcuate Keratotomy









Intrastromal Arcuate Keratotomy (ISAK) Precise and accurate length, depth, angular position, and optical zone Uses optical coherence tomography guided corneal pachymetry Allows for greater safety and reproducibility compared with manual techniques Minimizes risk of infection and patient discomfort Disadvantages include expense and less effect of incisions









