

A global survey of patients, providers, and clinic staff from 24 countries reveals barriers to optimal care delivery for nAMD due to constraints and gaps in clinic capacity

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Problem: Regular anti-VEGF treatment for nAMD frequently leads to maintenance or improvement of visual acuity;¹⁻³ however, numerous factors, including the need for repeated visits, can be burdensome for patients.⁴ This can lead to non-adherence, which negatively affects long-term visual outcomes⁵



Objective: To improve management of nAMD in clinical practice through a deeper understanding of factors that may contribute to patient burden and suboptimal adherence from the perspectives of patients with nAMD, providers, and clinic staff



Outcome: Quantifying known and unknown barriers to identify meaningful evidence-based actions in order to improve eye care of people with nAMD



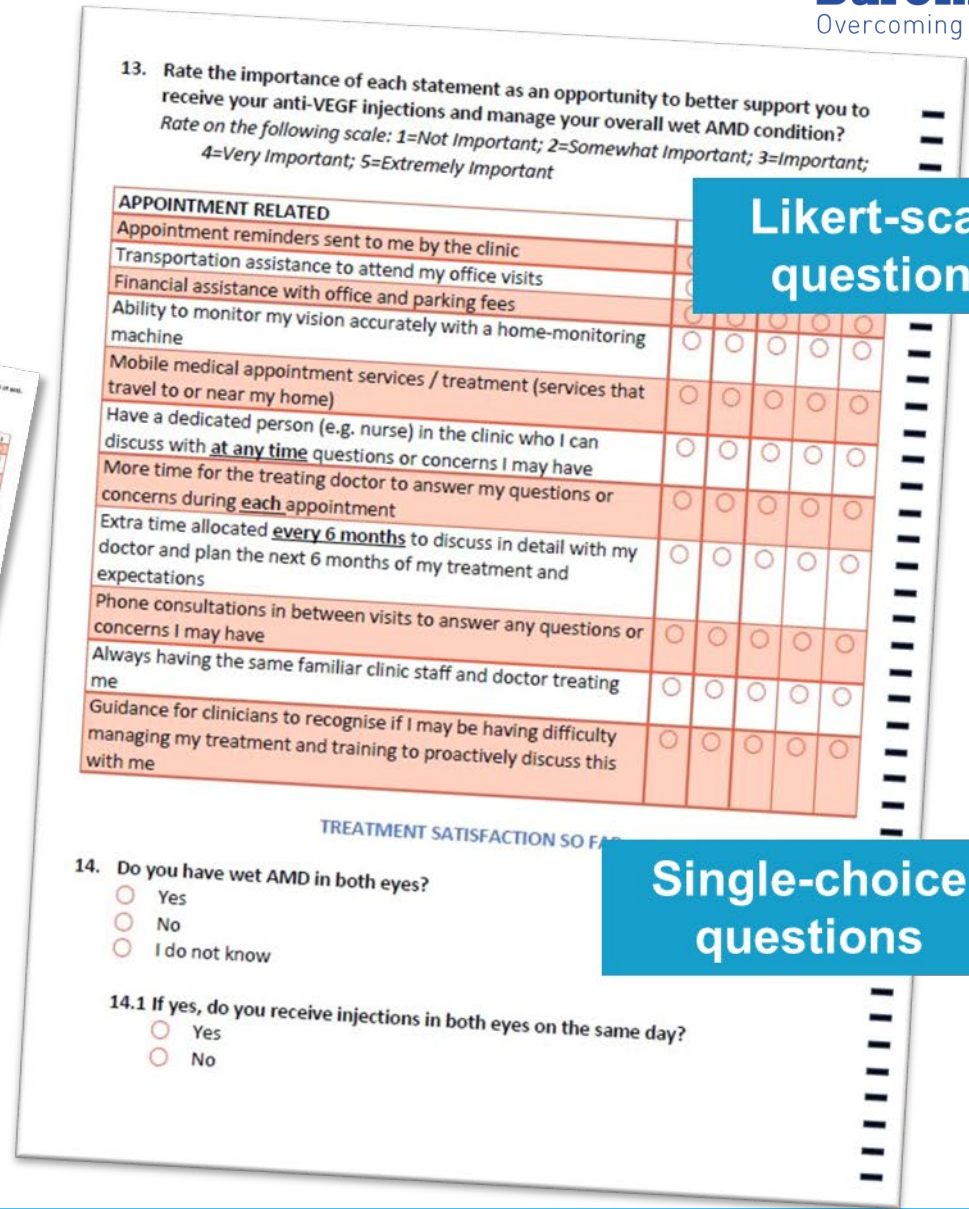
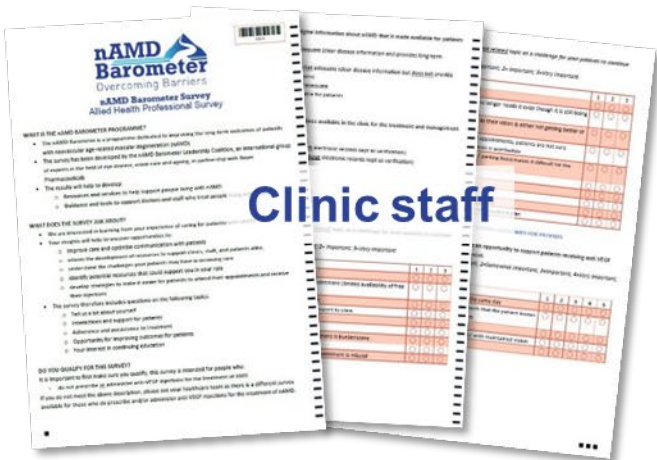
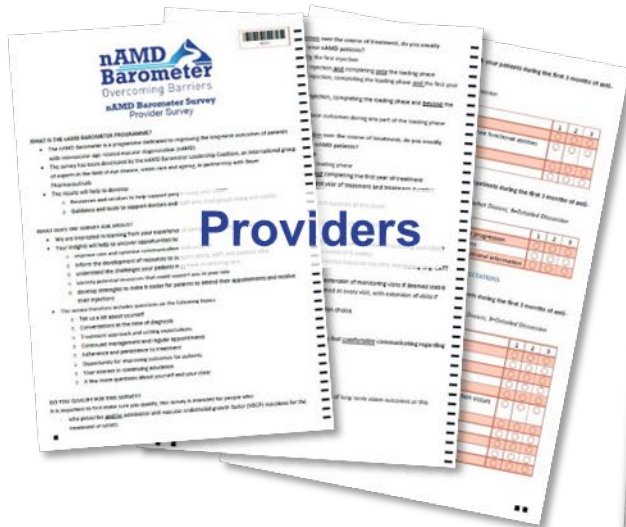
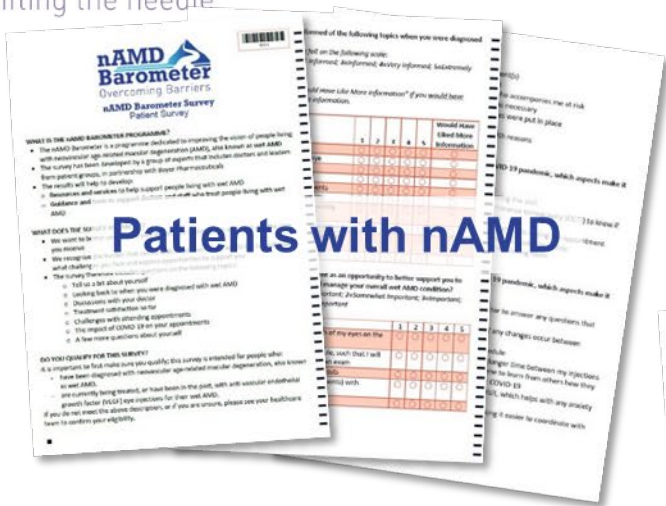
Survey design: Multi-country paper-based survey of patients, prescribing physicians, and clinic staff

- **Patients with nAMD:** 38 questions on personal characteristics, treatment adherence, disease information provided at diagnosis, challenges with attending appointments, treatment experiences, and opportunities for improving support
- **Providers** (who administer and/or prescribe anti-VEGF treatment): 34 questions on similar topics from their perspective
- **Clinic staff** (who do not administer and/or prescribe anti-VEGF treatment) 22 questions on similar topics from their perspective

^aAdherent defined as missing 1 or fewer appointments over a 1-year period; non-adherent defined as missing ≥ 2 appointments over a 1-year period.

nAMD, neovascular age-related macular degeneration; VEGF, vascular endothelial growth factor.

1. Ohji M, et al. *Adv Ther* 2020;37:1173–1187. 2. Mitchell P, et al. *Retina* 2021;41:1911–1920. 3. Weber M, et al. *BMC Ophthalmol* 2020;25:20(1)206. 4. Talks SJ, et al. *Ophthalmol Ther* 2023;12:561–575. 5. Okada M, et al. *Ophthalmol* 2021;128:234–247.



Global Survey: respondents for the nAMD survey



Respondents: Patients with nAMD, physicians, and clinic staff in 77 clinics across 24 countries, totaling 6425 surveys

Noted below flags are numbers of completed surveys per country.

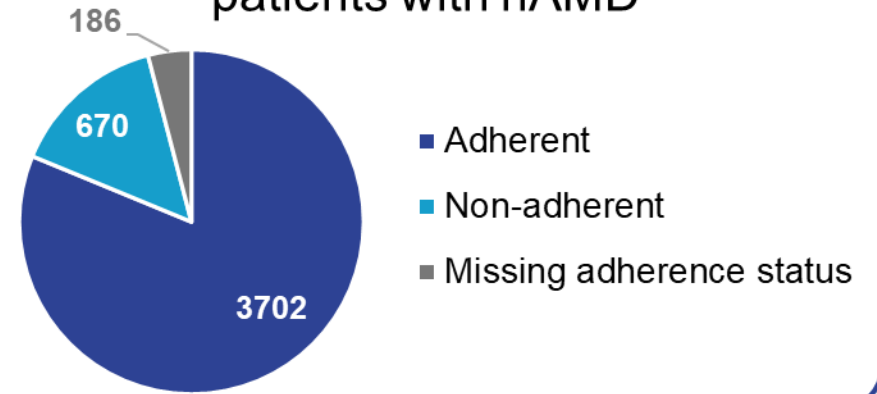


Data: 6425 respondents comprising:

- 4558 patients with nAMD
- 659 providers
- 1208 clinic staff



Self-reported adherence of patients with nAMD^a



Adherence: 14.7% of patients were non-adherent^a. Of these:

- **47.6%** missed 2 appointments
- **29.0%** missed 3 appointments
- **23.4%** missed ≥ 4 appointments

^aDefined according to Okada M et al., *JAMA Ophthalmol.* 2021;139:769–776: adherent, missing 1 or fewer appointments over a 1-year period; non-adherent, missing ≥ 2 appointments over a 1-year period. No statistical comparisons were planned or performed; survey data were analysed and are reported descriptively.

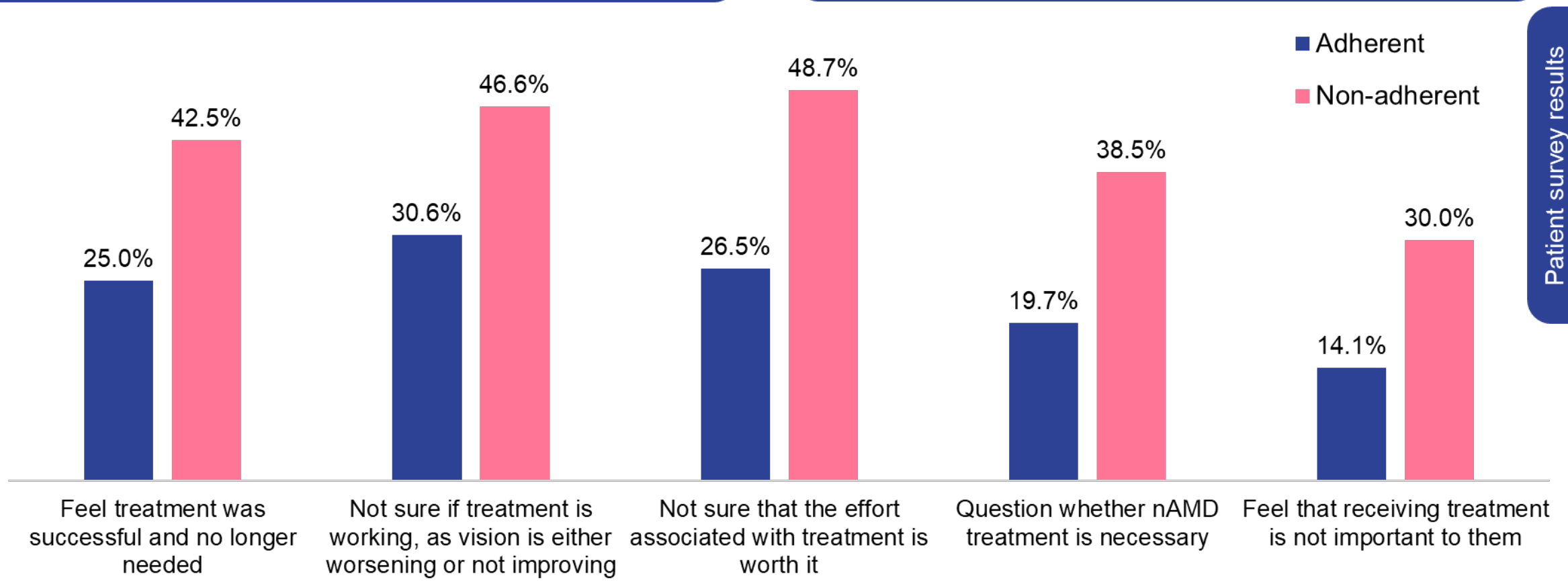
Do patients understand their disease and treatment?



Overall, **24.8%** of patients said that **they do not really understand** their condition and/or **the need for treatment**



45.7% of patients said that they **did not receive** clear information on what nAMD is or what to expect over time with treatment



Patient survey results

Do patients understand their disease and treatment?

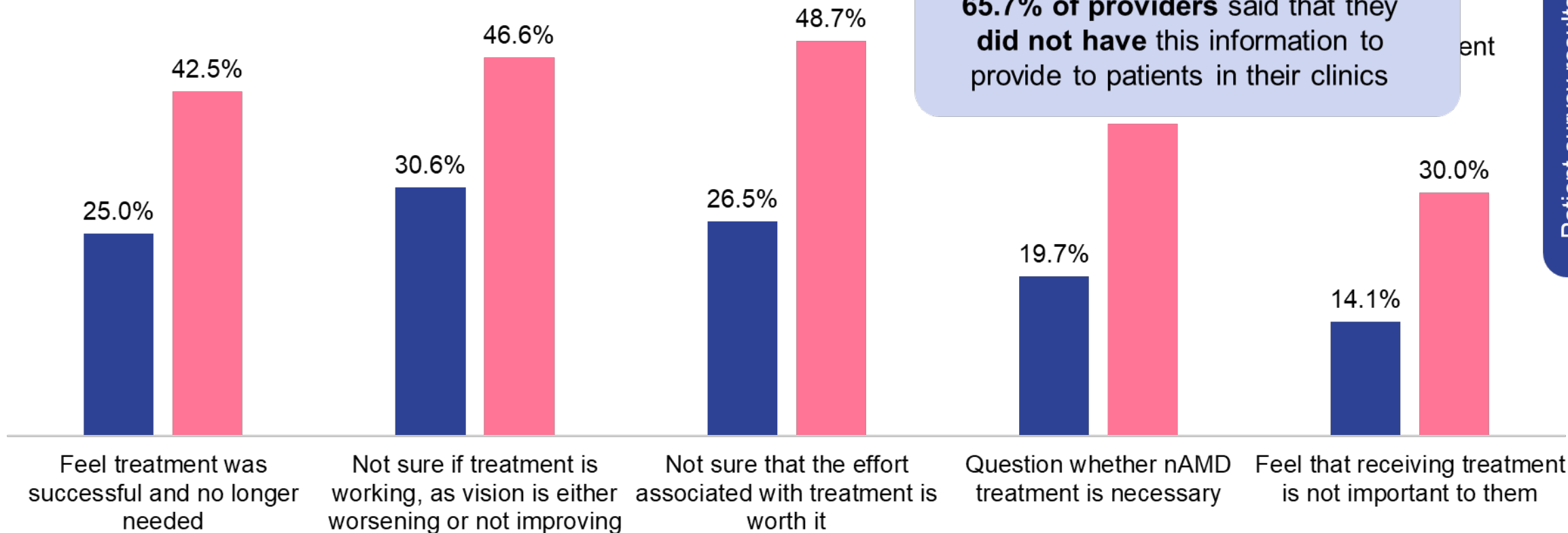


Overall, **24.8%** of patients said that **they do not really understand** their condition and/or **the need for treatment**



45.7% of patients said that they **did not receive** clear information on what nAMD is or what to expect over time with treatment

65.7% of providers said that they **did not have** this information to provide to patients in their clinics



Patient survey results

Are appropriate expectations set for our patients?

For patients with nAMD:



73.6% expected their vision to continue to improve with treatment



47.5% did not know how long treatment would be required

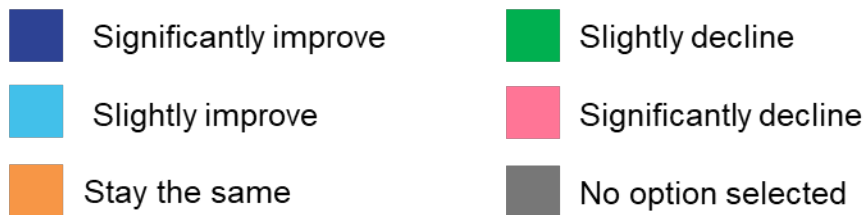
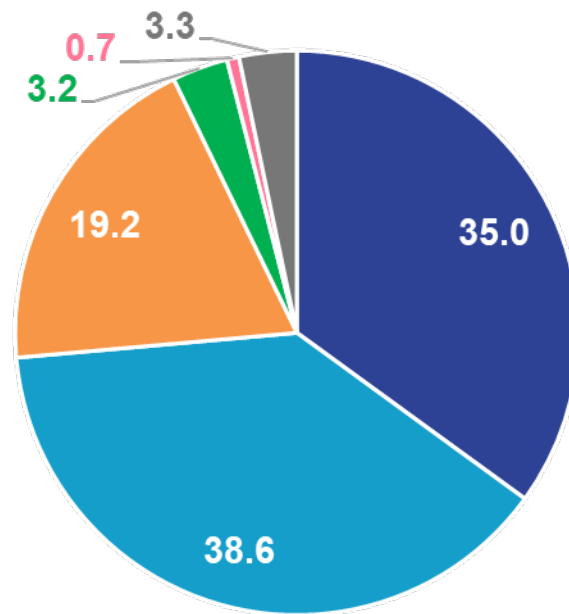


34.1% were not sure how many treatments they will need to receive in the next 12 months



14.1% had not discussed a long-term treatment plan at the start, or after starting, treatment

As you continue with treatment, do you expect your vision to:



Patient survey results

What are the factors causing burden to patients?



Treatment and appointment burden

- 45.9% of patients reported that the **frequency of treatment was too much**
- 44.4% of patients were concerned about being a **burden to family or friends**
- 39.9% of patients have long **periods of waiting** during appointments
- 32.4% of patients were **fearful of the treatment procedure**



Financial burden

- 59.7% of patients wanted **reimbursement restrictions lifted**
- 42.3% of patients had **personal costs** related to the treatment
- 26.7% of patients struggled with costs related to **office/parking fees**



Logistical burden

- 31.3% of patients said that other **chronic health conditions** make appointment attendance difficult
- 39.6% of patients found **traveling to the clinic** hard (ability/distance/cost)
- 34.5% of patients described that it was **challenging** for their **accompanying person to attend**

62.2% of providers think **clinic capacity constraints** make it difficult to deliver the best outcomes for patients

Opportunities identified by patients to support them with the management of nAMD

Clinic processes

My doctor proactively discusses challenges I may face (83.8%)

Always having the same clinic team treating me (82.2%)

More time for my doctor to answer questions or concerns at an appointment (77.8%)

Longer time between treatments without losing vision (74.1%)

Extra time with my doctor to plan the next 6 months of treatment (72.9%)

Dedicated nurse in the clinic to that I can discuss my questions or concerns with (71.0%)

Access to treatment

Appointment reminders sent by the clinic (79.1%)

Phone consultations to answer questions I may have (74.6%)

Medical services/treatment that travel to/near my home (64.4%)

Transportation assistance to attend treatment/monitoring visits (62.4%)

Ability to monitor my vision accurately with a home monitoring machine (61.8%)

Financial assistance

With **drug prescription costs** (65.6%)

With **office/parking fees** (52.7%)



This survey provides **important and novel insights** into the scale and breadth of key challenges in clinical management of nAMD as perceived by patients, providers, and clinic staff. Addressing opportunities highlighted in this novel survey could enhance care by **alleviating treatment burden and improving clinic capacity**



Improve patient understanding and access

- Have **earlier and more frequent conversations** with patients on their treatment progress and long-term plans
- **Better educational material** for patients, and better availability of this material



Manage patient expectations:

- Training of providers and clinic staff to **educate patients about treatment expectations**



Alleviate appointment burden:

- Better use of **patient waiting time** as an opportunity to provide additional services or information
- **Longer duration therapies** and treatment interval extensions to improve clinic capacity constraints and reduce the burden on the patient and clinic
- Improved **financial assistance** with costs associated with treatment and office/parking fees

Survey centers:

Australia: Sydney West Retina, Australian Eye Specialists, Retina Specialists Victoria. **Brazil:** Hospital Oftalmologico de Sorocaba, Hospital de Olhos de Araraquara, Centro de Referência em Oftalmologia, Centro Brasileiro da Visão. **Canada:** Unity Health Toronto, Retina Centre of Ottawa, Eye Care Centre NB. **China:** Zhongshan Ophthalmic Center of Sun Yat-sen University, Shanghai General Hospital, The First Affiliated Hospital of Dalian Medical University, The First Affiliated Hospital of Kunming Medical University, Henan Provincial People's Hospital, Xi'an People's Hospital. **Colombia:** Fundacion Oftalmologica Nacional, Clínica Oftalmológica del Caribe, Clínica Oftalmologica Unigarro, Cali Ophthalmology Clinic, Clínica Foscal. **Croatia:** KBC Zagreb. **Ethiopia:** Biruh Vision Specialized Eye Care Center, Nisir Specialized Eye Clinic, La Vista Speciality Eye Clinic, Roha Specialized Eye Clinic. **France:** Hôpital de la Croix Rousse, Centre PO2 (Pôle Oise Ophtalmologie), Centre Rétine Gallien. **Germany:** Universitätsklinikum Tübingen, Universitätsklinikum Bonn, Augenzentrum am St Franziskus-Hospital, Klinikums der Universität München. **Ghana:** Tamale Teaching Hospital. **Greece:** Ophthalmological Clinic Of University Hospital of Alexandroupolis. **India:** Shroff Charity Eye Hospital, ICARE Eye Hospital, Synergy Eye Care, Prakash Netra Kendra, Narayan Netralaya Eye Hospital, Hyderabad Eye Research Foundation, L V Prasad Eye Institute, Sankara Nethralaya. **Indonesia:** JEC Eye Hospitals & Clinics, Netra Klinik Spesialis Mata – Bandung, RS Khusus Mata Prov. Sumatera Selatan, Sumatera Eye Center. **Israel:** The Medical Research, Infrastructure, and Health Services Fund of the Tel-Aviv Medical Center. **Kenya:** City Eye Hospital, Eldo Eye Clinic, Lighthouse for Christ Eye Center. **Kuwait:** Kuwait Specialized Eye Center. **Mexico:** Asociación para Evitar la Ceguera en México, Fundación Hospital Nuestra Señora de la Luz IAP, Instituto Mexicano de Oftalmología IAP, Sala Uno Ophthalmological Center. **Nigeria:** Department of Ophthalmology, Department of Ophthalmology University of Uyo Teaching Hospital, Uyo, MDR - Lighthouse Medical Eye and Specialist Laser Center Lokoja, Department of Ophthalmology, Jos University Teaching Hospital, Jos, Eye Clinic, Department of Ophthalmology, Faculty of Clinical Sciences, Ahmadu Bello University Zaria, University College Hospital Ibadan, Eye Foundation Hospital. **Portugal:** ALM – Oftamologia Médica e Cirúrgica, Centro Hospitalar de Setúbal, Centro Hospitalar e Universitário de Coimbra, Centro Hospitalar Universitário do Porto. **Russia:** National Medical and Surgical Center N.I. Pirogov, Ufa Research Institute of Eye Diseases, S. Fyodorov Eye Microsurgery Federal State Institution (Orenburg branch), Novosibirsk State Region Clinic Hospital. **Saudi Arabia:** King Abdulaziz Medical City. **Switzerland:** Swiss Visio Montchoisi. **Turkey:** Hacettepe University, Ankara City Hospital, Gaziantep University, Karadeniz Technical University Faculty of Medicine. **United Arab Emirates:** Medcare Eye Center, Moorfields Hospital Abu Dhabi.

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