

THE VILLAGES HEALTH



**Colony
Care Center**
280 Farmer Place, 674-1710

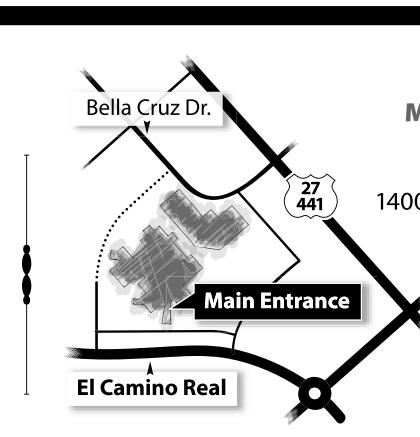
**Pinellas
Care Center**
2485 Pinellas Place, 674-1720

**Bellevue
Care Center**
5051 SE 110th Street, 674-1730

**Santa Barbara
Care Center**
1575 Santa Barbara Blvd., 674-1740

**Mulberry Grove
Care Center**
8877 SE 165th Mulberry Lane, 674-1750

**Lake Sumter Creekside
Care Center**
1050 Old Camp Road, Building 100, 674-1760



MEDICAL CAMPUS

Specialty Care Center
1400 N. U.S. Highway 27/441, Building 810, 674-8731

**The Villages
Regional Hospital**
1451 El Camino Real, 751-8000
Urgent Care: 751-8863

america's healthiest hometown



George Horsford | Daily Sun

Dr. Joe Hildner, center, looks over a patient's chart with clinical supervisor Heather Rebro, left, and Physician Assistant Karen Doyle recently at the Creekside Care Center. Hildner, director of medical affairs, says an important feature of the electronic medical record used by The Villages Health is its ability to remind physicians about important items like treatments or tests that patients might need.

A Better Way to Track The Trends of Patients

Electronic medical record provides critical data and important reminders.

By LARRY D. CROOM

Daily Sun Ombudsman

WWhen it comes to tracking health trends or staying current with vaccines or preventive testing, Villages Health officials say the electronic medical record they use is invaluable.

For instance Dr. Stephen Fischer said he has the ability to monitor overall results, such as whether his patients with hypertension are able to keep their systolic blood pressure number under 130.

"I might think I'm doing a pretty good job, and then I look and say, 'Gosh, in the last five visits for 1,200 patients with high blood pressure, only 50 percent were controlled,'" said Fischer, who practices at the Bellevue Care Center. "That's not very good. I need to figure out a way to tweak the system so I can do better."

Dr. Tomas Perez, a primary care physician at the Pinellas

Care Center, said that ability to track information on groups of patients, such as diabetics, is a huge help for him and his colleagues.

"Are we keeping the A1Cs (a reflection of average blood sugar levels) where they need to be? Are we adding medications called ACE inhibitors, as an example, to protect the kidney function?" he asked. "We get a lot of data in terms of how we're performing as a practice and that allows us to make potential changes in terms of improving the quality of care that we're providing."

Dr. Robert Reilly, medical director of the Creekside Care Center, said another important feature of the electronic medical record is the ability to track the frequency of patient visits.

"It's not only who you're seeing, but who we haven't seen in the last year and who we are missing," he said. "You're responsible for the people you're taking care of, but also your patients who you're not seeing."

Reilly added that there are many reasons to make sure those patients who haven't been in on a regular basis make time for appointments.

“

Three years from now, something needs to go 'ding.' Something needs to say, 'now your tetanus booster is due.'

DR. JOE HILDNER
director of medical affairs,
The Villages Health

**COMING
MARCH 8**

Meet Dr. James Flaherty, a specialist in obstetrics and gynecology who practices at The Villages Health's Specialty Care Center.

"If we don't, we know what's going to happen," he said. "They're going to land in the emergency room with that heart attack or that stroke because they haven't been in to have their A1C checked or to have their statin (cholesterol) medication renewed. So we need to reach out to them and bring them in, rather than waiting for them to come to us."

Dr. Joe Hildner, director of medical affairs, said another important feature of the electronic medical record is its ability to remind physicians when things like vaccines or preventive tests are due. He said a good example of that scenario is a patient who comes in for a visit seven years after he had a tetanus shot. In the world of paper charts, Hildner said, the physician would have to remember that his patient needs a tetanus booster in three years. But in a world of electronic medical records, he said, the outcome is much different.

"Three years from now, something needs to go 'ding.' Something needs to say, 'now your tetanus booster is due,'" Hildner said. "But if it's hiding in the back of a chart on some form you filled out long ago, nothing goes 'ding' and you go without care that you need. So the only way to have that is to use an electronic medical record to help you be a better doctor."

MEET A DOCTOR

Dr. Edward Morris, a rheumatologist at The Villages Health Specialty Care Center, earned his undergraduate and medical degrees from the University of Maryland. He then completed his rheumatology training at Johns Hopkins University. Morris joined The Villages Health after practicing in Baltimore for 35 years.



1

What kinds of things does a rheumatologist treat?

Muscular, skeletal pain and joint swelling. We deal with different rheumatologic diseases, but the most common are osteoarthritis, rheumatoid arthritis, gout, systemic lupus erythematosus, inflammation of the blood vessels like vasculitis and inflammatory muscle diseases.

2

What led you into the field of rheumatology?

As I went through my training, I did a rotation in rheumatology and realized that in my four years of medical school, we had spent two days discussing lupus. That was as much rheumatology as we learned. So it was a whole new area that I knew nothing about. It was also an area of tremendous growth with the potential of new medicines, new diseases and a new understanding of how to treat them.

3

What is your philosophy on health care?

I had a mentor who told me that if you listen to the patient long enough, they'll tell you what's wrong with them. So I'm a strong believer of listening to the patient and getting to understand them as an individual, because that impacts their diseases and their lifestyle. Once I understand them and what their complaints are, we work much better together.

4

What do you think about having primary care doctors and specialists working together under the same health system?

I think the concept is wonderful. I really believe that if this is successful — and it seems like it's going to be — that patients will get the best health care. It's more comprehensive and will avoid repetitive testing. There will be better communication between the primary care doctor, the specialist and the patient.

What is the importance of having primary and specialty care under the same Villages Health umbrella?

Answer Provided by DR. DAVE JORDAHL
Medical director, Colony Care Center



The integration is fantastic, and not just with the electronic medical record. We have that relationship with the specialist that you don't necessarily get when you have a broader network that isn't part of the same system. I have their cellphone numbers and we know each other and can easily communicate through the electronic medical record. In fact, I just did that with a specialist recently about a case.

Answer Provided by DR. DAVID KELLEY
Pinellas Care Center



The people that they're bringing into the subspecialty group, they're high-level folks. And the nice thing about it is they're actually our partners. So you can feel comfortable just picking up the phone and talking with them — day or night — about a case. Sometimes it's just a curbside type of thing. This is my problem. This is what I'm thinking about doing. Does that make sense or do you feel I need to send this patient over to you now? Not everybody needs to go see the subspecialist for everything.

I feel comfortable with most of the facets of internal medicine, but you need to know your limitations. You need to know when to call for help. I never have a problem obtaining a consultation, either because I feel that I need to get it or the patient does. It's a joint decision — we sit down and discuss it.

My job is to take care of the patients and bring people in from our consulting group — either with The Villages Health or elsewhere — for the benefit of the patient.

If the patient's doing well, I've done my job.

DID YOU KNOW?

Dr. Laura Cloukey, a primary care physician at the Pinellas Care Center, received a gold medal in Synchronized Masters Ice Skating in 2006. At the time, the graduate of the New England College of Osteopathic Medicine was a member of the Skating Club of Boston and was competing in Lake Placid, New York.

