

# AMERICA’S HEALTHIEST HOMETOWN

A weekly report on The Villages’ efforts to become “America’s Healthiest Hometown” compiled by Daily Sun Ombudsman **Larry D. Croom**. Email [larry.croom@thevillagesmedia.com](mailto:larry.croom@thevillagesmedia.com). Or call him at 753-1119, ext. 9366.

Contact The Villages Health at 352-674-1700 or visit the website at [thevillageshealth.com](http://thevillageshealth.com).

### Did you know?

Dr. Christine Stopyra, who practices at the Lake Sumter Creekside Care Center, is a huge fan of the ABC sitcom “Modern Family,” which debuted in September 2009.

## All about care center manager Karen Cotman

Primary care doctors, specialists and other medical providers have been recruited as part of an initiative to revamp health care right here in Florida’s Friendliest Hometown. The Villages Health is partnering with USF Health to bring in family doctors, care providers and specialists who will work as a team, all in the best interests of serving patients. This weekly feature will introduce these innovative medical providers who have joined this effort.

### Why did you decide to become a care center manager?

I figured that taking a position with The Villages Health would be great. I figured it would be something that would be challenging but something that I was pretty familiar with. So when the opportunity became available, I jumped on it.

### What is your favorite part of being a care center manager?

Being able to mentor the staff that works underneath me. Being able to spend time with them and learning about them. Also being able to make sure that patients are being served with quality care.

### Please talk a little bit about the team you work with here.

To be able to come in and have the front desk treat our patients as if this were their home is important. Our providers are great with the patients, as well as the clinical staff. Everyone treats them just like their family and that’s important to the patient. Being a patient, you want to feel like you’re cared for. And that’s what we do. We care for each and every one of the patients.

### How will it feel if this initiative is picked up and



**Care Center:** Belleview  
**Age:** 44  
**Undergraduate:** Columbia College (St. Louis)  
**Years of health care experience:** 20

### used in other communities and you were in on the ground floor of it?

Awesome. To be able to say that I was a part of something that was new, it would be great. This is what we need.

### Do you think this initiative changes health care across America?

I do, because it’s a different way of providing health care to patients. Whether you are under-served or whether you have lots of money, it’s offering the patient the care that they need.

**Next week** Find out all about India Dillion, an advanced registered nurse practitioner at the Pinellas Care Center.

## Creating America’s Healthiest Hometown

### How will you feel if this initiative is picked up by other communities?

“I think it will be awesome. I think that this type of model is something that could really benefit health care in the United States. In a lot of ways what I gather is the idea that this is somewhat of a test bed for this type of model. It’s going to be exciting to see what happens.”



**Dr. David Ethier,**  
orthopedist, USF Health  
Specialty Care Center

## Care Centers in The Villages

### Primary care

**The Villages Health Colony Care Center**

280 Farner Place, 674-1710

**The Villages Health Santa Barbara Care Center**

1575 Santa Barbara Blvd., 674-1740

**The Villages Health Pinellas Care Center**

2485 Pinellas Place, 674-1720

**The Villages Health Mulberry Grove Care Center**

8877 S.E. 165th Mulberry Lane, 674-1750

**The Villages Health Lake Sumter Creekside Care Center**

1050 Old Camp Road, Building 100, 674-1760

### Specialty care

**USF Health Specialty Care Center**

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



Katie N. Howard

Greg Shea, a longtime management consultant and adjunct professor from the Wharton School at the University of Pennsylvania, says he appreciates the innovations that are being put into place to make the health care initiative in The Villages a success.

# AGENT OF CHANGE

## Management expert offers insights, advice for Villages Health success

*One in a continuing series of stories on Villages Health scholars – nine experts in a variety of fields, such as health care policy, financing and organization – who are visiting the community and offering input about the health care initiative that is designed to create America’s Healthiest Hometown. The scholars program was made possible through a dedicated gift to USF Health to bring together this panel of experts.*

By **LARRY D. CROOM** / DAILY SUN OMBUDSMAN

When Greg Shea talks about The Villages Health, he refers to it as a “remarkable effort” with plenty of promise.

“It’s got all kinds of best practices imbedded in it,” said the adjunct professor from the Wharton School at the University of Pennsylvania. “So it’s hard not to become taken with the care with which they have approached this attempt to deliver a higher quality of health care – not just episodes of treatment, but health care.”

Shea, who teaches executives primarily about leadership and changing large systems, said he will be interested to see how The Villages Health handles growth and the ability to sustain itself over a long period of time.

“Those are nice problems to have,” said Shea, who has experience with manufacturing, telecom, commercial banking, power, information technology and health care. “There’s no way you set out doing something where you’re not worried about what comes next. But what I saw was enthusiasm and it was inspiring and hopeful.”

Shea said one of the things he really appreciates about The Villages Health is the innovation that is being put into place as the system is being created.

“I think the importance is to be able to try to think about the system of maintaining health, as opposed to treating the episode of sickness,” he said. “That concept didn’t

originate with The Villages, but very few places have tried to do it on the scale and with the depth of what I would call social engineering to try to deliver it. So that’s what makes it different, is trying to take that orientation and actually give it life – everything from the practices to the structure to who they hire – all that.”

Along those lines, Shea said the idea of patients having close relationships with their entire team of medical providers is a key to success. He also praised The Villages Health for using the patient-centered medical home concept, which means that each care center meets a strict set of criteria that revolves solely around the patient and is administered by the National Committee for Quality Assurance.

“Having a primary care medical home may mean that there are multiple people who you deal with,” he said. “But you don’t get four people asking you the same question four times. Or they can’t find the file

### The Greg Shea File

**Age:** 62

**Education:**

**Undergraduate**

Harvard College (1974)

**Master of Science**

London School of

Economics (1976)

**Master of Philosophy**

Yale University (1978)

**Doctorate**

Yale University (1981)

**Work experience:**

■ Academic director,  
Johnson & Johnson/

Wharton Fellows Program  
for Nurse Executives  
(1998-2011)

■ Penn Surgery Chair-  
man’s Leadership Council  
(2003-11)

■ Assistant professor,  
the Wharton School  
(1982-86)

■ Manager of Organiza-  
tion Development,  
Westinghouse (1981-82)

■ Special assistant, Yale  
School of Organiza-  
tion and Management  
(1977-80)

and don’t know your name.”

Shea said patients can become frustrated when they have to deal with different providers if they aren’t working as a solid, integrated team.

“It’s about a subject that I care about – they’re talking about me,” he said. “So I’d like to have a sense that these people have had some conversations about me.”

Shea said he is aware that other communities are taking a look at the health care initiative in The Villages, but he said he would be somewhat surprised if others adopted it right away before learning more about the results.

“Does it work when you mix the age groups or when you’re not all together in the way that The Villages is? Those are important questions,” he said. “But before you can get to those, you have to get to a point where The Villages Health, itself, works over time. It certainly looks like it’s well on the way, but that’s going to be a much easier question to answer in five or 10 years than right now.”

Shea added, however, that he believes what is happening here could lead to positive changes elsewhere.

“We have to get figured out somewhere how we take care of the health of people as opposed to just providing

### Coming June 22

For Villages Health providers, teamwork is the name of the game.

### Coming June 29

Villages Health providers say teamwork centers around their patients.

services,” he said. “If you can do that here, that will be one of the first, if not the first, place that really did that. And doing that has the potential to change health care across the country.”

Dr. Elliot Sussman, chair of The Villages Health, said he is thrilled to have Shea as such a close adviser, largely because of his extensive background in helping organizations manage change in positive ways.

“If you think about what we’re trying to do here with The Villages Health, it’s a huge change,” he said. “It’s building an organization out of really nothing from the ground up and taking people and aligning them with a singular mission and purpose. So his insights about how to do that most effectively have been really, really helpful.”