



Forecast C2

Partly sunny

Today's high: 91

Tonight's low: 73

The Villages®

DAILY SUN

ClassifiedsF1-F12
PuzzlesD7
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SUNDAY, JULY 7, 2013

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Teacher inspired by New Zealand trip

Brenda Weaver, who leads workshops at The Villages Lifelong Learning College, once traveled to New Zealand to study its literacy program.

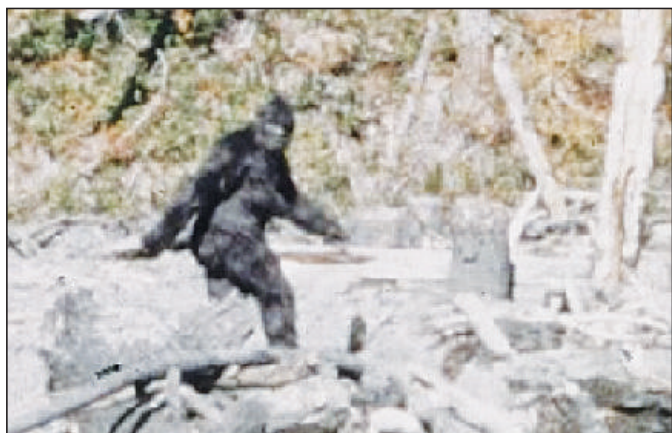
Local C1

Villagers' son gets head coaching job

Patrick Mason, the son of Village Del Mar residents Jo and Fred Mason, was recently named the head coach of Virginia Tech's baseball team.

Sports B1

Only in The Villages



Roger Patterson and Robert Gimlin believe this image from their 1967 film proved the existence of Bigfoot.

Villager wonders if it was Bigfoot that paid a visit

Bigfoot visited The Villages. Believe it.

Bigfoot researcher R. Montieth has proof: a photo of what appears to be a 10-inch footprint she found near power lines in the Sumter County portion of The Villages.

Was the print left by Bigfoot, Sasquatch, skookum, Shaawanoki, skunk ape, Wookie, mudwamp – whatever name he (she?) is going by these days?

Your guess is as good as R. Montieth's. Our camera-shy visitor didn't leave a card.

Can it be? Bigfoot in The Villages?!

Holy Patterson-Gimlin film!

Believe it.

Now, before you light the torches and grab the pitchfork, I should point out that Bigfoot is probably in Chilliwack by now.

The world's most famous bipedal humanoid was here seven months ago.

Word just now reached the newsroom. The Villages resident who contacted the Bigfoot Field Researchers Organization (BFRO) didn't bother to call us.

She probably thought we'd ask her name or something.

Believe it.

So we're playing catch-up on the biggest story since Lee

See CORSAIR, A8



GARY
CORSAIR
DAILY SUN

America's Healthiest Hometown

DESIGNED WITH COMFORT IN MIND



Submitted photo

Patients wait to see their medical providers in a living room setting at the Colony Care Center, an area designed to resemble a room patients might have in their own homes. The room contains comfortable seating and is a place where patients can read magazines or talk with friends or neighbors while waiting for their appointments.

"It should feel like you're going to visit a friend, because that's exactly what you're doing. We know you and you get to know us. That's what we like."

Dr. Joe Hildner,
chief medical officer

Primary care centers provide welcoming setting for patients

By LARRY D. CROOM
DAILY SUN OMBUDSMAN

(Part of an ongoing series on The Villages' efforts to become "America's Healthiest Hometown.")

THE VILLAGES isiting a typical doctor's office can be a stressful situation.

From the sterile-smelling environment to frequently crowded waiting rooms to exam rooms dominated by intimidating medical tables, instruments and apothecary

jars, it's no surprise that patients often feel anxiety when it comes time for an appointment.

At The Villages Health care centers, it's a much different story. On the outside, the buildings look more like recreation centers than medical facilities. And that continues inside, where patients enjoy such features as a living room setting while waiting to see providers, a privacy area where vital signs can be taken, and visit rooms that feature comfortable seating and a large computer monitor where test results

Also inside

Colony Care Center serves as a model for the rest
Page A6

can easily be displayed and discussed.

"It should feel like you're going to visit a friend, because that's exactly what you're doing," said Dr. Joe Hildner, chief medical officer of The Villages Health. "We know you and you get

See HEALTH, A6

National focus



Marcio Jose Sanchez / The Associated Press
The wreckage of Asiana Airlines Flight 214 after it crashed at San Francisco International Airport.

At least 2 killed after airliner crash lands in San Francisco

An Asiana Airlines flight crashed while landing Saturday at San Francisco International Airport, killing at least two people and injuring dozens of others.

Victims: There were 307 people aboard – 291 passengers and 16 crew members. Two people aboard the plane died, but the rest were accounted for late Saturday. Of the 182 injured people taken to hospitals, at least 49 were considered seriously hurt.

The crash: The Federal Aviation Administration said Flight 214 from Seoul, South Korea, crashed while landing before noon PDT. A video clip showed smoke coming from a jet on the tarmac as passengers could be seen jumping down the emergency slides. Terrorism has been ruled out. **Story, A13**

—The Associated Press

Florida focus

Erick strengthens into hurricane off Mexico's southern coast

Erick strengthened to a hurricane off southern Mexico on Saturday, threatening to dump heavy rain as it skirts the country's Pacific coast. The presence of the Category 1 hurricane forced the closure of the seaport of Manzanillo, Mexico's biggest container port.

Winds: The U.S. National Hurricane Center in Miami said Erick became a hurricane as its maximum sustained winds grew to around 80 mph.

Location: The hurricane was centered about 90 miles south of Manzanillo and was moving northwest at 9 mph, on a track roughly parallel to the coast for the states of Guerrero, Colima and Jalisco.

Warnings: A hurricane watch was declared for Punta San Telmo to Cabo Corrientes, and a tropical storm warning was in effect from the resort of Zihuatanejo westward to Cabo Corrientes. In neighboring Jalisco state, authorities were

meeting to plan preparations for the hurricane, but said that skies in the coastal community of Cihuatlan were still clear.

Track: Forecasters predict a northwest to west-northwest track over the next few days, but say the storm should remain offshore. Rain accumulations from 3 to 5 inches are expected. Forecasters warn of potential flooding.

—The Associated Press



Inside today's Daily Sun

Oil train derailed in Quebec, killing 1

A train carrying crude oil derailed Saturday in eastern Quebec, sparking several explosions and killing at least one person.

World A3

Solar aircraft completes journey

A solar-powered aircraft completed a history-making cross-country flight Saturday, landing at New York's JFK airport.

Washington A9

Parks struggling to preserve recreation

The nation's 7,975 state parks are facing shortened seasons, new admission fees and threatened closures.

Nation A15



Today's Charity
Dystonia Awareness



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Vol. 16 Issue 188

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**
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Or call him at 753-1119, ext. 9366.

Primary care centers in The Villages

- Colony Care Center**
Opened December 2012
- Santa Barbara Care Center**
Opening October 2013
- Pinellas Care Center**
Opening November 2013
- Mulberry Grove**
Opening February 2014
- Lake Sumter Creekside**
Opening March 2014



Submitted photo

The check-in area at The Villages Health care centers features an open desk with professionals waiting to assist patients. The area isn’t surrounded by windows or glass partitions. And the people working at the desk aren’t burdened with answering phones, so their full attention is directed to the patients’ needs.

A different atmosphere

Colony Care Center’s décor, friendly staff, homey furnishings set it apart

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

Patients visiting the Colony Care Center will find plenty of smiles and a building that’s conducive to providing medical care in a much different way.

Gone are such doctor’s office staples as cramped waiting rooms, exam rooms dominated by large metal tables and clusters of medical instruments lying around in metal trays. Instead, there’s an environment that revolves solely around the patient, from the colors and décor to the layout of the facility. That starts with a covered porch complete with love seats and rocking chairs and continues inside, where a greeter awaits each patient to steer them in the right direction.

Dr. Joe Hildner, chief medical officer of The Villages Health, said he’s heard many great comments about the Colony facility, which is serving as the model for others that will be opening throughout Florida’s Friendliest Hometown over the next nine months. “If a building can be revolutionary, this one is it,” he said. “It’s just a better place to go to the doctor.” During a normal visit, most patients will find themselves at the check-in desk to sign in – another area where the typical doctor’s office environment was tossed aside.



Bill Mitchell / Daily Sun

Patients wait to see their medical providers in a living room setting, an area that resembles a room patients might have in their own homes.

“The check-in desk has no windows, no glass,” said Amie Deak, wellness consultant and educator. “And there are people sitting there. They are not answering the phones. They are there to serve the patients.” From there, a patient will take a seat in a living room for the short wait to visit with their physician or other medical provider. “We want patients to feel like this is their home,” Deak said. “They can be comfortable, maybe see their neighbors, and sit and wait to see their provider.” Once patients are called back, they’ll find even more differences. Vital signs, such as weight and blood pressure, are taken in private areas away from the main walkway. And for wheelchair-bound

patients, there’s even a scale built into the floor. The visit rooms feature benches that resemble love seats, large computer monitors where medical information can be displayed, and a privacy area for changing clothes. And perhaps most important, the medical exam table isn’t the centerpiece of the décor. “An exam room means that you’re going to have a full exam and that’s not what happens all the time in here,” Deak said. “This is where (patients) need to be comfortable and feel good about coming here and investing in their health.” Patients will also find huddle zones, where physicians and their medical teams work hand in hand. “They huddle here every morning and every afternoon

before they meet their patients,” Deak said. “The advantage of that is to the patient, because everyone is on the same page. Everyone is constantly communicating about the patient.” Other unique features include an on-site audiologist and lab, as well as rooms for X-rays, triage and other procedures. “Reducing that anxiety and having them come to one place, that’s the benefit of that,” Deak said. “It makes it much less fragmented.” Perhaps the most unique feature is the Knowledge Pharmacy, where patients can go to learn about various disease states, tests, procedures, treatments and different ways to stay healthy. “It’s a very innovative, creative way to get patients empowered and kind of onboard with their own care,” Deak said of the web-based application, which can be accessed by patients inside and outside the care center. “If we can get patients to be a participant in their care, it’s going to make them healthier and maybe their quality of life better.” Not surprisingly, Deak said, feedback on the setup and design of the care center has been quite positive. “Impressions are everything,” she said. “We want patients to know that we know they have a choice of where they want to come. They’ve chosen to come here and we want them to know that we appreciate that.”

Fixing health care: All about Dr. Aya Olejeme

Primary care doctors 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 and specialists who will work as a team, all in the best interests of serving patients. This weekly feature will introduce these innovative doctors who have joined this effort.

Q: Why did you decide to become a primary care doctor?

A: Because with primary care, that is the best way to get to know the patient. I think specialists do a fantastic job and they’re very needed, but in terms of having kind of the gatekeeper who actually takes care of the patient and all the other things that specialists don’t, I think it’s really important to play that role.

Q: What excites you about being a physician?

A: I love being able to have the privilege of getting into patients’ lives and helping them take care of themselves and showing them that they have responsibility for their care and can be empowered to take care of themselves. I like being able to communicate with them anytime I want to and them being able to come to me and have that kind of trust between the both of us.

Q: How does it feel to be a part of this initiative to change health care?

A: It’s so exciting. It’s a big project, but it’s so important and it’s going to make a real difference.



Care Center: Belleview
Age: 36
Undergraduate: University of Virginia
Medical school: University of Cincinnati College of Medicine
Internship, residency: University of Cincinnati / The Christ Hospital

Q: What is your personal philosophy on health care?

A: I think that it is incredibly important that patients have a very good relationship with their doctors and that they feel that they can trust them and come to them with anything. So I think that’s the most important thing and that’s what we should strive to do.

Next week Find out all about Dr. Christopher Pead, a physician at the Sharon Morse Building who will be moving to the new Santa Barbara Care Center in October.

How national health care is broken

How does The Villages Health initiative fix the problem?

“The alternative is to have a system where you have the time and the incentives to spend time with the patient, get to know them, get to know their health status, teach them how to maintain it and to be a partner in maintaining it. The old system didn’t reward you for that. And because it didn’t reward you for it, I think slowly over the years that ship sailed, and we’re trying to now restore that.”

Dr. Saul Rosenblum,
incoming medical director, Santa Barbara Care Center



HEALTH, from A1

to know us. That’s what we like.” Five of these innovative facilities are planned in The Villages. The Colony Care Center opened in December, while four others – Santa Barbara, Pinellas Park, Mulberry and Lake Sumter Creekside Landing – are scheduled to open over the next nine months. And the Belleview Care Center, also part of The Villages Health, has been operating under the same principles since June 1997. Dr. Elliot Sussman, chair of The Villages Health, said the idea from the start was to develop a prototype for a successful

primary care practice. “Strip away everything you thought about – uncomfortable waiting rooms, paper everywhere, glass windows where sometimes you can’t talk to anybody,” Sussman said. “And it’s the kinds of people we have, the way they’re trained. It’s people caring about people, people taking care of people.” Dr. Karla Noel, who practices at the Colony Care Center, said she enjoys working in a building that’s designed with the atmosphere of a home. “It makes a lot of patients just feel so incredibly relaxed,” she said. “They realize that we’re here to figure things out and for more open communication.” Dr. Aya Olejeme, of the

Belleview Care Center, agreed. “Many people walk in the door and their blood pressure is already up and their heart rate is pounding, because they associate coming to the doctor with formality and not having a relationship,” she said. “So coming into this kind of environment with the people and the surroundings is very calming.” Dr. Daniel Whinnen, also of the Belleview Care Center, said common sense plays a huge role. “When you walk through the door of anyplace, you want to be greeted with a friendly smile,” he said. “Obviously, people walking through the door may not be feeling well, so we try to take care of the problem.

That just makes sense and you’d do that in any type of business.” While having the right environment to practice medicine is important, Villages Health primary care doctors agree that one element – people – can make or break it. “We want to provide a wholesome, caring environment that happens from the time the person walks into the door until they leave,” said Dr. Michael Clifford, of the Colony center. “But the crux of that is going to be my encounter with the patient, that they feel like they have been heard, that something is going to be done to hopefully get things better for them.” Dr. Chris Pead, who

currently practices out of the Sharon Morse Building but will be moving to the Santa Barbara facility when it opens in October, said patient care is only as good as the people providing it. “That starts at the front desk for getting checked in, and people attending and making sure your insurance is appropriate,” he said. “And to making sure we send the labs to the right place to the staff that’s taking the vitals. Having everybody on the same page and with the same philosophy is really important to the quality of the care that the patient receives.” Dr. Brooks Betts, of the Colony center, said the concept of patient-centered care – from

the environment to the medical professionals – is all geared toward helping patients stay healthy. “Our philosophy is we do not just treat patients, we teach patients to treat themselves,” he said. “You don’t just give a patient a pill and say ‘here, take this the rest of your life.’ We want those patients to understand their disorder, to know how they can best treat it from the standpoint of their nutrition and activity, how they can prevent complications from that disorder and, finally, what their treatments really are all about. That’s a very big part of our practice, making sure the patients understand what they are being treated for.”