

HAPPY MOTHER'S DAY

The Villages®

DAILY SUN

Forecast C2

Clouds, thunderstorms

Today's high: 85

Tonight's low: 64

Classifieds.....F1-F12
Puzzles.....D7
Lifestyles.....D1-D12
Local.....C1-C12
Obituaries.....C4
Sports.....B1-B10
Travel & Leisure.....E1-E6
TV Grid.....D10

\$1.00

SUNDAY, MAY 12, 2013

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85-year-old Villager isn't ready to give up his favorite pastime

Ken Schwab stays active in the game with The Villages Baseball Club.

Sports B1

America's Healthiest Hometown



Bill Mitchell / Daily Sun

The 'living room' waiting space at The Villages Health's Colony Care Center.

Please come along for this health care ride of a lifetime

THE VILLAGES -

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



LARRY D. CROOM

DAILY SUN

I am embarking on a special journey, and I'd like you to come with me.

Over the course of the next year or so, I'm diving head first into health care. That's right, I'm going to spend at least the next 12 months learning everything I can about health care and bringing it to you.

From the planned expansion of The Villages Regional Hospital to primary care centers to specialty care to Medicare and insurance, I'm going to do my best to understand and then explain it to you in the simplest way possible.

See CROOM, A9

Coming up

The Daily Sun explores what's wrong with today's health care system and how The Villages is recruiting doctors who can fix it. Our multi-day series starts next Sunday.

Also inside

Health care: It doesn't have to be a bad experience

Page A8

Mother's Day in The Villages



George Horsford / Daily Sun

Tem Hiesberger is shown at her home in the Village of Piedmont. Strong faith and a devotion to helping those in need has helped Hiesberger through personal tragedies.

A mother through it all

Villager has overcome tragedies with faith, devotion to helping those in need

By DAVID R. CORDER / DAILY SUN SENIOR WRITER

THE VILLAGES

Faith in God, an enduring love of family and sympathy for the disadvantaged describes the philosophy that Tem Hiesberger applies to everyday life.

While she seemingly applies those characteristics effortlessly, the Village of Piedmont wife, mother and grandmother does so with a burden that few truly understand.

You see, Hiesberger finds solace from great personal tragedies by giving of herself to others.

That wonderful smile people will see on her face this Mother's Day sometimes masks the depth of the loss of two adult children, as she and her beloved husband, Tony, celebrate today the blessings bestowed upon them.

One word came to the mind of Ginger Hinkle, of the Village of Santiago, when asked to describe her perception of Tem. "Faith," Hinkle said simply.

See MOTHER, A6



Submitted photo

Haitian children display underwear donations distributed by Love A Child Inc. with the help of contributors such as Hiesberger and the congregation at North Lake Presbyterian Church in Lady Lake.

National focus



NASA

Astronauts work to repair a pump Saturday outside the International Space Station.

Astronauts make impromptu spacewalk to repair major leak

Astronauts making a rare, hastily planned spacewalk replaced a pump outside the International Space Station on Saturday in hopes of plugging a serious ammonia leak.

The repair: Christopher Cassidy and Thomas Marshburn installed the new pump after removing the old one suspected of spewing flakes of frozen ammonia coolant two days earlier.

It's fixed ... so far: Mission Control said it appeared as though the leak may have been plugged, although additional monitoring over the coming weeks will be needed before declaring a victory.

Still safe: NASA said the leak, while significant, never jeopardized crew's safety. But managers wanted to deal with the trouble now, while it's fresh and before Marshburn returns to Earth in just a few days.

-The Associated Press

Florida focus

Juvenile sea turtle 'Charley' expected to make full recovery

A tagged juvenile loggerhead sea turtle that traveled some 2,000 miles on ocean currents was expected to make a full recovery after being rescued off the Florida Keys, hospital officials said Saturday.

Good prognosis: Officials at the Keys-based Turtle Hospital said the turtle named "Charley" was eating squid and his digestive system was active.

"That's a step back towards the ocean," said hospital manager Bette Zirkelback. "He's

already not floating and on the bottom of his tank. So the prognosis is very good."

Turtle program: Charley had been nurtured from a hatchling as part of a sea turtle headstart program between Jorge Tadeo Lozano University in Colombia and Mundo Marino Aquarium in Argentina. He was just over seven inches long and about two pounds when he was released June 8 off Santa Marta, Colombia.

-The Associated Press



Inside today's Daily Sun

149 small airport towers to stay open

The FAA announced that the 149 control towers at small airports will remain open at least through Sept. 30.

Washington A9

Medical equipment suppliers scrutinized

Centers for Medicare & Medicaid Services are introducing a medical equipment bidding system in an effort to fight fraud.

Washington A11

O.J. Simpson back fighting for release

O.J. Simpson is returning to a Las Vegas court Monday in hopes of getting robbery and kidnapping charges overturned.

Nation A12



Today's Charity
Alopecia Awareness



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Vol. 16 Issue 132

CROOM, from A1

I believe this is the kind of assignment that comes along once in a lifetime, and it's one that I'm very excited about. My first interests in the medical world came about at a very young age. I was just 9 years old when my family doctor – a man I am still thankful for to this day – discovered that I had a kidney that wasn't functioning properly. Long story short, my health was failing and that kidney had to come out. Dr. Hafendorfer worked his magic, and within no time, I was a healthy kid with a new outlook on life.

Those interests in the medical field also led me to get an EMT certification many years ago. As a young reporter, I was assigned to spend three months riding in the back of an ambulance with a paramedic for a special series my newspaper was working on.

At the end of those three months, I felt like I'd learned so much that I went on to become a licensed EMT. That medical training has come in handy more than once, especially with my children.

That said, I've also learned that health care can be confusing, scary and frustrating – all at the same time. I've seen it in patients' eyes in the back of ambulances, and I've seen it among many people I've written stories and columns about over the years.

Medical professionals will be the first to tell you that today's system is broken in many ways. I don't think any of us will dispute that claim.

From skyrocketing costs to unnecessary tests to physicians who literally run from one patient to the next, a doctor's visit in a typical health care setting is something many of us dread. We know he or she is probably going to come in, mumble a few words, write us a prescription and send someone else back in to hand us a piece of paper and say "good-bye."

Got questions for the doctor? Too bad, because he's already with his next patient. He has somewhere between 2,400 and 3,000 people to take care of, and if he doesn't hustle from one to the other, his practice won't stay open

– plain and simple.

Wouldn't it be nice if there were other and better ways to handle health care? Wouldn't it be great if you could see a family doctor who knew you quite well and had the time to talk to you and work with you to improve your health by setting goals and encouraging you along the way? How about a doctor's office that doesn't feel like a medical facility? Or professional medical staff members who make your visit a top priority and see to it that it goes smoothly?

Many of those dreams are quickly becoming a reality here in Florida's Friendliest Hometown as The Villages Health continues to open new care centers throughout the community. The first of these innovative facilities – Colony Care Center – is already up and running with 1,400 patients. Four others – Santa Barbara, Pinellas, Mulberry Grove and Lake Sumter Creekside – are being built and will open up over the next few months. The goal with these care centers is to make your medical visit pleasant and successful – all within a 15-minute golf car ride of your home.

I'm sure you've also read about the 128,570-square-foot expansion that's coming to The Villages Regional Hospital. The plan adds 100 new beds, doubles the size of the emergency room and adds intensive care beds and operating rooms.

In the near future, there's also going to be a specialty care center opening that's connected to USF Health. And there will be more to come on health insurance provider United Healthcare.

This is all good news, but I'm guessing many of you have questions we haven't answered yet. The great news about this journey is that I also have plenty of questions. Mine, along with yours, should make for some great stories down the road.

For instance, I want to know even more about the concept of primary care centers. What does a "Marcus Welby" doctor really mean? How are these unique doctors recruited? What is a patient-centered medical home and why is that important?

How about electronic health records? Why is specialty

care important? What is USF Health all about? And why do I need to know the difference between a Medicare Advantage plan and Supplemental Medicare.

And what about that hospital expansion? Will wait times in the emergency room improve? Is it true that there's an urgent care across the street from the hospital? What does that mean to me?

Wow! Those are just off the top of my head. And I'm guessing you have plenty of your own.

There's no doubt that health care can be confusing, but we've got some time here to really address these questions and issues. My goal is to provide solid answers through a variety of stories, columns, editorials, photos and graphics that will make understanding health care in this community much simpler. I want to explain why the health care experience is going to be much different here than in other parts of the country, and I'm going to do so through the words and thoughts of many great doctors and medical professionals who are excited to be here.

So please stay tuned to the newspaper, the Daily Sun News Show and AM-640 WVLG. We've got a whole lot of great coverage coming your way, and I'm hoping you'll feel free to drop me an email, send me a note or give me a call with questions you want answered.

Together, we're going to have a fun year learning about the ways The Villages Health has its sights set on revolutionizing health care and making it much more positive and effective for patients.

I've been told by more than one doctor that this model could truly be a game-changer in the health care world – not just in The Villages, but across the entire country. Wouldn't it be great to be a part of that? I certainly think so, and I can tell you I'm more than ready to get started!

If you have a health care question you'd like to have answered, please email it to larry.croom@thevillagesmedia.com. You can also send your question to the Daily Sun, 1100 Main Street, The Villages, FL 32159, Attn.: Larry Croom. Or call him at 753-1119.

Washington

Control towers at 149 small airports to stay open through late September

By JOAN LOWY
THE ASSOCIATED PRESS

WASHINGTON – The Federal Aviation Administration is keeping open for now the 149 control towers at small airports that were slated to close as the result of governmentwide automatic spending cuts imposed by Congress.

The towers, which are operated by contractors for the FAA at low-traffic airports, had been scheduled to close June 15. They will now remain open at least through Sept. 30, the end of the federal budget year, the Transportation Department said Friday.

A bill hastily passed by Congress last month to end air traffic controller furloughs also makes enough money available to keep the towers open, the statement said. The bill gave the FAA authority to shift \$253 million from accounts with unspent funds to keep controllers on the job. The furloughs at all FAA-operated airport towers and air traffic control facilities caused widespread flight delays across the country for nearly a week before Congress stepped in.

FAA officials have previously said they needed at least \$200 million to eliminate the need for furloughs. The bill didn't require the FAA to spend the remaining funds on keeping towers at small airports open, but lawmakers said they anticipated the agency would use the money that way.

The FAA will also put \$10 million toward reducing cuts and delays in its program to move from a radar-based air traffic control system to one based on satellite navigation, the statement said.

Another \$11 million will go to "partially restore the support of infrastructure in



Paul Sancya / The Associated Press

The control tower at Coleman A. Young International Airport is shown in Detroit. The tower was among many at small airports set to close because of federal budget cuts.

the national airspace system," the statement said.

While the decision gives the small airports a temporary reprieve, FAA officials will still be under pressure to find ways to further cut spending in next year's budget.

The FAA's initial decision to close the airport towers set off an intense lobbying

campaign to keep them open by airport operators, the communities where the airports are located and members of Congress with an airport in their district or state. Several lawmakers and the trade association that represents contractors who operate the towers claimed victory after Friday's announcement.

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Cardiac and Vascular Consultants

TOP FIVE QUESTIONS ABOUT LEG PAIN

Q. 1. What are the common causes of leg pain?

A. Arterial blockages also known as peripheral arterial disease (PAD), arthritis, venous stasis or neuropathy can cause leg pains.

Q. 2. What is Peripheral Arterial Disease?

A. Narrowing of the arteries in the pelvis and legs that causes reduced blood flow to the legs. Narrowing of the arteries happen due to cholesterol and calcium deposition in the arteries causing the hardening of the arteries. Calf pain is most common, but patient may also experience buttock pain during ambulation limiting the ability to walk. Some of the other symptoms include leg numbness or weakness; cramping in the legs. Cold foot or non healing ulcers on the toes, feet; hair loss of the feet and legs and erectile dysfunction in men are all described symptoms of PAD.

Q. 3. What is the danger of having peripheral arterial disease (PAD)?

A. Untreated PAD could result in amputations. 30% of patients with PAD also have associated coronary artery disease and stroke. PAD could cause a reduction in life expectancy by 10 years on average.

Q. 4. How can you prevent PAD progressing into amputations?

A. Screening is suggested for patients at high risk of having PAD. High risk patients would be long term smokers, coronary artery disease, high cholesterol, long standing high blood pressure, diabetes mellitus, obese patients, and advanced age.

Q. 5. How do we treat PAD?

A. Walking for at least 30 minutes a day, cessation of smoking habits, aggressive treatment of cholesterol, diabetes mellitus and blood pressure. Endovascular treatments are used most frequently to treat these blockages and that includes balloon dilation of blockages referred to as angioplasty, stenting and atherectomy (removal of plaque and calcium). Due to the improvement in techniques, arteries that have 100% blockage can be opened by these techniques for better flow to the foot. In selected patients surgery is an option. Cardiologists, radiologists, and surgeons with peripheral intervention training and skills are able to perform the endovascular procedures.

For further questions regarding leg pain, contact experienced peripheral Interventionalists Dr. Vishnu Yelamanchi and Dr. Shrikanth Upadya at the Cardiac and Vascular Consultants

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The Villages

Health care: It doesn't have to be a bad experience

Villages Health facilities, doctors put patients' needs first

By LARRY D. CROOM
DAILY SUN OMBUDSMAN

THE VILLAGES – A doctor's visit can be both stressful and frightening.

Under the health care system that exists throughout the United States, an average patient is probably going to wait a good bit of time to see his or her physician. And then that doctor is probably going to rush in and then rush out, leaving that patient feeling frustrated about unanswered questions and concerns about the steps needed to continue enjoying an active lifestyle.

The good news – it doesn't have to work like that. There is a better way that involves working alongside patients to help them maintain healthy lives.

Here in Florida's Friendliest Hometown, that "better" way involves a health care system that always puts the patients first. It starts with innovative, carefully designed primary care centers that don't have the common "sterile" feel of a normal doctor's office. And it's driven by compassionate doctors and medical professionals who long for the days of truly getting to know patients and spending quality time with them.

"I believe the things that we really value in life are about relationships, meaningful relationships," said Dr. Elliot Sussman, chair of The Villages Health, when talking about the importance of primary care doctors. "I'd say the majority of Villagers – certainly I did growing up – had a family doctor. One of my proudest days was when I graduated from medical school and I wrote to (his doctor) Morris Monaloy and basically said, 'I did it.'"

Unfortunately, Sussman said, that special relationship with a family doctor somehow got lost as the world of health care spiraled out of control with rising costs and quality issues.

"Most of us, if we do have a primary care doctor, it's somebody who doesn't know us that well and we really don't know them that well," Sussman said. "They're too rushed. They're not able to spend time with you. And when we really need them, they're not accessible. You hear, 'the doctor can't see you for three weeks,' or 'you'd better go to an urgent care center,' or 'you better go to the emergency department.'"

Dr. Joe Hildner, chief medical officer of The Villages Health, agreed.

"Most doctors get paid per click; the more you see, the more you make, click, click, click," Hildner said. "Normally, a primary care doctor has 2,000 or 3,000 patients, so when he's got his hand on the doorknob,



Bill Mitchell / Daily Sun

The Villages Health's Colony Care Center opened in December 2012 and is the first of other planned primary care centers in The Villages.

Villages Health Primary care centers

- Colony Care Center (opened in December)
- Santa Barbara Care Center (opening in October)
- Pinellas Care Center (opening in November)
- Mulberry Grove Care Center (opening in February 2014)
- Lake Sumter Creekside Care Center (opening in March 2014)

it's not because he's greedy. It's because he's got 3,000 people under his care."

Because of that heavy workload – a burden often required just to keep the doors of a practice open – Hildner said a typical primary care doctor often loses touch with the most important aspect of medicine – his patients.

"There's mammogram reports coming in, and the ER on the phone, and this and that, and that and this," Hildner said. "I mean, he's just a busy guy. He has a lot to do, because if he has any fewer patients, he doesn't have enough to keep the bills paid. He has to keep moving, 15 minutes in and out. Let's get it done, because he has 3,000 (patients)."

Fortunately, the innovative primary care system that's in place and expanding in The Villages paints a much different picture. The Colony Care Center is already open, with four others – Santa Barbara, Pinellas, Mulberry Grove and Lake Sumter Creekside – set to open over the course of the next 11 months.

And with those care centers comes the all-important primary care doctor who understands the crucial relationship he or she must develop and nurture with patients.

"I think the answer, a huge part of the answer, is the return of the 21st-century Marcus Welby, the primary care physician," Sussman said. "We want to give every Villager the opportunity to have a 21st-century Marcus Welby. And although the principal relationship and interaction is with the primary care physician, it is so much more than that. There is a whole infrastructure that makes this go. It's about a higher quality system. It's about measuring it and controlling the cost of the system. It is about a safer system and a much more rewarding system – a system that makes everybody feel better, both patient and physician alike."

Hildner agreed, adding that every doctor who works for The Villages Health strives to make the entire visit centered around the patient – a process that begins long before that person even arrives for a visit.

"We start every day with a huddle, so before patients even start coming, we go, 'OK, the guy at 10 o'clock is coming in about an ER follow-up that he had on Monday night. Oh man, the lady at 11 o'clock, her husband died last week,'" Hildner said. "We know who's coming in, and when they come, we're ready. Their visits go smoother."

And at the end of the day, Hildner said, another gathering occurs.

"We have a much quicker huddle that says, 'OK, what did we screw up? What can we learn from today that will make tomorrow go better?'" Hildner said. "We try to learn and get better each day, and I'm telling you, it works. This is a winner; this is working."

Larry D. Croom is the Daily Sun's ombudsman. He can be reached at 753-1119 or by email at larry.croom@thevillagesmedia.com.

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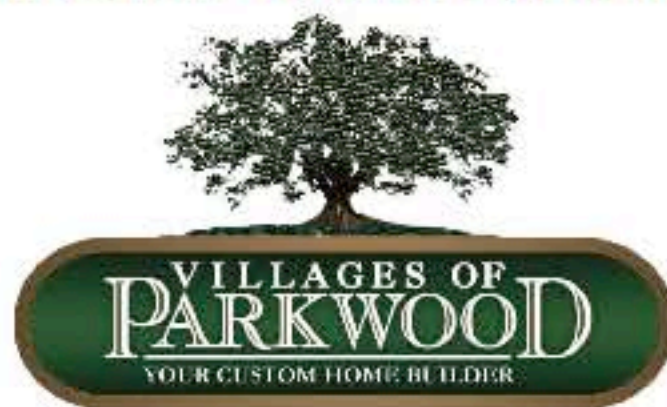


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