

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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Did you know?

Sylvia Wallace, a nurse practitioner and mid-level provider at Santa Barbara Care Center, enjoys boating and riding motorcycles.

Fixing health care: All about PA-C Beverly Dorson

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 become a physician assistant?

Because of my love of medicine and people. Also I feel more comfortable in this position because I can still work with the physicians and other health care professionals as well.

What is your favorite thing about being a physician assistant?

I get to spend a lot of time with patients. Also, in family practice, I get to see them more than once. I get to see them again and again and work with their primary care physicians as well. So we work as a team and it’s just awesome.

What is your philosophy on health care?

I believe in taking the time to listen to the patient and working with the patient to develop a plan and course of treatments. I don’t believe in just simply throwing things at the patient and expect them to receive it, just because I’m saying this is how we’re going to do it. I believe in a partnership when we’re dealing with patient care. I want patients to care about getting healthy and staying healthy.

Do you think the initiative sweeping through



Care Center: Colony
Age: 30
Certified: PA-C
Associate degree: Valencia Community College
Bachelor’s degree: University of South Florida
Master’s degree: Mercer University (Atlanta)

The Villages can change health care in America?

Absolutely. A lot of people, they’re scared to go to the doctor. They don’t want to go to the doctor. We have patients who are excited to come in and see us. They don’t cringe at the thought of, ‘oh, just another doctor’s appointment.’ They’re happy to see that we’re happy to see them, as well.

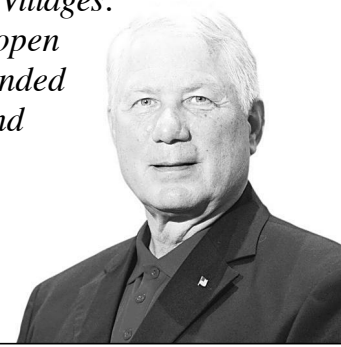
Next week Find out all about Marykate Drake, a physician assistant at Pinellas Care Center

Creating America’s Healthiest Hometown

Why is this an exciting time for The Villages Regional Hospital?

“The Central Florida Health Alliance, in support of the specialty center and our primary health care centers, is expanding to meet the growing population and the increased demand for better health care. Ten years ago we opened up a 60-bed hospital here at The Villages. Now, we’re expanding to open up early in 2015 our expanded to over 300-bed facility and additional services.”

Don Hahnfeldt,
chairman of the board, Central Florida Health Alliance



Care Centers in The Villages

Primary care

- The Villages Health Colony Care Center**
280 Farner Place, 352-674-1710
- The Villages Health Santa Barbara Care Center**
1575 Santa Barbara Blvd., 352-674-1740
- The Villages Health Pinellas Care Center**
2485 Pinellas Place, 352-674-1720
- The Villages Health Mulberry Grove Care Center**
8877 S.E. 165th Mulberry Lane (Opening spring 2014)
- The Villages Health Lake Sumter Creekside Care Center**
1050 Old Camp Road, Building 100 (Opening spring 2014)

Specialty care

USF Health Specialty Care Center
1400 N. U.S. Highway 27/441, Building 810
352-674-8731

The medical directors who oversee care centers for The Villages Health are excited to

CHARGE AHEAD

as the organization enters its second year. They have big plans for advancing patient-centric care.

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

Here’s a glance at what three of those directors plan to accomplish in 2014, with the other two to follow next Sunday.

Dr. Dave Jordahl, Colony Care Center



George Horsford / Daily Sun

Dr. Dave Jordahl, left, medical director of the Colony Care Center, discusses a patient with nurse Jennifer Manly. Jordahl says he’s looking forward to working closely with his fellow medical providers this year.

Jordahl’s goals all have a common theme – providing the best care possible.

“I would like to see the continued growth of everybody’s practice and developing relationships with our patients,” he said. “That’s why I went into family medicine to begin with, to have that kind of care.”

Jordahl, the first doctor hired by The Villages Health from outside the local area, has a full panel of patients, which means he’ll spend a good part of 2014 really getting to know each of them and developing close relationships.

“That was one of the main professional things that was a hurdle to get over when moving from Michigan, was all the patients that I knew so well and having to kind of start that over again,” he said. “But I’m beyond that now because I’ve gotten to know a lot of these patients already. That’s the thing that I cherish the most.”

Jordahl said he’ll spend time learning and enjoying his role as a medical director, which includes the opportunity to work closely with his colleagues who oversee other care centers.

“The people that have been chosen to fulfill those roles are people I have a lot of respect for and we work well together,” he said. “Friendships have come from it, and you don’t feel like you’re just going to work when you’re working alongside these people.”

Dr. Karla Noel, Pinellas Care Center



George Horsford / Daily Sun

Dr. Karla Noel, right, confers with colleague Dr. Nasseer Masoodi. Noel, who oversees the Pinellas Care Center, says she’s thrilled with the way her staff has gelled since the facility opened in December.

Noel’s care center opened in December, and she said she’s thrilled with the way things have quickly come together.

“We’re settling into a really great rhythm,” she said. “We’re having fun and improving quality of life and saving lives. I’m just really happy with how well we’ve embodied The Villages Health’s spirit and mission.”

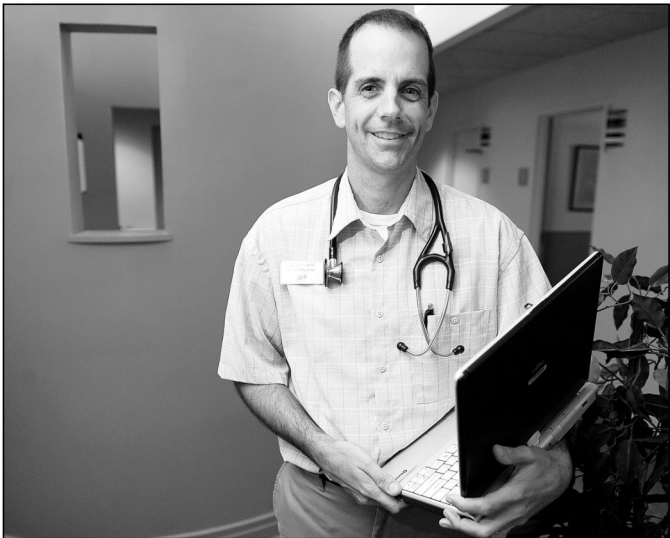
Noel said she wants to see that growth continue as more and more patients count on her facility for care.

“We want to make sure that we’re meeting people’s needs and actually surpassing their expectations,” she said. “We want to make sure we’re delivering across the board, evidence-based standards of care and quality health care.”

Noel said she’s very excited about working on educational opportunities that will help patients in all aspects of their lives.

“I have a patient who is diabetic and her technical numbers on paper look good, but when I’m talking to her about exercise, she’s doing nothing,” Noel said. “I said, ‘just imagine if you get up and walk for 20 or 30 minutes, just one day a week. You’ve already doubled your efforts. Imagine if you do that a couple of days a week, how much better your numbers might be. You might be able to get off medications, especially diabetes medicines. You might be able to even get off blood-pressure medicines or things be reduced.’”

Dr. J.D. Steed, Belleview Care Center



Bill Mitchell / Daily Sun

Dr. J.D. Steed, medical director of Belleview Care Center, says he’s looking for ways to improve quality, including using data from electronic medical records to studying how other industries and businesses are successful.

Steed has set his sights on a variety of goals, including working with his fellow providers on enjoying the practice of medicine as a team.

“My idea is of the beehive,” he said. “When the beehive operates, there’s a queen bee that does something. But there are thousands of other bees that all know what the other bees are doing. Everybody knows their job and they feed off each other and they make a beehive work. I would love to be the beehive.”

Steed said one of the things that really makes him tick as a medical director is the opportunity to find ways to raise the bar when it comes to quality, from using and learning from the data that’s included in the electronic medical record to finding out more about what patients think about the care they’re receiving. Along those same lines, Steed said he’s constantly looking at ways to make improvements in processes, including gathering ideas from other industries, such as restaurants.

“I’m thinking, ‘how did they coordinate bringing out all these eight meals at once and making sure my drink is filled up all at once,’ he said. “And how can we do equivalent thing. I want to serve our people in Belleview well, and I want them to walk away from this and say, ‘Wow. That was great. They really cared about me.’ That’s how medicine ought to be.”