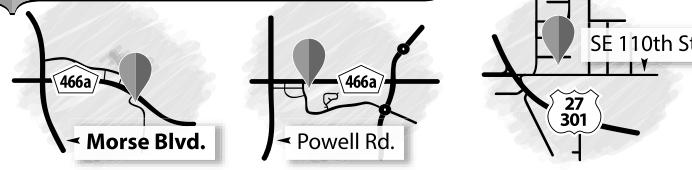


THE VILLAGES HEALTH



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

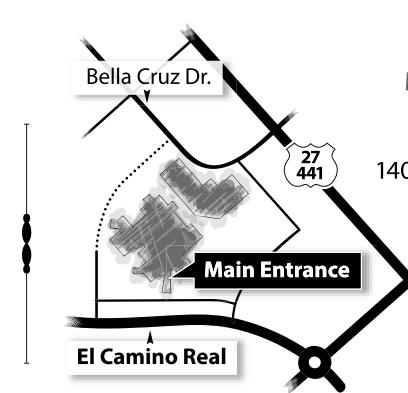
**Pinellas
Care Center**
2485 Pinellas
Place, 674-1720

**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



Bill Mitchell | Daily Sun

Villager Patt Reed, right, talks with Pinellas Care Center Manager Deneal Sullivan recently. Reed, who moved to The Villages in December 2014, says she's a huge fan of her UnitedHealthcare Medicare Advantage plan and the preventive care measures that come along with it.

Resident Encourages Use of Villages Health, Medicare Advantage

Patt Reed touts primary-care-driven system, says she's never been healthier.

By LARRY D. CROOM
Daily Sun Ombudsman



Ask Villager Patt Reed about her satisfaction with her health care here in Florida's Friendliest Hometown and you'll find out pretty quickly that she couldn't be much happier.

"I come to the doctor here and they take incredible care of me," said Reed, who lives in the Village of Pinellas. "I have actually never been healthier than I have since I moved to The Villages. This is the best place in the world."

Reed said she appreciates having her primary care physician at the Pinellas Care Center, Dr. Helene Aisenstat, at the center of her care team.

"I didn't go to school to study medicine," Reed said. "That's why I have a primary care doctor who works pretty much as the navigator for all the other medical services that are available."

UnitedHealthcare Medicare Advantage plan, which offers a variety of perks that those with regular fee-for-service Medicare don't enjoy, such as preventive screenings, same-day primary care appointments, a gym membership, dental, eye and hearing benefits, a Villages Health hospitalist to provide care during stays at The Villages Regional Hospital, a social communication by the primary care doctor during that stay and nurse navigators to assist with care after being discharged, to name a few things — all with zero monthly premiums.

"I know exactly what my out-of-pocket costs are going to be and I know what's covered," Reed said. "It gives me a little more money for my hobbies and some of the other things I would rather do. So it's really a win-win situation. I'd encourage everybody to do that."

In fact, she added, her Medicare Advantage plan actually offers peace of mind.

"I have a doctor who has me come in twice a year," said Reed, who enjoys quilting, golfing, walking and swimming. "She checks everything and makes sure all of my levels are right. That keeps me on track and that's great, because every day that I don't hurt and I'm not sick, I can be out playing in this beautiful place."

Aisenstat agreed.

"To find something before it happens is a much better way of treating a patient than to wait until you have a big problem," she said. "For example, we check blood sugars as a preventive thing. If I find someone's blood sugar is slightly elevated, I can make some recommendations. Then that patient can make a difference in their life by taking

I didn't go to school to study medicine. That's why I have a primary care doctor who works pretty much as the navigator for all the other medical services that are available."

PATT REED
Village of Pinellas



COMING NOV. 8
Villagers offer thoughts on medical care provided by The Villages Health.

advantage of that information and those recommendations. They can stop themselves from being diabetics — sometimes forever."

Along those same lines, Reed said she's thrilled to know that The Villages Health recently received high scores in national rankings — a 9.2 out of a possible 10 in the Consumer Assessment of Healthcare Providers and Systems patient satisfaction survey and 14 of 17 targets exceeded in the Health Care Effectiveness Data and Information Set, a standard set of measurements that are primarily focused around screenings and used by more than 90 percent of America's health plans to measure performance.

Toss in the fact that each Villages Health primary care center carries the prestigious designation of level 3 patient-centered medical home — the highest available through the National Committee for Quality Assurance — and Reed said she couldn't be much happier.

"I am absolutely tickled," she said during a recent visit to the Pinellas facility. "It ensures that there are outside agencies that are looking at the medical qualities and outcomes of what's going on here."

Reed said those kinds of ratings also make it unnecessary for her to continue to see physicians in Tampa, where she lived before moving to The Villages in December 2014.

"I don't have to go back there for care because I can come right here," she said. "I'm four minutes away from my front door, in my golf cart, to come here. That makes life pretty easy for me."

UnitedHealthcare offers the only Medicare Advantage plans that are accepted by The Villages Health. For more information, visit any of the MedicareStores that are located in each town square or speak to a representative at any care center.

TALK WITH A DOC

Answers provided by
Dr. James Flaherty, medical director and urologist, Specialty Care Center



1

What does it mean for a patient to have primary care and specialty care under the same umbrella?

That's a big deal, because oftentimes, it's very difficult for those physicians to communicate because there's so little time to do it. We have methods of being able to do that here, through the electronic health record itself, but also (primary care doctors) can just give me a call if they've got a question. That's kind of a special thing that doesn't happen in medicine much anymore.

2

What is the importance of the electronic medical record?

That's huge. I actually went on this particular health record, eClinicalWorks, in 2007 in my own practice, so I'm very familiar with it as a health record. It organizes things. Things don't get lost. Patients don't come in for their visit and somebody goes, 'Where is the heck's that paper chart?' It was on somebody's desk yesterday. We can't find it.' This way, you have things well organized. When reports come in, they're immediately available. The ability to communicate — not just between providers, but to patients — is incredibly improved.

3

What is your philosophy on health care?

The patient is in charge of their own destiny. I'm there not to tell them what to do, but to help guide them through their reasonable options as to what they can do. My job is to be a partner with the patient, to answer their questions and get them where they need to go.

4

What is your favorite part of being a urologist?

I help people have a higher quality of life than what they currently do. It's very rewarding to take somebody who has limited what she does because of, perhaps incontinence problems or prolapse problems, and restore that normal function so they can live a better life than what they had been living.

ASK A DOCTOR

What do you think about being a part of The Villages Health?

Answer Provided by
DR. KIMBERLY GIOVANNELLI,
Santa Barbara Care Center



I love it. This is exactly why I chose this job, because 30-minute patient visits is an amazing commodity. No other job that I interviewed for allowed that for me. So that's why I picked it, because in primary care, especially, you have so many things to go over and so many things to really teach the patient to empower them. You just can't do it in 15 minutes.

How will you feel if you are on the ground floor of a health care initiative that is picked up and used in other communities?

Answer Provided by
DR. ROBERT KERSH,
cardiologist,
Specialty Care Center



It'll feel great. It's always good to be a pioneer, especially if it works out well in the future. Talking to the administrators and people who have developed the whole Villages Health system, I am very encouraged that this is going to be a success. Otherwise, I wouldn't have picked up from a prior practice of 33 years.

Why is the patient-centered medical home concept so important for patients?

Answer Provided by
DR. DANIEL WHINNEN,
Belleview Care Center



From the patient's standpoint, it gives them one number, one person to contact anytime they have a problem. It just makes it more efficient for them. They don't have to think about, 'Is it a heart problem? Do I need to call my cardiologist?' This is an intestinal problem. I need to have an "ologist" for that. They just have one number, one person that they can contact.

DID YOU KNOW?

Autumn Tripp, manager of the Colony Care Center, is a big fan of the 1989 hit movie "When Harry Met Sally..."

