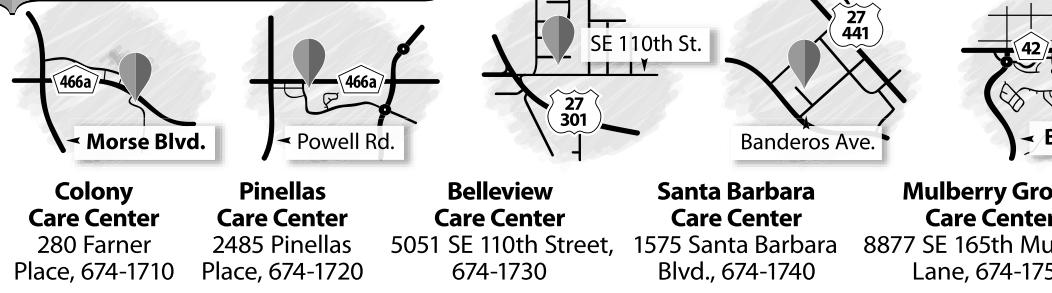


THE VILLAGES HEALTH



Colony Care Center
280 Farmer Place, 674-1710

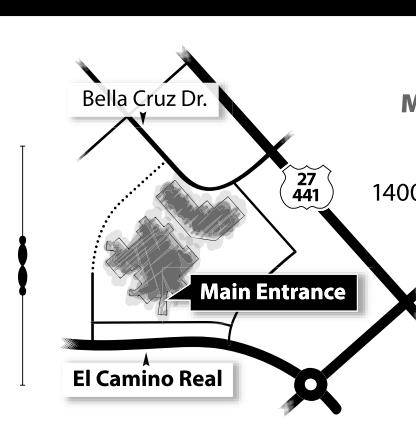
Pinellas Care Center
2485 Pinellas Place, 674-1720

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



Peter Travers | Daily Sun

Deborah Burris, left, and Nancy Carpenter, both of the Village of Collier, pose for Janie Hathcox during a recent birthday party at the Pinellas Care Center for patients turning 65.

Couple Offer Praise for Doctor, Pinellas Team

Village of Collier residents say they're thrilled with the patient-centered care they receive.

By LARRY D. CROOM

Daily Sun Ombudsman



"Whether it's when you walk in the front door, the check-in for your appointment, billing — all of that is great."

Gary added that he particularly appreciates the way appointments are handled in such an efficient manner.

"You come in the front door in the morning and you check in for your appointment," he said. "You're there, on time, and it's usually not a problem. But if it runs over, somebody will come and talk to you and say, 'Hey, the doctor is still with somebody.' So you get first-class service."

Gary said that goes all the way up to family physician Dr. Tomas Perez and his entire medical team and the excellent care they provide.

"He's an excellent doctor," Gary said. "He spends as much time as he needs with me and I think it's just great. It really is."

Deborah agreed.

"He's easy to talk to and he's very focused when you spend time with him," she said. "I never feel rushed and I am very comfortable with him. He's really focused on our all-around health care."

Deborah said she feels the same way about everyone who helps her at the care center, including the facility's manager, Deneal Sullivan, who also is a registered nurse.

"Deneal is very special," Deborah said. "We met her when we first came down, and whenever I have a question, I

The people that my wife and I have dealt with have been great across the board. Whether it's when you walk in the front door, the check-in for your appointment, billing — all of that is great."

GARY BURRIS

Village of Collier

COMING SEPT. 13
Learn more about Medicare as the open enrollment period draws near.

can just track her down and get the information I need. She's very responsive and very easy to talk to."

Deborah said both she and Gary truly appreciate the proximity of the care center to their Village of Collier home, as well as the fact that so many services — audiology, X-ray and lab work, to name a few — are available in the same building.

"That's really very convenient," she said. "And we live so close that we could walk here if we had to. So that's real convenience, too."

Another service that both Gary and Deborah appreciate is the ease of getting referrals to specialists when needed. Gary said he discovered that firsthand recently when he was having a knee problem and Perez referred him to Dr. Thomas Sullivan, an orthopedic surgeon at the Specialty Care Center.

"They called me with an appointment time and said 'OK, what works for you? We already have your referral, your records and everything,'" Gary said. "So I go over there and there's no forms to fill out. Zero. It was just great."

Not surprisingly, Deneal Sullivan said it's that kind of praise that makes every day special at the Pinellas facility.

"We're a patient-centered medical home, and home means family," she said. "That's really what we want to be for these folks. We want them to develop that close personal relationship with their primary care physician. And we want them to consider the whole team at Pinellas as their extended family, thoroughly involved in their health care."

TALK WITH A DOC

Dr. Kimberly Giovannelli is a primary care physician at the Santa Barbara Care Center. She received her medical degree from the University of South Florida's Morsani College of Medicine and is certified by the American Board of Family Medicine. Giovannelli joined The Villages Health a year ago after completing her internship/residency at Bayfront Family Medicine Center and All Children's Hospital in St. Petersburg.



1

Why did you decide to become a doctor?

I came from medicine. My father's a doctor and my mom's a nurse. So we were always very comfortable. We always played hospital in our house. I just felt like my parents had these amazing powers and they could take care of everybody. And that's what I wanted to do, too.

2

What is your favorite part about being a doctor?

The teaching. I really love to be able to talk to patients and really educate them on what's going on. And to kind of put it into terms that really make them realize how they can help themselves to get better on their own.

3

What would you say to medical students who are thinking about primary care?

I would say to do it, because I think our generation is going to be the one that changes things around. I think more and more people are going to go into primary care if our country can help set up multi-specialty groups like this one. Primary care will drive the whole thing and more people will want to do it. When you feel like you're more involved, you're more rewarded. And you're given the time to do what you actually need to do.

4

How do you feel about treating patients who are so active and into their health?

I like it. It makes my job easier. It's really helpful. They're so compliant here. They want to learn and make themselves better. They have the time and the opportunity to do it. And most of them already are exercising and doing all the right things.

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

Answer Provided by
SHERI HARWOOD
Creekside Care Center manager



It is going to be with a lot of pride and satisfaction that not only are we making a difference in our community, that we're making a difference in the communities throughout the United States. This is the type of care that I would want for myself and also for my family. So if we can get this out to our entire country, you're going to see a huge shift in the way that medical care is delivered. The cost savings will be huge because it's going to be efficient medical care that's focused on the person and dealing with them individually. That will help us manage their health care outcomes, which will reduce our health care costs over time.

Answer Provided by
STEPHANIE SCARBROUGH
Santa Barbara Care Center manager



What do they say, 'When somebody imitates you, it's the best form of flattery?' I would hope that if other communities were to copy this model, that they would do it with the intent and the mindset that we had here. Not to try to change it, but to further it, because I do feel it's an excellent model for other communities as well.

Answer Provided by
DENEAL SULLIVAN
Pinellas Care Center manager



It will be great. To be able to tell your grandchildren that you helped start this and that it was copied by another community or even nationwide, you don't get very many opportunities in life to be able to do that. You also don't get very many opportunities to work with people that are as passionate about health care as you are. It truly is a blessing to be here and be around the people that I work with every day.

DID YOU KNOW?

Dr. Kenneth Henschel, a neurologist at the Specialty Care Center, is a big fan of the 1952 Western drama, "High Noon."

