

# 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?

Dr. Karla Noel, medical director of the Pinellas Care Center, is a big fan of two CBS hit television shows, "The Big Bang Theory" and "NCIS."

## All about care center manager Autumn Tripp

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 the innovative medical providers who have joined this effort.

### Why did you decide to become a care center manager?

Because I really like to be in the middle of it all. I like to be part of the day-to-day life of our patients and I like to be part of organizing and coordinating staff to help improve the delivery of health care. I love working with the professionals – the physicians and extenders. And I love working with the other leadership team members.

### What is your favorite part of being a care center manager?

I really enjoy when we can get our patients in – that we've made for a nice, smooth transition for them to be seen and they leave happy. That is really what we want to do.

### What is your personal philosophy on health care?

My personal philosophy on health care is that we're part of the team. We're all here together to try to figure out what it takes to make somebody healthy or happy. Everyone defines that differently. It isn't up to us to judge. It's up to us to help them meet their goals, whatever they are.

### What are patients saying about the health care initiative in The Villages?

The patients are very supportive. They come in and often are surprised. Our facility is beautiful. It's completely



**Care Center:** Colony  
**Age:** 52  
**Undergraduate:** Spring Arbor University (Spring Arbor, Michigan)  
**Years of health care experience:** 22

set up with the patient in mind, to make them comfortable and kind of remove that white-coat syndrome where they get anxious when they go to the doctor's office. I think after their first visit and their second and their third, they do see this as an extension of their home. A lot of relationships have been built already with the care teams, with our staff trying to establish that consistency with them so they know who that front-desk person is and who their nurse team is. That is important for them, and they are very happy.

## Creating America's Healthiest Hometown

### Has your time at The Villages Health made you a better teacher?

**“Yes. I think you always become a better teacher. The word doctor comes from Latin, meaning ‘to teach.’ You’re always teaching your patients. We have our physician extenders – physician assistants and our nurse practitioners – we work with every day. And then our clinical assistants. I have two medical assistants that I get to work with every day and they are fantastic. I’m always trying to teach them. I have them come in the room with me and listen to how I manage a patient and what are the kinds of tests we would order. Education is really everything in this field.”**

**Dr. Robert Reilly**  
medical director,  
Lake Sumter Creekside  
Care Center



## Care Centers in The Villages

### Primary care

**The Villages Health Colony Care Center**  
280 Farner Place, 674-1710

**The Villages Health Santa Barbara Care Center**  
1575 Santa Barbara Blvd., 674-1740

**The Villages Health Pinellas Care Center**  
2485 Pinellas Place, 674-1720

**The Villages Health Mulberry Grove Care Center**  
8877 S.E. 165th Mulberry Lane, 674-1750

**The Villages Health Lake Sumter Creekside Care Center**  
1050 Old Camp Road, Building 100, 674-1760



George Horsford / Daily Sun

Dr. Charles Lockwood, second from right, is the new senior vice president for USF Health and dean of the Morsani College of Medicine at the University of South Florida. He recently visited Florida's Friendliest Hometown and spent time with Villages Health and USF Health officials, from left, Tom Menichino, Dr. Joe Hildner, Dr. Jeff Lowenkron and Dr. Elliot Sussman.

# Excited about the future

New USF Health leader touts partnership, calls community 'dream' environment

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

The joint decision by The Villages Health and USF Health to enhance the importance of an academic and educational partnership should lead to improved health for Villagers down the road.

That's according Dr. Charles Lockwood, the new senior vice president for USF Health and dean of the Morsani College of Medicine at the University of South Florida, who made his first visit to Florida's Friendliest Hometown recently.

"It's an amazing place," Lockwood said. "But beyond being a beautiful place and full of activities, from a public health standpoint it's just a great environment for people to live in. It's a great environment to improve health, both at the community level by encouraging people to have excellent lifestyles and eat right and exercise – all of which is readily available – but also to provide great care."

As an academic and educational partner, USF Health no longer will oversee the specialty care center here. That responsibility has been assumed by The Villages Health. But Lockwood said his specialists in Tampa still will be readily available to help treat complex cases that might require additional expertise.

"In any area of medicine, whether it's transplant medicine or complex neurological problems or anything in between, we're able to provide those here, on site," Lockwood said. "I think that's a huge advantage to Villages residents."

One of the most important features of the partnership, Lockwood said, is the ability to have medical students actually training in Villages Health primary care centers. In fact, the school already has sent

**Coming July 27**  
Villages Health doctors say they're impressed with backgrounds of team members.

one student here, the first to be able to learn right alongside physicians at the Mulberry Grove Care Center.

"One of the problems that U.S. medical schools have right now is as we push harder and harder to expand primary care, we need to convince our students to go into primary care," he said. "And to be able to convince them to go into primary care, they really need to be able to see what it's like to live in the real world and take care of patients. This is the perfect environment to do that."

As for the ability to conduct research – a USF Health survey in 2012 was completed by more than 33,000 Villagers – Lockwood labeled the community a "dream" environment.

"You've got an intelligent group of people that care about their health," he said. "They care about their community. And they get it in terms of the need to identify health problems early and address them."

### The Dr. Charles Lockwood File

**Currently:**  
■ Senior vice president for USF Health  
■ Dean of Morsani College of Medicine at the University of South Florida

**Age:** 59

**Education:**  
**Undergraduate** Brown University (1973-77)

**Doctor of Medicine** University of Pennsylvania School of Medicine (1977-81)

**Master of Arts (Honorary Degree)** Yale University (2002)

**Master of Science (Health Care Management)** Harvard University, School of Public Health (2007-09)

**Postgraduate training:** Residency, Obstetrics and Gynecology Pennsylvania Hospital, Philadelphia (1981-85)

Fellowship, Maternal-Fetal Medicine Department of Obstetrics and Gynecology Yale University School of Medicine, New Haven, Connecticut (1985-87)

Postdoctoral Fellowship, Molecular Mechanisms of Hemostasis Mount Sinai School of Medicine, New York (1989-91)

Lockwood said USF Health researchers can help prevent health issues through a variety of studies.

"Not only can we study the health needs of the community and everything from the instances of certain diseases to the cost of health care, but we can also begin to lay out strategies for prevention and early detection," he said. "Our goal – and it's an absolutely doable goal – is to be able to reduce the cost of health care in this community dramatically by improving the health of the community dramatically. I think we have all the tools to do that."

Lockwood added that the unique partnership that exists between USF Health and The Villages Health is one of the reasons he left his former post as dean of the Ohio State College of Medicine.

"This environment can be a laboratory for improving health care," he said. "And I think that if we can show a dramatic reduction in the cost

of care and improvement in outcomes, this will be a model for care."

Dr. Elliot Sussman, chair of The Villages Health, agreed, adding that USF Health's concentrated role as an academic and education partner makes very good sense.

"This enables USF Health to focus on educational initiatives, whether those be with the hospital, with The Villages Health, with The Villages Charter School or with our community in general, as well as research initiatives," he said. "And as we look to become America's Healthiest Hometown, what have we learned about that and what can we share with other communities throughout America?"

"That's the nature of universities, is to create new knowledge and then to disseminate that knowledge. And there's no question that given the unique nature of The Villages, we're in a position to do that with our USF Health partners – extensively."