

THE WEATHER TODAY, C2

8 a.m.

Noon

4 p.m.

8 p.m.

73°

84°

82°

80°

Can American Pharoah make it a triple today?

Sports, B1

National Trails Day a good time to head outdoors.

Local News, C1

# It's Official: Our Docs Are Tops

UnitedHealthcare presents Villages Health with prestigious award; organization ranked No. 1 in Florida, among top 4 percent in insurer's nationwide networks.



Steve Nelson, right, CEO of UnitedHealthcare Medicare & Retirement, greets Villages Health and other area health care professionals at the Waterfront Inn in The Villages on Thursday.

BY LARRY D. CROOM  
Daily Sun Ombudsman

**THE VILLAGES**

The numbers say it all – preventive measures and patient-centered care are the name of the game when it comes to patient satisfaction and clinical results.

The numbers also say something else – The Villages Health quickly became the best in Florida and among the top 4 percent nationwide in UnitedHealthcare's vast networks that extend to physician groups across the country.

Those were just some of the achievements that were celebrated Thursday when UnitedHealthcare presented The Villages Health with its prestigious Patient Service Excellence Award during a ceremony at the Waterfront Inn at Lake Sumter Landing.

"We have partnerships all over the place with all kinds of unique health care systems," said Steve Nelson, CEO of UnitedHealthcare Medicare & Retirement. "But this has produced amongst the highest health outcomes and patient satisfaction and health experience of any partnership we have, anywhere in America."

Please See **HEALTH, A8**

9.2  
RATING

Out of a possible 10 on the Consumer Assessment of Healthcare Providers and Systems patient satisfaction survey.

14  
TARGETS

Out of 17 The Villages Health exceeded in the Health Care Effectiveness Data and Information Set measurement for performance on important dimensions of care and service.

70  
MILLION

Number of customers UnitedHealth Group boasts, making it the largest Medicare Advantage provider in the United States.

- » Can what's happening in The Villages change health care across America? The Villages Health doctors and other officials weigh in.
- » What is the Consumer Assessment of Healthcare Providers and System Survey? What is the Healthcare Effectiveness Data and Information Set? **A8**



"This is the proof of the pudding. I understand that people had questions about how this was going to work when we first started talking about it. But now we can show what happens if you really get yourself organized and focus on relationship-based care and data-driven care, where you know what patients require in terms of preventive care. We have begun to deliver on the promise of improving wellness."

**DR. JOE HILDNER**  
director of medical affairs, The Villages Health

## Physicians Proud How Quickly Honors Came

BY LARRY D. CROOM  
Daily Sun Ombudsman

**THE VILLAGES**

Smiles, handshakes and applause were aplenty Thursday as Villages Health physicians and medical providers celebrated winning UnitedHealthcare's Patient Service Excellence Award.

"There's a lot of pride," said Dr. Robert Reilly, medical director of the Creekside Care Center. "This is an amazing accomplishment for a very short period of time."

Please See **HONORS, A8**

TOP OF THE NEWS

STORMS IN COLORADO, DROUGHT IN CALIFORNIA

The Centennial State doesn't need the rain; The Golden State is desperate for some.

Forecasters warned Friday that more severe weather and flooding was on the way for Colorado. The National Weather Service posted flood advisories for much of northern Colorado, where rivers already are running high from melting snow and an unusually rainy spring. Meanwhile, California continues a record four-year dry stretch, and mandatory conservation kicked in statewide this month. **Nation and World, A6**

ONLY IN THE VILLAGES

71 Years Later, Remembering How D-Day Freed Us All

By BRITTANY VAN HEYNINGEN  
Daily Sun Senior Writer

THE VILLAGES

World War II movies transport Pierrette Bates back to the small town where she grew up in northern France.

She remembers the German soldiers constantly on patrol.

She remembers their "Heil Hitler" salute.

But she also remembers the day liberation came.

"It was so wonderful," said Bates, a Stonecrest resident. "It was a life change, completely. We were free."

When the American, British and Canadian soldiers landed on the beaches of Normandy 71 years ago today, it marked a new dawn for France.

"We were so happy and crying," Bates said about D-Day. "My folks and everybody were screaming and waving at the tanks, the jeeps and all the GIs as they went by."

On June 6, 1944, more than 150,000 Allied troops landed on the beaches of Normandy as part of Operation Overlord.

"We were scared, and we were seasick," said World War II veteran Irving Locker, of the Village Santiago, who landed on Utah beach. "We were so top-heavy. If you tripped in any way, you couldn't get back up. If you didn't have somebody to help you up, you

Pierrette Bates, of Stonecrest, was a 6-year-old child living in Bonne Fontaine, France, at the end of World War II.

Please See **D-DAY, A7**

THE DIGIT

.01 INCHES

Rain measured at Phoenix Sky Harbor International Airport by 7 a.m., a record for June 5 according to the National Weather Service. It had never officially rained in Phoenix on this date.

Advice	D13
Classifieds	F1
Club Notes	C5
Comics	D8-10
Home & Garden	E1
Lottery	A4
Movie Listings	D3
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We support our men and women in uniform.