

THE VILLAGES HEALTH

Colony Care Center
280 Farmer Place, 674-1710

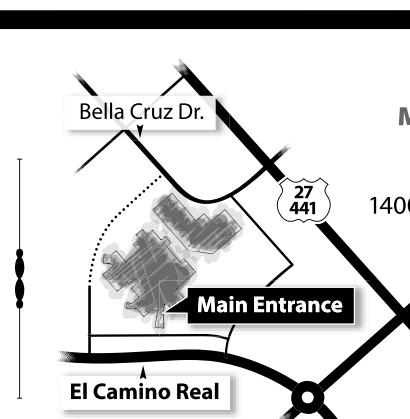
Pinellas Care Center
2485 Pinellas Place, 674-1720

Belleview 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

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Amy J. Correnti | Daily Sun

Certified Medical Assistant Wendy DeLand, left, chats about a patient with Dr. Laura Cloukey recently at the Pinellas Care Center. Cloukey, who taught Harvard medical students before joining The Villages Health last September, says one of her goals as medical director is to make sure that every physician is surrounded by a solid, well-performing team.

Cloukey Enjoying Role as Pinellas Medical Director

Physician says she came to Villages Health from Boston with leadership position in mind.

By LARRY D. CROOM

Daily Sun Ombudsman



When Dr. Laura Cloukey joined The Villages Health nine months ago, she had her sights set on various challenges.

First and foremost was the important relationships she would build with her patients, as well as the excellent care she could provide while working with them as a team. And second was the opportunity to serve in a leadership role among her fellow physicians.

The first goal started becoming a reality the minute she set foot in the Pinellas Care Center. And now, thanks to a recent promotion to medical director, the second dream also is coming true.

"What a great team of eclectic physicians," Cloukey said of her Pinellas colleagues. "It's an interesting range of ages of physicians here and also different backgrounds. So that's been interesting."

Cloukey said one of the great things about her care center is

that the entire group of medical providers constantly is pulling together and working as a solid team.

"It's very much like a family here," she said. "The whole building cares for itself. When one person is down, everybody knows about it and we support each other."

Prior to joining The Villages Health, Cloukey taught Harvard medical students at Beth Israel Deaconess Medical Center in Boston. And she also served as the medical director of a 28-bed transitional care unit — a role that she said helped prepare her for the new Villages Health assignment.

"It's on a smaller scale here, but what's nice about that is the intimacy," she said. "We only have a certain number of physicians per building, so I can really understand the nuances of their styles. We can have intellectual conversations about cases regarding patient care on a much more intensive level than I ever could before."

While there are many reasons Cloukey decided to join The Villages Health, she said one of the most attractive features is the ability to move forward with new ideas and concepts very quickly.

"We have three pilot (programs) running right now

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is the single most important thing here and everything in this care center should be done to support it."

DR. LAURA CLOUKEY
medical director,
Pinellas Care Center

COMING JUNE 14
Villager Patt Reed talks about the many benefits of being a Medicare Advantage patient with The Villages Health.

of things that we've come up with to make the system better — all in the interest of patient care," she said. "To have gotten that through the bureaucracy where I came from, all you would have been able to do was talk. There were so many different levels of hierarchy there. People would listen, but it wouldn't actually go anywhere."

Dr. Jeffrey Lowenkron, chief medical officer of The Villages Health, said he's thrilled to have someone of Cloukey's stature overseeing Pinellas' medical providers.

"She's building a sense of trust," he said. "She has a very good outlook on life. She likes to have fun, which is good. But she's also very serious and very focused."

For her part, Cloukey said she wants every one of her physicians to be surrounded by an excellent, smooth-running team.

"The bottom line is the physician and the patient," she said. "That relationship is the single most important thing here and everything in this care center should be done to support it."

Cloukey added that it's important for every provider at Pinellas to also remember one important thing.

"We can never forget that we are they," she said. "They are a representation of my family, my neighbor. And hopefully patients can have that kind of relationship with us so they can talk to us the same way. That's the feeling that should be here."

TALK TO A DOCTOR

Dr. Michael Wald is a primary care physician at the Mulberry Grove Care Center. He earned his undergraduate degree from Washington & Jefferson College in Pennsylvania and his medical degree from the University of Chicago Pritzker School of Medicine. A Navy veteran, he completed his internship/residency training at Montefiore Hospital & Medical Center in New York and is certified by the American Board of Internal Medicine.



1

Why did you decide to become a doctor?

I wanted to do something that would be challenging, something that had some interest for me. I knew I'd be a terrible businessman — it just wasn't in the cards for me. So I said, 'I'm a people person. I like to communicate. We'll give medicine a try.' It was the right decision for me. I like what I do. Not everybody who works for a living can say that.

2

What is your philosophy on treating patients?

I don't want you to take a pill or a treatment because I said so. I want you to take a therapy because I've explained it to you and it makes sense to you. If you understand that your blood pressure isn't under control and you're taking this blood pressure pill not to make you feel better, but to prevent you from getting into trouble, then it makes sense to you. If it doesn't make any sense to you, it's not going to work. So treatment has to be something that the patient understands. Otherwise, therapy isn't going to be effective.

3

What about being a part of The Villages Health excites you?

I feel like I'm alive. I feel like I'm a young doctor who's doing the job. They allow me to do things the way I want to do them. I think we might make a difference in the way medicine is practiced. And that's kind of exciting.

What are the big advantages to teaching medical students here?

The student gets his experience and we have the reputation of being a teaching facility. When I have the right patient, I'll say, 'I'm going to have my student take the history today and you and I are going to grade them.' They enjoy it. I think it's a positive from everybody's aspect.

ASK A DOCTOR

What is your philosophy of health care?

Answer Provided by
DR. JACK HOCUTT
Colony Care Center

I believe medicine is a team sport. The patient and the staff and the clinicians need to work together to achieve the best outcomes. I learned a long time ago that the more my patients knew, the smarter I became. So we try our best to teach the patients as much as we can about medicine, because they've got to enact what we've asked them to do.

What importance do physician extenders — nurse practitioners and physician assistants — play in primary care here?

Answer Provided by
ARNP SYLVIA WALLACE
Santa Barbara Care Center

It helps the patients be able to be seen for acute visits. It helps us work as a team together to manage the patients and their problems. It helps alleviate the pressure off of the physician to provide the care that's needed in a timely fashion.

Do you have rules that you live by when treating patients?

Answer Provided by
DR. AL TURRI
Director of audiology

We've got two rules. If you have a hearing loss, you've got to tell me that it's bothering you. And then you've got to ask me for help. I'm going to tell you if you need (hearing aids), but if you don't ask me to help you, you're not ready. So why should we put a hearing aid on somebody like that who will wind up putting them in a drawer? We have a simple conversation. Yes, they might benefit from a hearing aid, but let's wait until they're ready.

DID YOU KNOW?

Dr. Collette Mercier, a primary care physician at the Mulberry Grove Care Center, is a fan of the 1992 comedy "My Cousin Vinny," starring Marisa Tomei, Joe Pesci, Ralph Macchio and the late Fred Gwynne.

