

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?

India Dillion, a nurse practitioner who practices at Pinellas Care Center, is a fan of the 1990 romantic comedy movie “Pretty Woman.”

Fixing health care: All about PA-C Riddhi Patel

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 these innovative medical providers who have joined this effort.

Why did you become a physician assistant?

I went between MD and PA. I took a couple of years off and worked in research at Moffitt (Cancer Center) in Tampa. I missed that patient contact. I interviewed and shadowed several PAs because I heard about the field from some friends and it just felt like a better fit for me than the MD route. In all honesty, I just missed that patient contact and I felt like I could be a better fit in the PA role.

What is your favorite thing about being a physician assistant?

I have a lot of time with the patients and I always have that option of having any of the physicians or any of the senior providers as resources to go to. So I don’t have to know everything.

What is your personal philosophy on health care?

It’s patient-centered. You want to give them the best possible treatment. But it’s also teamwork with the patient. They know their body best and what works for them, so kind of listening and working with them to give them the best possible treatment.



Care Center: Santa Barbara
Age: 28
Certified: PA-C
Undergraduate degree: University of South Florida
Master’s degree: Rosalind Franklin University of Medicine and Science (Chicago)

Do you think this can change health care across America?

I think one step at a time, that’s what they say. So definitely. There’s still a lot to be done here, but I think once that we get the ball rolling, people will see and it might just start a fire.

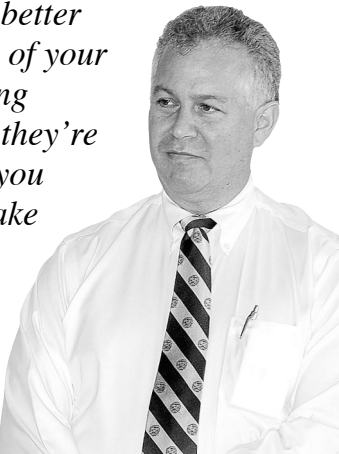
Next week Find out all about Shira Small-Cangialosi, a physician assistant who practices at Santa Barbara Care Center.

Creating America’s Healthiest Hometown

Why is it good to have medical students training at Villages Health facilities?

“Medical students make you back up and really take a more objective view. So from somebody that works with medical students, it’s not just fun to see the enthusiasm, but they absolutely make you do a better job. You have to be on top of your game because they’re going to ask you questions. And they’re going to go look up what you tell them, so you better make sure that you’re right.”

Dr. Jeff Lowenkron, chairman, department of comprehensive medicine in The Villages



Care Centers in The Villages

Primary care

The Villages Health Colony Care Center
280 Farner Place, 352-674-1710
The Villages Health Santa Barbara Care Center
1575 Santa Barbara Blvd., 352-674-1740
The Villages Health Pinellas Care Center
2485 Pinellas Place, 352-674-1720
The Villages Health Mulberry Grove Care Center
8877 S.E. 165th Mulberry Lane (Opening March 10)
The Villages Health Lake Sumter Creekside Care Center
1050 Old Camp Road, Building 100 (Opening spring 2014)

Specialty care

USF Health Specialty Care Center
1400 N. U.S. Highway 27/441, Building 810
352-674-8731



Construction is almost complete at the Mulberry Grove Care Center, located at 8877 S.E. 165th Mulberry Lane. The care center, which is scheduled to open March 10, will become the fourth Villages Health primary care center in Florida’s Friendliest Hometown. A fifth care center – Lake Sumter Creekside – is scheduled to open later this spring. A sixth facility, the Bellevue Care Center, became part of The Villages Health when it merged with Family Doctors of Bellevue in December 2012.

George Horsford / Daily Sun

VALUED INPUT

Health care expert offers praises for Villages Health model

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

THE VILLAGES
Dr. Robert Galvin has spent close to 40 years in the health care business, but his recent visit to Florida’s Friendliest Hometown and Villages Health facilities was eye-opening, to say the least.

“What I’m seeing here today, I wish I could tell you is the future of health care,” he said. “I would say that the people who live in The Villages are going to be pretty lucky to have this available to them.”

Galvin, the chief executive officer of Equity Healthcare at The Blackstone Group in New York and the former longtime chief medical officer for General Electric Corp., recently spent some time touring the Colony Care Center and talking with several physicians and other medical providers there.

“I’m ready to go back into practice, because that seems like the kind of practice I wish I could have done,” said Galvin, who practiced as a primary care doctor after graduating from medical school at the University of Pennsylvania in 1981 and completing his residency training at University Hospital/Boston Medical Center three years later. “You get kind of a very up feeling when you walk in. It’s very intelligently designed.”

Galvin said from a doctor’s perspective, the Colony facility – the model for the other four primary care centers in The Villages – is quite functional. “I went back and looked at all the doctor rooms, and I looked at how the doctors and the nurses and the people doing the billing were sitting together,” he said. “I looked at all the places I could have gone with patients to have spoken with them. I’ve never actually

seen an office set up like this and I thought it was terrific.”

Galvin said he was also quite impressed with everyone he spoke with, starting at the front desk with clerical assistants Pamela Iserloth and Patti Bonner, who both are easily accessible and not sitting behind frosted glass like receptionists in many doctor’s offices across the country. “They were a little bit of a comedy team and it was great,” Galvin said with a smile. “They were inviting and very nice people.”

Galvin said that theme carried over with everyone he met throughout his tour.

“You can tell when people are enjoying their jobs because they’re full of humor, and you had a lot of that,” he said. “There was a lot of familiarity with the patients and the staff itself. It just seemed like a place that they wanted to be.”

Galvin, who said his goal when graduating from medical school was to be a “Marcus Welby”-type doctor, said he was quite impressed to

Coming March 9

Dr. Bruce Landon, a professor of health care policy and medicine at Harvard Medical School and a primary care physician at Beth Israel Deaconess Medical Center in Boston, offers his thoughts on The Villages Health.

see that each Villages Health facility carries the prestigious designation of patient-centered medical home and lives by those rigid standards on a daily basis.

“If you just put yourself in the patient’s shoes, and you walk yourself through, it’s fairly obvious what it should feel like,” he said. “It’s almost impossible to find that experience.”

Galvin said one of the key factors to making The Villages Health successful with patients is allowing doctors to spend the appropriate amount of time with them.

“If I’m not rushing you out at minute 11 or 12, you could say, ‘Hey doc, I almost forgot, I haven’t been hearing well for a long time,’” Galvin said. “I hear that and I go, ‘Geez, we have an audiologist down the hall.’ Having practiced medicine – and watching it even get worse since I’ve been out of practice – time is just one of the most important things.”

Dr. Elliot Sussman, chair of The Villages Health, said he greatly appreciates having Galvin, a member of the Institute of Medicine and a sought-after adviser in health policy matters, among the scholars offering advice and ideas for improving the overall health care experience for patients here.

“In the long run, it’s all about making The Villages Health better and better, from the perspective of the community we serve,” he said. “Bob has

Dr. Robert Galvin

Company: Equity Healthcare (The Blackstone Group)

Title: Chief executive officer

Age: 63

Other experience: **General Electric Corp.** (executive director, health care services and chief medical officer, 1996-2010) **General Electric Aircraft Engines and Regions** (general manager, health care operations, 1992-1995) **General Electric, New England Region** (medical director, 1990-1992) **North Shore Medical Center** (physician adviser, 1988-1996) **North Shore Medical Center** (internal medicine teaching program, 1985-1995) **Private practice** (primary care physician in six-member group, 1984-1990)

Education: **Masters of Business Administration** (1995, Boston University School of Management) **Doctor of Medicine** (1981, University of Pennsylvania) **Bachelor of Arts** (1972, University of Pennsylvania)

a unique perspective, and it’s always been patient-centered in so many ways. I think that’s the lens through which he sees issues in health systems and in health policy, so it’s really helpful for us to have him here.”