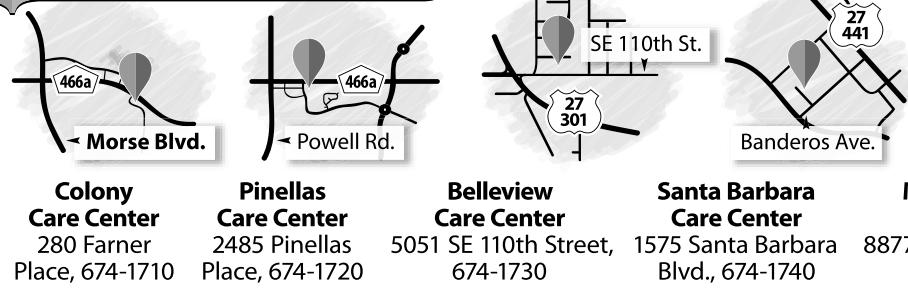


## THE VILLAGES HEALTH



**Colony Care Center**  
280 Farmer Place, 674-1710

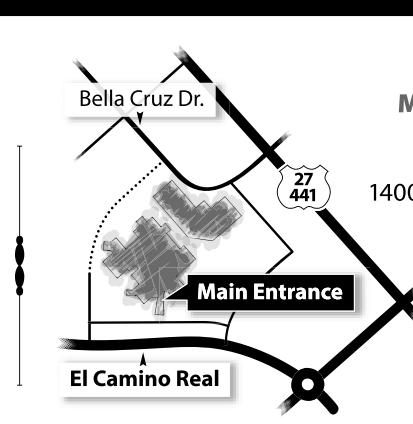
**Pinellas Care Center**  
2485 Pinellas Place, 674-1720

**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



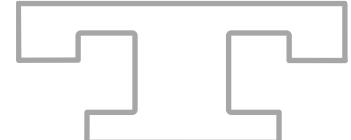
Larry Croom | Daily Sun

From left: Villages Health patient Frank Lancione chats with Chief Operating Officer Kathy Lieffort, center, and Care Center Manager Deneal Sullivan during the recent milestone birthday party at the Pinellas Care Center. Lancione, a patient who sees Dr. David Kelley, says the parties for patients are just one example of how different The Villages Health is from other health care systems.

## Turning 65 Is a Reason to Celebrate in The Villages

Each primary care center throws parties for patients marking milestone birthdays.

By LARRY D. CROOM  
Daily Sun Ombudsman



**THE VILLAGES**

Turning 65 is truly a milestone birthday. It's the age when many people officially retire. And it's also the time when most Americans become eligible for Medicare coverage.

At The Villages Health, it's a great reason to throw a party. And that's just what every primary care center has done over the past several weeks for patients hitting that important station in life.

"Show me another medical practice anywhere in the United States that actually does this for their patients," said Dr. Laura Cloukey, medical director of the Pinellas Care Center, as she mingled with patients during a recent party. "I would be quite surprised if you find it outside of The Villages."

Patients attending the events enjoyed birthday cake, as well as 1960s-themed trivia games and prizes. They also had the opportunity to have their photos taken with their

spouses, significant others or doctors in a cutout of a Volkswagen bus.

"Their doctors are still seeing patients but they're going to come out and mingle with them," said Deneal Sullivan, care center manager, during the recent event at Pinellas. "They're going to have an opportunity to talk to them in a social, casual environment."

The social aspect of the events is something Dr. Joe Hildner said is very important. "Social is what it's about," the director of medical affairs said. "It's kind of what life is about."

Hildner said that point really hit home with him while he was chatting with a patient during the Creekside Care Center party.

"A patient there called friends up north and told them where they were," he said. "And they were like, 'What? You're doing what with your doctor?' So yes, it's a little unusual."

Dr. Robert Reilly, Creekside medical director, agreed, adding that he really enjoyed the opportunity to spend time with his patients and those who see different physicians at the care center.

"I think people saw that it's not only a great place to get care, but it's a cool place to get care," he said. "You've got people who are just real people. Yes, they're your doctors, but



Show me another medical practice anywhere in the United States that actually does this for their patients. I would be quite surprised if you find it outside of The Villages."

**DR. LAURA CLOUKEY**  
medical director,  
Pinellas Care Center



**COMING MAY 17**  
Villages Health medical providers say they're not surprised by a recent study that shows high patient satisfaction with Medicare Advantage plans.

they're people just like you."

Patt Reed, a Pinellas patient, agreed.

"I've never had this happen and I think it's absolutely wonderful," she said of the birthday parties. "I love the way patients can interact with the staff in a non-clinical setting. I think that helps both the patients and the doctors."

Reed, of the Village of Pinellas, said the event also provided a perfect opportunity for patients to see how easy it is to become a part of The Villages Health.

"People sometimes put doctors on pedestals and they're really just like you and me," said Reed, who sees Dr. Helene Aisenstat. "They just have a different set of information."

Dr. Tressie Waldo, an audiologist with The Villages Health, said patients told her the birthday events meant a great deal to them.

"Talking with everyone during the meet-and-greet, they love it," she said. "They feel special and it is a special birthday."

Frank Lancione, a Pinellas patient who sees Dr. David Kelley, agreed, adding that he wasn't surprised to see his care center honoring those who are turning 65.

"This is not your average health-care facility or average health-care program," said the Village of Antrim Dells resident. "Like everything else in The Villages, it's really pretty special. This is going to be America's Healthiest Hometown and that means a lot to the people who come to live here."

### MEET A DOCTOR

**Dr. Jeffrey Lowenkron** is the chief medical officer for The Villages Health. He received his undergraduate degree from Johns Hopkins University and his medical degree with honors from Creighton University School of Medicine. Lowenkron completed his residency in internal medicine at Georgetown University Hospital, where he also served a year as chief resident. While at Georgetown, Lowenkron received a master's degree in public policy from Georgetown University. Prior to coming to The Villages Health, he worked for USF Health and Kaiser Permanente.



**1**

**Why did you decide to become a doctor?**

To help patients stay as healthy as possible. I chose primary care to work with whole people over time.

On the doctoring side there is lots of thanks for helping people live with problems they don't want. I got into administration to have a broader-based impact.

**2**

**What is your philosophy of health care?**

Health care really should be built around the needs and desires of the patients. We have to build it in a way that the patients are happy with the care they get, the doctors are comfortable with the care that they've been able to deliver and the staff feels good about their contributions to folks as they finish up their days.

**3**

**How do you feel about this team that you're working with?**

This is a top-notch group of people, all, completely committed to making this work, with the idea that we really want to make sure that people here in The Villages have the best opportunity to be healthy to enjoy their retirement. We're doing all this to help people stay as healthy as they possibly can, to enjoy their lives to the fullest as much as possible.

And really, it should be the way of health care in The Villages.

**4**

**If you could say anything to Villages Health patients, what would that be?**

I'm thrilled to be able to work with you. Our hope is to be able to serve you in a way that you find that your health is better than it would have been if we weren't here.

### ASK A DOCTOR

**What is it like to treat patients who are active and into their health?**

**Answer Provided by**  
**DR. JACK HOCUTT**  
Colony Care Center

To me, that's the best patient. We want them very active because we need less medication that way. I want them to know and understand the basics of their care so they do a better job taking care of themselves. We need less medicine and they know exactly when they should call and come in. It just works better. Medicine is a team sport.

**What is your philosophy of health care?**

**Answer Provided by**  
**DR. DENISE KENNEDY**  
Creekside Care Center

I think health care is important because we are kind of like the navigators of a ship. We are here to teach people how to take care of themselves, so that they then can go home and do that and not need us as much.

**As an audiologist, what is the advantage of working alongside primary care providers in the same care centers?**

**Answer Provided by**  
**DR. LAURA PRATESI**  
Villages Health audiologist

Primary care doctors are so well-versed in so many different conditions. We really are able to look at, is this something that's being exacerbated by a vascular disorder, is it something neurological, or is it something related to the endocrine system? They just have such a wide variety of experience in so many different forms of medicine. I think that's really helpful to the patient. It's rare that I see people who need an ENT (ear, nose and throat) referral. The average patient who walks in the door isn't in need of medication or surgery. What I do is much more of a rehabilitation sort of process.

### DID YOU KNOW?

**Dr. Thomas Sullivan**, an orthopedic surgeon at the Specialty Care Center, is a big fan of the 1986 hit movie "Top Gun," starring Tom Cruise, Val Kilmer and Kelly McGillis.

