

The Villages®

MAGAZINE

THE VILLAGES HEALTH Q&A

Chief Executive Officer **Bob Trinh** explains what makes The Villages Health different from other healthcare providers as it approaches its 10th anniversary this December.

ALTERNATIVE HEALTH METHODS MAKING AN IMPACT

KEEP A SHARP LOOKOUT ON YOUR EYE HEALTH

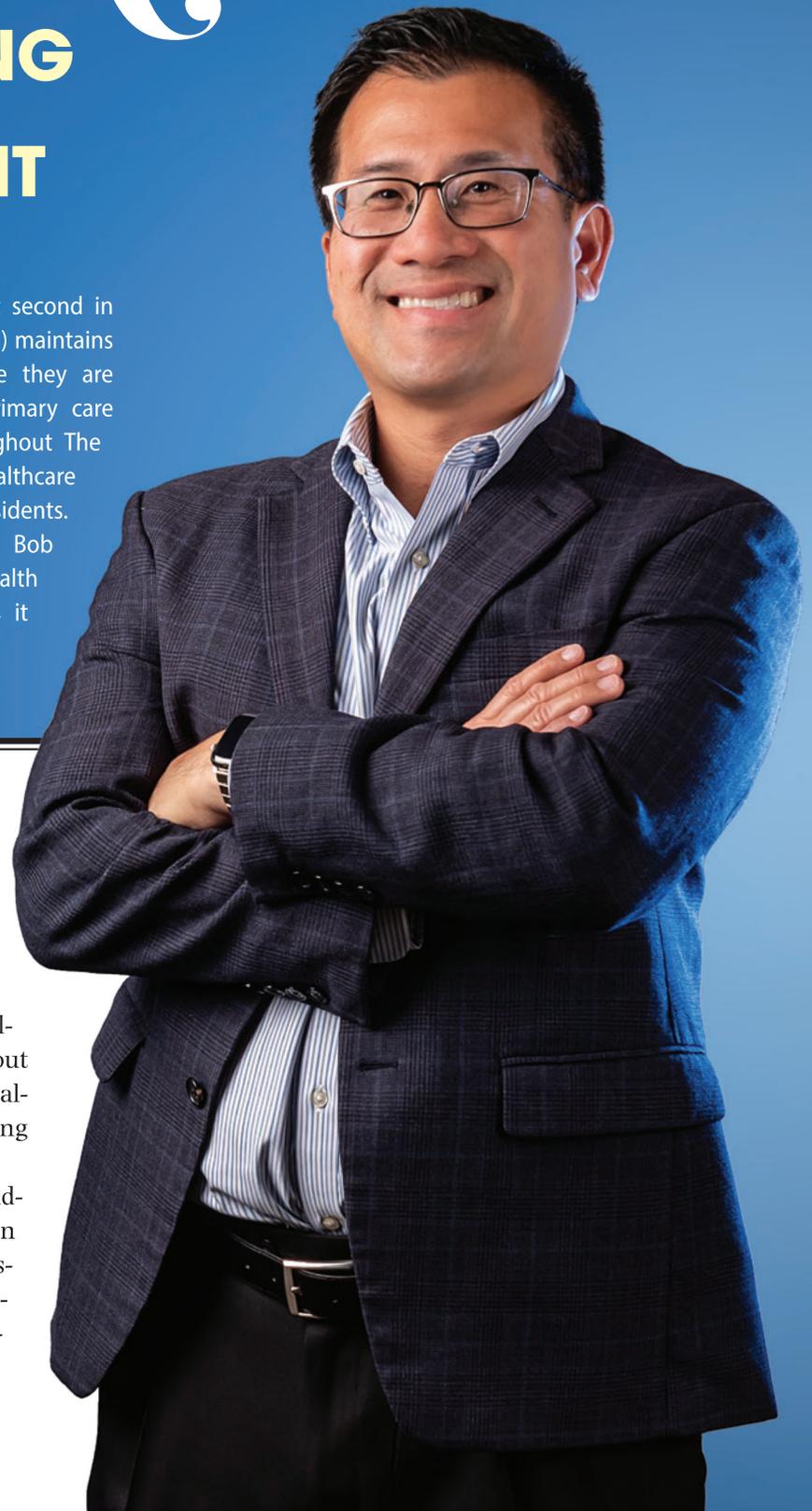


THE VILLAGES HEALTH

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ENCOURAGING PATIENT INVOLVEMENT

Many people are used to being put second in healthcare. The Villages Health (TVH) maintains a consistent goal of making sure they are different than the status quo. With seven primary care centers and two specialty care centers throughout The Villages, as well as The Center for Advanced Healthcare at Brownwood, the facilities are accessible to residents. Chief Executive Officer of The Villages Health, Bob Trinh, explains what makes The Villages Health stand out from other healthcare providers as it approaches its 10th anniversary this December.



Q | *What kind of services do you offer?*

A | The Villages Health (TVH) is a patient-centered, community-based healthcare model. Primary care clinicians and specialists work together toward a common goal to empower residents of The Villages and surrounding communities to live out their dreams by keeping them healthy and healing them quickly. In doing so, TVH is creating America's Healthiest Hometown.

TVH's team of over 140 clinicians, including physicians, nurse practitioners, physician assistants and other qualified medical professionals offer comprehensive, coordinated primary care services and 13 specialty care services to more than 60,000 people.

Q | How is working with patients at The Villages Health different from other practices?

A | Here at The Villages Health, our primary care physicians spend more time with their patients. For instance, for most of our Medicare eligible patients, we offer a 60-minute new patient and annual wellness visit to give us the time needed to really get to know our patients and to learn about their health care needs. Other practices generally only offer 30-minute new patient appointments.

We also offer 30-minute follow-up visits, while other practices generally offer only 15 minutes. In addition to this, we have better staff support ratios designed around a team-based approach to care for our patients. Some other benefits of being a patient of the Village Health, as compared to other practices are:

- **ON-SITE LABS AND X-RAYS**
- **ON-SITE AUDIOLOGY AND BEHAVIORAL HEALTH SERVICES**
- **WOUND CARE PROGRAM**
- **HOSPITALIST PROGRAM**
- **SATURDAY EZ-CARE CLINIC AT THE VILLAGES HEALTH CREEKSIDE CARE CENTER**
- **14 IN-HOUSE SPECIALTIES**
- **PARAMEDICS AT HOME PROGRAM**



Q | The Villages Health has been described as providing “world-class healthcare.” How would you explain what that means to someone who’s never received healthcare at The Villages Health?

A | The Villages Health is a patient-centered and community-based health care system dedicated to caring for patients in The Villages and the surrounding community.

Our passion for patient satisfaction has earned The Villages Health a world-class New Promoter Score (NPS) consistently in the 90s. NPS is a gold standard customer experience metric using a range of -100 to 100+ with anything over 80 considered “world class.”

Q | How has The Villages Health evolved since opening its doors in 2012?

A | We are always looking for new ways to improve our services and adapt to changing needs. In fact, innovation is one of The Villages Health’s core values. Finding new ways to improve patient convenience and efficiency is a top priority.

» We are in the final stages of developing an online option for current and future patients to complete their new patient paperwork. This will be both convenient for the patient and improve the process time for our staff to input the patient’s information.

» The Villages Health promotes interoperability with our community partners to look for ways to improve our services for our valued patients.

» We deployed the Encounter Notification System (see next page).

» We developed and consistently promote usage of our patient portal to reduce phone calls and enhance our patients' experience through improved communications and efficiency.

» We hired two paramedics for our Paramedics at Home Program which provides regular check-ins for patients at home. We have found this to be a highly successful way of ensuring excellent patient care at home and yet, another way we provide comprehensive, coordinated care for our valued patients.

» We are providing a whole health approach to the patients' health care. Specialists in our Tandem and Collaborative Care Program work together to provide encouragement, education and an individualized care plan specific to the patient's physical and mental health goals; the team collaborates closely with the patient's primary care team. Several wellness programs are designed to improve the patients' physical and behavioral health:

**ANXIETY | DEPRESSION | INSOMNIA | GRIEF
CHRONIC PAIN | SMOKING CESSATION
EMOTIONAL EATING | WEIGHT MANAGEMENT
AND MORE**



Q | How has The Villages Health expanded its services?

A | We continue to look for ways to keep our patients healthy and heal them quickly. Programs, such as those listed above, are designed in part to accomplish this mission. Our care teams provide innovative care, including cutting-edge programs to improve our patients' overall health.

As The Villages and surrounding community grows, we continue to open new care centers to provide the health care services new residents require.

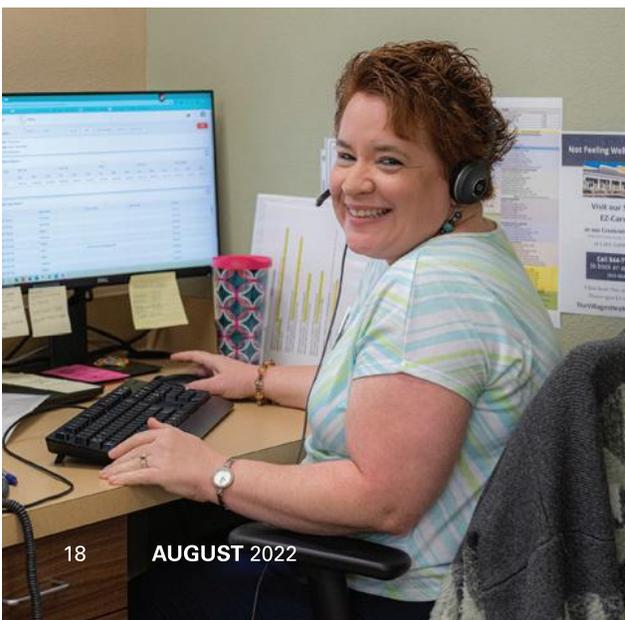
To enhance our services and hospitality, we renamed our call center the Patient Support Center, which more aptly describes our services, including assisting patients with scheduling appointments, communicating their needs with their care teams, submitting prescription requests and helping with referral needs, vaccination scheduling, assisting with the patient portal online system and more.

Q | With the addition of telehealth, it would seem plausible that patients are more apt to reach out for care rather than holding off on services. Do you believe this has the potential to increase the overall health in the population?

A | It is an option, but as more people received their COVID vaccinations, more people opted to come in for in-person care and telehealth has taken a back seat. It is certainly convenient for those who simply can't come in, or prefer not to come in for an appointment and may increase the chances of someone reaching out for care versus not making an appointment.

Q | Does TVH offer help to patients looking for services they don't provide?

A | We have preferred partners our physicians may recommend, including St. Luke's Cataract and Laser Institute located in The Center for Advanced Healthcare at Brownwood.



Q | What new systems have been implemented to provide care?

A | This newly designed Encounter Notification System alerts staff if one of our patients enters the hospital emergency department. The system is designed to let the patient's primary care physician know if he/she has been admitted to the hospital. It is strictly voluntary on the part of the patient if he/she would like us to be alerted.

Q | How do new and existing patients opt for it and what are the primary advantages to doing so?

A | Early knowledge of a patient's admission to a hospital allows us to oversee and coordinate the patient's care during their stay through The Villages Health Hospitalist Program. To ensure our patients receive the best care available, our hospitalists see only eight to 12 patients per day, rather than a traditional hospitalist who sometimes sees as many as 35 patients per day. Our hospitalists also meet our strict requirements, have access to the patient's complete medical records and maintain regular contact with their primary care physician.

UF Health Villages Hospital shares the same Electronic Medical Record (EMR) with The Villages Health. This allows our hospitalists and the patient's care team the ability to access his/her medical history, test results and treatments at any time. This shared medical record allows coordinated care

to ensure the best health outcomes for our patients.

So far, 98% of patients have signed up for this new system.

Q | Many patients feel that high costs of medical treatments are prohibitive, according to a study done by the Pew Research Center. How does The Villages Health respond to this worry if expressed by a patient?

A | The setting of where the care is provided drives savings. For example, we are planning to move our orthopedic joint procedures from the hospital to an ambulatory surgery center setting. We are also exploring opportunities to move other procedures from an ambulatory surgery center to an in-office setting where possible. These types of changes save money for the system, which in turn, is passed on to the patient in the form of reduced costs.



Q | Are there any other developments in the works?

A | We evaluate specialty care services in the community on an annual basis and respond accordingly. We are also exploring opportunities with UF Health to fill in other gaps where specialty care services are needed to serve the community.

