



FOUR·SEASONS

The Care You Trust

FourSeasonsCFL.org
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A Time for Thanks, for Growth, and for Giving



Dr. Millicent Burke-Sinclair Ed.D, MBA, *President & Chief Executive Officer*

Mission Moments are special moments that are co-created each day across all of our regions—in all of the thirteen counties where we provide care. We are honored daily to be welcomed into the family of those we serve: to provide care, guidance, and support. As we are welcomed in, it matters to us what is most important to those for whom we provide care. So, thank you for sharing your treasured memories, your special moments, and what is important to you each day so that we can continue to positively impact your life.

Throughout the fiscal year of 2021 (our fiscal year runs from October – September) we would like to invite each of you to share your Four Seasons story as part of our Every Story Inspires initiative. Reflecting on FY2020 reminds us that while we all have had varied experiences, we all have something in common: we care, we love, and we are connected to our community as well as to Four Seasons. This is worth celebrating and sharing.

Through the many challenges during the past fiscal year, particularly with the public health emergency impacting our communities, we have continued to emphasize that we remain available to provide care in all settings. As a result, we have served more patients and families across our care continuum than ever before. We are grateful for the opportunities to expand into two new counties beginning this month. With expansion comes increased support to our staff, additional appreciation and training opportunities, and investments in our workforce.

We expand, support, appreciate, train, and invest because each of you matter to us. Just like the vision of our matriarch, Jean Mouthrout Hoogstra, we want everyone who needs care to have access to it, regardless of their ability to pay. We thank our donors for making this possible every day.

Again with the many challenges COVID has brought, our community has remained dedicated and engaged with Four Seasons. Because of this, our Foundation was able to secure funding to ensure that patients and families had access to care across all of our Care Continuum, regardless of their ability to pay.

Now that fall is upon us, know that we continue to focus on safety, responsiveness, compassion, and excellence. We continue to ensure our staff and patients and families have all of the supplies and personal protective equipment needed. We appreciate all of the generous ways our community has and continues to contribute to this effort.

We continue to prepare for the opening of our second inpatient unit in Franklin, NC, where we will meet the needs of patients and families in our West Region, just as we do in our South Region at Elizabeth House in Flat Rock, NC. Our Compass program for Children and Teens will grow this year as we have added a new counselor to our team so we can serve even more children and teens across our entire service area. We continue to expand our We Honor Veterans program by enhancing our veteran to veteran program and have plans to apply for a new program level to increase our commitment to those who so courageously gave to us by serving. Our Palliative and Hospice services continue to expand with access, quality, and services. We also look forward to sharing more with you about advances with Care Navigation, Home Care, Grief Services, Research and Innovation, and in particular our use of telehealth to ensure we continue to provide the very best care possible.

Blessings to you all,

Four Seasons Receives Prestigious Circle of Life Honor

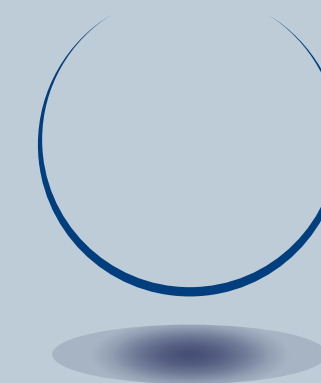
as shared by Lisa Massie, Director of Research & Innovation

Four Seasons, The Care You Trust has been providing innovative, high-quality, patient-centered care for individuals throughout western North Carolina for more than forty years. Once again, this organization is receiving national recognition for that work, as the American Hospital Association has awarded Four Seasons with a 2020 Circle of Life Citation of Honor.

Four Seasons was first a recipient of the Circle of Life Award in 2009. “We are thankful for this honor,” says Millicent Burke-Sinclair, Ed.D President and CEO of Four Seasons, The Care You Trust. “We believe this recognition speaks to our ongoing dedication and commitment to co-creating the very best care for our patients, families, and community.”

Nominations were peer-reviewed and site-visited by a selection committee that included leaders from medicine, nursing, social work, and health administration.

“This Honor recognizes the spirit of innovation interwoven into the fabric of Four Seasons and our approach to excellent care delivery”, says Janet Bull, MD Chief Medical & Innovations Officer of Four Seasons.



CIRCLE of LIFE®

Citation of Honor Winner

***Now in its 21st year,
the Circle of Life Award
celebrates innovation in
palliative and end-of-life care.
The awards honor programs
that demonstrate effective,
patient/family centered,
timely, safe, efficient, and
equitable care; use innovative
approaches to meeting
critical needs and serve as
sustainable, replicable models
for a segment of the field; and
demonstrate significant impact
and value for individuals,
families, and communities.***

We are pleased to welcome two new members to our Strategic Leadership Team this Fall.

Rikki Hooper will be serving in the role of Chief Clinical Officer providing strategic leadership for both our Hospice and Palliative Care Teams.

Sue Ann Hamby will be serving in the role of Vice President of Quality and Organizational Development overseeing our Compliance, Quality, Clinical Informatics, and Professional Development Departments.

Dr. Ashley Albers, formerly Vice President of Medical Services & Hospice Medical Director, will assume her new role of Chief Medical Officer and Hospice Medical Director.

Dr. Janet Bull will continue to serve in her role as Chief Innovations Officer and CMO, Emerita.

Along with our current Strategic Leadership Team – Millicent Burke-Sinclair, CEO; Lauren Purdy, Vice President of Employee & Volunteer Solutions; Paige Wheeler, Executive Director of the Foundation; and Shannon Adams, Vice President of Finance – this new team has a combined tenure of over 83 years of service to our organization.

Advancing Four Seasons

as shared by Lauren Purdy, Vice President of Employee & Volunteer Solutions



Rikki Hooper, MBA, MSN, FNP, ACHPN
Chief Clinical Officer
16 Years of Service to Four Seasons



Sue Ann Hamby
Vice President of Quality & Organizational Development
23 Years of Service to Four Seasons



Dr. Ashley Albers, DO, HMDC
Chief Medical Officer
Hospice Medical Director
7 Years of Service to Four Seasons



Dr. Janet Bull, MD, MBA, FAAHPM, HMDC
Chief Innovations Officer & CMO Emerita
20 Years of Service to Four Seasons

Expanding Our Service Area

as shared by Andie Robbins, Growth Team Leader

As the region's leader in the highest quality of hospice and palliative care services, Four Seasons is honored to have the ability to expand our service area in the upcoming fiscal year. Beginning October 1, 2020, we will offer hospice and palliative care services within Madison and Rutherford counties, in addition to the 11 counties we currently serve.

This expansion comes as part of our mission and vision to create the best care experience possible for residents of western North Carolina. Part of ensuring that as many patients and families as possible receive services means assessing the geographical areas in which we may safely and effectively serve, in addition to receiving approval from the North Carolina Division for Health Service Regulation.



Throughout our 41-year history, Four Seasons has consistently performed such assessments and expanded according to our capabilities, which has allowed us to carry our legacy of outstanding care throughout the entire region. In doing so, we have built three interdisciplinary clinical teams who serve patients within their own communities, allowing us to provide timely, efficient, and effective care. As a result of that structure, we are thrilled to announce that we now have the capability to serve both Madison and Rutherford counties.

As we work to share our mission and legacy with the residents of these areas, it is our hope that patients, families, and referral partners will seek to utilize Four Seasons' services with this increased level of access. We are honored to have the ability to serve more patients and families, and look forward to doing so in the coming year.



As the region's leader in the highest quality of hospice and palliative care services, Four Seasons is honored to have the ability to expand our service area in the upcoming fiscal year.

Andie Robbins
Growth Team Leader

Our Commitment to Our Community

as shared by Elizabeth K Burpee, MD, Hospice & Palliative Care Physician

We are excited to share Four Seasons' efforts toward strengthening our focus on diversity and inclusion in our organizational culture. We are keenly aware that there are certain populations and communities within the United States – including western North Carolina – who suffer disproportionately with medical problems due to social determinants of health, such as race, religion, age, income status, education level, and others. Data gleaned from the study of COVID-19 shows that people of color are more likely to die earlier and at higher rates.

We believe that providing the best medical care to all members of our communities AND accurately representing our communities – in both staff and patient populations – are important and necessary standards. Four Seasons is committed to working towards eliminating health inequities in hospice and palliative care and to improving our organization's diversity and inclusion best practices.

Here is some of the work we have done:

- Four Seasons has placed a focus on health equity, diversity, and inclusion in our organizational strategic plan for our fiscal year 2021. We have formulated an action plan to increase staff, volunteer, and patient diversity and inclusion.
- We are focusing our own education to increase our knowledge about discrimination and health inequities. We are initiating educational forums and have started a new book club during which we discuss unconscious bias and how we can all address the problems that racism and other forms of discrimination cause in our communities.
- Four Seasons' Board of Directors has initiated a new committee to focus on health equity, ethics, inclusion, and diversity.
- We have an active Health Equity, Diversity and Inclusion Workgroup composed of staff from all service lines who serve as ambassadors for this important initiative.
- We have structured an outreach plan to collaborate with communities of color. We desire to learn specific needs and how we can better meet those needs.

Four Seasons is dedicated to this effort and strives for a diverse and inclusive culture. We move forward with a dedication to our core values, a zest for knowledge, and compassionate hearts to provide the best care to all the communities we serve in Western North Carolina.



Four Seasons is striving for a diverse and inclusive culture and we are excited to share our efforts with you.



Elizabeth Burpee, MD
Hospice & Palliative Care Physician;
Health Equity, Diversity & Inclusion
Committee Member; and,
Co-Leader of Health Equity, Diversity
and Inclusion Workgroup

A Genuine Desire to Help Others

as shared by Reggie Nichols, MAC, MSN, NP-C, Palliative Care Nurse Practitioner

Reggie Nichols has faithfully served Four Seasons as a palliative care nurse practitioner since 2016.

In May, Reggie, his wife, and children traveled to Morelia, Mexico with New Opportunities in Education (NOE) International.

NOE is an educational service ministry that provides after school tutoring, English instruction leading to bilingual language certification, and sports opportunities in Morelia. NOE serves over 1000 students through three sites in Morelia. When a young person commits to the services provided by NOE for two years, data show that graduation rates increase from thirty to ninety percent.

When Four Seasons palliative care patient Virginia Ammons heard of the Nichols family's plan to travel to serve the Morelia community, she was eager to be involved. Virginia has a heart for others. During visits with Four Seasons' providers, she consistently shares her desire to help others, despite her significant physical limitations. Virginia has not relegated her life to insignificance. "As a believer in Jesus, I believe it is an honor to bless others in whatever way I can because He has given me so much." This is a philosophy Virginia has shared many times.

Reggie asserts, "When Virginia heard about our trip she had a deep desire to be a part of our experience. She expressed her desire to show the love of Jesus by making face masks to send with us. I knew how much making these masks cost her. I was overwhelmed that she offered her hand-made masks to people she will never meet. She gave freely of her time, resources, and her body through the physical impact the work had on her. Virginia requested that I take 30 masks with me to give away to people in need. The day before my family and I left for our trip to Mexico, I drove to Virginia's home to pick them up. She greeted me at the door and invited me in. As she walked to her backroom to get the masks, I watched as she had to stop twice on her walk back down the hallway to catch her breath. Not only had she made the 30 masks that she promised, but she also made me a special mask in a neutral color. She made my wife and children special masks with designs suitable for them. Virginia is a woman who will leave a legacy of love. By her actions, she was a missionary this summer through my family. She wasn't able to physically go, but we were an extension of her love as we gave the masks to those who needed them. Her expression of love moved and changed me. Virginia has every excuse imaginable not to do what she did. However, she chooses daily to live to bless others and show them the love of Jesus, even when it's not convenient physically for her."



Virginia has been served by Four Seasons for almost two years through the in-home Palliative Care program. Reggie explains, "In-home Palliative care provides holistic care and support for individuals. In addition to physical care, we provide social, emotional, mental, and spiritual support to our patients. Many of them consider us part of their family." The friendship shared by Virginia and Reggie and their mutual desire to serve others is evidence of this sentiment.

The Right Care at the Right Time

as shared by Maureen Williams MEd, BSN, RN, Director of Care Navigation

Sheila lived alone in her apartment in Asheville. She had no family in the area; her only relative, a sister, lived in another country. She met me at the door to her home – a frail, thin woman wearing an oxygen nasal cannula. She explained that she had reached out through our website to gather information about our services because she knew that she would need help at some time, likely sooner rather than later. She knew she had enough money to live on her own for about two years and was looking for other senior housing options to consider.

I sat with her, listened to her story, and explored her goals. As she spoke, Sheila's story began to open in ways other than she had planned. I noted how short of breath she was when speaking or walking around her neatly kept apartment. I heard how tired she was in general. And I heard that she wanted to live comfortably, peacefully, and quietly for the rest of her life.

Because Care Navigation helps clients navigate their healthcare, I began to explore the possibility of Palliative Care with Sheila. She had not heard of this service, and she was very interested. She needed help with completing a Do Not Resuscitate (DNR) form, which she requested. We also discussed her other healthcare wishes. I assured her that our Palliative Care team could help her move forward with these special tools and wishes. When Sheila heard that this was covered by Medicare B and her insurance supplement, she was ready to sign up! A referral was made to Palliative Care. And, because Sheila had asked about senior housing options, we were able to provide her with information on other local resources. The Palliative Care Social Worker was also able to help with necessary information.

The story doesn't end here. The Palliative Care team, in collaboration with Sheila, referred her to hospice services when she became eligible and her goals were aligned with Hospice Care. The Hospice Home Care team provided thorough, competent, and compassionate care to Sheila until her shortness of breath became too severe to be managed at home. At this point, transfer to Elizabeth House was arranged. Sheila was made very comfortable so that she could finish her life's journey a day later at Elizabeth House – comfortably, peacefully, and quietly – as were her wishes.



EMPLOYEE SPOTLIGHT

Finding My Niche

as shared by Jenny Martin, Four Seasons Home Care Staff Coordinator

Jimi joined the staff of Four Seasons Home Care as an in-home aide in May 2020. A native of Henderson County, she worked for GE as a senior buyer's assistant for thirty years. When the company downsized, she accepted a departure package and gave thought to how she could make a difference for others.

Jimi asserts, "I have found my niche. FSHC has been a great company to work for. This job has been a blessing to me. I love being able to help folks to get out and do things they can't do on their own. I will continue to do this work, in some capacity, even when I'm eligible for retirement."

Jimi loves her job, feels loved, and states FSHC has made her feel welcomed, like family. She appreciates that the agency recognizes her and her hard work. She happily reports that on her birthday she received a phone call, a text, and two cards in the mail. This day was never acknowledged in her previous job.

Jimi is wonderful with each client she visits. She was able to get a client to bathe who previously refused to do so and has used her cosmetology skills to cut the hair of some of her clients and families. We have heard nothing but great things about Jimi.

Recently, a client reported, "Jimi has been remarkable. It's a blessing for someone like her to be helping me. She is my happiness. Of all the caregivers I've met, I like Jimi the best. She does everything out of love and does it for the convenience of the client, not the caregiver. I love that she sings worship songs with me. She is my angel on earth."

When not working at FSHC, Jimi enjoys spending time with her husband and daughter; attending church; gardening; decorating; reading; and crafts, such as making wreaths and arranging flowers.

We appreciate Jimi so much. She has demonstrated pure love with every client she visits. She is flexible in her schedule and always willing to pick up extra shifts. She has always been respectful and kind and is a blessing to our agency.



“
I will continue to
do this work,
in some capacity,
even when I'm
eligible for retirement.

”
Jimi Sizemore
Four Seasons Home Care



DONOR SPOTLIGHT

The Hoberman Center

as shared by Leisl Vale, Foundation Administrative and Marketing Assistant



Four Seasons is proud to honor the late Milton and Lilly Hoberman by naming the new Foundation office in their honor. Mr. Hoberman left a generous charitable gift in his estate to four nonprofits. Four Seasons is one of them. Julie Brandt, a beloved caregiver of Mr. and Mrs. Hoberman, worked with the Foundation team to assure that Mr. Hoberman's wishes were met with his gift. We are also proud to name two new funds in honor of Mrs. Hoberman and Julie Brandt.



Paige Wheeler
Executive Director
Four Seasons Foundation

The Hoberman Center, located at 21 Long Shoals Road, is Four Seasons Foundation's second office. As Four Seasons increases the presence of all service lines in Buncombe County, we are thrilled to announce we have a new space to provide our Foundation staff with access to our Buncombe County supporters. In addition to serving as foundation office, this location is home to our second Home Store.

"We are so grateful to have the opportunity to serve residents in Buncombe County. A new office location here will provide us with a greater connection to this community," states Paige Wheeler, Executive Director of the Four Seasons Foundation. "Four Seasons is proud to honor the late Milton and Lilly Hoberman by naming the new Foundation office in their honor. Mr. Hoberman left a generous charitable gift in his estate to four nonprofits. Four Seasons is one of them. Julie Brandt, a beloved caregiver of Mr. and Mrs. Hoberman, worked with the Foundation team to assure that Mr. Hoberman's wishes were met with his gift. We are also proud to name two new funds in honor of Mrs. Hoberman and Julie Brandt."

The Lilly Hoberman Angel Fund for Care Navigation will provide financial support for patients who need help navigating a serious illness, finding service providers, and completing an advance care plan. Four Seasons' expertise in these areas helps people navigate care options and choices by partnering with them to understand what's necessary to prepare in the coming days, weeks, and months as serious illness progresses. As we continue our fundraising efforts, we invite others to contribute to this fund so it will be available to many people in the future.

The Julie Brandt Angel Fund for Home Care provides financial assistance for patients who may not be able to afford assistance that is provided by Four Seasons Home Care: help with simple, daily routines and activities. Wheeler asserts, "Naming this fund for Julie is perfect! She provided so much special care for the Hobermans and she has been an angel to us. We believe this fund will become one that people will want to support because so many of our loved ones want to remain in the comfort of their homes and just need a little help. Four Seasons Home Care will work to supplement any of the other excellent care we provide."



Grateful for Our Community



as shared by Paige Wheeler, Four Seasons Foundation Executive Director

Crisp mountain air arrives as Four Seasons begins a new fiscal year. We are grateful for your support and encouragement of Four Seasons these past months. Despite COVID-19, Four Seasons has accomplished a great deal. We remain strong because our community, donors, board members, volunteers, and staff have remained engaged and supportive.

Many have asked me about Four Seasons' response to the pandemic. We have implemented protocols and policies to provide safe care in staff's work with patients and families. We take the CDC's recommendations regarding Personal Protective Equipment (PPE) seriously. In addition to adhering to the CDC's guidelines, we also adhere to NC Governor Cooper's Safer at Home Phase requirements.

As a leading healthcare organization in this community, we believe it is imperative to encourage not only our staff and volunteers to follow by the 3 W's but also our community. To help prevent the spread of COVID-19, we encourage others to:

- Wear a cloth face covering over the nose and mouth
- Wait six feet apart from others when in public places
- Wash hands or use hand sanitizer often

Despite many events being canceled or held virtually, Four Seasons is committed to bringing one of our community's most loved events again this year. We will host our 30th Annual Tree of Lights on Friday, December 4 at 6:00 p.m. in the First Citizens Plaza in Hendersonville. In addition to safety precautions that include social distancing and face masks, we will stream live our event for anyone who wishes to attend virtually.



If you would like to purchase a luminary or light in memory of a loved one, visit www.FourSeasonsTOL.org

I hope that you continue to stay well and I trust that Four Seasons is doing all we can to continue providing the best co-created care possible.

All my best, *Paige Wheeler*



We remain strong because our community, donors, board members, volunteers and staff have remained engaged and supportive.



Paige Wheeler
Executive Director
Four Seasons Foundation



EMPLOYEE SPOTLIGHT

Masks, Masks Everywhere; Small Gloves, Large Gloves; & Covers for Your Hair

as shared by Sue Ann Hamby, Vice President of Quality & Organizational Development



Greg Varney
PPE COVID Coordinator

Oh, my. How do we do it you ask? Well, there are many folks behind the scenes working hard to ensure our patient care staff have all of the PPE they need. At the hub of it all is Greg Varney. Greg is our Covid PPE Coordinator Extraordinaire for Four Seasons. By night he is a husband and dad, but by day, he is a PPE Superhero.

This may sound over the top, but it takes a person of Greg's caliber to procure and manage our Covid PPE response. From the beginning, Greg has offered to fill any gaps he has seen. He advocates for our teams and makes sure that specific needs are met. Right down to finding latex free masks and masks with a see-through window for better communication with a patient who is hard of hearing and needs to read lips. He also makes sure our Home Store and Four Seasons Home Care teams feel safe with their supplies of disinfectants and PPE.

Greg exemplifies EXCELLENCE in all he does. He is just one of our Four Season team members who are helping meet the challenges of Covid. He just happens to wear a cape while doing it.

The Four Seasons Care Continuum

Care Navigation



Provides trusted guidance to anyone during the difficult times following the diagnosis of a serious illness.

Available in: Buncombe, Haywood, Henderson & Transylvania counties.

Home Care



Provides caring assistance to help with shopping, meal prep, bathing, dressing, laundry, transportation and more.

Available in: Buncombe, Haywood, Henderson, Polk & Transylvania counties.

Palliative Care



Is focused on providing relief from the symptoms, pain and stress of a serious illness – whatever the diagnosis.

Hospice Care



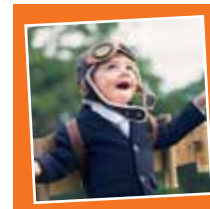
Is specialized care provided for patients with a serious illness. Comfort is the primary goal and care is provided wherever one may call home.

Grief Services



Is available in both individual and group settings, for **anyone** dealing with the loss of a loved one.

Research & Innovation



Revolutionizing care and treatments for future patients through innovative research studies, grants and cutting-edge-care practices.

Four Seasons Foundation



Partners with the community to provide access to high-quality care for all who need it.

Your gift to Four Seasons makes comfort and dignity possible for all, regardless of their ability to pay.
You may make your gift by using the enclosed envelope or by visiting www.FourSeasonsFdn.org ~ Thank You!