



FOUR SEASONS

*The Care You Trust*

FourSeasonsCFL.org  
(828) 692.6178

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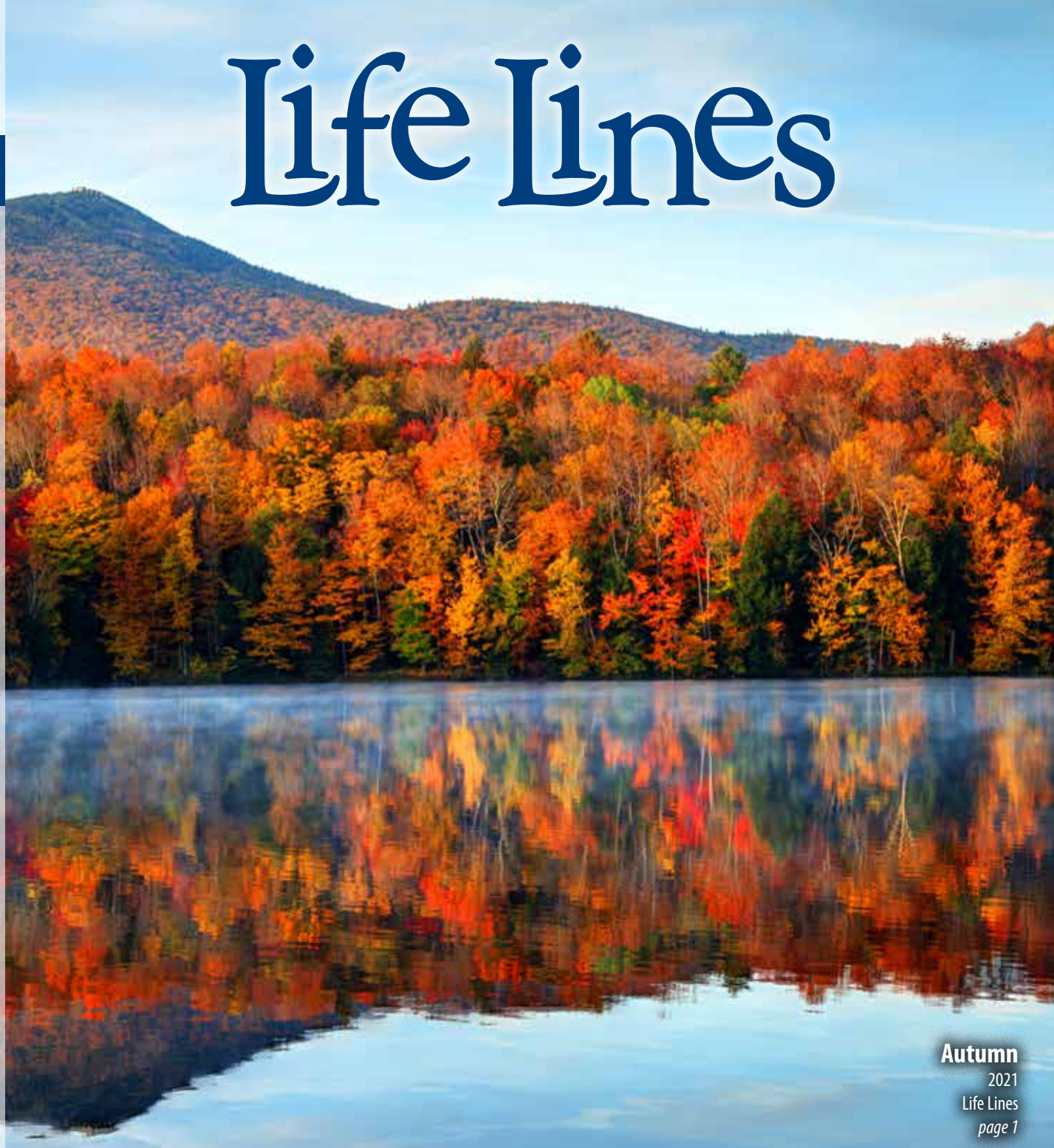
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# Life Lines



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*Serving these counties:* Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, Polk, Rutherford, Swain, and Transylvania





*We give thanks to each of you for trusting us to provide the very best care for you and your loved ones. There are so many wonderful ways that we are expanding our commitment to you in this new fiscal year; we look forward to serving you even better.*



**Dr. Millicent Burke-Sinclair**  
President & Chief Executive Officer

# A Time for Compassion, Commitment, and Care



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

What a time to reflect and reverence all who have received our care across western North Carolina. From the child and parent to the retired veteran and family, we provide serious and advanced illness care for all ages in all settings, wherever one calls home. Through our entire care continuum of Care Navigation, Home Care, Palliative Care, Hospice Care, Grief Services, Research & Innovations, and our Foundation, our staff have served over 10,000 individuals during our fiscal year of October 1, 2020 - September 30, 2021, and we remain committed to continuing to provide excellent care for many years to come. Just a few months ago we were recognized by HEALTHCAREfirst as a recipient of the Hospice Honors designation which showcases the quality care that we provide our patients and their loved ones.

Earlier this year we also received the 2021 Best of Home Care® Leader in Excellence Award. We are now ranked among the top 10% of home care providers participating in the nationwide Home Care Pulse Satisfaction Management Program. This recognition demonstrates our commitment to providing excellent care and quality improvement, for clients, their loved ones, and our employees.

In addition to outcomes in quality, we have also recently been awarded through Modern Healthcare's Best Places to Work annual nationwide survey as one of the top 50 Best Places to Work in the Healthcare Provider/Insurer category. We are proud of and thankful for our employees and the tremendous care they provide to each other and to our community and we look forward to even more passionate individuals joining

our workforce. Thank you to our generous volunteers who give of their time and to our generous donors who together help make care possible.

Below are some highlights from Fiscal Year 2021. Read further in this edition to learn even more ways that we are expanding and investing in our communities this new year.

Fiscal Year 2021 accomplishments:

- Care Navigation served 122 clients.
- Home Care served an average of 1240/hours a week to 101 clients.
- Palliative Care served over 4,425 patients, substantially more than years prior.
- Hospice admitted more than 2,500 patients to our care, 300 more than prior year.
- Grief Services Team scheduled over 3,400 individual sessions for children and adults to receive support.
- Our Music Therapy team completed over 5,000 music therapy visits with patients and families.
- Our two Home Stores brought in \$1.3M in net revenue.
- 1,723 donors made over \$1.1M in total financial contributions.
- Pinned a total of 715 Veterans since 2014 with 104 this fiscal year.
- 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 in 2022.

Blessings to you all,

# Equitable, Diverse & Inclusive



*as shared by Lisa Massie, Director of Education and Research*

Our Health Equity, Ethics, Diversity, and Inclusion (HEEDI) Team has been diligently working to support our Mission of Co-Creating the Care Experience by ensuring access to quality care and employment at Four Seasons. Our HEEDI goals this year were focused on building infrastructure, implementing education, and developing relationships.

Just a few of the many activities undertaken this year include the development of our HEEDI Committee and Workgroup that drives the activities forward with each member assuming the role of an ambassador. We have posted our diversity statement publicly on our website and have reviewed and modified policies and created best practices to better support our patients, families, and staff. We have also implemented regular training and focused activities for our staff and partners. Our Employee Solutions team has made significant enhancements in recruitment strategies and our organization raised the base minimum wage. And, we have collaborated with community organizations to ensure that services are offered and available for all who might need them.

**Join us in Welcoming Jacquita White-Blount, Organizational Coach!**



Jacquita joins us this October as our Organizational Coach helping to further our commitment to equity, diversity, and inclusion for all. She and the entire team of Teleios Collaborative Network continue expanding services to members and we are grateful for her additional support to us.

Jacquita has expertise in creating high performing organizations through the promotion of Equity, Diversity and Inclusion programs that lead to increased access and service delivery in multicultural, underserved and underrepresented communities. She has built inclusive workplaces throughout her career and has inspired learning and progress among the entire organization, thereby enhancing a commitment of respect. She has received many recognitions for her work in this field and truly believes it is an honor to support organizations in ensuring access to care and employment. We are so grateful that she is willing to work with us and help us to further our commitment!



*Four Seasons is committed to and accountable for advancing equity, diversity, and inclusion.*

*We strive to embrace individual uniqueness and foster a culture of inclusion that supports both broad and specific diversity initiatives.*

*We are working to leverage educational resources that build and strengthen diversity and that benefit all individuals.*

*We are focused on ensuring access to care and employment for all.*

*We value inclusion as a core strength and an essential element of our values of Compassion, Balance, Respect, Integrity, Teamwork, Excellence, and Resilience.*

*We look forward to continuing this important work in the year to come!*





# Advanced Cardiac Care



as shared by Rikki Hooper, FNP-C, Chief Clinical Officer

***Our family, friends, and neighbors with advanced heart disease need not suffer alone anymore.***

In collaboration with the American Heart Association (AHA) and the National Partnership for Healthcare and Hospice Innovation (NPHI), Four Seasons announces its Advanced Cardiac Care (ACC) Program to address heart disease, one of the largest killers of Americans.

Available for immediate use, the program's patient and caregiver guide helps avert multiple hospital and emergency room visits that are a significant source of stress for the patient, their family, and the medical facility currently dealing with COVID-19 patients.

Each year, more Americans succumb to heart disease than any other condition. Heart disease is also a leading cause of hospitalization; patients with congestive heart failure alone account for more than one million inpatient admissions annually.

"It is an unnecessary tragedy that only five percent of heart failure patients who are discharged from the hospital ever utilize in-home hospice services," said Carole Fisher, President of NPHI. She further asserts, "Far too many die alone in a hospital or nursing facility, when instead our hospice teams could care for them wherever they reside and they could enjoy a far higher quality of life surrounded by loved ones."

NPHI is the national voice for 75 not-for-profit hospice and advanced illness care providers. NPHI's hospice and advanced illness care providers offer primary medical and lifestyle care at home, even for those heart failure patients who are not terminal.

Please visit Four Seasons' website, [FourSeasonsCFL.org](http://FourSeasonsCFL.org), or call (828) 692.6178 for more information the Advanced Cardiac Care Program.



***The Advanced Cardiac Care (ACC) Program will improve quality and access to hospice and palliative/advanced illness care for heart patients and support them throughout their journey.***

# Four Seasons Named 2021 Hospice Honors Recipient

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

Four Seasons has been named a 2021 Hospice Honors recipient by HEALTHCAREfirst, a leading provider of billing and coding services, CAHPS surveys and advanced analytics.

Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver's point of view. The Hospice Honors is a landmark compilation of hospices providing the best patient and caregiver experience. This prestigious annual review recognizes hospices that continuously provide the highest level of quality as measured from the caregiver's point of view. Hospice Honors acknowledges high performing agencies by analyzing performance of Hospice CAHPS quality measures.

Sue Ann Hamby, Vice President of Quality and Organizational Development for Four Seasons, states, "We are humbled to once again be awarded

with this national achievement. Our staff love the people in our communities and give the highest level of skilled and trusted care at such a special time for a family. Four Seasons is incredibly thankful to be a part of the journey for so many."

Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2019 through September 2020. Award recipients were identified by evaluating performance on a set of 24 quality indicator measures. Performance scores were aggregated from all completed surveys and were compared on a question-by-question basis to a National Performance Score calculated from all hospices contained in the HEALTHCAREfirst's Hospice CAHPS database. Hospice Honors recipients include those hospices scoring above the HEALTHCAREfirst National Performance Score on 20 of the evaluated questions. Please visit HEALTHCAREfirst's website at [www.healthcarefirst.com](http://www.healthcarefirst.com) to learn more.



***Hospice CAHPS Honors recognizes hospices that provide the best patient and caregiver experience.***



***Hospice Honors recipients are industry leaders in providing quality care and constantly seeking ways to improve.***

***We are honored to be aligned with such high performing agencies like Four Seasons and we congratulate them on their success.***

Ronda Howard  
HEALTHCAREfirst Vice President  
Revenue Cycle and CAHPS

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***This innovative program is one of the first specialized programs to be established nationally in collaboration with the National Partnership for Healthcare and Hospice Innovation (NPHI) and the American Heart Association (AHA) to address the underutilization of palliative care and hospice care services for those suffering from advanced heart failure.***



Rikki Hooper, FNP-C  
Chief Clinical Officer

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# Four Seasons Dedicates Dan & Nancy Barber Veterans Memorial Garden

as shared by Stephanie Wilson, Director of Development



*With over one-third of Four Seasons patients being Veterans and their own family history of military service, Dan and Nancy Barber felt this was a perfect way to show their love for both Four Seasons and Veterans. Together with Four Seasons, the Barbers are pleased to provide this special place for the community.*

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On September 9, the Four Seasons Foundation officially dedicated the Dan and Nancy Barber Veterans Memorial Garden. Members from various branches of the United States Military attended the event.

In 2019, the Four Seasons Foundation began planning and designing a new Veterans Memorial Garden outside Elizabeth House. Throughout 2020 and 2021, much work was completed on the garden including the installation of eight flags which are now proudly displayed: one for each Military branch, the American flag, and the MIA POW flag.

"Four Seasons is sincerely grateful to Dan and Nancy Barber for their vision of developing a special place in Henderson County where veterans would be remembered and honored. Four Seasons is pleased to have dedicated the Dan and Nancy Barber Veterans Memorial Garden on our Elizabeth House campus. This is a significant space of natural beauty and of reverence for our veterans," states Dr. Millicent Burke-Sinclair, President and CEO of Four Seasons.

"When conversations for this project began several years ago, Dan and Nancy Barber were quick to note they wanted to be part of a project where there would be opportunities for veterans to be remembered in special ways. We are so grateful for Dan and Nancy Barber's vision and for their generosity that brought to fruition this place of remembrance," states Four Seasons Foundation Executive Director, Paige Wheeler.

**For more information, please contact the Four Seasons Foundation at (828) 513.2440**



The garden spans 1,200 square feet and in addition to the Seven Stations of Honor Plaza, includes a pergola, designed as a shelter of peace and remembrance for visitors and patients alike. Memorial markers, bricks, and benches are available to pay tribute to family members and friends who served our country in any branch of service.

The Dan and Nancy Barber Veterans Memorial Garden will have many on-going opportunities to honor Veterans by purchasing inscribed paving stones, or dedicating benches or trees to a loved one's memory. Individuals or organizations may also wish to sponsor annual upkeep and development of the planting areas.

## A Passion for the US Military

as shared by Leisl Vale, Community Outreach and Marketing Assistant

**CAPT John Knapp, USN (Ret) has a passion for the United States Military and its service men and women.**

John's desire to enter the military began when his older brother applied to the newly formed United States Air Force Academy in the mid-50s. Although his brother did not make it through the application process due to medical reasons, John followed his footsteps years later by being appointed to the United States Naval Academy in 1964. John's passion for flying brought him to the Navy's flight school in Pensacola, FL, following his graduation from the Naval Academy in 1968. After attending flight training in Pensacola (where he also met his wife of 51 years, Jan), and Corpus Christi, TX he received his Navy Wings in October of 1969.

Official duties followed as Flight Instructor in Corpus Christi; a Patrol Squadron in Jacksonville, FL; Staff Duty at the Naval Academy in Annapolis; and Ship's Company aboard the USS America (CV-66). In 1979, with so much time away and two young children at home, John made the decision to go into the Reserves. As a civilian, John worked for General Dynamics, United Technologies, ITT Defense, Raytheon, and worked as a Naval Officer on the weekends and in the summer. After he was promoted to Commander, he joined the Joint Deployment Agency in Tampa, FL.

But John's active-duty days were not over. When Saddam Hussein invaded Kuwait in 1990, John's reserve unit transitioned to active duty. Stationed at Scott AFB in Southern Illinois, John supported Desert Shield and Desert Storm for a year. He finally retired from the military after 28 years of service to our country.

After completely retiring in 2008, John's path brought him to North Carolina. John and Jan fell in love with Western North Carolina after their son visited and enrolled in

Christ School in Asheville. After settling into their new community, John became the president of the Military Officers' Association of America (MOAA) chapter in Western North Carolina, which at the time, was the largest chapter in the state with over 200 members.

Many MOAA chapters have active-duty military bases nearby to support, but there are no active-duty bases in this area. As John and the Chapter began to look for other ways to support the large community of retired veterans in WNC, he stumbled across an article about the national organization, We Honor Veterans. After some research on how this could work with a local hospice organization, John and Spence Campbell (Chapter First Vice President) met with Chris Comeaux (Four Seasons CEO at the time) and his team to pitch the idea of bringing a We Honor Veterans program to Four Seasons. Chris and his team were thrilled with the opportunity. Four Seasons was presented to the MOAA chapter, and the We Honor Veterans program at Four Seasons was established in 2014.

Now in 2021, the We Honor Veterans program has completed over 700 Veteran pinning ceremonies throughout WNC. Four Seasons Foundation has helped to establish the BG Blazey, USA (Ret) Endowment which specifically assists Veterans with the care they need. The Foundation has also established the Dan & Nancy Barber Veterans Memorial Garden. Other hospice organizations have also contacted John and his colleagues to learn how they can create and implement similar programs, especially the pinning ceremonies.

**Thank you, CAPT John Knapp, for your passion, service, and leadership in the United States Military and at Four Seasons. We are grateful for you and all our service members today and every day.**

## VOLUNTEER SPOTLIGHT



*In October 1969, Jan and John were dating when she pinned on his new Navy Wings at his graduation from flight school.*

*For those of us who do the ceremony and for those who have attended, the We Honor Veterans pinnings are the most meaningful and emotional moments thanking veterans for their contribution and sacrifice to our country.*

**CAPT John Knapp, USN (Ret)  
& Foundation Board Member**

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*Therapy dogs make everything a little better. They deserve to be recognized for their hard work in providing comfort to our patients. With every paw, with every nuzzle, with every cuddle, our Pet Therapy Dogs and their human handlers bring love and life to all they meet along the way.*



Daniel Tipton  
Grief Services Coordinator- North Region

# Blessing of the Paws

as shared by Daniel Tipton, Grief Services Coordinator- North Region

*The Four Seasons Grief Services and Volunteer Solutions teams were pleased to honor our pet therapy volunteers with a Blessing of the Paws ceremony.*

Pets have a longstanding history of providing faithful companionship and showing unconditional love resulting in a powerful emotional bond between animal and human. The bonds that humans share with animals result in positive effects: reduced anxiety and stress, increased feelings of relaxation, and an overall improved outlook on life. To provide patients with the best end-of-life care possible, many hospice organizations employ the use of animal companionship as a form of therapy.

Each dog was given a special treat and read the blessing: "I bless your paws and the love that they give. May they always be a source of love and life to all you meet along the way." Four Seasons Music Therapist, Ashley Newbrough, also sang 2 songs to commemorate the friendship and bond that exists between people and dogs.

During the COVID-19 pandemic, opportunities for pet therapy visits were limited, especially at the Elizabeth House where Four Seasons pet therapist volunteers are usually welcome at any time. But the volunteers present explained that the restrictions made each visit they could do even more special. It was abundantly clear that the therapy dogs greatly improved patients' morale during this time of isolation and uncertainty while they continued battling their own illness. They made every minute count of the time they had available with patients.

We are incredibly grateful for the work of all our volunteers at Four Seasons! Our volunteers make it possible for us to provide the care you trust by not only supporting our patients and families, but also by supporting our staff. It was an honor to recognize our dedicated Pet Therapy Volunteers in such a special way.



# Healing, Hope, Comfort, Safety



as shared by Rikki Hooper, FNP-C, Chief Clinical Officer

Healing. Hope. Comfort. Safety. These are not words we normally associate with metastatic cancer. But, these are gifts that our donors have given to Button Sweezy.

Button woke up from a nap one day unable to move her legs. Lying in an emergency room, she learned that she had cancer and it had spread to her spine. Button decided not to pursue treatment and her physician referred her to Four Seasons. Her uncontrolled pain led the team to recommend transition to Elizabeth House for assistance.

Button was in pain. She was terrified. She didn't know what the future held for her. And she didn't know how she was going to afford hospice care.

She and Jesse, her husband of 60 years, had put aside money over the years but the cost of necessary care was beyond what they were able to cover. Jesse was not able to adequately care for Button by himself at their home and they were concerned about how she could continue to receive care at Elizabeth House.

The staff at Elizabeth House told Button and Jesse about Angel Funds – money donated by the community to provide care to anyone who may not have insurance or the resources to pay for care. Angel Funds allowed Button to receive care and – equally important – removed a major stressor from her and Jesse. Now they can focus on more important things like spending quality time with family and ensuring Button stays comfortable.

Button is "eternally grateful" to the donors who made it possible for her to continue to receive care at Elizabeth House.



*People don't realize how important Hospice, Four Seasons, and the Elizabeth House are until they need it. Hearsay is one thing, but you have to live it to truly understand what a godsend this organization is.*



Jesse Sweezy



***We all have a story. We would love to hear your Four Seasons story!***

Stories are personal, yet they can be powerful in helping us to connect, learn and understand. We want to honor the stories that weave our Four Seasons family together.

*Please share your story by emailing us: [info@fourseasonscfl.org](mailto:info@fourseasonscfl.org)*

***Are you interested in volunteering for Four Seasons? Apply today! [www.fourseasonscfl.org](http://www.fourseasonscfl.org)***



# EMPLOYEE SPOTLIGHT



*I am not only passionate about providing grief support to children and adolescents but also the opportunity to bring access to services in areas that do not already have access to such services.*



Amy Entwistle, MMT, MT-BC  
Child & Adolescent Grief Counselor

## The Best is Yet to Come!



as shared by Amy Entwistle, MMT, MT-BC, Child & Adolescent Grief Counselor

In 2015, I applied to Four Seasons in anticipation of completing my music therapy internship in hospice. I was accepted and started at Four Seasons in June 2016. Over the next six months, I served as the primary contact for music therapy at the Elizabeth House, provided in-home music therapy visits, and facilitated monthly music therapy groups with older adults in facilities.

As time progressed, I discovered my passion for grief services by completing bereavement calls and providing grief support to families. I have a heart for working with children and adolescents. Blair Stockton, Child & Adolescent Grief Coordinator, was willing to have me work alongside her through Camp Heart Songs and individual adolescent grief sessions during my internship. It was a dream come true: an internship that combined music therapy, grief services, and children and adolescents.

As I pursued my master's degree in Music Therapy, I continued to stay connected with Four Seasons and volunteered as a music therapist for Camp Heart Songs in 2017 and 2018. I took every opportunity to work with grieving children and adolescents by volunteering for other bereavement camps in Western North Carolina. I continued to advance my skills, knowledge, and experience through a

successful defense of my thesis, the development of a music therapy program for another hospice, and as bereavement coordinator and counselor roles in hospice organizations.

In August 2020, I applied for a counselor position in the Compass program, participated in three interviews, and accepted an offer. I started in my role as Child & Adolescent Grief Counselor on October 5, 2020. I am not only passionate about providing grief support to children and adolescents but also the opportunity to bring access to services in areas that do not already have access to such services. I am the primary contact for the six most western regions of North Carolina, including Cherokee, Clay, Graham, Jackson, Macon, and Swain counties.

I am excited to expand the Compass services in these counties alongside the Grief Services department and the hospice team in the West region. I am proud to be a board-certified music therapist. I am honored to be a Child & Adolescent Grief Counselor. I am grateful to work for Compass. And I am thrilled to be "home" at Four Seasons. The best is yet to come!



*If you know a child or adolescent who resides in one of the thirteen counties we serve (Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, Polk, Rutherford, Swain or Transylvania) who would benefit from the Four Seasons Compass program, we encourage you to contact Amy directly at [aentwistle@fourseasonscfl.org](mailto:aentwistle@fourseasonscfl.org).*

## We Value Your Gifts



as shared by Paige Wheeler, CLE, Four Seasons Foundation Executive Director

*Four Seasons provides the best quality care possible to our patients and families as well as excellent stewardship to our donors, customers, and volunteers.*

### Angel Fund

Four Seasons Angel Fund has expanded to include funds not only for hospice and palliative care, but also for Care Navigation and Home Care for those who lack the means to pay for these services.

### Grief Services

Grief Services has been, and will continue to be, completely funded through the generosity of Four Seasons donors.

*We are also grateful for the opportunities to bring two new programs to our community – the Pediatric Care Fund and the Cardiac Care Fund.*



### Pediatric Care Fund

The Pediatric Care Fund provides care specifically for children with serious illnesses through Four Seasons' palliative care and hospice services. Four Seasons has been receiving referrals for pediatric care for many months because of a lack of care available for children in western North Carolina. As we began receiving requests from providers from as far away as Winston-Salem and Charlotte to treat children from our own community, we decided it is imperative that we provide the care that had been lacking. We want to alleviate further stress on families who are already stretched from having to care for a seriously ill child in addition to having to travel away from home, jobs, and other family members. Our Pediatric Care Fund will help us provide the specialized equipment as well as training necessary to help our youngest patients.



### Cardiac Care Fund

Our Cardiac Care Fund will provide innovative care to those with advanced heart disease. By utilizing palliative and hospice care that will include protocols designed by cardiac care specialists, our Cardiac Care Program will assist patients and their care givers in managing breathing problems, fatigue, and other worsening symptoms. Care will be available 24/7 and help patients control their symptoms at home.

*Thank you for making these care options available for all who need Four Seasons' services!*

Paige Wheeler



*We value every donation whether it is a tax-deductible gift through our Foundation, or a personal treasure donated for resale in one of our three Home Stores, or the hours of precious time given by our volunteers. However you choose to give to Four Seasons – whether money, treasure, or time – your gift is truly valued and needed.*



Paige Wheeler, CLE  
Executive Director  
Four Seasons Foundation

## The Four Seasons Care Continuum



### Care Navigation

Options and information for optimal and realistic care given the client's needs, preferences, finances, and support resources.



### Home Care

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



### 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 to **anyone** in the 13 counties that we serve regardless of Hospice involvement. We provide individual and group counseling, seminars, and workshops.



### 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.



Tree of Lights

31<sup>st</sup> Annual Tree of Lights

A Celebration of Inspiration

Friday, December 10, 2021 6:00 pm

First Citizens Bank Plaza

Main Street • Hendersonville

The Tree of Lights candlelight ceremony – where family and friends come together to honor the memory of their loved one – has become a beloved signature event of the Four Seasons Foundation. Contributions will provide hospice and support services to patients and families regardless of their ability to pay. The event includes inspirational stories presented by Four Seasons Chaplains and meditative music performed by Four Seasons Music Therapists. Held outside at the First Citizens Bank Plaza Main Street, Hendersonville, this event will also be live-streamed so those who cannot attend may view online and have their memorial luminaries and lights shipped directly to them. To reserve a memorial luminary or to learn more about this special event visit: [www.FourSeasonsTOL.org](http://www.FourSeasonsTOL.org)

The same evening, Downtown Hendersonville will be aglow for the 3<sup>rd</sup> Annual Main Street Luminary event from 5:00 to 9:00 p.m. Merchants stay open late while creative, story-telling luminaries add a warm glow to the historic charm of Main Street. The unique shops will be all decked out as holiday wreaths and boughs adorn store fronts and streetlamps. Come and experience small-town charm the entire family will enjoy.

*A special thank you to our presenting sponsor, First Citizens Bank, for their continued support of Four Seasons programs and services.*

*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](http://www.FourSeasonsFdn.org) ~ Thank You!*