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FOUR SEASONS

The Leaders You Trust

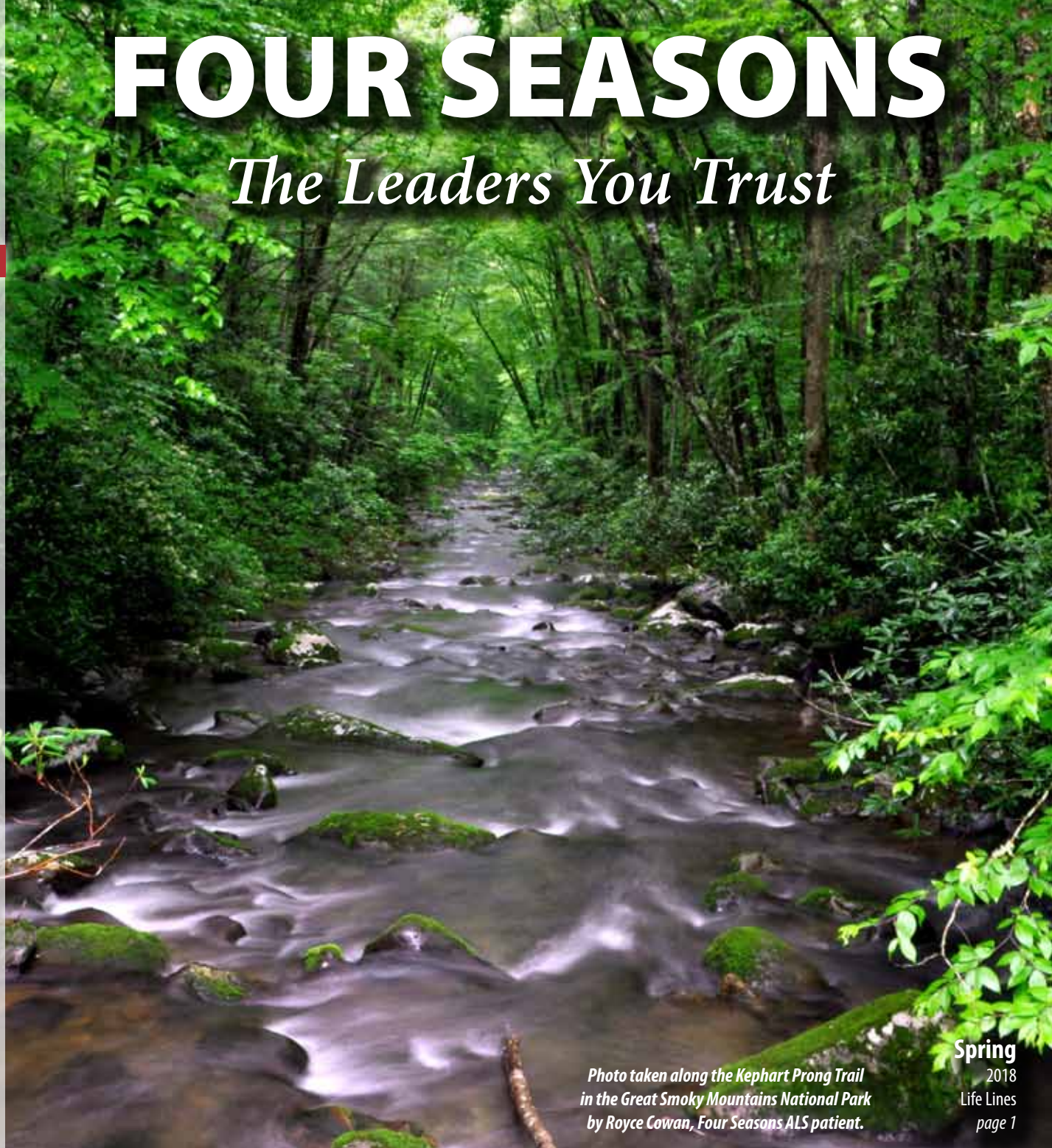


Photo taken along the Kephart Prong Trail
in the Great Smoky Mountains National Park
by Royce Cowan, Four Seasons ALS patient.

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Happy Spring!

Dr. Millicent Burke-Sinclair Ed.D, MBA, SPHR®, SHRM-SCP, *Four Seasons CEO*

The season of Winter has passed and the Spring has come,

what a time of rejoicing and possibilities! Just as flowers begin to blossom and grass begins to grow, crops flourish and birds sweetly sing, there is great anticipation for what is to come and the memories that will be made.

For almost 40 years, Four Seasons, has cherished every season as a true gift and an opportunity to support and strengthen our community, and we continue to do that today by being **your local, independent, non-profit leader of trusted care**. By ensuring that each person facing a serious illness has access to the highest quality of trusted care as soon as they need it, Four Seasons is able to positively impact lives. Every moment matters and we treasure the time that we have with our patients and families helping them live, love, and remain loyal to what matters most.

We are honored to serve our community as **Trusted Leaders in Serious Illness Care** and dedicate our entire purpose to ensuring that regardless of the season of life one may be in, we will be **The Care You Trust**. Four Seasons, is an organization committed to providing each of the 11 counties we serve with excellence in responsive quality care by our clinicians who live in your community. Through our entire care continuum, we can serve you wherever you may call home, 24/7, face-to-face and through

telehealth options; we truly are able to be wherever our patients need us morning, noon, and night. Through our **Care Navigation, Compassionate Home Care, Palliative Care, Hospice Care, Bereavement Services, and our Clinical Research trials** we are available as soon as one may need us because we realize that every minute matters.

The Care Team of Four Seasons are leading experts in caring for patients and families and values each individual's goals of care. We listen, discuss, and co-create a care plan that meets each individual's goals and values while helping each person navigate complex healthcare choices. Alleviating stress and creating a customized care plan with each patient is part of our mission and supports what matters most.

In this edition of Life Lines you will read more about how Four Seasons truly is the Leader You Trust in Serious Illness Care. Locally, regionally, and nationally Four Seasons leads in research, care, teaching, and innovation and is proud to be a Joint Commissioned, Employer of Choice, Circle of Life Award Recipient and Innovator of Trusted Care.

The time is now,
ask for us by name,
Four Seasons IS The Care You Trust!

Currently, patients coming to us are not using the full 6 month Hospice Medicare Benefit that they are entitled to.

I ask that you to pause for a moment to think about having one more day, one more week, one month or up to 6 months with the people you love and invite you to call us directly at (866)466-9734 to answer any questions regarding our resources and gain access to the very best trusted care.

You do not have to have all the answers, just call and we will be there to support you and your loved ones.



April is National Volunteer Month!

In this issue of Lifelines, we celebrate by taking a closer look at the Four Seasons volunteer sewing program.



We look forward to our next Day of Caring event on Friday, May 11th.

If you'd like to find out more you can check out our project on the United Way Volunteer Portal at www.volunteerhendo.org.



Our Volunteers are “Sew” Good

Anyone who has experienced hospice services knows how they differ from other forms of healthcare. Part of the difference at Four Seasons is the time and dedication of our 350+ volunteers, whose time and talents help to wrap love around the patients and families we serve.

Sewing volunteers use their skills to create quality comfort items for our hospice patients. These include neck pillows, ear pillows, butterfly pillows, activity aprons and hot/cold compress packs. Nurses and CNAs have a large selection of these custom comfort items to choose from, which they take out into the community for patients to use. At the Elizabeth House Inpatient Residence, patients' beds are covered with beautiful quilts made by talented local quilters, and their gowns are handmade in beautiful fabrics that are tailored to last. The hand-stitched quilts, gowns, pillowcases and butterfly pillows are a small part of what makes care at the Elizabeth House so personal and special.

The hands that make these comfort items are those of our crafty sewing volunteers, who work each month to meet our clinical needs for quality, well-made items. Every butterfly pillow, neck pillow, activity apron and Alzheimer's bear is stitched with love and respect for the comfort of our patients. Whether sewing at home or in one of our locally-hosted group events, these volunteers put their skills to work and help us to deliver the quality, patient-centered care that Four Seasons is so well known for.

As you can imagine, it takes a lot of time and effort to produce these comfort items. That's why the Four Seasons volunteer team hosts a United Way Day of Caring event at the Greatrex administrative office each year. Volunteers from across Henderson County lend a hand to cut, press, stuff and stitch butterfly pillows at this annual project. In 2017 they set a record, sewing seventy-four butterfly pillows in just three hours! This provided a significant cost savings to the agency, and helped to keep our inventory full throughout the year.

Partnering to Prevent Prescription Drug Abuse

as shared by Julie Huneycutt, Executive Director, HopeRx

Soon after the Huneycutt's tragic loss, Henderson County would recognize the increase of prescription drug abuse and began to strategize on how best to tackle the issue. In 2013, HopeRx was birthed from the Henderson County Partnership for Health to address the dangers of prescription drug abuse in Henderson County and help identify effective environmental strategies for prevention as well as treatment options.



Based on a public health model, HopeRx held the premise that drug overdose deaths are preventable and that all communities are ultimately responsible for their own health. It was during this time it was recognized that it would take an entire community effort to be successful, thus HopeRx was established as a working coalition to address the community need. At that time, Julie and Don Huneycutt had been volunteering as community members dedicated to this cause. It was obvious through community engagement that Julie would be an ideal candidate to lead this new coalition, and in accepting the offer, she moved forward with passion and purpose to prevent further loss in Henderson County.

Since 2014, HopeRx has been successful in raising awareness of the dangers of overdose from prescription drug abuse through

multiple avenues. A strong partnership with the Henderson County Sheriffs' office and has afforded numerous opportunities for proper diversion by providing drive-through medication drops to dispose of unused and expired medications. To date, the Henderson County Sheriff Office has incinerated over 5,000 lbs. of medications. In 2017 alone, thirteen drug take back events were held throughout the County.

HopeRx has also partnered with United Way to lead a Youth Council, which seeks to address ways to positively promote drug-free campuses throughout Henderson County. Recognizing that many high school students have already experienced addiction in their home and/or received treatment for personal addiction issues she created a Teen Hope support group, a place where students can find hope, support and recovery, which was launched in March of 2018. This group meets once a week after school and is overseen by a licensed counselor with a peer-led focus.

Other initiatives include multiple speaking engagements to civic and faith-based organizations to raise awareness about the importance of locking and/or safely disposing of unused medications. Distribution of materials at health fairs and multiple media appearances, keep the importance of safe medication storage and disposal practices front and center. Lock boxes have been made available and distributed to agencies for clients who may have opiates in the home.

Don and Julie Huneycutt lost their 20 year-old daughter to an accidental opiate overdose in 2010. At that time, they never dreamed the opioid epidemic would spread like wildfire across the nation. They only knew they did not want anyone else to experience what they had endured.

Currently, HopeRx is in partnership with Four Seasons to provide medication lock boxes and DeTerra bags (in home safe medication disposal bags) for families with palliative or hospice patients in the home using such medications.

Changing community perception about addiction is a focal point of moving forward successfully. One of the hallmarks of success for HopeRx has been finding that community champion who is willing to share their story and encourage the destigmatization of addiction. It is important for us to share our stories, to learn from each other and to support one another in hardship. It is essential for those affected to feel they can come forward to add their voice to now be part of the solution, the answer....and without shame.

Addiction has a face.

Our community, our state, our nation, have to decide that everyone matters, every life is precious, and that even those who tax and burden our resources with addiction are worth saving. HopeRx is working to expand the model to include recovery options, to make it available and expected county, state and nation-wide. Recognizing that in addition to positive change within prescribing and monitoring of opioids, access to Naloxone, and multiple awareness campaigns, there is still much work to be done. It starts as a community effort and we must all work collaboratively to effect lasting change. HopeRx seeks to continue to be that connection in our community.

“Four Seasons is dedicated to being a leader for our patients, their families, and the community at large. We are proactive, purposeful, and partner with community, state and national leaders to ensure that comfort and safety remain as pillars for many years to come. I am thankful for the strong commitment our organization has and will continue to lead in protecting our communities.”

~ Millicent Burke-Sinclair, Four Seasons CEO



“Given the current climate of the opioid epidemic, I'm proud that Four Seasons is working to be part of the solution.”

~ Melody King, Four Seasons Compliance Manager

Managing Comfort & Ensuring Safety

as shared by the Four Seasons Comfort and Safety Task Force

Americans are dying needlessly from the opioid epidemic and change must occur. According to the Center for Disease Control, opioid-involved deaths were 5 times higher in 2016 than they were in 1999, and an average of 115 people die every day from an opioid overdose. The use, misuse, and abuse of prescription opioids play a huge part in this epidemic. Deaths from prescription opioids—drugs like oxycodone, hydrocodone, and methadone—have more than quadrupled since 1999.

In early 2018, the National Hospice and Palliative Care Organization (NHPCO) and the Hospice Action Network (HAN) responded to The Senate Finance Committee's request for input regarding the national opioid epidemic. In summary, NHPCO acknowledged that there is a national crisis, and that the hospice community is working diligently toward assisting policy makers to ensure safety, while at the same time wanting to ensure that needed pain medications remain available to the patients who require them for end-of-life pain management and comfort.

In late 2017, a Four Seasons support nurse lit a match that started a fire within our organization. He asked an innocent question in a company-wide email curious if Four Seasons was equipped with sufficient and adequate tools to make patients comfortable enough, yet also quick enough, during a pain crisis, particularly in the middle of night. That simple question began our conversation and then an initiative regarding the balance between comfort and safety for hospice patients, their families, and the community at-large within the scope of the local, regional and national opioid epidemic.

The cause was so important that Hospice Medical Director, Dr. Ashley Albers and Michelle Webb, Chief Nursing/Learning Officer initiated an internal movement, and everyone from our nurses, to our doctors, chaplains, music therapists, social workers and support staff took interest. Dr. Albers and the team formed looked into other ways to treat pain from non pharmaceutical interventions to bio behavioral therapies.

The hospice community is also in a unique position to add adjuvant interventions to patients and families, and to offer grief and bereavement support to communities that are reeling from the death-count of the opioid epidemic. Four Seasons Compliance Manager, Melody King serves an important role on this committee to ensure we remain compliant in each effort moving forward to create safer environments for both our patients and families but also the community at large. She states “Opioid medications are important interventions at the end of life, but they are not the only option that we have. Hospices are well-positioned to identify the risk for drug diversion issues – by assessing the patient, family, and community issues that each play a role in drug safety. Four Seasons will be proactive in responding to the opioid crisis, rather than simply waiting to react when problems arise”.

Non-Profit organizations, like Four Seasons, that provide hospice and palliative care services are in a unique position of accountability and responsibility, being change agents creating policies and procedures to assist in keeping families and communities safe, while also keeping patients comfortable. Four Seasons is on the move, responding with creativity, innovation, excellence, and compassion.



Giving the Best of Ourselves Each and Every Day

Janet Bull, MD, *Chief Medical/Chief Innovations Officer, Four Seasons*

My entire trajectory changed the day I witnessed the very difficult death of a close colleague who was part of the office staff where I was an OB-GYN physician. Despite the great use of technology and the “very best” that medicine could offer at the time, it was not good enough to save her. Instead, it actually increased her suffering and that of her family. She died in a small cubicle at a major teaching hospital with machines beeping, staff buzzing by and no sense of peace in sight. She was devoid of human touch and there was no family closure. At this exact moment, I knew there had to be a better way and was determined to find it.

When I moved to Asheville I heard of hospice and immediately felt called to volunteer, falling in love with both Four Seasons as an organization and with the “heart” of the field of hospice and palliative medicine. The vision was inspiring, the amount of work to be done a challenge, yet I knew I was ready to accept.

My work in hospice and palliative medicine is inspiring. Hospice and palliative medicine are different from conventional medicine where the focus is on curing. Our care is delivered by an interdisciplinary team and the focus is on improving quality of life and maintaining good symptom control. I am always inspired by the work of high functioning teams as they can offer so much more to patients and families. I am also inspired by the many people I work with – devoted to the same values of compassion, balance, respect, integrity, teamwork, excellence and resilience. Working at Four Seasons is more than a job, it is a mission and those who serve alongside of me are so devoted to giving the best of themselves each and every day.

A patient that left footprints on my heart was a lady that I cared for years ago. This particular woman faced her death with such grace and dignity that everyone around her was left in awe. She threw herself a “going away” party and raised thousands of dollars for her favorite charity. She selectively gave away her possessions with care and delight, making sure she acknowledged the impact others had in her life. The making of those final memories were treasured gifts of time she bestowed upon her loved ones and friends. Even at the very end, this woman orchestrated the kind of death she wanted, and those of us who had the honor of caring for her at Elizabeth House were truly inspired by her greatness and learned much from her examples.

“I feel honored to have had the great opportunity to serve Four Seasons for over 18 years now. I believe with strong leadership, innovative thinking and the most compassionate, trusted and caring team, Four Seasons only has room to grow.”

~ Dr. Janet Bull

“Dr. Bull is an influential leader in the palliative and hospice care industry, and I am extremely fortunate to have a nationally recognized expert as my mentor. Her leadership, training, and influence allows people to not only improve the quality of care they provide now but also to implement innovative practices to improve future care. She inspires me through her perseverance and passion to always strive for the best in everything she does. Four Seasons and the communities in Western North Carolina are blessed to have her call this area home.”

~ Lindsay Bonsignore, Ph. D, *Four Seasons Medical & Grant Writer*

F S C G

FOUR SEASONS
CONSULTING GROUP



Palliative Care Immersion Course

This course provides experiential clinical training for palliative care. It is a dynamic educational experience aimed at developing competencies and knowledge base in palliative care. In a contemporary learning environment, instructors provide didactic sessions, facilitated role play, critique, and situational modeling of mock patient-provider interactions that will engage and challenge all levels of palliative care providers.

The curriculum covers clinical issues of symptom management, ethics, goal setting, and communication techniques. Participants will also develop an understanding of critical factors that impact the financial model. They will learn how to improve sustainability through effective billing and coding, setting visit expectations, and transitioning of patients to hospice. It is our expectation that participants will leave the course with significantly improved prognostication and business skills, and a solid understanding of complex case management.

Center of Excellence

The Center of Excellence at Four Seasons offers on-site consulting to organizations seeking to improve the quality, efficiency, and/or productivity of their current palliative care, hospice care, leadership and/or research programs, or to successfully launch a new palliative care service. Our consulting program covers critical topics through a standardized curriculum; the curriculum allows flexibility to tailor the approach to each organization’s specific needs.

The consulting program is modular. Within the framework of the disciplines of palliative care, hospice care, leadership and clinical research, workshops are available on topics including, but not limited to: financial sustainability, quality data reporting, administrative support, billing and coding, operational issues, and more. Organizations select those sessions which would be most useful to them; these, then, are presented on-site in an interactive format over a one- to two-day period. Each module lasts approximately one hour, and allows time for question and answer, interactive discussion, and case examples.

Janet Bull, MD, John Morris, MD and Chris Comeaux, Teleios CEO, have led Four Seasons to become an award-winning organization, setting national standards for excellence in hospice, palliative care, research and home care. Because we are positioned to help others working to serve individuals with life-limiting illnesses with the highest quality of care, we offer consulting services and training to hospice and palliative care organizations that are seeking our expertise.



Our Leaders Take Time To Train Other Leaders



COMPASSIONATE
HOME CARE

A DIVISION OF FOUR SEASONS

Wins 2018 Best of Home Care Award



Do you want to be a part of an award-winning team?

Do you or someone you know need Compassionate Home Care services?

For more information call us at (828) 696-0946.



as announced by Aaron Marcum, CEO and Founder, Home Care Pulse

Compassionate Home Care, a division of Four Seasons, has received the 2018 Best of Home Care – Employer of Choice Award from Home Care Pulse. The Employer of Choice Award is granted only to the top-ranking home care providers, based on caregiver satisfaction scores gathered by Home Care Pulse, an independent satisfaction research firm for home care. Compassionate Home Care is now ranked among the best employers of in-home caregivers in the region.

“Compassionate Home Care is committed to positively impacting lives and that begins with hiring, training, developing, and rewarding the very best caregivers. We genuinely care about each caregiver and want to support them both at work and in their daily lives by listening to them and being dedicated to their growth and well being. By offering extensive training, personalized wellness benefits, ongoing career development, flexible schedules, and more, we are investing in each and every person and equipping them to have a career with our entire organization for years to come. We realize that in order to provide the best care to our clients and their families we must have the most competent and compassionate caregivers. We are grateful that we do and we are likewise grateful for their dedication and commitment to co-creating the best care possible for all of those we serve”, says Millicent Burke Sinclair, CEO of Four Seasons.

“We congratulate Compassionate Home Care on earning the Best of Home Care – Employer of Choice Award,” says Aaron Marcum, CEO and founder of Home

Care Pulse. “Since this award is based on employee feedback, it shows the dedication Compassionate Home Care has to providing their employees with a great working experience, while ensuring clients have well-trained, compassionate caregivers.”

Best of Home Care – Employer of Choice award-winning providers work with Home Care Pulse to gather feedback from their caregivers via live phone interviews each month. Because Home Care Pulse is an independent company, it is able to collect honest and unbiased feedback.

“As the Director of Compassionate Home Care, I am proud of the services my caregivers provide to our clients and the way they treat each individual with respect and dignity. Their passion for their work is clearly demonstrated by the testimonials we receive weekly, and by the presentation of one of Home Care Pulse’s most prestigious awards. I could not be more honored to be a part of this team and the work we do together to help individuals remain safe and independent in the place they call home” says Jill Rosenberg RN, CHPN.

“Our goal at Home Care Pulse is to empower home care businesses to provide the best home care possible,” says Aaron Marcum, CEO and founder of Home Care Pulse. “We are happy to recognize Compassionate Home Care as a Best of Home Care – Employer of Choice, and we celebrate their accomplishments in building a team of happy, qualified caregivers to care for their clients.”

Alyson Cutshall, LMSW
Chief Growth Officer
Teleios Collaborative Network



Alyson is passionate about advocating and caring for the seriously ill and always has been. She started her career leading teams and growing an end of life care organization in Tennessee, Virginia, North and South Carolina. Her appetite for teaching has been important to her and helped with her responsibilities for identifying and facilitating growth through the provision of education and training team members.

She has seen the value provided to patients and families on the professional side and also through the care that her Nana received more than 10 years ago. Nana had never been a smoker, but she had long suffered from COPD. Due to her inability to live alone, she was a resident of a Nursing Center in Knoxville, TN. Prior to moving into the Center, Nana had been very independent and insisted on getting up each morning by 4:30am. When she became more dependent on others due to her physical and mental decline, she was unable to get up until the staff at her Nursing Center came to assist her, which may have been after 7am or 7:30am. This forced delay to the start of her day created increased confusion and frustration for her. Nana was blessed to receive hospice care. While the family wanted to ensure that her breathing difficulties created less of a negative consequence for her, the primary area of focus was to improving her quality of life. For this to happen, Nana needed to be out of bed, dressed, and clean before 7am. The care team agreed to meet this objective, and got the most wonderful CNA, to visit with her to do just that, each day. The change in her quality of life was immediately elevated, and she was able to live the final 9 months of her life in a much more positive way.

That is what Four Seasons care is all about: identifying what quality of life means to each individual and having a care continuum of support services, from care navigation to home care, to palliative and hospice care to clinical trials to our foundation and bereavement support– all here to support that one goal and Co-Create the best care experience possible for all.

Leader Spotlights

Mike Smith
Chief Financial Officer
Four Seasons and TCN



Like many folks in hospice, I began my career in another industry. For me, that was the Financial Services and the Software industry where I was responsible for providing services to national healthcare companies.

After twice experiencing the impact hospice had on my family, I realized my true purpose and calling was to serve those with serious and advanced illness. I then was fortunate enough to begin my hospice and palliative care career with Four Seasons in 2012. In addition to my current role as Chief Financial Officer for Four Seasons, I also serve as CFO for the Teleios Collaborative Network (TCN). The healthcare landscape is changing at a rapid pace and some of those changes could impact community-based non-profit hospice and palliative care providers. TCN’s primary goal is to allow these providers to remain viable and sustainable amid those changes and to continue to provide exceptional, holistic care well into the future. I am honored to be part of both the Four Seasons and Teleios family where I can use my talents to support the non-profit providers of the most trusted and compassionate care.

My role as the Chief Financial Officer is a strategic and operational partner to each serious and advanced illness provider we serve by bridging the gap between operations and finances through staff education and equipping leaders with robust and user-friendly financial information. I consider it a tremendous honor and responsibility to come alongside my coworkers to allow them to perform their roles to their best abilities and ultimately creating the positive experience each patient deserves. Mike is a Certified Healthcare Financial Professional and holds a bachelor’s degree in Accounting from Appalachian State University and an MBA from Charleston Southern University. Mike and his wife Clare live in Columbus, NC and are the proud parents of 3 (soon to be 4!) children.



You are kindly invited to attend the 2018 Garden Gala on Sunday, April 29, 4pm at Champion Hills which will benefit this special Elizabeth House renovation. For registration details, call 828.513.2440.



Elizabeth House Belongs to the Community

Loretta Shelton, Executive Director, Four Seasons Foundation

"I tell my friends, no matter what else you do, you need to make sure you die in Hendersonville."

Although Marilyn's statement caught me a bit off-guard, I knew what she meant. I had heard others speak those words after their loved one died in Four Seasons' care.

Marilyn's husband died at Elizabeth House a few months ago. Like all of us, when the life of someone she loved dearly was coming to an end, she wanted his care to be the best available anywhere, in any community, in any state. Fortunately, Four Seasons provides that trusted care both in patients' homes and, for those who need it, at Elizabeth House.

Love is an interesting thing. The more one gives, the more one gets in return. That's why we have not been surprised when, after learning that Elizabeth House had suffered severe water damage in January due to the overhead sprinkler system bursting, people have given generously to help make the repairs. In addition to the fire suppression system, many of the fixtures, furnishings, etc. are original to the 1999 building. The sprinkler system damage was a blessing in disguise, in a way, for it revealed the urgency of an update to this important community asset.

Estimates for critical repairs, refurbishing and updated technology, furniture and the like, are approximately \$1,000,000. Commitments received so far are almost \$500,000. If you would like to participate in this important and urgent renewing of Elizabeth House, please return your gift in the enclosed envelope.

Individual room upgrades can be sponsored for gifts of \$25,000 and are welcomed in memory of a loved one served at Elizabeth House. Whether your gift is \$10 or \$10,000, it will help install a new fire suppression system and make other repairs and renovations. No gift is too small, and we welcome you to join in the Circle of Love by making this project possible. Every penny received will make a difference and will be appreciated.

Please call the Foundation office at (828)513-2440 if you would like more information.
www.FourSeasonsCFLFoundation.org

Employee Spotlights

Sherry Thomas
First Impressions Administrator
Four Seasons



I am the person you see at the Greatrex front desk usually wearing some crazy, colorful pattern of clothing with reading glasses to match! Next month will be my second year working here. I share my home in Flat Rock with my high school sweetheart and wonderful husband, Richard, and our spoiled cat, Zorro. I enjoy walking, meeting new people, shopping and eating chocolate cake!!!

Being at the front desk has allowed me to greet and assist our wonderful staff and volunteers every day and to make our clients and visitors feel special each time they call or come through our door. My goal is to set a positive tone and to hopefully make a difference in someone's day.

I have always had a passion to serve others rather than to be served. It could be in my DNA as my Mom, mother of five, was so patient, selfless, loving full of wit and charm and Dad with his mental and physical strength who served four years in the Navy and retired from the USAF. Together they made a great team to set an example of a strong work ethic, a get it done attitude and to think of others. When I get up in the morning, I think, "How can I do my job better?" Of course, some days are better than others but I try to do the best job I can as soon as I enter the door. Making others feel important and comfortable for whatever reason their path leads them to Four Seasons is important to me. I am thankful to have a job where I can be inspired by others, share in their tears and laughter and realize that each person is important and has a purpose. As I remember my sweet Mom telling me years ago, "We now have this wonderful place in the community called the Elizabeth House that takes care of people!" She was so excited. Little did I know that in 2013 the Elizabeth House would be her last resting place on earth and that I, too, would be serving my purpose here with this great organization!

Johanna Williams
Partner Relationship Manager
Four Seasons



In the late summer of 2017 I felt honored and privileged to become a part of the compassionate team of individuals here at Four Seasons.

As a Partner Relationship Manager for Buncombe County I feel pure joy, fulfillment and purpose in connecting patients and families, not only to the resources they've invested in throughout their lives, but also to a remarkable team who cares for each person in a unique and individualized way. Our teams are devoted to ensuring that patients and families going through extremely challenging times are cared for and ministered to mind, body, and spirit and it is a pleasure to serve alongside of them.

Within our communities I appreciate that our various disciplines and multifaceted services alleviate some of the daily stress that our skilled and assisted living communities face, along with giving them additional time to spend with the residents they care for who are their family away from home. We strive not to replace, but to be that extra layer of "support that holds the branch that holds the nest."

It is my passion and belief that connecting patients and communities to such life changing care can and should begin immediately upon the diagnosis of any chronic life limiting illness to improve one's quality of life. Our community partners feel the only mistake one can make with Four Seasons is not getting us involved soon enough.

Provider Spotlight

as shared by Sybil Arnold, MSW, LCSW, Four Seasons Social Worker

Harvey Nix, PA-C, Regional Director of Palliative Care



Merriam Webster defines a leader as a person who leads. Despite the short, simple definition of the word itself, to be a leader means so much more. A leader has a vision, motivation, a desire to serve others, empathy, creativity, is thorough, a team builder, committed, and is continuously seeking ways to improve themselves and situations. When I think of a person within Four Seasons that has all the characteristic of a great leader, I think of my leader, Harvey C. Nix. Harvey serves as the team leader for the Four Seasons Palliative Care Team caring for patients at Park Ridge Health and Pardee Hospital. Not only does he provide leadership within the Four Seasons organization, Harvey helps to lead the youth of tomorrow through a local Boy Scout Troop, and seeks to promote fellow physician assistants on the national level as well. Working alongside Harvey for over a decade now, I have witnessed many

examples of empathy and a desire to serve others through his role as a leader. Recently, Harvey was asked to see a new patient at the hospital to help assist them with navigating their illness and discussing goals most important to the patient and family. Upon arrival into the room, the patient expressed joy and relief knowing that Harvey and the hospital Palliative Care Team would be there to assist them with the support they needed as they faced serious illness. Through advance care planning, symptom management, education, goal setting and simply being present, Harvey's commitment, motivation, and desire to give back to others resonates through his work. Great leaders do so much more than simply lead!

Our Care Continuum
allows us to
provide access
to the best
advancements in care
at the right place and
the right time.



The Care You Trust

Care Navigation
Home Care
Palliative Care
Hospice Care
Bereavement Support
Clinical Research

The Four Seasons Care Continuum



How are services paid for?

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