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Happy Fall & New Fiscal Year Friends!

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

As the leaves are turning and the temperature cooling, I am reminded of all the special memories that come about this time of year: apple picking, carving pumpkins, raking big piles of colorful leaves (and jumping in them, of course), baking pies, and sharing in special holiday meals.

Likewise, at Four Seasons, this time of year is treasured by us because it is the start of our new fiscal year and therefore a great time to reflect on the trusted care we have provided to over a thousand patients a day. Over the past 12 months we have served more patients per year than ever before in our history across all of our service lines.

We are blessed to serve you, our community, through care navigation, home care, palliative care, hospice care, clinical research and bereavement services for nearly 40 years. Did you know, we serve patients in 11 different counties? Additionally, patients are served by clinicians who live in their neighborhood so we are able to respond immediately when there is a need in our community.

Did you know, we have pinned a total of 378 Veterans through our We Honor Veteran's program? We also offer bereavement care to our patients and to the community in all of our service areas regardless if the person is connected to hospice care or not.

There are so many ways Four Seasons is giving back to our community by providing the most trusted care to those living with a serious illness and their families. We thank you for helping to make that possible through recommending, volunteering, donating, and more.

We wish you the best this Fall season, we hope you will go forth and make the most of each moment you have with family, friends and loved ones. Whether that be hiking through the beautiful fall mountains or baking family recipes, add life to your days by making memories with those who mean the most to you.



Ken Kaplan
Managing Partner
Kaplan CFO Solutions
Board Member

“
The compassion that is exhibited by our staff in a person's deepest time is most special. It is this core attribute that I consistently hear from patients and their family members and is the primary reason I am so proud to serve on this Board.
”



Dot Moyer
Retired Corporate Attorney
Board Member

“
It is a great blessing to me to be able to work with the incredible staff at Four Seasons. They inspire me with their tremendous dedication to providing the best possible care to our patients and families.
”



Bill McKibbin
President, Henderson Oil
Board Member

“
Four Seasons is an exemplary non-profit organization that is making a difference in the lives of our neighbors by offering unparalleled care to our community. I choose to serve on this Board to support this remarkable vision.
”



John Morris, MD,
FAAHPM
Four Seasons
Chief Medical Officer
Palliative Care

“
I am excited to participate in an innovative partnership between Four Seasons and BCBS of NC to provide extra support and benefits to the most vulnerable patients living in Western North Carolina. This benefit to BCBS patients allows them access Four Seasons high quality palliative care support with advanced symptom management expertise, guidance for complex decisions and psychosocial support to live the best quality of life while still undergoing aggressive treatments for their illness. I am proud to tell patients and families that this support is made available to BCBS patients as a benefit with no cost to the patient and no co-pay. It is a real privilege to see people thrive and get the support they need to live the best quality of life possible as they fight serious illness.
”

BCBS of North Carolina Announces Palliative Care Pilot Program

GOAL: To improve your overall physical and emotional health

Blue Cross and Blue Shield of NC is partnering with Four Seasons to support an innovative pilot project for the delivery of high quality palliative care services to patients. Four Seasons is 1 of 4 Palliative Programs across NC that has been selected to be part of a BlueCross BlueShield Pilot. Through this pilot Four Seasons will be providing care for patients through an expert palliative specialist team challenged to deliver services to the right patient in the right place at the right time.

Four Seasons includes physicians, advanced practice professionals, nurses, social workers and even chaplains to provide support and meet the needs of both the patient and the caregiver/family. The team will deliver community-based palliative care to patients who meet eligibility criteria that include a diagnosis of a serious illness or multiple chronic conditions:

- Cancer
- Advanced COPD
- Heart disease
- Neurological disorders
- Dementia
- Kidney disease
- Liver disease
- Recurring Pneumonia
- Other disease prognoses causing functional limitations

Living with a serious illness can be stressful. Let Four Seasons provide you an extra layer of support during your most difficult times. Your Four Seasons Team:

- Listens to what matters to you
- Coordinates with your existing doctor to create a customized plan of care
- Gives guidance and help with complex decisions
- Provides 24/7 (telephone and electronic) access to help to manage your symptoms and reduce stress
- Promotes consistent, individualized care
- Ensures that patient receives all treatments that are appropriate for their goals and values

The enrolled member in the Pilot will not be charged a co-pay or cost share for services provided by the expert palliative specialist team.

For more info please call (866) 466.9734 and ask for Missy Wermuth, BCBS Program Coordinator

Volunteer Spotlight

as shared by Jennifer Fox,
Volunteer Coordinator

Photo credit: Natasha Sebring

George Hasara and his wife, Heidi Hunter, have a tendency to do things together. And, whenever possible, their 15-pound Yorkshire Terrier, Max, is in the mix.



After selling their successful cafe in Franklin, North Carolina after 13 years of operation, the couple found a great deal of time freed up in their schedules. George was the first to become a hospice volunteer. "My mother had received hospice care years ago and I felt it was time to pass along some of the compassion that she received. Another factor that led me toward volunteering was the joy shown by the hospice volunteers who met on a regular basis, at our establishment. I guess I expected that they should be morose, but that was not the case. I found their laughing and grieving to be an intriguing combination."

Initially, Heidi didn't think that working with Hospice patients would be something she could do. "I encouraged George behind the scenes and watched the support group share their sorrows and triumphs with each other. But the idea of developing a relationship with someone who would soon die was frightening. I knew I wasn't that strong. Until I met one of George's patients. He had enough strength for both of us. He talked, I listened, and I learned that strength comes from the sharing, the tears and the laughter. Even at the end, he still had a desire to learn and share. Hospice is about so much more than dying."

The couple incorporates their joys with their visits to hospice patients, often times singing and playing the ukulele. "I believe a key to happiness is living a productive life," says Hasara. "The importance of volunteering in our society is unfortunately downplayed to a degree. Monetary compensation is wonderful, but it's not the only metric in measuring productivity. What's important is doing things of value."

Annual Appreciation Event

Highlights Impact of Local Volunteers

as shared by Kristina Israel, Volunteer & Wellness Coordinator

The Four Seasons Annual Volunteer Appreciation and Exemplar Awards event treated guests to a farm-to-table dinner with live music and gifts of local honey from The Bee Charmer in Asheville. Volunteers from across WNC joined staff and event sponsors in the Technology Center Conference Hall at Blue Ridge Community College for an evening of fun, remembrances and awards.

The program featured the presentation of the 2018 Four Seasons Volunteer Exemplar Awards, which honored ten of the agency's nearly 400 volunteers for their outstanding service and demonstration of core values. This year's award recipients are: Michelle Alderson (Franklin), Susan Aronowitz (Hendersonville), Lisa Besler (Fletcher), Sallee Coss (Franklin), Kathy Cotton (Highlands), Ellen Honea (Hendersonville), Hattie Livingston (Hendersonville), Joyce Miller (Murphy), Clayton Ramsey (Hendersonville), and Sara Stevens (Franklin).

The presenting sponsor for this year's event was the Park Ridge Health Foundation. In her words of appreciations to the volunteers, Sherri Holbert, Director of the Park Ridge Health Foundation, spoke of the commitment and value that volunteers bring to organizations across Western North Carolina. "Park Ridge Health is proud to be the presenting sponsor for the Four Seasons Volunteer Appreciation event. We understand that volunteering may not always be easy but when you give of your time and your resources, it can be such a positive impact on others." She continued, "Thank you for your acts of kindness that are worth more than the grandest intention. Park Ridge Health is honored to partner with you and we are grateful to each of you for caring for families in our communities who are going through a difficult time."

Additional event support was provided by a donation from Sierra Nevada Brewery in Mills River, and by an annual grant from the Dow Chemical Company, which has sponsored the Four Seasons Volunteer Appreciation Event for the past twenty-six years.

(L-R): Sara Stevens, Michelle Alderson, Sallee Coss, Ellen Honea, Clayton Ramsey, Lisa Besler and Hattie Livingston



Turning The Rhythm of Life Into The Rhythm of Song

as shared by Ashley Newbrough, MT-BC, Music Therapist

As a music therapist, I have been aware of the Heartbeat Recordings for several years. About a year ago, our music therapy team decided to introduce this powerful offering to patients and families being served by Four Seasons.

Heartbeat recordings are deeply personal and intimate, and are not a good fit for everyone. However, for many, these recordings are priceless. For example, we often encounter patients with recent terminal diagnoses. They and their families are grappling with how to make sense of life, what the future will look like, and how they will maintain an ongoing sense of connectedness when life here on earth ends. A heart beat recording can create a bridge for these families, from the painful here-and-now, to the rebuilding of life as they begin to navigate life after the loss. Sometimes we encounter families who have endured trauma. For these families, heartbeat recordings can become an anchor for healing. Sometimes we encounter patients whose parents will outlive them. In situations like these, heartbeat recordings can create a sacred connection that is impossible to put into words. Each recording and reason for recording is deeply personal and we are honored to be able to provide this care.

We started making heartbeat recordings this summer. There are many ways to go about recording patients' heartbeats, and we are still experimenting with different methods. We have received a great deal of help, support, and

enthusiasm from nurses as well as other members of our Four Seasons Team.

I encountered one such family at the Elizabeth House in July: a mother (our patient), and her three daughters. I had approached the family multiple times over the course of several days to assess their needs, and to offer music therapy to help address the patient's symptoms. Every time I approached, the family seemed reluctant or unsure about music therapy. But I knew that the family had experienced a lot of loss and might benefit from support. One of her nurses suggested I approach them to offer a heartbeat recording, and when I offered it to them, they were thrilled.

I got out my equipment and took a recording of the patient's heartbeat. As I spoke with the family, I learned more about the patient's life: She was college-educated at a time when most women did not seek or receive higher education. She played the piano in church and was deeply spiritual. She was a single mother of three girls in the 1960s, and worked full-time while caring for her girls. She was smart, strong, tough, and resilient. She never quit, never gave up, and always kept her head above water even when life was unbelievably hard. She had a spicy and spunky personality, and never let anyone take advantage of her. As I listened to her story, I said, "Gosh, her story makes me think of that old song, 'Pistol Packin' Mama.'" As the words came out of my mouth, the patient's youngest daughter's

In recent years, music therapists across the country have started recording patients' heartbeats, in order to allow bereaved individuals a tangible and enduring connection with their loved ones who have died. The heartbeat recording can be layered with music that was special to the patient, music the patient wrote, or a recording of the patient's own singing. This practice was started by Brian Schreck, MA, MT-BC, who currently serves as music therapist at the Norton Cancer Institute in Louisville, KY.

jaw dropped. She said, "God just dropped that from above and right into your mouth!" The patient only ever played hymns on the piano, except for one song, and only one song - "Pistol Packin' Mama"! From here, the visit turned into a full music therapy session, with sharing of songs, life review, tears, and music improvisation. The patient's daughters interacted with her life and her legacy in a way that they only could do through music. Ultimately, the patient's daughters chose two songs for her heartbeat recordings: her favorite hymn, "In the Garden," and of course, "Pistol Packin' Mama." I made the recordings, and the family was able to share them at the patient's memorial service.



Recording patients' heartbeats gives a new dimension to the care we provide at the Elizabeth House. Each person's heartbeat is unique, like a fingerprint. When folks can hear their loved ones' heartbeats, this kind of connection can provide an unbreakable thread between "here" and "there," between what was and what is, and hopefully, to a future that hurts a little less because it's anchored to a love that never ends.



Developing Coping Skills to Deal With Pain

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

Pain is often the most frequent and most distressing symptom experienced by cancer patients at end-of-life. It is important to have a multi-pronged approach to treating pain that includes medications, behavioral, and integrative therapies.

Traditionally the focus of pain management efforts has been using medications and coping techniques directed on the person with the cancer. However, caregivers of patients with advanced cancer often feel unprepared and overwhelmed in dealing with the patient's pain and other symptoms. This can put a significant strain on the caregiver's relationship with the patient and can led to caregiver exhaustion, anxiety, and depression. Studies of caregivers who witness their loved ones with cancer pain have demonstrated increased psychological distress and poorer health of the caregiver long after their loved ones' death.

Four Seasons' Research and Development Department has just completed a program called "Caregiver-guided pain management in palliative care" as part of a grant awarded to Duke University and the Palliative Care Research Cooperative Group (PCRC). The goal of this study was to develop more effective ways to help patients and caregivers cope with cancer pain by using a behavior training program to teach pain coping skills that included relaxation, imagery, and activity pacing. Basically, the caregivers were trained to help their loved ones manage their pain with a variety of techniques that have been shown to be effective in reducing cancer pain.

Having different coping mechanisms may prove very beneficial for both the patient and their caregiver. Often caregivers feel ill equipped to know how to help when someone is in pain. This study is looking at not only the benefits of these techniques but also how it affects the caregiver's well-being. Joint practice of pain coping skills may provide patients and caregivers with a sense of meaning and closeness and allows for them to work together to reduce the pain burden.



“
It is our hope
that the results
of this study
will determine
if a caregiver-guided
intervention, delivered
at end-of-life,
can improve
both patient and caregiver
pain and suffering
as well as
caregiver adjustment
in the months following
their loved ones' death.
”

~ Janet Bull, MD

Advancing the Care You Trust

Ashley Albers, DO
Medical Director & VP of Medical Services
Four Seasons



As Four Seasons continues to expand in providing our community with Trusted Care, we are grateful to likewise expand our commitment and competence by adding a key leader to our senior leadership team. Dr. Millicent Burke-Sinclair, Four Seasons CEO shares that Dr. Ashley Albers will continue to serve as our Hospice Medical Director, however; she will further this role as our Vice President of Medical Services. Her role will encompass medical leadership across all of Four Seasons services, in partnership with our Chief Medical Officer/Chief Innovation Officer, Dr. Janet Bull, as well as our clinical leaders.

Dr. Janet Bull states, "Dr. Albers has shown tremendous growth in her time at Four Seasons. She continues to expand her role which includes caring for patients and families, providing oversight to the staff physicians, providing leadership to the quality and compliance teams, and now serving as one of our senior leaders. Ashley is dedicated to the communities in Western North Carolina and is committed to providing the highest quality of care to those we serve.

“
I consider myself incredibly fortunate to work with a group of people
as talented and dedicated as the staff of Four Seasons. The passion
for the work we do and the compassion for those whom we serve is
evident every day. As we start our new fiscal year, I'm excited to work
with our staff to ensure that everyone in WNC who needs our care
receives it at the right time. My goal in this new role is to help improve
our care so that each patient has the best experience possible.
”

November is National Hospice & Palliative Care Month



National Partnership
for Hospice Innovation

November marks the month that we recognize the past, current and future work being done in the palliative and hospice care world. It is a time to draw attention and awareness to this very special and important type of care. Every day palliative and hospice care bring comfort, support, peace and dignity to so many. The dedication this

month brings provides an opportunity to share the kindness and compassion experienced daily with even more people and truly advocate for the quality care we all believe so much in.

This November Four Seasons is doing our part to help build awareness and let people know not only what palliative and hospice care do, but that it is available to almost anyone living with a serious illness.

Veterans Day 2018

as shared by
Michael Wermuth
Spiritual Care Clinical Specialist



As a Four Seasons Chaplain and also as a U.S. Navy Veteran, I consider it a great honor to be involved in the We Honor Veterans program. It is paramount that we as citizens of this great country pause and thank those who willingly placed their lives in harm's way in order to protect the freedoms we so enjoy. Every Veteran, regardless of their length of service deserves this acknowledgement. It is truly awe inspiring to attend Pinning Ceremonies where military men and women have the opportunity to share their stories. It is also a great privilege to partner with the Military Officer's Association of America who have taken the lead in paying tribute to those who served in uniform at home and abroad.



WE HONOR VETERANS

On Veterans Day take the time to say thank you and pay your respects to the Veterans in your community; their time and sacrifice is why we celebrate our freedom today.

Quilting a Legacy of Love

as shared by Marjorie Oetinger, Four Seasons Patient & Sylvia Reed, RN, Four Seasons Primary Nurse

When you enter the home of Marjie Oetinger, it is obvious that she is a true artist. Her home is decorated with beautiful handmade works of art. She has several different artistic gifts, but her quilts stand out and are obviously works of love. She has always been very creative and has shared her gifts with many people. She volunteered with Big Brothers and Big Sisters of Boston and worked as a mentor with high risk high school students through the Boys and Girls Club of SW Florida. She was the web creator for the Women's Coalition of St. Croix. She was a literacy volunteer and much more.

After moving to Hendersonville, NC she made numerous quilts for Project Linus, volunteered at the administration office at Four Seasons and created a child's dollhouse for the Elizabeth House recreation area. She continues her role part-time as co-leader of the Dana Elementary Wildcat 4-H club. She has participated as a sewing mentor in the 4-H youth sewing program. She says one of her proudest achievements is working with her 4-H club to open a Little Free Library at Dana Community Park.

After her doctor gave her a prognosis of living 3 months, she donated thousands of yards of fabric and supplies to 4-H, family, and friends. Surprisingly, she was able to stay active despite her illness. She recently began having more symptoms. She credits Elizabeth House and home care hospice for encouraging her to continue living optimistically, as tomorrow is ahead. Four Seasons has helped her with symptom management allowing her to remain undaunted by her health challenges.

Marjie is working on handmade quilts for the Elizabeth House. A legacy she hopes will keep on giving for years to come. What a beautiful, amazing gift to give to others. The work of her hands will be a legacy to her generous spirit and bring comfort to countless families in the future.

Marjie also has a wonderful sense of humor and her advice for others facing life limiting illness is "Don't limit yourself to the 4-roll pack of toilet paper – go for the 36 pack and plan on buying more!" Creating is Marjie's "happy" place. She offers her thanks to Four Seasons Hospice and the broad support of family and friends for encouraging many more sunny days in the future.



Gratitude

*"Gratitude turns what we have into enough, and more.
It turns denial into acceptance, chaos into order,
confusion into clarity... it makes sense of our past,
brings peace for today, and creates a vision for tomorrow."
~ Melody Beattie*

Loretta Shelton, Executive Director, Four Seasons Foundation

During this season of thanksgiving, I am grateful for the volunteers, donors and community partners whose generosity make end-of-life care possible.

It is a blessing to be in a community that cares for its most helpless members. The ages of our hospice patients range from a few days old to a century or more. One-third are veterans. Some have been sick for decades while others experience a sudden terminal condition that leaves them and their family little time to prepare. A few are homeless when they come to us. Because of you, care is available to all who need it.

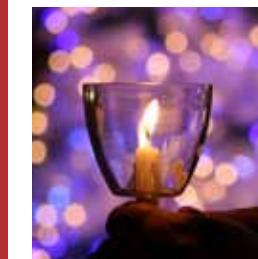
Your gift provides hospice, palliative care and bereavement support to patients and their families, as well as grief support and counseling to those whose loved one died outside our care. In addition to accidents and other unexpected deaths, we provide grief support to the growing

number of families impacted by the substance addiction epidemic.

Pain and suffering are part of the human condition; so too is the healing power of compassion, gratitude and generosity. I am moved to tears almost daily by letters from families expressing gratitude for the relief they experienced during heart-wrenching journeys. Because your support makes our trusted care possible, their gratitude belongs to you.

During this season of giving, please know how much your support is appreciated. Whether to the Elizabeth House renovation project or to the Angel Fund (\$1,050 provides a week of in-home hospice care,) your gift makes comfort, dignity, and peace possible.

Thank you so much. May your holiday season be blessed.



**28th Annual
Tree of Lights
Celebration**

Friday, December 7, 2018 @ 5:00pm
First Citizens Bank, Downtown Hendersonville

Please join us for hot apple cider, homemade cookies, live music and lots of opportunity for catching up with old friends and making new ones. During the memorial service visit the many lovely luminaries purchased in memory of loved ones who have died.

Sponsored by First Citizens Bank and Pardee Hospital.

Order Luminaries at www.TreeOfLights.com | (828) 513-2440

The Phone Call That Changed My Life



A typical day in my life looks like this: I wake up at 5:00 am, go for a run before getting back to the house to shower, eat breakfast, drink coffee and wake the kids up for school. I rush to get myself dressed and ready for work while making up two lunch boxes, braiding my daughter's hair and tying my son's shoes. As we rush out the door I run back in to grab soccer cleats and ballet slippers – I feel like we always forget something but if I remember before pulling out of the driveway, it's a win-win kind of morning. Pulling out of the neighborhood, we connect to Bluetooth and say "Call Grammie".

As my mother answers the phone the kids squeal out in the most high-pitched tone "HEY Gwammie" and giggle incessantly, once the kids quiet down I can hear that mother's voice is weak today, she seems tired and it's not even 8:00 am. I ask if she is doing okay and she says "Yes, just okay". She explains to me that she fell yesterday going out to get her mail but didn't want to bother me by calling.

My mom has early dementia and as she has aged her illness has left her weak, unsteady and confused at times. She walks with a cane, when she remembers to use it. As we talk I find out that she's badly bruised and her hip is also bothering her. I ask her to send me photos with the new phone I bought her this summer and when she does, I gasp.

Immediately the sense of regret and guilt flood my body. I live four states away – a plane ride or long drive at best. I cannot be at my mom's side the

way I wish I could and with my demanding work and family schedule it is even harder to be present virtually on a daily basis.

As I pull up to the school, I hang up with mom telling her I will call her back after dinner if not before. The kids get out of the car, we kiss and wave goodbye and the tears begin to fall down my face thinking back of the conversation I just had with my mom.

What can I do?

How can I be there to support her when she needs me?

She has no one left but me and I'm not even able to be there for her.

I am failing her. I am failing as a daughter.

I hate this. I need help. She needs support.

Who could I trust?

The day speeds by and as I stand in the kitchen cleaning up from dinner my husband and I are discussing mom's recent fall and the issues that have come up this year with her progressing dementia. After getting the kids to bed we sit down at the dining room table, laptop and iPad in hand, and begin searching for answers.

It didn't take long to find Four Seasons and their Care Navigation and Home Care services. I was overwhelmed, scared and anxious and thought there is no way someone will answer at 9:00 pm but as my life is so busy I wanted to go ahead and call to leave a voicemail for someone to call me back the next day. As I dialed the phone, it rang and rang again, then a soft voice answered, "Four Seasons, the Care You Trust, how can I help you?" and from that moment I felt the pressure, the weight, begin to rise off my shoulders. I explained my mom's situation and that I live several states away. I told the woman that mom forgets her doctor's appointments and when she goes, can't remember what the doctor or nurse told her to relay the information to me. Often times they will call me to bring me up to speed but that could be a week after her appointment which leaves me feeling stressed and anxious not knowing how my mother is truly doing during that time.

I told her about how mom got lost while driving to the grocery a couple months prior and a police officer pulled her over after sitting at a stop sign for over 5 minutes. He was able to have his partner follow him in the squad car and he offered to drive her home.

I went on to tell her about mom's fall and how I wasn't sure if she may have fractured her hip or not. I asked if I could email her the photos of the bruising she sent me and was relieved to hear the words "well, of course you can, we are here to help you. Take a deep breath, you and your mother are in good hands now".

The next morning, I received a call from a nurse Care Navigator and then an hour later the Director of Compassionate Home Care. They all had spoken that morning and agreed to create a care plan for our family.

Over the following few weeks, mother began Care Navigation, where I was receiving calls an hour after each doctor's appointment with an update and mother was getting help not only setting appointments but reminding her of those appointments and traveling to and from. Our family was getting help with understanding what was coming next and how we needed to alter our lives to best support her now and into the future. The best part about it was the seamless transition with all of Four Seasons' care lines.

The caregivers at Compassionate Home Care made us all feel at ease, they were kind, funny and really knew what they were doing. We decided it would be good to have someone come once a day to help with laundry, meal prep and running errands and at least twice a week the caregiver came back at dinner time and helped mom Facetime with her two grandkids. I cannot tell you the light I saw in her eyes that had been dim for so long when she was able to see the kids on the iPad.

Care Navigation with Four Seasons and Compassionate Home Care saved our lives and made my mom's. I am forever grateful and do not think I'll ever be able to thank them for knowing what we needed before I even had the courage or knowledge to ask. If I were to describe the service our family received I would use the following words: Compassionate, Caring, Kind, Trustworthy, Life Changing, Supportive, Professionals. Their teams live a life of service and were there for me and my family when we needed it the most.

Whatever the future may bring for my mom, I am confident in the care that Four Seasons will be able to provide to her and the support they will give my family throughout this journey.

What Can Four Seasons' Care Navigation Team Do For You?

- Provide peace of mind to know your needs will be met in a respectful manner to allow you to maintain your independence
- Be a good listener and be vested in your best interest
- Help you live "what's most important to you"
- Communicate information to your Loved Ones,

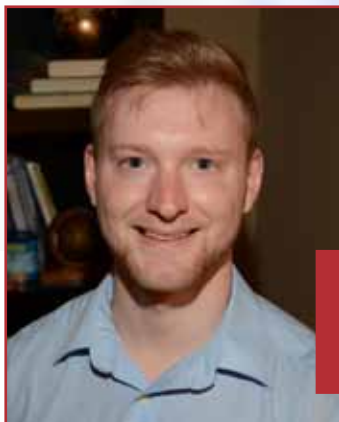
Family, and/or Health Care Agent

- Provide reminders of your physician appointments
- Accompany you to physician(s) appointments
- Gather information from physician(s)
- Ensure all information from all physicians is maintained for easy access
- Guide you through your Advance Care Planning

Call Maureen at (828) 692-6178

- Make scheduled phone calls and visits to check on you
- Provide extra layer of support to connect you with resources that are available
- Educate about medications, why they're used, and the possible side effects
- And more!





Staff Spotlight

Tyler Bice
R&D Data Coordinator
Four Seasons

One of the things I like to say about my work in clinical research is that I wear many different hats. Throughout my two years at Four Seasons, I have at various times taken on the role of data specialist, IT coordinator, project manager, study assistant, and more. I've been able to contribute to a variety of projects and have collaborated with clinicians, administrative staff, and

leaders alike to implement new modes and models of care, as well as to improve processes already in place. Most recently, it has been my privilege to visit patients and caregivers for several of our clinical trials that study innovative approaches to alleviate pain and provide support. I believe that directly interacting with those for whom my work is ultimately intended has enabled me to grow in both compassion and confidence.

Of course, such a collection of metaphorical headwear does not appear overnight; it must be cultivated over time. Indeed, when I started at Four Seasons fresh out of college, I didn't know how to do much besides a bit of data manipulation. However, my team has given me the opportunity to develop, to learn new skills, to try new things, and to contribute novel ideas and approaches to the ever-growing body of knowledge and practice that is Serious-Illness Care. To me, this growth is the heart of what it means to be a researcher. In the same way that I've been able to grow, my aim is that through my contributions, innovation in care can continue to move forward, and the residents of our mountain community and beyond can themselves flourish and grow.

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?

<ul style="list-style-type: none"> • Private Pay 	<ul style="list-style-type: none"> • Long Term Care Insurance • Private Pay • VA 	<ul style="list-style-type: none"> • Commercial Insurance • Medicare • Medicaid • Private Pay • Four Seasons Foundation 	<ul style="list-style-type: none"> • Commercial Insurance • Medicare • Medicaid • Private Pay • VA • Four Seasons Foundation 	<ul style="list-style-type: none"> • Complimentary 	<ul style="list-style-type: none"> • Four Seasons Research & Development
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