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We are incredibly grateful to our communities for your support, giving, and trust. Thank you for enabling us to provide trusted care to all in need. Because of you, we have been able to remain a truly community-based, service-focused, independent, not-for-profit organization, where the focus has been and will remain: patients and families.

Happy New Year!

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

We are very excited to welcome in 2019. The new year brings a beautiful opportunity for new beginnings, fresh perspective, and an open book with 365 blank pages for us to partner with others in writing a timeless story. We are honored to think of what this means for the many patients and families we will have the privilege of serving this year.

The past year was full of exciting challenges, growth, and service for Four Seasons. We are humbled and honored to have served a record number of patients and families – over 3,000 across all of our service lines. This was made possible through the efforts of our wonderful staff, volunteers, donors, and, of course, through you – the families and patients who are willing to trust us with your care.

Our 40th year of serving patients in western North Carolina is this year, 2019. In 1979, a small group of volunteers in Henderson County, led by hospice pioneer Jean Moulthrop Hoogstra, banded together to begin a movement that would ensure individuals would have access to the highest quality of care when they need it most. Now, 40 years later, we are proud to carry on the same heart and dream of those volunteers, providing expert, quality care to patients and families throughout all of western North Carolina. Words fail to express the immense gratitude we have to our communities for your support, giving, and trust. Because of you, we have been able to remain a truly community-based, service-focused, independent, not-for-profit organization, where the focus has been and will remain: patients and families.

Providing care for 40 years has brought many opportunities to expand our services and to work to ensure that our care remained patient-centered

through a changing healthcare paradigm. We have been diligent in ensuring that the types of service we provide are directly beneficial and accessible to patients and families, and now provide not only hospice care, but also palliative care, home care, bereavement support, clinical research trials, and care navigation as a testament to this commitment to innovate healthcare, influence humanity, and impact life.

As part of our commitment to our communities, Four Seasons does not just provide these types of care, but also provides them quickly – immediately upon referral or request for care. We work diligently to ensure that access to care is not a barrier, but rather a smooth and simple process. We've also remained committed to providing services that may be challenging to find otherwise – including services like music therapy and community bereavement services as well as telehealth options and clinical trials.

In 2019, we look forward to continued growth, allowing us to serve more patients and families than ever before with quality care.

As you and your family reflect on this past year and look forward to the year ahead, we encourage you to consider how Four Seasons can be a part of your journey and help you have the best year possible. If you're being served or have been served by Four Seasons, we want to thank you for allowing us into your life and for trusting us with your care. Now, at 40 years of co-creating the care experience, we remain committed to you, and wish you a truly Happy New Year.

With love,

The Duke Endowment Invests in Non-Profit Advanced Illness Care Model

The Teleios Collaborative Network, through its member organization Four Seasons, has received a \$900,000 grant from The Duke Endowment to fund its mission to preserve, strengthen, and support not-for-profit community hospice and palliative care organizations in the Carolinas.

"Not-for-profit hospices have maintained a singular focus in an ever-changing health care climate: the patient. They have done that by not just giving lip service to serving all of a community, they have actually walked that walk," said Chris Comeaux, President and CEO for TCN. "The receipt of this grant is indicative of the significant and ongoing need for advanced and serious illness care and is an exciting advancement for our mission and dedication to ensuring that it does. We are grateful to The Duke Endowment for investing in our cause which will ultimately impact the lives of hundreds of thousands of patients and their families. At the same time, it will strengthen programs that make up the fabric of communities, both urban and rural."

Patient-focused care presents unique challenges today, when reimbursement in rural areas has decreased and regulatory requirements have increased. To enable non-profit hospice and palliative care programs to continue to concentrate their resources on care rather than overhead costs, TCN provides these overhead resources and industry leadership at a lesser cost by uniting agencies, sharing, and increasing collaboration, thereby decreasing the burdens on individual agencies as they work to continue alternative therapies and the advancement of care.

"TCN has become a part of our Four Seasons family and we can't imagine our family without them," said Millicent Burke-Sinclair, CEO for Four Seasons. "They join with our care team as experts in post-acute care, strategic partners and collaborators in advancing clinical practice, and innovators in furthering access to quality care."

Four Seasons received the grant due to its strategic position to build and facilitate the infrastructure for TCN, based on its extensive relationships with hospice and palliative care organizations across the nation.

Based in Charlotte and established in 1924 by industrialist and philanthropist James B. Duke, The Duke Endowment is a private foundation that strengthens communities in North and South Carolina by nurturing children, promoting health, educating minds and enriching spirits. Since its founding, it has distributed more than \$3.6 billion in grants. The Endowment shares a name with Duke University and Duke Energy, but all are separate organizations.

"This project is designed to increase the efficiency and effectiveness of not-for-profit, community-based palliative care organizations, especially in under-resourced markets where there is a significant shortage of providers," says Lin Hollowell, the Endowment's Health Care director. "The Endowment is pleased to support the development of this new resource which will improve access to quality care throughout the Carolinas."

The Duke Endowment funds awarded to Four Seasons and TCN will be utilized for specific and measurable outcomes and the distribution and utilization of funds will be overseen by leaders from TCN, Four Seasons, and Duke University. These outcomes include advancements like increasing access to end-of-life care in the Carolinas through both palliative care and hospice, enhancing the quality of hospice care and family satisfaction, and the strengthening of the not-for-profit hospice and palliative care model through the utilization of technology accelerators.

To advance quality of care in an increasingly changing health care environment, TCN has comprised a network of leaders and best practices that ensures provider organizations can continue to thrive and can employ meaningful and essential practices like research, palliative care, and music therapy, while improving access to care in rural settings and for uninsured patients.





The Care You Trust

40 Years
Trusted Care Since 1979

Over 3,000 patients served
across 11 Counties in
Western North Carolina.

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Care Navigation | Home Care | Palliative Care | Hospice Care | Bereavement Support | Elizabeth House | Clinical Research Trials



Care Navigation:

Service introduced to fill the gap when and where patients and families need the most support.



Compassionate Home Care:

Served 272 clients. 9 transitioned to Palliative Care. 13 to Hospice Care and 2 to Care Navigation.



Proud to be a partner with:



National Partnership for Hospice Innovation



Palliative Care:

2,774 Palliative Care patients served
807 Transitions from Palliative Care to Hospice Care
19,000 Palliative Care visits made to patients this year

Hospice Care:

1,664 patients served

Four Seasons is a Joint Commission Accredited Organization



Top Terminal Conditions:

Cancer, Dementia, Heart Disease, Sepsis & COPD

Serving: Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Polk, Swain & Transylvania Counties in western North Carolina.

Average Length of Stay: 52 days



15 music therapists, bereavement counselors and chaplains provide care for our patients and families for 13 months post the loss of a loved one; that's > 1,800 hours of care to date this year. In addition we've served approximately 400 Community Bereavement clients.

Heart Songs

Provided grief support to children & teens through 950 individual sessions. 155 children, teens and families were served through group sessions (LIFT, quarterly camps and school grief groups). We saw a record high 64 children and teens at Camp Heart Songs this year.

Elizabeth House, Four Seasons 12-bed Inpatient Facility,

served 600 patients and families with - GIP Level of Care or - Respite in a home-like setting.



We are 1 of less than 5 non-profit providers, participating in clinical research trials. Current trials include research on Pain, COPD & Constipation.

Four Seasons introduced Tap Cloud, a TeleHealth/TeleHospice resource for rural patients living in WNC.

\$3 Million in community support received by Four Seasons Foundation.



26,939 Hospice Home Store customers helped provide support to patients who do not have the ability to pay for their care. The Home Store is managed by 5 staff members and over 60 volunteers.

The numbers reported here reflect our 2018 Fiscal Year: October 2017 – October 2018

13 Pet Therapy Volunteers have provided care to more than 177 patients this year.

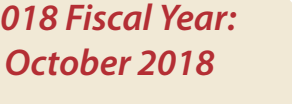
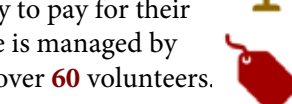


Another record-breaker: 318 volunteers provided > 30,764 hours contributing to a cost savings to Four Seasons of over \$751,515



We Honor Veterans:

This year we have been honored to recognize with a pinning ceremony more than 107 Veterans & over 400 since beginning the program just a few short years ago.



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Care Navigation helps you and your loved ones navigate care options and choices.



Last summer, Mom was diagnosed with the early stages of dementia. This week I took her to see her doctor, who was recommended by the Four Seasons Care Navigator several months ago. I could see Mom starting to feel anxious knowing she would be taking a memory test the day of the visit because her short-term recall seems to be worsening. Since we've started Care Navigation with Four Seasons, I feel that our family, including my mother, has more support and assistance with understanding her diagnosis and how to best be there for her. The doctor the Care Navigator recommended is so kind and caring in speaking and discussing treatment with my mother. When we got in to see the doctor, she told Mom that she was in better shape than she had ever seen her before in terms of her physical appearance and vital signs. She could tell that she was taking better care of herself and taking her medications on schedule. The doctor went on to say that no longer did Mom show up to appointments disheveled or late, but looking well put-together and on time! These simple comments made my mom and I both feel comforted, knowing the doctor has seen improvement and credits it to the support and routine care she receives from Care Navigation at Four Seasons.



Four Seasons' Snow Angels

During the big snowstorm of December 2018 our clinical teams truly shined, exhibiting values of resilience, teamwork and dedication. One caregiver on the way to visiting her homebound client was challenged when the road she was traveling on became impassable. She decided to get out of her car in the snow and ice and continue to her client's home on foot. Our teams showed during this time that no matter the amount of snow, and in this case almost two feet, the importance of ensuring those we care for had power, and were safe and warm. Upon arriving at the home, the caregiver found the power was indeed out and after assessing the safety and well-being of the client and spouse she immediately began calling the utility companies letting them know it was critical to restore power to this home as soon as possible.

Only expecting to spend an hour with that client that day, she dedicated several hours to ensure the safety and comfort of the client and family.

Assistance With: Laundry, Eating, Meal Prep, Bathing, Grocery Shopping, Medication Reminders, Dressing, Mobility, Errands, Light Housework, Socialization

Go from snow shoveling to snow angels.

Let Compassionate Home Care get you back to doing what matters most.



Call today.
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COMPASSIONATE HOME CARE



Long recognized in many health care settings for its ability to help people work through difficult emotions, decrease anxiety, process grief, support trauma, regulate breathing, and even reduce pain, music therapy has become a vital piece of the interdisciplinary approach to hospice care.

If you'd like to support music therapy licensure in NC, please contact your local senator to voice your support of HB 192. For more information, comments, or questions, please contact our task force via email: ncmusictherapytaskforce@gmail.com

Music Therapy

Medicine for the Soul

North Carolina state Senator Chuck Edwards recently visited Four Seasons' Elizabeth House to learn about and observe music therapy services. During the visit, Sen. Edwards attended a music therapy session with hospice patient Deborah Jenkins and her family.

Four Seasons' bereavement team leader Lara McKinnis, music therapist Ashley Newbrough and CEO Millicent Burke-Sinclair sat down with Sen. Edwards to discuss the role music therapy plays in hospice and other health care settings, and the importance of a bill entitled HB 192 which is currently awaiting a vote in the state Senate.

HB 192, or the Recreational Therapy and Music Therapy Licensure Act, would legally strengthen the existing requirements for music therapists to practice in the state of North Carolina, allowing for more stringent standards that would ensure the safety and integrity of the profession.

Nearly 8,000 music therapists currently practice in the United States, with approximately 180 practicing in North Carolina. Four Seasons employs seven music therapists who work with hospice patients and bereavement clients in various settings, providing support and guiding patients through a process that addresses the needs of the entire person, including physical, emotional, spiritual, social, cognitive, and sensory elements.

By national standards, music therapists must earn at least a bachelor's degree through a university program accredited by the American Music Therapy Association (AMTA) and obtain board certification through the Certification Board for Music Therapists (CMBT). Many states also require state licensure, but North Carolina is currently an exception. While the current required national certification is highly regarded in terms of monitoring and promoting high levels of clinical standards, scope of practice, and

continuing education, state licensure is needed to ensure the benefits of public safety that licensure provides.

For Deborah Jenkins, who passed away at home with hospice care earlier this month, music therapy allowed her to go to "another world" where she experienced a transcendent connection with God. The music also gave her family reason to pause and become more grounded, which in turn lessened her anxiety. For Deborah's husband Kurt, music therapy continues to provide, a space to recall special memories and his love for Deborah.

"Music therapy has a way of reaching in and grasping emotions that are waiting on the inside of each of us," said Millicent. "As an organization, we are honored to provide music therapy with highly trained therapists who are experts at creating and fostering these moments for patients and families who are living some of the most important moments of their lives."

Music therapist Ashley Newbrough works directly with patients and their families at the Elizabeth House on a daily basis during some of the most difficult times. Ashley was deeply grateful for the impact a visit like Sen. Edwards' visit has on her role: "I truly appreciated his willingness to hear from our team about the role of music therapy in our care, and the importance of the bill in supporting individuals across our state."

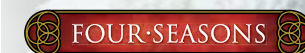
"Moments like Sen. Edwards' visit are influential and powerful," Lara said. "We as a community have the power to elevate the standards of mental health for our friends, neighbors and family members."

Hospice Care:

Every Moment Matters.

Hospice helps you make the most of your moments and feel better doing it.

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"I was not ready to accept the fact that hospice was being called for my grandmother. As an adult, I've never felt more like a child than in that moment, realizing we were going to lose her. But in the months that followed, I was surprised to learn that we had more time with her than expected."

Adding Life to Days

Grief is a funny thing – it creeps up on you when you are least expecting it. Through my grieving process after losing my grandmother last summer, I can honestly say it would have been totally different and drastically harder without the involvement of Four Seasons hospice care.

When people think of losing a grandmother, many don't consider it to be a significantly hard loss because the relationship is not always close. I, however, was closer to my grandmother than most other members of my family. She was like another parent to me, and I have more memories than I can count of special moments with her when I was growing up.

My fondest memory of her was when I was a child, and she would climb into my closet with me to sit on the floor and sing songs for hours. I loved those moments with just she and I, away from the rest of the world singing at the top of our lungs.

The doctor had made the hospice referral early in order to give my family support we needed. Once Four Seasons arrived, I could feel my family relax. The tensions we'd all felt began to ease as the staff encouraged us to enjoy time with her and took action to make it possible for us to do so.

After she passed away, the hospice social worker pulled me aside. She told me she could feel how much I loved my grandmother, and that she wanted me to know Four Seasons was there for me, and I could meet with them anytime. It's hard to explain, but I felt a deep sense of relief knowing I wasn't alone, and that someone honored the grief I was feeling. I've been meeting with the bereavement counselor monthly since my grandmother's passing. Though the grief has still been very real, I feel that I've been given tools to deal with it that I wouldn't have had otherwise.

I'm so grateful for the support we had from Four Seasons throughout my grandmother's last months, and since her passing. I can honestly say I do not feel our time with her would have been nearly as special if were not for them.

Volunteers Who Provide a Healing Touch



Special Services offered by Volunteers:

- Massage
- Pet Therapy
- Reiki
- Healing Touch
- Hair Styling
- And More!

To find out more about
Volunteer Services,
or to become a
Four Seasons Volunteer,
visit our website:

www.fourseasonscfl.org/volunteer

The trusted clinical staff at Four Seasons are experts on pain and symptom management for our patients. Yet not all pain is physical – sometimes we suffer emotional or spiritual pain. There's also the psychosocial pain that we might experience while a loved one is dying and long (some would say, forever) after.

For patients and families whose pain is less responsive to medical interventions, there are numerous therapies that can help. Two such methods are Reiki and Healing Touch (the two names are often used interchangeably, but they are two distinct modalities). Both therapies work with the "energetic body" of a person to help calm stress and anxiety. They are also effective at reducing pain.

There are a number of volunteers at Four Seasons who are certified in Reiki and Healing Touch. One of them, Lisa Besler, describes the work she does with our patients in nursing homes: "Over the past 15 years, I've studied and learned as much as I could about energy and the energy centers within our body. This has been essential to my practice along with the Reiki Master certification. I've been practicing as a Reiki Master for 3 years.

"Reiki works with the energy body of the client and is a gentle modality for releasing or accessing blocked energy that maybe causing the patient pain or discomfort. It is wonderful for stress and anxiety. It is very relaxing and beneficial to anyone willing to receive it.

"Healing touch, in my opinion, is much like Reiki. I use my intention of love and focus on sending pure, loving energy to my patients through my hands. It doesn't matter where you choose to send the energy... through my experience, the healing energy knows where to go."

Lisa's fellow volunteer, Carmela Caruso, is also a certified Reiki Master. Carmela shares with us what goes into

that certification process: "Currently, Reiki is a one-time certification and does not require further study or a renewal process. One can receive certification in Reiki Level I, Reiki Level II, and Reiki Master. I studied, apprenticed, and volunteered for two years before receiving the title of Reiki Master. I feel very grateful to have had a teacher who took the work seriously-- both level I and level II were six-month trainings and the master level apprenticeship lasted a year. By the end of the training, I felt grounded in the work and thoroughly ready to bring the practice to others."

If the idea of becoming trained to use Reiki or Healing Touch to help others is appealing to you, Carmela offers these words of encouragement: "Go for it! Reiki has changed my life. It has been a daily practice for me from the time of my first attunement (the process one goes through to be able to perform Reiki) and it has changed my life for the better. The best thing about offering Reiki to others is that you feel the benefits yourself as the energy moves through you."

Lisa offers her advice for seeking out a training program: "There are many ways to become certified in Reiki. I would advise anyone interested in Reiki training to research different programs and see which one they feel would be the best fit for them. I believe finding the right program and the right teacher is the most important. Don't focus on getting the shortest program, but the program that is the best fit for you."

Through their service as Four Seasons volunteers, both Lisa and Carmela have been touched by the experiences they've had with patients who are transitioning from this life. "As a volunteer, I believe I can offer support by being a source of love and hope, by showing I care and allowing each patient to 'just be,' says Lisa. "If I can help be a source of comfort to anyone during their experience, I feel honored. I am so happy to be a part of this organization."

The Gift That Keeps on Giving

Palliative Care Patient Extends Care and Compassion to Others

For palliative care patient Kathy Wilson, it's simply not enough to be a recipient of excellent care. Kathy, a resident of Sylva, NC, spends her time giving back to her husband, family, and community by utilizing, in her words, the "training and counseling" she has been given through Four Seasons' palliative care.

Palliative care is a type of care that provides an extra layer of support for those dealing with a chronic or life-limiting illness. While hospice provides care and support during the last six months to year of life, palliative care can be provided much earlier, at the onset of serious illness, and can be provided alongside curative treatment such as chemotherapy. Anyone dealing with a serious illness can benefit from the support, guidance, symptom management, and focus on quality of life that palliative care brings. Four Seasons' palliative care team includes a nurse practitioner, nurse, and licensed clinical social worker who work directly with patients and families to help them navigate their healthcare journey.

For Kathy, that journey has included continuing to care for others to the best of her ability, and she believes her experience with Four Seasons has helped her do so.

Kathy recently visited a friend in a local nursing home to bring her joy through music, prayer, and



An extra layer is
always helpful.

Palliative Care
provides an
extra layer
of support
to treat the
symptoms and stress
of serious illness.

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friendship. When her friend's roommate became upset because of Kathy's presence and the two singing together, Kathy remained incredibly calm, and was able to comfort her friend while staff calmed the other resident. Kathy's experience with caregivers and expert clinicians kicked in and she cared for her friend during a stressful time.

"I stayed because I loved her. I stayed because she needed my support. She needed to feel cared for. She needed to feel God's love in my hands," said Kathy.

Four Seasons often highlights our organizational values in staff members, which are Compassion, Balance, Respect, Integrity, Teamwork, Excellence, and Resilience, however, in this case, a patient has embodied each of those values, extending the reach of love, care, and compassion well beyond the reach of our care team. Because of individuals like Kathy, we are inspired to continue our mission.

"My life is better because of Four Seasons and the love of God I see in you all," Kathy said.



A Spirit of Sacred Remembrance

Loretta Shelton, Executive Director, Four Seasons Foundation

"The world is so empty if one thinks only of mountains, rivers and cities; but to know someone who thinks and feels with us, and who, though distant, is close to us in spirit, this makes the earth for us an inhabited garden." ~ Goethe

A spirit of sacred remembrance filled the air at the December Tree of Lights memorial ceremony as speaker Kim Stowe shared with the audience how her mother, father, grandmother, and grandfather had died within a twelve-month period. Kim, RN and Four Seasons nurse, assured listeners that even trained healthcare professionals find comfort in hospice support when losing someone they love.

Many of the 200+ listeners gathered in the candlelight nodded in understanding as Kim shared her personal story, "We know this is hard and we are here for you."

As 2019 begins, the importance of Kim's message of community, like Goethe's, could not be more significant. Last year alone, community donations to the Angel Fund helped provide hospice care to over 60 people who were uninsured or under-insured.

In addition to those served through hospice and palliative care, a record number of community members turned to Four Seasons for grief support during 2018. The tragedies experienced by our friends and neighbors, as well as within our own organization, have touched our hearts. As a community-based nonprofit, our message to the community is the same as Kim's, "We know this is hard and we are here for you."

While it's important to take a moment to reflect on last year, we want our volunteers and donors to know that we could not do this important work without you. The time, talent, and treasure that you give so generously makes it possible and we begin 2019 with grateful hearts for your partnership and support.

May you be blessed with abundance of peace and love in 2019,
Loretta



Trena was a lifelong learner. She first began her health care career while at West Henderson High School, obtaining her certification as a nursing assistant. She then went on to obtain her LPN, RN, BSN, Certification in Hospice & Palliative Nursing, and finally her Master's in Nutrition. She had a smile that would light up a room. She had a taste for fine chocolate. She was a woman of amazing faith. She was a friend, teacher, and mentor. She was a daughter, sister, wife, and aunt – she loved her family beyond measure.



Trena Anderson Barishnikov was a unique and beautiful soul. She joined Four Seasons as a Case Manager in 2003, bringing her love of long-term care and finding her place serving those in need of hospice who live in area facilities. In December 2010, one week after her forty-third birthday, Trena lost her own battle with a terminal illness. It was as we mourned her loss and struggled to find a way to honor and remember her that this scholarship came to be.

The scholarship selection committee is made up of staff that served alongside of Trena, a member of the Four Seasons Board, and members of Trena's family – her mom Peggy, her sister Tonya and nephew Andrew. The creation of the scholarship was our way of keeping her memory alive and fostering her love of learning in others. Externally we have awarded a minimum of three \$500.00 scholarships to graduating seniors of Henderson County. Over the years, additional funds have been donated by Board Members and

by Trena's family, so that more students could be honored and supported.

Additionally, one Four Seasons staff member is awarded a one-time scholarship of \$1500.00. These funds will help them achieve the next level in their own personal journeys, such as a CNA becoming a nurse, a social worker achieving special certification as an end-of-life doula, or nurses obtaining advanced degrees - BSN, MSN and Nurse Practitioner.

One high school recipient shared the following, "Nursing is such an amazing career and I am so thankful for the scholarships that have been provided to help me pursue this career! I could not do it without wonderful families and organizations who take the time to invest in nursing students lives! The Trena Barishnikov Scholarship paid for my summer semester! I really appreciate all the family has done and hope to be half the nurse that I have heard Ms. Trena

Barishnikov was! I appreciate and admire the legacy she left and the impact she is still making today through so many people!"

We also have heard from a recent Four Seasons recipient, "I was so incredibly honored to be awarded with the Trena Anderson Barishnikov Scholarship to complete end-of-life doula certificate training. The Death Doula movement is enriching the end-of-life experiences of those we serve in profound ways. This training was essential in assisting me as a hospice social worker in providing me with ways and reminding me of ways in which to enhance the spiritual, emotional, mental, and pragmatic holistic support provided to our patients and families. I never met Trena, as she passed away the year I started volunteering for Four Seasons, but as an employee of Four Seasons who started in 2015, I feel as though I carry her baton, and that she lives on through the work that we all do, and the passion with which we do it."

Provider Spotlight

Rikki Hooper, MBA, MSN, FNP, ACHPN



We are proud to announce that Rikki Hooper, MBA, MSN, FNP, ACHPN, was recently appointed to a new role as Senior Director of Palliative Care. Rikki joined Four Seasons in 2004 as a Palliative Care Nurse Practitioner. She has served in various leadership roles including Director of Palliative Care, and Regional Director of Palliative Care for Buncombe and Haywood counties.

As a strong believer in quality care at end of life, Rikki consistently advocates for her patients and families to achieve their goals. In her new role she will lead a team of 15 providers, plus nurses, social workers, and administrative support personnel to provide care to over 1,200 patients who have advanced and serious illness throughout western North Carolina.

"Rikki has been an asset to Four Seasons throughout her tenure with us," said Four Seasons' CEO Millicent

Burke-Sinclair, Ed.D, MBA. "As we continue to advance palliative medicine as a specialty and expand the number of people who can receive this important service, we are confident that Rikki's leadership and the entire Palliative Care team will ensure more patients have access to services and maintain excellent quality of care."

Rikki is certified in Advanced Hospice and Palliative Nursing and provides care for patients in all settings, both pediatric and adult.

"I have been privileged to work closely with Rikki and understand the incredible value her knowledge and experience bring to patients and families at a difficult time in their lives," said Christopher Morrisette, MBA, who serves as Chief Operating Officer for Palliative Care for Four Seasons and TCN. "I believe that the patients and families we serve will feel the impact of Rikki's leadership on many levels, and for years to come."

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



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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"> • Four Seasons Foundation 	<ul style="list-style-type: none"> • Four Seasons Research & Development
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40 Years
Trusted Care Since 1979