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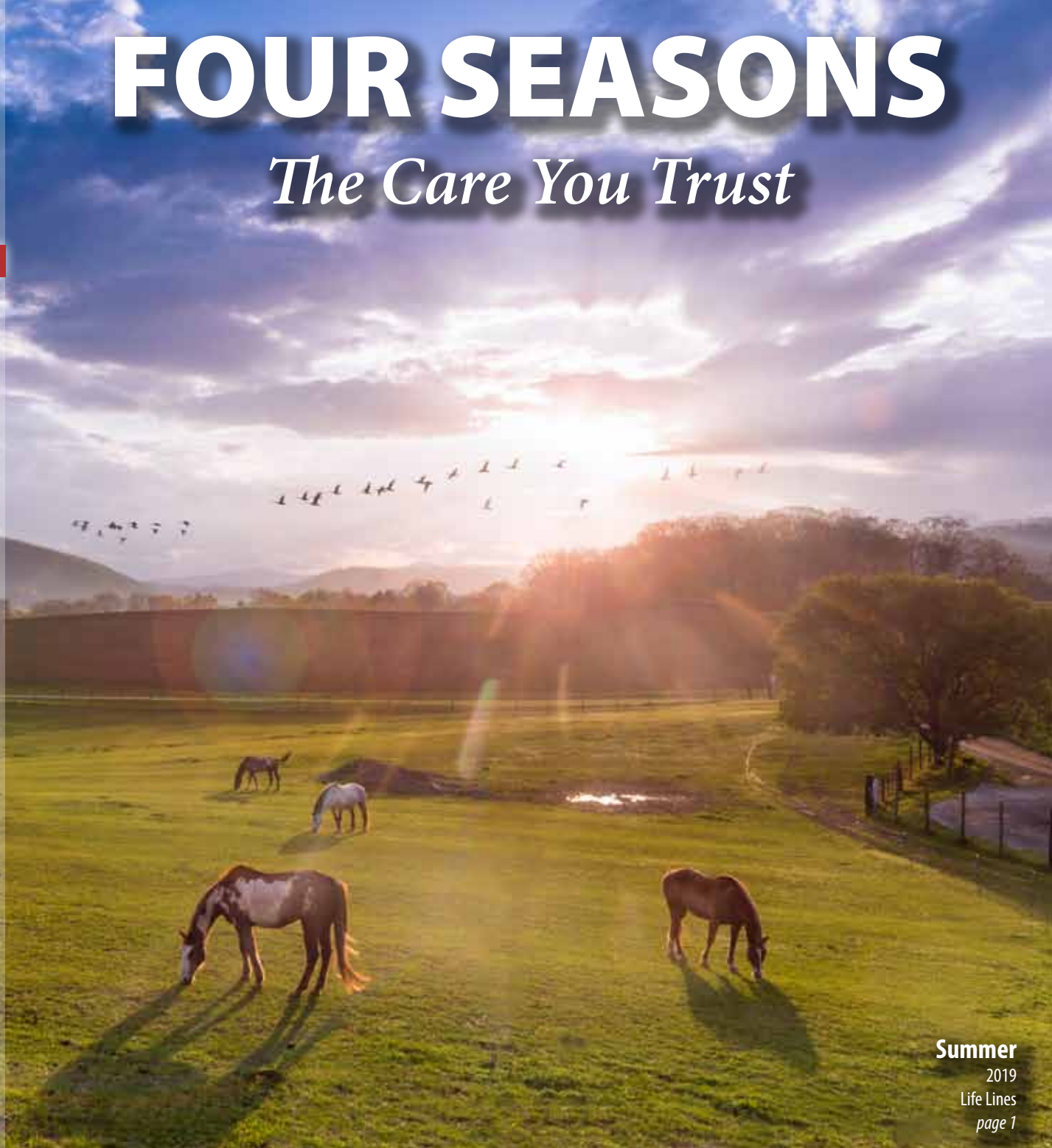
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As we look toward our 40th Anniversary celebration this fall, I am honored when considering the great impact we've had throughout the last 40 years thanks to you all – our valued community members who trust us, work with us, volunteer with us, support us, and believe in our mission and values.



Summer Greetings!

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

As we're well into warm weather, summer activities, and the lush mountain greenery surrounding us, I'm grateful to share with you all what the summer brings for Four Seasons, our wonderful staff, and the patients and families we are blessed to serve daily. With summer comes an opportunity to reflect on life, an opportunity to experience the warm sun on our face, and to remember where the winter has brought us. I invite you to read about several of the exciting milestones Four Seasons has recently experienced as we welcome in the season.

Our Strategic Focus

Fiscal and calendar year 2019 have provided us with meaningful opportunities to grow organizationally and therefore positively impact more patients and families in need of the important and unique services we offer. Strategically, we are focusing on four objectives that guide us not only this year but in years to come:

1. Be the employer of choice
2. Be the recommended provider in each community we serve through our seamless care continuum
3. Be recognized nationally for provision of high-quality care
4. Maintain a consistent presence as a national leader in advanced illness care

I am proud to say we are progressing very strongly on these objectives together, and the more specific 2019 goals set forth within them, with outstanding metrics. Thus far in fiscal year 2019, we have:

- Hired 56 new employees across all regions
- Onboarded 53 new volunteers across all regions

- Met or exceeded standards set forth in our family satisfaction metrics
- Achieved an organizational record by reaching a census of 397 patients

40th Anniversary Celebration

We hope you will take time to join us on Saturday, October 12th from 12pm – 2pm at the Historic Courthouse in downtown Hendersonville for a special 40th Anniversary Celebration!

In addition to a hearty lunch there will be a photo timeline, short presentation, and raffle. We hope to see you there!

Innovation and Vision

As our organization continues to grow, we consistently maintain our roots in vision, innovation, and commitment to our standard of compassionate and quality care. This commitment ensures that each patient and family we serve receives not only high-quality care, but also innovative care from team members who are being trained in the latest developments in our field. Four Seasons is also proud to continue to spearhead many efforts to advance the types of care provided for serious illness and the way those types of care are provided.

- Four Seasons is honored to be one of three distinguished providers of serious illness care across the United States to partner with NCQA in the second phase of the project, chosen from among 11 organizations who collaborated in the previous phase. As part of the project, Four Seasons will participate in a learning collaborative with NCQA and four other organizations to help

develop person-driven measures of the quality of care for patients with serious illness. To inform development of these measures, Four Seasons palliative care clinicians will implement processes to improve the quality of conversations with seriously ill patients and to identify, measure, and fulfill patient goals.

- Four Seasons recently awarded Chief Medical Officer Janet Bull, MD with its inaugural *Visionary Award* which honors the recipient for visionary foresight, leadership, and innovation. Bull's vision, creativity, and relentless pursuit to impact lives has significantly influenced Four Seasons, the areas it serves, and the greater hospice and palliative care medical fields for over 20 years.
- Four Seasons is a founding member of Teleios Collaborative Network, a collective of non-profit hospice agencies across the South which works to ensure non-profit hospices can survive and thrive in today's current healthcare climate. Teleios, or TCN, added its 8th member organization this year, advancing census measures to place the network in the top 40 agencies in the nation. Four Seasons recently 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, helping them remain competitive and ensuring their future financial sustainability.

In Closing

As we look toward our 40th Anniversary celebration this fall, I am honored when considering the great impact we've had throughout the last 40 years thanks to you all – our valued community members who trust us, work with us, volunteer with us, support us, and believe in our mission and values.

Please continue to follow along on our journey as we continue to reach milestones of providing trusted care. We look forward to collaborating with each of you!

With love and appreciation,



Save the Date

to celebrate 40 years of Four Seasons providing the most trusted care to the communities of western North Carolina

Saturday, October 12th at Noon
Historic Courthouse
Downtown Hendersonville

Going back to our humble beginnings we will serve a soup and grilled cheese sandwich lunch based on the story that founder Jean Hoogstra served this simple, hearty meal to a small group of visionary volunteers in the warmth of her own home.

The conversation that surrounded that meal is what started Four Seasons 40 years ago. In addition to lunch there will be a photo timeline, short presentation and raffle.





Jack and Ethel at their wedding in 1997

Jack remembers October 18, 1997 as "The Sweetest Day."



She always tried to tell people that I was gold. If I'm gold, then my Ethel was platinum.

~ Jack



Sealed With a Kiss

as shared by Taylor Light, MS, MT-BC, Music Therapist - WNC, Four Seasons

"The Sweetest Day." That is how Jack Killeen remembers October 18th, 1997. It was 65 degrees, the smell of tiger lilies floated on the air, and Jack married Ethel – his best friend and the love of his life. Jack and Ethel had been dating for eight years, but Jack had loved Ethel since he was a teenager. "She was the one who stood out," Jack reflected. "She was always smiling."

Jack waited patiently for many years before becoming Ethel's husband. In 1959, he stood as a groomsman in Ethel's first wedding. "I bought the flowers and the runner that lined the aisle," he said. "She deserved the world, and I wanted to give it to her... even then." Jack thought fondly of Ethel for years, though they lived in different states. Four years after the death of Ethel's first husband, Jack and Ethel reconnected.

"We dated long distance for a while," Jack said, "and then we decided we were spending too much on greeting cards and telephone booths." In 1990, Jack moved closer to the love of his life. Within two years, Jack and Ethel were engaged.

"It was February 14th," Jack recalled. "I passed the perfect pear-shaped diamond ring in the jewelry store, and I knew." It was, however, Valentine's Day; all of the restaurants in town were booked for the evening. Jack placed a special call and explained his plan to the staff of Winston's Grille in Raleigh, NC. They made an exception, and Jack invited his soon-to-be fiancée for a spontaneous romantic dinner.

"She wanted to stay in and have pizza," Jack laughed, "but I finally convinced her. We sat in

booth #24, and the waiter delivered the ring in a special bouquet of flowers. The whole restaurant cheered; she couldn't eat for the rest of the night."

After their wedding, Jack and Ethel shared 27 years of blissful marriage. "It was never work," Jack recalled. "We just lived by respect, love and trust. I married my best friend."

On December 27th of 2018, Ethel was admitted to hospice through Four Seasons. Ethel had cancer, and she and Jack wanted comfortable and holistic care. As Ethel's needs increased, she was admitted to Four Seasons' Elizabeth House for around-the-clock care. Jack sat faithfully by her side. "The staff at Elizabeth House were there for us," Jack recalled. "Ethel loved them, and I loved the treatment she was getting."

On March 1st, 2019, Jack realized that his time with Ethel was coming to an end. Jack asked Ethel if she would like to renew their wedding vows. For the first time in days, Ethel opened her eyes. According to Jack, "I knew that meant yes."

The ceremony was scheduled for that very afternoon, and Jack rushed home to prepare. He donned the suit from his wedding day, and found Ethel's wedding dress in storage. Rings in hand, he stopped by a shop to purchase a bouquet of flowers. "It was full of tiger lilies," Jack said, "just like at our wedding."

As Jack returned to the Elizabeth House, the Four Seasons staff members prepared for the



Jack and Ethel renewed their wedding vows in 2019



*"I Give My Heart"
by John Berry*



*Before you even call my name
I will be there by your side.*

*When you're standing
at the river's edge,
I will be the bridge you find.*

*If you said, 'Meet me now
beyond the stars,'
I'd pack my bags; I'd go that far.*

*With the strength that
only love commands
I give my heart."*

ceremony. Ashley Newbrough, the Music Therapist at Elizabeth House, played John Berry's "I Give My Heart." Jack held his bride's hand and reflected as Ashley sang, remembering that he and Ethel had heard the song live in concert years before.

As the song came to a close, Four Seasons staff members joined Jack at Ethel's bedside. Chaplain Colby Truesdell opened the ceremony with a scripture reading. Judith Urbina, Elizabeth House CNA and one of Ethel's primary caregivers, looked on. According to Jack, this was the perfect environment to renew his vows to Ethel. Jack said, "She felt safe with all of them there. That was one of the things that made it easier on me. She couldn't have gotten that anywhere else... I'd bet my life on that."

Ashley played another of Ethel's favorite songs: Elvis Presley's "I Can't Help Falling in Love With You." Colby led the traditional exchange of wedding vows, during which the couple traded their original wedding rings. "And then," Jack said, "we sealed it with a kiss."

On March 3rd, 2019, after receiving a phone call from Jack's daughter, Ethel died peacefully at Elizabeth House. Jack held Ethel's hand in her final moments. "We agreed," he said, "it was time for her to go home."

As Jack shared this story, he sat in his living room surrounded by photographs, cards, and notes that remind him of Ethel. She was an avid reader and would often jot notes on index cards and pieces of paper. Jack held these precious mementos in his hands as he pointed to his favorite picture of Ethel, displayed proudly near a vase of tiger lilies by the front door.



Looking Back Through 40 Years of Trusted Care

1979 Founded as
**Hospice of
Henderson
County**

the 1980s

1981
John Esse named
Executive Director
Served first patient
First Pancake
Breakfast fundraiser
Miriam Kussrow
named Home Care
Coordinator

1982
Mary Cleary named
Executive Director

1983
First Volunteer
Appreciation
event

1987
Marilyn Hass named
Executive Director

1988
Hospice became
Medicare &
Medicaid certified

1991
First Tree of Lights ceremony
Helen Kramer served as
Interim Executive Director

1992
Barbara Stewart named
Executive Director

1993
Received the Governor's
Award for Outstanding
Volunteer Service
Received Certificate of Need
for Henderson County which
allowed Four Seasons to plan
to build an in-patient unit

1994
Heart Songs was founded

1995
Name changed from
Hospice of Henderson
County to Four Seasons
Hospice

1999
Four Seasons' first in-patient unit, Elizabeth
House, opened
Mark Miller named Executive Director
Grandma's Attic opened (1825 Asheville Hwy)
Grandma's Attic moved (1712-A Asheville Hwy)
First Golf Tournament to benefit Four Seasons

the 1990s

2000
Lou Reeves served as
Interim Executive Director
Carol Franklin named
Executive Director
Elizabeth House
renovated to include
Chapel

2002
Chris Comeaux named CEO
Dr. John Morris joined as Assistant
Medical Director
Elizabeth House mortgage paid in full

2004
Fundraising began to construct
administration building

2006
Cherry Meier named CEO
Dr. John Morris named Medical
Director of Palliative Care
Hospice Home Store opened at
1825 Asheville Hwy

2008
Chris Comeaux named CEO
for second term

the 2000s

2001
Dr. Janet Bull
joined as Chief
Medical Officer at
Elizabeth House

2003
Palliative Care
services began
First children's grief
camp, Camp Heart
Songs, held

2005
Greatrex Place opened,
funded 100% by
community support
Clinical Research
department founded

2007
Hospice Home Store
moved to 215 N. Main
Elizabeth House began
expansion

2009
Received Circle of Life award
Dr. Charles W. McGrady wing
of Elizabeth House opened
Began serving patients in
Buncombe county

the 2010s

2010
Began serving patients
and families in
Transylvania, Macon,
Jackson, Swain, Clay,
Graham, and Cherokee
counties

2016
Four Seasons Foundation began
Acquired Compassionate Home
Care
Began serving patients and
families in Polk county

2019
Compassionate Home Care became Four Seasons Home Care
FSHC awarded Best of Home Care Leader in Excellence Award, Best of Home
Care Provider of Choice Award, and Best of Home Care Employer of Choice
Award from Home Care Pulse
Elizabeth House renovated and We Honor Veterans Memorial Garden expanded

2014
Began serving patients and families
in Haywood county
Received \$9.6 million CMMI Grant
Began We Honor Veterans program

2017
Began providing Care
Navigation
Millicent Burke-Sinclair
named CEO



If you know of a date that should be added to this timeline of our history, please email info@fourseasonsfcfl.org



Four Seasons is dedicated to developing and implementing innovative solutions to improve quality care for patients and families and to developing best practices in care delivery for those living with serious illness. The Four Seasons staff, volunteers and board of directors are proud to receive this innovative grant that will have great impact for years to come.

~ Janet Bull, MD, MBA,
Chief Medical Officer



The NCQA Announces as Recipient of 2 Year Grant



The Care You Trust

Four Seasons is set to begin work on a project to develop and test measures of serious illness care in a two-year grant from the National Committee for Quality Assurance (NCQA).

As the demand for community based serious illness care has grown in recent years, so too has the need for meaningful, standardized performance measures indicating the quality of care received. In response to this need, NCQA has undertaken the Serious Illness Care Accountability Project to develop components of an accountability program for serious illness care. The project is funded by the Gordon and Betty Moore Foundation.

Four Seasons is honored to be one of three distinguished providers of serious illness care across the United States to partner with NCQA in the second phase of the project, chosen from among 11 organizations who collaborated in the previous phase.

As part of the project, Four Seasons will participate in a learning collaborative with NCQA and four other organizations to help develop person-driven measures of the quality of care for patients with serious illness. To inform development of these measures, Four Seasons palliative care clinicians will implement processes to improve the quality of conversations with seriously ill patients and to identify, measure, and fulfill patient goals.

Four Seasons chief executive officer, Millicent Burke-Sinclair, Ed.D, MBA states "Achieving this grant is in alignment with the mission and vision of Four Seasons. Our Vision: *To Innovate Healthcare, Influence Humanity and Impact Life* is a pivotal part to living out our mission to *Co-Create the Care Experience* for all of those we are honored to serve at Four Seasons."

Additionally, the Four Seasons Palliative Care and Research & Development teams will collaborate to provide valuable input on items of central importance to serious illness care. Four Seasons will also convene an advisory committee of patients and caregivers to provide guidance throughout the project.

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's website (www.ncqa.org) contains information to help consumers, employers, and others make more informed health care choices.

This research is funded by the Gordon and Betty Moore Foundation through Grant GBMF5399.01 to the National Committee for Quality Assurance to support the work of the Serious Illness Standards and Measures Phase 2 Project.

Camp Heart Songs

as shared by Blair Stockton, Heart Songs Coordinator

In August of 2019 we will hold our 16th annual Camp Heart Songs. Camp Heart Songs has supported the grief journeys of hundreds of children and teens over these 16 years by providing a camp experience that explores individual grief while also providing connections between campers. Last year Camp Heart Songs had the privilege of providing support to over 60 children and teens from multiple counties throughout WNC and other states.

The goal of Camp Heart Songs is to support children as they explore their personal stories of grief and provide them with coping skills as they embrace and move through their grief. During camp, campers explore their own stories through zip lining, therapeutic art, music and movement, and times of reflection. For many campers this camp is the first time they have had the opportunity to open their hearts and share their personal journey without the fear of the reactions of others. Each camper's story is unique, but each level of hurt is understood and acknowledged. Campers soon learn that their journey is similar to others and above all they learn they are not alone. Camp Heart Songs is provided at no cost to the families that we serve. All camp activities and supplies are provided through the generous community donations to our Four Seasons Foundation.

This year Camp Heart Songs will kick off a new start to the Heart Songs program as we grow the ways we provide support to our community and embrace the growing grief needs that are impacting our society. We are looking forward to a weekend that allows children and teens the chance to determine their own path. Like arrows, grief can pull us backwards, but the goal of this year's camp will be to help embrace grief and soar to new beginnings.



*Camp
Heart
Songs*





As a former Home Care agency owner, Patricia Wells expressed her love of music and passion by helping others.



Donors Matter

Loretta Shelton, Executive Director, Four Seasons Foundation

When Patricia's husband Don was served by hospice in Staunton, VA in 2009, they both benefited from the tender care they received. She recalls, "Benedictine Monks' music, Don's favorite, helped give my sweet husband peace near the end." After moving to Hendersonville four years later, Patricia,

a drummer, continued to nurture her love of music by practicing jazz tunes daily with her partner and pianist, Robert Seiler.

After learning how Four Seasons Music Therapists used music to ease hospice patients' restlessness and pain, regulate their breathing, sometimes even increase cognitive function, Patricia was inspired to help begin a harp program. Music Therapist, Kaitlyn Crocker, shared this story about the impact on one hospice patient:

"Since my patient was still agitated and in pain after a half hour of guitar music, I decided to try the harp. Just a few minutes into the harp music, her breathing began to deepen, her face relaxed, and her restlessness ceased. Family members were also touched and relieved. The patient's mom, who was her caregiver, began to cry and express her grief. The harp music helped create a sacred space for the family to express their emotions and their love for one another."

We are grateful to Patricia for enabling us to purchase portable harps for the music therapists in the eleven counties we serve in Western NC. The therapists are learning to play the harps in order to bring this music to all of our patients. *"The harp music therapy program inspired me,"* said Patricia *"and it gives me great joy to help make it possible for our community to benefit from the power of this beautiful music."*

With gratitude for your continued support,
Loretta



Honoring Elizabeth House

The Elizabeth House at Four Seasons provides a comfortable, soothing atmosphere for patients and families. Here, our interdisciplinary team can address challenging symptoms and issues that cannot be managed in other care settings. The Elizabeth House is also a place where respite care is provided for the benefit of both the patient and loved ones.

Located just off Upward Road in Flat Rock, NC, Elizabeth House provides a home-like environment, staffed with doctors, nurses, chaplains, volunteers, and other members of our team. Every moment spent with your loved one is precious; therefore, visitors are not only welcomed, but encouraged, including children, at all hours of the day and night. Pets are often part of the family – so they are welcomed, too.

For Jane Johnson, Elizabeth House provided a haven of relief during her husband's recent end-of-life journey. Jane cared for Harold, whom she loved dearly, at home for a great length of time during an extended illness. After receiving hospice services at home for several weeks, Harold's care team suggested a transition to Elizabeth House to gain control of the pain and symptoms Harold had begun to experience.

During the week the Johnsons were here, Jane was able to stay in the room with Harold nearly 24/7. When recounting her experience, Jane was struck by the accommodations Elizabeth House provided not only for Harold, but also for her.

"The night we arrived, I was offered a warm meal and a soft bed in Harold's room," Jane remembers. "I wasn't expecting it at all, but it was so wonderful to be treated so well after tirelessly caring for Harold at home."

For many of our patients, a temporary stay at Elizabeth House allows time for medications to be adjusted, symptoms to become better controlled, and other benefits to be implemented that often allow them to return home. For others, a period of respite care (up to five days) can benefit both the patient and loved ones. This Medicare-eligible benefit can help families who are traveling or caregivers that need to be refreshed from full-time caregiving.

For more information on Elizabeth House or to donate to the renovation project, please visit www.fourseasonscfl.org.

As we look toward the future and are serving more patients and families than ever before, we are honored to be embarking on further expansion and renovations to Elizabeth House. Look for updates on this project in our fall edition of Life Lines.



This year, Elizabeth House celebrates 20 years of service to the community. Built in 1999 as a 12-patient facility using funds provided by generous donors, community members, and former patients' families, the facility was named in memory of Elizabeth M. Kinsella Reilly, RN, the mother of a former Four Seasons board member and retired pediatrician, Kathleen "Kay" McGrady.

Elizabeth M. Kinsella Reilly, born in New York City on October 23, 1898, was the only one of her Irish immigrant parents' 12 children born in the United States. Early in her career, she became interested in the care of patients with terminal illness, particularly symptomatic pain alleviation. During World War II, she worked as a civilian nurse in an army hospital, where she remained constantly aware of the ravages of chronic pain on the wounded and seriously ill soldiers she tended.

At a time when the hospice concept was just being introduced in the United States, Elizabeth was a veteran nurse who advocated for meeting the challenges of terminal illness with love, compassion, respect, and deep spirituality. We are privileged to name our inpatient facility after such a pioneer in compassionate care.

In 2007, the Elizabeth House expanded through the generosity of the community, including Kathleen "Kay" McGrady, naming the Dr. Charles W. McGrady wing.

Employee Spotlight

Colby Truesdell, Chaplain



As a chaplain at Four Seasons, I have the honor of serving patients and their families, fellow co-workers, and our greater community. I provide spiritual and emotional support in many contexts – in facilities that serve our patients, in homes, and occasionally even coffee shops. I care for people processing, integrating, and making meaning out of pain, grief, and loss; and have opportunities to celebrate beautiful lives, legacies, and loves.

I understand spirituality as that part of our human experience that yearns for connection, meaning, purpose, and mystery. From my vantage point as a spiritual caregiver, these yearnings of humanity are ultimately subsumed under the greatest of all – love. In my unique vocation as a chaplain, I have the privilege of laboring in love through words, touch and, at times, simply through presence. This labor of

love is tremendously rewarding, and I believe it to be – in the truest sense of the word – a gift.

In the care I provide as a chaplain, I believe likening ourselves and our experience to poetry sheds much light. Poet Mary Oliver, in a work providing bold instructions for living life, tells her readers to “Pay attention.” Poems cannot be read or understood in distraction, but require full, unbridled attention. I believe human persons are the same; we cannot understand, see, or love others and be distracted at the same time. On the whole, I believe an enormous part of my work as a chaplain is simply my attempt to be an undistracted presence.

“To turn from everything to one face is to find oneself face to face with everything.”

~ Elizabeth Bowen, *The Heat of the Day*

The Four Seasons Care Continuum

Care Navigation*



Provides trusted guidance to anyone during the difficult times following the diagnosis of a serious illness. We fill the gap by helping you navigate care options and choices.

*Buncombe & Henderson counties only.

Home Care**



Caring assistance to help with life's simple, daily routines, such as grocery shopping/errands, meal prep, bathing, dressing, laundry, mobility, and transport to doctor's visits.

*Buncombe, Henderson, Polk & Transylvania counties only.

Palliative Care



Extra layer of support for people with serious illness. This type of care is focused on providing patients with relief from the symptoms, pain and stress of a serious illness – whatever the diagnosis.

Hospice Care



Hospice is specialized care provided to patients with a serious illness. Patient comfort is the primary goal.

Bereavement Support



Grief specific support is available in both individual and group settings, for those receiving hospice care or loved one or the community at large.

Clinical Research



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

Four Seasons Foundation



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

40 Years
Trusted Care Since 1979

FOUR SEASONS
The Care You Trust

