



Compassion for Life

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Serving Henderson, Buncombe & Transylvania Counties



Life Lines

February 2010

Four Seasons' Bi-Monthly Publication

About Four Seasons

Four Seasons is one of the premier hospice and palliative care providers in the country. We've provided a high level of compassionate and professional care for people facing serious life-limiting illness in Western North Carolina since 1981.



We are a recent recipient of the prestigious Circle of Life award, which recognizes exemplary palliative and end-of-life care.

Led by health care professionals, social workers, spiritual care professionals and volunteers, we work passionately to serve more than 700 patients daily across an area that includes Buncombe, Henderson and Transylvania counties. Our purpose is to help patients and their families face end-of-life issues with as much care and compassion as any other milestone in life so they can enjoy the best quality of life possible.

571 South Allen Road
Flat Rock, NC 28731

Toll Free: (866) 466-9734
Main: (828) 692-6178
Referral Line: (828) 233-0387

Hospice services help both patients and families

◦ by Kathy Thielke, community relations coordinator



So many times, after a patient begins receiving the specialized care provided by Four Seasons' hospice team, a family member will say, "I am so glad you are here. I wish we had known about your services sooner!"

This comment is heard all too often because many people have misconceptions about what hospice provides. Some think that hospice is a "place" to go in the final days or hours of life. While hospice services do help many patients and families in the final days and hours of life, the greatest benefit is received when hospice services are provided much earlier in the progression of the disease.

Anyone who has a physician referral and a prognosis of six months or less is eligible for hospice services. However, it is not unusual for people who are admitted to hospice to live longer than six months. In fact, studies have shown that people who are admitted to hospice actually live over one month longer with hospice care compared to those who do not receive this specialized care.

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Greg Burnette
Four Seasons board chair

"In 2009 we cared for more than 1,100 hospice patients and more than 1,300 palliative patients in our community. With both our hospice and palliative care programs, we served more than 72% of the deaths in Henderson County, which is one of the highest proportions in the country."

- Greg Burnette

Board of Directors

Four Seasons strives for excellence

◦ *by Greg Burnette, Four Seasons board chair*

As this is my first Life Lines column as Chairman of the Four Seasons Board of Directors, I would like to start by thanking our staff, volunteers and donors for making this organization truly special. At Four Seasons everything we do is focused on serving our community with the highest level of end-of-life care. We take our vision – *Providing the best end of life care indicated by our outcomes* – very seriously, and our measurable outcomes support our view of Four Seasons as the premier end-of-life care provider in Western North Carolina.

In 2009, we cared for more than 1,100 hospice patients and more than 1,300 palliative patients in our community. With both our hospice and palliative care programs, we served more than 72% of the deaths in Henderson County, which is one of the highest proportions in the country. Finally, our patient satisfaction survey results place Four Seasons among the top end-of-life care organizations in the United States. These are amazing accomplishments and are the result of exceptional teamwork between the staff and board and the support provided by our community.

While those of us familiar with Four Seasons recognized the uniqueness of our model of end-of-life care, it was affirmed in 2009 as Four Seasons was awarded the prestigious Circle of Life Award by the American Hospital Association. This honor was awarded to Four Seasons for our work in leadership, palliative care, research, and our

overall level of hospice care. We were one of only three organizations throughout the country to receive the award and the only one which provides hospice and palliative care.

With this success Four Seasons has gained a great deal of respect from its peers. As a way of reaching out to others within the hospice and palliative care community, Four Seasons recently launched its Center of Excellence. The Four Seasons COE provides one and two-day workshops on a variety of topics including how to Create a Culture of Excellence, Building a Quality Framework, and Palliative Care Leadership. Under the leadership of Dr. Janet Bull, Chief Medical Officer, the Center of Excellence is just another way Four Seasons can positively impact end-of-life care on an even wider scale.

Although we are proud of these accomplishments and the recognition afforded to our amazing staff, we realize that we cannot rest on our laurels. In our world today the debate over healthcare reform is raging and as of now the future is a bit cloudy. However, we at Four Seasons understand that while much in the reform debate is outside our control, we do control the aspect of our model that is of utmost importance and that's the care we provide to our patients and their families. Our staff continues to look for ways to expand our level of care and provide greater benefit to our community.

Development

Four Seasons "brand" design wins awards

The new logo design and marketing materials created by Four Seasons and the New!West Agency of Louisville, Kentucky, have won two awards. Locally, the design won a "Best of the Mountains Award" from the Public Relations Association of WNC. Four Seasons and New!West also won a "Landmark of Excellence" award from the International Association of Business Communicators (IABC) and Public Relations Society of America (PRSA). Four Seasons and New!West received this award of merit for the graphic design category for Four Seasons' new brand collateral materials.



Life Lines

is published bi-monthly through the generosity of our advertisers.

We welcome your comments and/or suggestions. Please call or write:

Kathy Thielke
Four Seasons

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Flat Rock, NC 28731

(828) 233-0332

kthielke@FourSeasonsCFL.org

Hospice services help both patients and families

Patient comfort is the primary goal of hospice care. Each dedicated hospice team of professionals and volunteers provides pain and symptom management, as well as patient and family support and spiritual comfort. Four Seasons centers services around the patient and the family, helping them live well during a very challenging time of life. We strive to ensure patients and families get to spend time together and focus on the big things while we take care of the little things.

For those who need it, Four Seasons provides inpatient care in our 19-bed inpatient facility, Elizabeth House. However, most of our 200+ hospice patients receive services right where they live, whether in a private home, assisted living facility, or nursing home. Hospice services can also

be initiated in the hospital. Our staff assists in the transition of the patient to the new location and continues to provide services, wherever they call home.

Being in a familiar and comfortable environment makes a significant difference to patients and families. This is the original concept of hospice, caring for the terminally ill in their own homes, with family and loved ones at their bedside.

Four Seasons focuses exclusively on serving people who are facing a serious, life-limiting illness through their last few years and months. We offer hospice, palliative care, research, and inpatient care at the Elizabeth House. Bereavement services are also available to anyone in the community who has lost a loved one.

If you have questions about hospice or any of the services provided by Four Seasons, please call 828-692-6178 to speak with one of our caring staff members, or visit us at www.FourSeasonsCFL.org.

"Four Seasons centers services around the patient and the family, helping them live well during a very challenging time of life."

Looking for a few good volunteers! If you enjoy home décor, fashion and fun then this is the opportunity for you.

Our Home Store, located on Main Street in downtown Hendersonville, is open Monday thru Saturday, 9:30am to 5:00pm. There are two shifts available: 9:15am to 1:30pm and 1:30pm to 5:00pm.

Volunteers assist with store operations including customer service, receiving and sorting merchandise, pricing and displaying the merchandise, and operating the cash register.

We invite you to visit the store to see for yourself what great volunteer opportunities are available. Ask our store manager for more information on volunteering at the Hospice Home Store; or feel free to call our volunteer coordinator at 828-233-0329. We will warmly welcome you to our team.

Park Ridge Hospital

is proud to partner
with Four Seasons.

For additional information about
Palliative Care Services at
Park Ridge Hospital, call 828 692-6178.

To request a Medical Staff Directory
call 828 687-3947.




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John Morris, M.D.
Palliative Care Medical Director

Staff

Meet John Morris, Palliative Care Medical Director

John Morris, MD, is passionate about helping people through the stress of serious illness and guiding people through the complex medical system. As a pulmonary and critical care physician he witnessed just how stressful serious illness can be for patients and families. He is excited to be a part of an organization and multi-disciplinary team that helps relieve the stress and guide people through the difficulties of serious illness.

John Morris grew up in Birmingham, Alabama. He graduated from Vanderbilt University with a B.A. in Mathematics. From there he earned his MD degree from the University of Alabama, Birmingham. He did his Internal Medicine and Pulmonary Medicine specialty training in Winston-

Salem at Wake Forest University/NC Baptist Hospital. John moved to Hendersonville in 1989 where he worked in pulmonary, critical care and sleep medicine.

John started working for Four Seasons part time in 2002 to help start the palliative care program in the hospitals. He left private practice to work full time for Four Seasons in 2006. He is board certified in Internal Medicine, Pulmonary Medicine, Sleep Medicine, and Hospice and Palliative Care Medicine.

John is married to Peggy and they have three children. John enjoys fly fishing, hiking, reading, running, and gardening when he is not working.

Staff

Elizabeth L. Whitten joins Four Seasons



Elizabeth Whitten
VP of Business Operations

Elizabeth joins Four Seasons as vice president of business operations with over 18 years of management and consulting experience in the health care industry. Her areas of expertise include strategic planning, mergers and acquisitions planning, physician hospital partnerships, feasibility and forecasting, regulatory compliance and organizational improvement.

hospital collaboration. Elizabeth earned a Master of Business Administration from Wake Forest University and a Bachelor of Arts from the University of Virginia. Elizabeth is married and has two children ages 5 and 6. She enjoys cooking, reading and riding her horse.

Having experienced hospice care through the death of a close family member, Elizabeth felt that she could make a difference working in this environment. She feels that helping the organization achieve financial sustainability will reduce stress on the providers and allow them to focus their energy on providing great care.

**Don't Throw
It Away!**
Bring what you no longer need to the
**Hospice
Home
Store**
so someone else can enjoy your gently used items.

215 North Main Street
Downtown Hendersonville

Donations accepted during business hours.
Monday - Saturday 9:30 - 5:00
Drive up behind the store (from Church Street) to our convenient drop-off bay.
For any large items call (828) 696-0625 to schedule a pick-up.

Elizabeth's past experience includes owning and operating her own firm, Insight Consulting, for over 10 years. Prior to that, she held positions with KPMG's National Health Care Strategy Practice in Atlanta and PriceWaterhouseCoopers' Academic Medical Center Strategy Group in Boston. Elizabeth has published articles on the strategic advantages of physician / hospital collaboration in Health Care Management Review and Hospitals and Health Services Administration. She speaks and writes frequently on topics in strategic planning, compliance and physician /



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The joy of giving

Several local families who have been touched by the services of Four Seasons received some extra Christmas cheer thanks to the generosity of community organizations. Four Seasons received this letter from Tammy Cabe at Lake Pointe Landing describing their experience helping the families. Four Seasons wishes to express sincere thanks to the many private companies, civic organizations and others who brightened the season for these families.

As we look back on 2009, we wonder if by some chance we have made a difference in someone's life. Through the Christmas season, there is great need. The staff at Lake Pointe Landing wanted to help. When we learned that Four Seasons has a need for children that have lost a loved one, whether that be a mother, father, sibling, or grandparent, the staff at Lake Pointe Landing came together to help. We began looking for ideas and before long we found extra large Christmas stockings that could be filled with hats, gloves, socks, coloring books, etc. Food was donated along with clothing and toys, and before long we had enough supplies to help three families and had filled 24 Christmas stockings. When it came time to wrap all those gifts, the staff came together and had a wrapping party!

With the sound of Christmas music playing in the background and Christmas decorations all around, our Smoky Mountain Theater looked like Santa's workshop. Employees came from all departments to carefully wrap each gift.

What a blessing it was to see everyone with smiles on their faces. You could tell they felt good about what they were doing, after all it is the "joy of giving."

For the families that received those presents, we hope we somehow made a difference!

Tammy Cabe and the staff at Lake Pointe Landing

Bereavement

We appreciate our teddy bear donors

The Heart Song elves are so thankful to the donors who graciously filled our large, red basket at Elizabeth House with "Caring, Comfort Bears." These comforting bears were such a treat for our young holiday visitors. Some of the bears also gave "lasting comfort" to some of our patients who were missing pets at home or just needed some extra hugs! Thank you to our generous community for sharing such a tangible gift with these families at Elizabeth House.



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Make plans now
to join us for:

"Opening Night"

A Benefit for Four Seasons

Friday, April 30, 2010
Kenmure Country Club

Come experience an evening
of Broadway tunes by local

Asheville performers:

Beverly Todd

Ruth Seiber-Johnson and

Michael Cheek

Sit down dinner,
auction, and
entertainment.

The auction will feature many
fabulous items and packages,
including local artists' wares.

Don't miss this evening of fun
and festivities!

All proceeds from this event
will benefit the many services
of Four Seasons.

Save the date
and come walk
the red carpet!

Contact Anne Marie
Scherbarth, event coordinator,
for more information at
828-233-0319.

Greatrex Place Wish List

*Portable CD/cassette
players & CDs*

Books on Tape

*Word search or fill-in
puzzle books*

*Pocket amplifier for
hearing*

Headphones

DVDs/Videos

Washcloths

Baby wipes

*Lightly-scented body
sprays and lotions*

*If you would like to
donate any of the items
on the Wish List for
Greatrex Place or
Elizabeth House,
please call
Kathy Thielke at
233-0332.*

*Or, if you prefer,
you may drop them by
Elizabeth House
581 South Allen Road
or
Greatrex Place
571 South Allen Road.*

New Hires in November and December

Look who's joined our staff at Four Seasons

We ask our new employees "What compelled you to join Four Seasons?" Read and enjoy their responses.

Jackie Jones, Development Associate

"Four Seasons is an organization I'm proud to work for, it fits the goal and principle of 'right livelihood' which has become more and more important to me. I think compassion is really important both with living and dying, so the ideas of hospice and palliative care are important to me." Outside of work Jackie enjoys crafts-pottery/clay art, reading, working/playing in her garden, and listening to music.

Amanda Justus, Crisis Care Administrative Assistant

"I have two previous coworkers and friends that work for Four Seasons and they love their jobs and the work they're

doing. I believe that Four Seasons is very fulfilling work." Outside of work, Amanda enjoys spending time with her daughter, husband and extended family watching movies. She enjoys outside activities like hiking, bike riding, going for walks, and playing outside with her daughter. Amanda also enjoys watching Three Rivers and going to church.

Kimmy Shelton, LPN - Crisis Care Team

"I love the journey of life and you see the inner beauty of the soul when people are close to the end of life." Outside of work Kimmy enjoys church, spending time with her kids and playing on facebook and myspace.

Volunteers

Students and volunteers help brighten the holidays at Elizabeth House

The East Henderson High School Life Skills Class had a great time in December decorating a Christmas tree at the Elizabeth House. The students, led by teachers Faye Arledge, Mery Lee Band, Brenda Sigmon, Ann Thomas, and James W. Reed, decorated the tree and then enjoyed refreshments provided by the Hospitality Volunteers of Elizabeth House. The staff of Four Seasons appreciates both the students and volunteers who brightened holidays for our patients and families at the Elizabeth House.



Will grief counseling help?

◦ by *Steve Mills, Bereavement Coordinator*

Have you or someone you know experienced the loss of a loved one? Perhaps you have wondered if it would help to talk with someone about your grief and loss. Here's a checklist to see if grief counseling might help. If you answer yes to any of these questions, you or someone you know might benefit from grief counseling.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Someone I cared about died suddenly or unexpectedly.
<input type="checkbox"/>	<input type="checkbox"/>	I have experienced multiple losses.
<input type="checkbox"/>	<input type="checkbox"/>	Since my loss, my thoughts and emotions interfere with my work or other important areas of my life.
<input type="checkbox"/>	<input type="checkbox"/>	Since my loss I have experienced a significant financial hardship.
<input type="checkbox"/>	<input type="checkbox"/>	Since my loss I have a tremendous sense of guilt.
<input type="checkbox"/>	<input type="checkbox"/>	Since my loss, my appetite and/or weight have changed.
<input type="checkbox"/>	<input type="checkbox"/>	Since my loss, my sleep patterns have changed.
<input type="checkbox"/>	<input type="checkbox"/>	Since my loss I have had problems with, or I am concerned about, my physical health.
<input type="checkbox"/>	<input type="checkbox"/>	Since my loss, I am unusually irritable or angry.
<input type="checkbox"/>	<input type="checkbox"/>	Since my loss, I feel very much detached from others and/or my surroundings.
<input type="checkbox"/>	<input type="checkbox"/>	Since my loss, I am using alcohol, substances or prescription drugs to try to cope.
<input type="checkbox"/>	<input type="checkbox"/>	Since my loss, I have developed a pessimistic attitude about the future.
<input type="checkbox"/>	<input type="checkbox"/>	Since my loss, an upsetting image (or images) keep coming to mind.
<input type="checkbox"/>	<input type="checkbox"/>	I need more support to deal with my loss than is available to me from my family or friends.
<input type="checkbox"/>	<input type="checkbox"/>	I believe it would be helpful to talk with someone about the loss I have experienced that I am trying to deal with on my own.

Upcoming Grief Counseling Sessions:

Grief 101
Thursday
February 4
2:00 – 3:30 PM
Greatrex Place

Grief Support Group
Thursdays
February 11 – March 18
2:00 – 3:30 PM

Grief 101
Thursday
March 17
9:30 – 11:00 AM
Greatrex Place

Four Seasons' Bereavement Department offers individual counseling, support groups and educational information for those who are experiencing grief and loss related to the death of a loved one or someone close to them.

Please contact our Bereavement Department at 233-0307 for more information. We are here to help.

Elizabeth House Wish List

Lightly-scented personal care products:

*Body Spray
After Shave
Body Wash
Body Lotion*

Lotioned or extra soft facial tissues

Colored bath towels

Flat colored twin size sheets

Masculine colors/print cotton material for gowns

Polyfil stuffing for pillows

Full or twin size washable colorful bed quilts

Calming music and gospel music CDs

Combo CD/radios for bedrooms

Non-slip socks or slippers

Individually wrapped mints, candy and snacks

Small size dessert paper plates and napkins for hospitality service to families

Bird seed (Shelled Sunflower or Black Oil Sunflower)

Books on CD

19th annual Tree of Lights successful

*Leaving
a gift of
compassion...*

If you would like to help support Four Seasons but are unsure how you can manage it with a fixed income and rising cost of living, a planned gift may be the answer.

Planned giving is any gift that is arranged or provided for during the donor's lifetime that may not actually be received in its entirety until after the donor's death.

Gifts can be made in a variety of ways based on your financial situation and the goals you want to achieve.

For more information on these or other ideas for planned gifts, please call Tina Gentry at 233-0313.



◦ Shanda Bodoian, chair-elect on the Four Seasons board of directors and volunteer Tree of Lights chairperson, enjoys a moment before the ceremony with Kim and Cole McKibbin, and Anne Marie Scherbarth, event coordinator. Kim and her husband, Bill, had the honor of lighting the trees for the ceremony. Two trees were lit throughout December in front of the Henderson County Courthouse with hundreds of lights which were purchased in memory or honor of loved ones. On the night of the event, over 600 luminaries were also placed in memory and honor of loved ones.

Please see the Tree of Lights insert (found in the center-fold of this publication) for a complete list of all those remembered or honored.



Compassion for Life

TREE OF LIGHTS



WE THANK YOU!

The 19th Annual Tree of Lights was graciously supported by:

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Pardee Hospital & Foundation
Groce Funeral Home
HomeTrust Bank
Jackson Funeral Services
Shuler Funeral Home
Henderson County
WalMart

David Klenk
Alex Stewart
Vocalists

And of course, all of our wonderful Four Seasons volunteers who make this event such a success!

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