

## Over 3000 patients served across 11 Counties in WNC



**Care Navigation:**  
Service introduced to fill the gap when and where patients and families need the most support.





**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

### 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

**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

Four Seasons, the Care You Trust  
(866) 466.9734 FourSeasonsCFL.org

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.

