Remington Report: Your hospice organization operates 21 Medicare-certified sites across 16 states and is ranked the 4th largest in the U.S. What are the benefits of accreditation?

Accreditation ensures that we are meeting industry benchmarks and achieving quality indicators. Accreditation also allows us to achieve a key component of our overall vision and values – to strive for excellence beyond accepted standards. This empowers our staff to provide a high quality of care.

Remington Report: Your organization has implemented electronic medical records for over 10 years. Describe how this positions you with other providers, payors and patients.

Seasons has always embraced emerging technologies. Accuracy, efficiency, and standardization are the benefits of a well implemented EMR. Most importantly, any of our team members can access vital patient information, 24 hours a day, 7 days per week, to ensure that every patient receives exactly the care he/she needs. Additionally, we strategically use the data to analyze our patient outcomes in real-time, identifying our most symptomatic patients and improving the quality of services, thereby enhancing the patient/family's hospice experience.

Remington Report: What other types of technologies is your organization utilizing?

Smart phones, laptops, and software are all technologies that can be used as an accelerator to improve our staff’s efficiency in service delivery. In addition, being known as a provider of high quality services, we seek and attract staff who are talented and committed to our vision. We nurture this talent to maximize “intellectual technology” that drives creative solutions.

Remington Report: Your organization achieved Level Four Partner with the Veteran’s Program by the National Hospice and Palliative Care Organization. Describe why this is so meaningful.

Seasons is honored to be a part of this program, giving back to those who have served our country. We Honor Veterans gives us an opportunity to showcase our dedication to this population. Our Level Four Partner status demonstrates our unwavering commitment to this worthy group of men and women.

Remington Report: As the medical director, where do you see “care gaps” in our healthcare delivery system today.

At Seasons, we are proud to serve patients at the end of life. Their journey has often been long, because of protracted or chronic illness. Unfortunately, the Medicare Hospice Benefit is only accessible to patients who have a life expectancy of 6 months or less. All too often, people with chronic illness spend the last 1-2 years of their lives in and out of hospitals. In spite of the implementation of recent Palliative Care programs, many patients do not access these programs, and thus get lost in the acute care system until their very last days. In fact, 1/3 of all hospice patients receive hospice care for 7 days or less.

Remington Report: Describe your vision of hospice and palliative care in the future.

The original architects of the Medicare Hospice Benefit were amazing visionaries. Over 30 years ago, they were able to see the value of an interdisciplinary group, bringing together nurses, physicians, social workers, chaplains, volunteers, and even music therapists to ensure a positive end of life experience. Hospice and palliative care allow patients to die peacefully, surrounded by loved ones. In the future, the healthcare community should be able to do an even better job of anticipating disease trajectory and symptoms. Ideally, the hospice team would be able to even more accurately predict life expectancy, allowing loved ones to say Goodbye.