

Life Matters

A publication of VIA Health Partners

VIA
Health Partners

SUMMER 2025

VIA Health Partners

Welcome to the next chapter.

Welcome...



Peter A. Brunnick, CPA

President & CEO
VIA Health Partners

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“Our promise to you is to provide exceptional care, to guide you and your family on this journey...”

VIA
Health Partners

You may or may not recognize the name of this publication from years past. Either way, there's no better time than the present to introduce or reintroduce us to you. As you can see from the cover, we were previously known by many different names. Unifying our family of organizations under one name, VIA Health Partners, was intentional. The definition of 'via' includes 'by way of, by going through, and by means of'. Being diagnosed with a serious illness and/or entering end-of-life care is challenging. Our care teams will *guide you* and your families *by way of* education, care, and support.

Through this late summer edition, you will learn how VIA Health Partners educates the community **via** our community engagement coordinator, understand how exceptional care is provided **via** our DAISY Award winning nurse, and see the recognition of support **via** our Love over Limits initiative & volunteer appreciation event.

You can gain insight about our operations **via** our 2024 Year in Review, about our disease-specific programs **via** Dementia Care and Heart Failure, and about our home-based primary care service **via** Equity Health.

And last but certainly not least, read more about philanthropy **via** our Flight of the Dove event and thrift store, and grief support **via** Chameleon's Journey youth camps.

As the first and largest non-profit hospice in the Carolinas, one thing remains the same since 1978 – you are our priority. Our promise to you is to provide exceptional care, to guide you and your family on this journey and to respect your choices. Your comfort, needs, and wishes come first. You can count on us... where you need us and when you need us. That is our promise.

Again, welcome to our next chapter,

Peter A. Brunnick
Pete

VIA Health Partners (including VIA Health Partners founded as Hospice of Laurens County, VIA Health Partners founded as Hospice Cleveland County, Levine & Dickson Hospice House - Huntersville, Levine & Dickson Hospice House at Aldersgate, Levine & Dickson Hospice House at Southminster, Levine & Dickson Hospice House - Wendover, and Testa Family Hospice House) does not discriminate against any person on the basis of race, color, creed, national origin, gender, age, sexual orientation, religion, veteran status, or disability on admission, in treatment, or participation in its programs, services, activities, or employment.

If you speak the following languages, language assistance services are available to you free of charge:

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-704-375-0100 (TTY: 1-704-568-8505)

Chinese: 注意：如果你会说中国话，语言援助服务，免费的是可供您使用。致电 1-704-375-0100 年 (TTY: 1-704-568-8505)



Educating Communities: a Q&A with Community Engagement Coordinator Robin Borders

What do you **ENJOY MOST** about your work with our diverse **COMMUNITIES**?

I enjoy engaging with people with a variety of different viewpoints, backgrounds, and cultural and religious practices. I love helping people as it allows me to grow personally and professionally. We share and learn from each other. I love to watch people go from skepticism and fear to acceptance and understanding of hospice services. What's best is I get to see how our interactions make a difference in people's lives.

What are the **GOALS AND PURPOSE** behind your work?

The goals behind my work are twofold: 1. To develop more inclusive and meaningful relationships with new and existing communities and partners; 2. To remove barriers to utilization of hospice care by underserved communities.

Describe how your work helps **FULFILL THE MISSION** of VIA Health Partners?

Through our community education and our commitment to showing dignity, respect, and compassion in our interactions with folks, we build trust. We give folks information that will help them make informed decisions for themselves or their loved ones. Helping people know what to expect and how we can support them during challenging times is very reassuring to them. We focus on comfort, care, and support for the whole family.

How do you approach **CONNECTING UNDERSERVED COMMUNITIES** to our services?

We approach connections by actively engaging with the community with a focus on education and outreach. In doing this, we raise awareness about end-of-life care and improve access, particularly in the underserved communities. We distribute flyers and brochures for diverse populations which reflect our commitment to inclusiveness.

How does the work of VIA Health Partners **BENEFIT THE COMMUNITIES** that you work with?

VIA Health Partners' commitment to communicate and collaborate within the community fosters trust. When I first began sharing VIA's services, folks were afraid to hear about hospice. But now they ask questions. Now, there is an openness to receive and share information about hospice and palliative care. This led folks to seek interventions earlier. Several individuals have expressed during our meetings that utilizing our services for their families has been highly beneficial to them. We also partner with other agencies that serve patients to deliver a full scope of resources to the communities we serve.

How does the work of VIA Health Partners Cultural Competence Workgroup support and strengthen your efforts to **IMPROVE THE ACCEPTANCE OF HOSPICE AND PALLIATIVE CARE** in our minority communities?

The Cultural Competence Workgroup dedicates time to creating and implementing policies and practices that promote diversity, equity, and inclusion and enhance the delivery of culturally competent end-of-life care. This framework gives me clarity of purpose and direction with support. I get to create new opportunities to reinforce our commitment by partnering with civic groups, churches/faith communities, and other community groups. The more involvement, the more acceptance. It all works together.

“Teamwork makes the dream work.’ I am very fortunate to be a part of this team.”

The DAISY Award®

RECIPIENT

August Abbott, VIA Health Partners Nurse

Excerpt from the Carrigan family's The DAISY Award nomination form...

August Abbott was a gift from GOD for our family. Her calm and practical demeanor was perfect for our situation that often contained lots of hustle and bustle. She was our hospice nurse for about four months, visiting Wade, our family's patriarch, twice a week before his death.

August was so gentle in her manner while educating our family about what to expect in the coming days and months and how to keep our loved one comfortable. While August was new to her job she was eager to learn and easily conveyed that she needed to check on the information instead of giving us wrong data. It was so reassuring to know that what she told us was accurate and valid. August had a special trait of being able to meet people where they are, meaning, she could be present in the situation without judging or adding extra unnecessary information. This trait served her well in her communications with both us and our loved one.

August was also very kind and compassionate with Wade, making him feel at ease so much that he was cracking jokes with her and making humorous comments. Over the months of her care, we felt like she had become part of the family and readily looked forward to her visits.



Nurse August Abbott with members of the Carrigan family

As the time of Wade's death grew nearer, August requested that we call her when his end came so she could be the one to "make the call." She was under no obligation to do this and our admiration of her grew even more that day. Anyone could appreciate her caring and considerate nature.

What was a difficult situation, she made it comfortable and acceptable.

She had a difficult job and handled the situation with grace. August is so deserving of The DAISY Award.



Want to thank a nurse?

Fill out this form or scan the QR code to let us know how one of our nurses demonstrated compassionate care, and how it impacted you. Please provide as much detail as possible. For mailed-in forms: VIA Health Partners, Human Resources Department, P.O. Box 470408, Charlotte, NC 28247.

Nurses Name (First and Last, if known): _____

Your Name: _____

Patient's Name: _____

Your Email Address: _____

Your Phone Number: _____

If your nurse wins the DAISY Award, do you give permission to share your nomination and story on social media: YES _____ NO _____

Want to say
thank you
to a nurse?



Learn more about this recognition and submit a nomination for The DAISY Award.

Scan to share your story.

The following volunteers were recognized with years-of-service awards:

5 YEARS

Vivian Farland
Connie Rego

10 YEARS

Kay Anderson
Judy Boutwell-Hill
Linda Hoover-McClain
Anne McClintock
Vickie Payne
Kristen Sharpe
Judy Sielaff
Star Smith
Linda Wilson
Pam Wilson

15 YEARS

Nancy Cooper
Robin Crowwhite
Dot Earp
Al Schierle
Gail Scurry
Cathy Young

20 YEARS

Maurice Langhorne

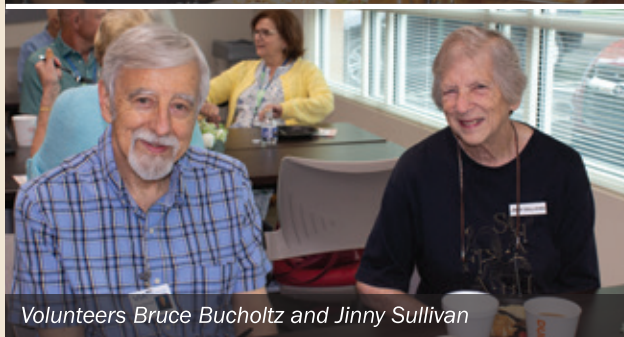
CELEBRATING OUR VOLUNTEERS

Volunteer Appreciation

We had the pleasure of celebrating our wonderful volunteers during National Volunteer Appreciation Week in April.



Volunteer Kay Anderson with President & CEO Pete Brunnick, and Mike & Leslie McNamara



Volunteers Bruce Bucholtz and Jinny Sullivan



Guest Vickie with Volunteers Pamela Wilson and Dayna Herrick



Volunteer Frieda Farkouh



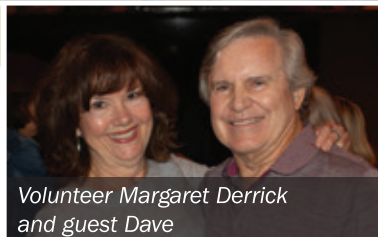
Volunteer Lois Clark

Every day...

VIA volunteers support our mission by working in the office, making phone calls, assisting with tasks at our hospice houses, providing respite to weary caregivers and companionship to patients, and so much more!

We are currently seeking volunteers in all parts of our service area. If you are age 18 or older and interested in being part of our great team, please contact:

Elise Hurst, Director of Volunteer Services
hurst@viahp.org • 704.887.6413



Volunteer Margaret Derrick and guest Dave



Volunteer Thomas Lane and guest



Volunteer Carl Muti



Cabins, a ropes course, pet therapy, memorial service, service projects... these are the elements that make up the “magic” of Chameleon’s Journey; creating an environment where campers feel welcomed, affirmed, and encouraged to explore their individual grief in an inviting setting with their peers. But it is the bravery of our campers who choose to invest themselves in these elements that forge a path **from woundedness to healing**.

The following words serve as a reflection from one such camper – a personal testimony of growing and becoming.

CHAMELEON’S JOURNEY

Kevin’s Journey

“My name is Kevin, and my siblings and I were incredibly fortunate to participate in Chameleon’s Journey in October of 2024. In May of 2024, we experienced the loss of our grandmother. However, loss and sorrow are familiar to each of us, as we are children from the foster care system. We faced trauma and grief from a young age and eventually found a family that welcomed us, loved us, and taught us to rebuild our trust and love for ourselves and others. Each of us has a unique origin story, but once we united, we felt a bond with our permanent family.

Our grandmother was a significant guiding presence who provided us with love and acceptance, especially during her final days with hospice. When we lost her, we felt adrift, overwhelmed with emotions that we struggled to understand.

The camp helped us articulate our feelings of grief and loss, not just concerning our grandmother but prior losses we endured as well. Coming together with peers who also faced loss was profoundly impactful. We recognized we were not alone, and while the journey of grief can be difficult, with the right guidance and tools, it can also be a beautiful experience. Each activity equipped us with coping strategies and ways to process grief that were free from trauma and abandonment; we learned to honor our sorrow while also celebrating our joy in a nurturing and supportive setting.

As the fall of 2025 approaches, another Chameleon’s Journey awaits, but this time it will be different. My siblings will attend, but I will be 18 and will serve as a junior camp counselor, applying the lessons I learned to help others as they embark on their grief journey in search of joy once more!”

Do you know a youth (ages 7-17) who would benefit from attending the 26th annual Chameleon’s Journey Grief Camp? VIA Health Partners offers two more opportunities in 2025. Contact the VIA Health Partners Bereavement Department with any questions.

Fall Overnight Camp **OCTOBER 11-12, 2025**

YMCA Camp Thunderbird • Lake Wylie, SC
(Online Registration Opens: Monday, August 18)

Fall Day Camp **OCTOBER 25, 2025**

8:30 am - 4:00 pm

Staunton Bridge Community Center • Greenville, SC
(Online Registration Opens: Monday, September 8)

Online Registration: www.chameleonsjourney.org



Since 2020, Equity Health has served homebound seniors and individuals with disabilities across North Carolina, providing care tailored to their specific needs. Equity Health offers comprehensive Home-Based Primary Care (HBPC), which serves patients managing chronic diseases such as Congestive Heart Failure, Diabetes, Chronic Obstructive Pulmonary Disease (COPD), and Chronic Kidney Disease.

For comparison, palliative care emphasizes symptom relief and quality of life during severe illness, no matter the stage. HBPC expands upon this by addressing not just symptom management but also the broader, ongoing needs of our patients. It was a natural fit to bring Equity Health under the umbrella of services offered by VIA Health Partners. The acquisition took place in September 2024.

Equity Health provides essential services that replicate those found in a primary care office, but in the comfort of a patient's home. These include annual checkups, chronic care management, acute illness treatment, diagnostic tests, and even on-call support during evenings, weekends, and holidays. Preventative screenings like mammograms, X-rays, and colonoscopies can be arranged directly in the home.

At Equity Health, our commitment revolves around enhancing care for homebound seniors while providing unparalleled support for clinicians. Our belief is simple: when clinicians are empowered and valued, patient outcomes flourish. Together, we are reshaping what healthcare can be for homebound individuals.



"Beyond treating illnesses, our approach integrates community resources, equipment needs, and comprehensive support for caregivers. Our model allows for a smooth transition across healthcare settings while preventing unnecessary emergency visits and hospital stays. It keeps patients home longer, prioritizing comfort and family connections while improving their quality of life."

- Dr. Michelle Schmerge



Dr. Michelle Schmerge

President & Founder
Equity Health

meet the doctor...

Education

Bachelor of Science in
Mathematics, Vanderbilt University

Master of Science in Nursing,
Vanderbilt University

Doctor of Nursing Practice
specializing in Health Policy
& Executive Leadership,
Yale University

Awards

Great 100 Nurse in NC, 2019

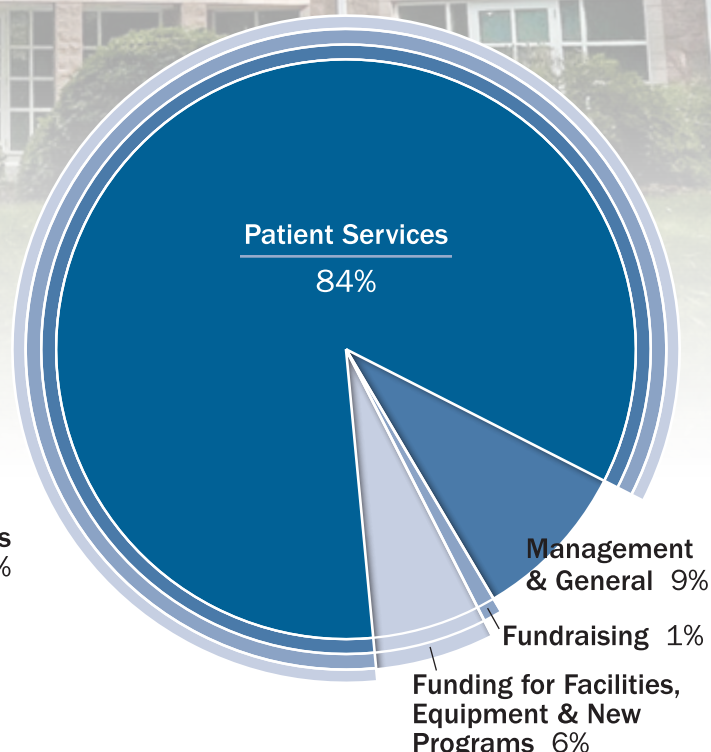
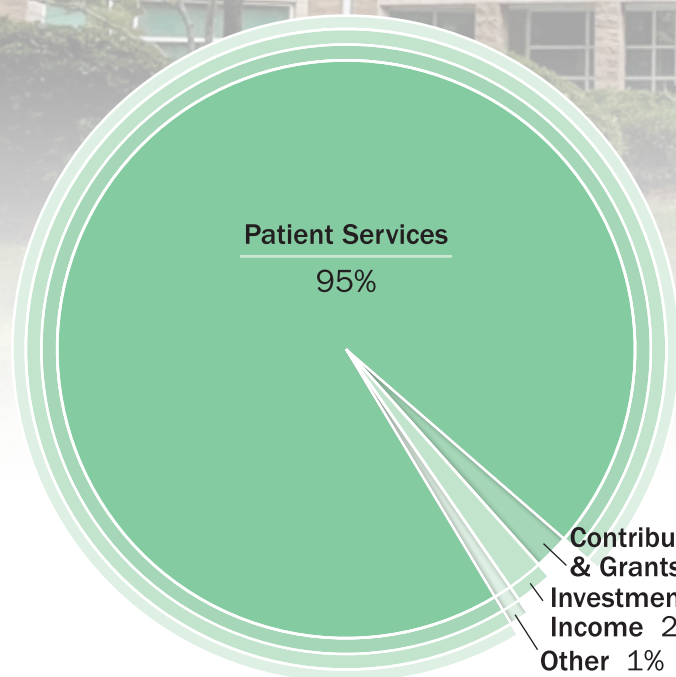
Joanne S. Stevens
Political/Legislative
Nurse of the Year, 2016

When she's not working, you'll find her:

Volunteering with the
North Carolina Nurses Association

Enjoying the lake with her husband
and two children in Denver, NC

2024 Year In Review



STATEMENT OF OPERATIONS

(Year ends December 31)

2024 NET REVENUE

Patient Services	\$134,823,933	95%
Contributions & Grants	\$3,061,116	2%
Investment Income	\$2,619,021	2%
Other Income	\$1,178,445	1%

TOTAL REVENUE \$141,682,515

2024 NET EXPENSES

Patient Services	\$119,659,307	84%
Management & General	\$12,203,656	9%
Fundraising	\$1,909,038	1%
Funding for Facilities, Equipment & New Programs	\$7,910,514	6%

TOTAL EXPENSES \$141,682,515

2023 NET REVENUE

Patient Services	\$111,841,870	94%
Contributions & Grants	\$3,025,832	3%
Investment Income	\$2,860,200	2%
Other Income	\$858,599	1%

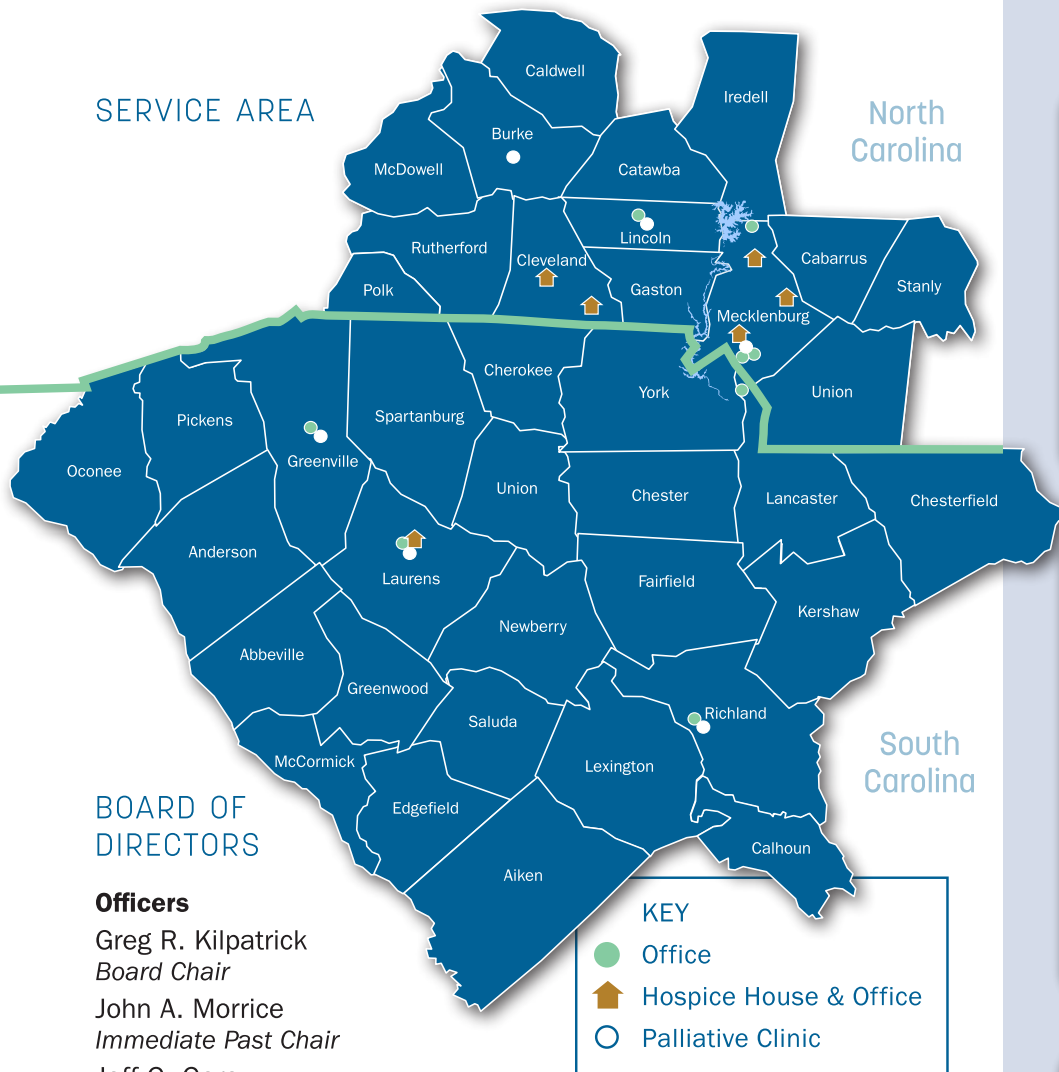
TOTAL REVENUE \$118,586,501

2023 NET EXPENSES

Patient Services	\$100,911,541	85%
Management & General	\$10,182,745	9%
Fundraising	\$1,693,802	1%
Funding for Facilities, Equipment & New Programs	\$5,798,413	5%

TOTAL EXPENSES \$118,586,501

SERVICE AREA



BOARD OF DIRECTORS

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Immediate Past Chair

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Vice Chair at Large

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David H. Jones

Collie Lehn

Bryan R. Midura

Meredith Pinson

Ashley Love Sumrall, MD, FACP

Joey Tysinger

Jonathan Weathers

2025 SENIOR LEADERSHIP TEAM

Peter A. Brunnick, CPA
President & CEO

Thomas Atwood
Vice President of Philanthropy

Michael Bolewitz, PharmD, MBA
Vice President & Chief Operating Officer

Tara Connolly
Vice President & Chief Growth Officer

Pete Davies
Vice President & Chief Information Officer

Todd Fontenot
Vice President & Chief Financial Officer

Dean Forman, MBA
Vice President & Chief Strategy Officer

Dr. Bridget Hiller
Vice President & Chief Medical Officer

Andrea Smith
Assistant Vice President & Chief Administrative Officer

Cynthia Tilley, SPHR
Vice President & Chief Human Resources Officer

VETERAN CARE

921

ARMY: 415 | NAVY: 178
AIRFORCE: 151 | MARINES: 76
RESERVES/NAT'L GUARD: 70
COAST GUARD: 6 | OTHER: 25

VOLUNTEERISM

405 Volunteers

29,718 Hours

\$930,614

VALUE OF
CONTRIBUTED TIME



GRIEF SUPPORT

16,559

Client Consultations
& Appointments

Hospice Clients **6,932**

Community Clients **1,955**

UP TO 13 MONTHS AT NO CHARGE



MUSIC THERAPY

399 Patients

555 Visits

Interventions

COMPOSITIONAL | IMPROVISATORY
RECREATIVE | RECEPTIVE



Levine & Dickson Hospice House - Wendover

Earlier this summer, VIA Health Partners officially renamed its Wendover Hospice House in Shelby, NC to Levine & Dickson Hospice House - Wendover. The rebranding follows significant investments by The Leon Levine Foundation and Dickson Foundation, who have been important partners in the organization's commitment to the region. Their investment enabled VIA to make significant improvements to the facility that directly translate to the delivery of first-class hospice care to patients and their families.

The renaming also reflects a new chapter in VIA's ongoing efforts to bring its brand of compassionate care to the Foothills region of the state, as the Levine & Dickson Hospice House - Wendover not only serves patients in the greater Shelby area, but also receives patients from points further west as well as parts of the Upstate of South Carolina.

"For decades, The Leon Levine Foundation and Dickson Foundation have been partners in our growth. They understand the work that we do and believe in the importance of having a strong, independent, and non-profit hospice organization in the area," says President & CEO Pete Brunnick.

VIA Health Partners owns or operates six hospice houses across the region. The Levine & Dickson Hospice House - Wendover extends the "Levine & Dickson" hospice house brand, which was

established in 2006 with a grant to construct the organization's first inpatient unit, Levine & Dickson Hospice House - Huntersville. In subsequent years, and with generous support from each respective foundation, that brand was extended to include the Levine & Dickson Hospice House at Southminster in 2012 and the Levine & Dickson Hospice House at Aldersgate in 2017.

While the renaming signifies a new beginning for the inpatient facility, keeping "Wendover" in the name was important to the organization. "Prior to VIA acquiring the facility as part of our merger with Hospice Cleveland County in 2020, there was a rich history of community support from area families for the Wendover Hospice House. Keeping Wendover in the name is our way of maintaining continuity with the past," added Brunnick.

The Levine & Dickson Hospice House - Wendover is a sixteen-bed facility that offers respite, residential, and general inpatient care (GIP). It operates 24/7/365 and is staffed with dedicated nurses, nurse assistants, chaplains, and social workers who ensure patients receive the right care at the right time.

To learn more about the Levine & Dickson Hospice House - Wendover, visit viahp.org.



THE HOSPICE HOUSES OF VIA HEALTH PARTNERS

					
est. 2006	est. 2012	joined VIA 2016	est. 2017	joined VIA 2020	joined VIA 2020
Levine & Dickson Hospice House - Huntersville <i>Huntersville, NC</i>	Levine & Dickson Hospice House at Southminster <i>Charlotte, NC</i>	Hospice of Laurens County Hospice House <i>Clinton, SC</i> est. 2008	Levine & Dickson Hospice House at Aldersgate <i>Charlotte, NC</i>	Levine & Dickson Hospice House - Wendover <i>Shelby, NC</i> est. 1996	Testa Family Hospice House <i>Kings Mountain, NC</i> est. 2010



A PATIENT'S STORY

Pursuing Love Over Limits

Last fall, a special passion project was born. “Love Over Limits” was an initiative to brighten up the rooms of hospital patients who couldn’t enjoy the holidays in their own homes. A few decorations and a string of lights – a small gesture revealing the power of a tremendous heart.

That invincible heart belonged to Kaija Hite, a 20-year-old Charlotte native who had dreams of one day becoming a physical therapist.

“Kaija had a heart for people,” according to her mother, Dace Hite. “She vividly set her faith into action, welcoming the stranger with a warm and inviting smile or helping friends in need.

**She was an artist and a gymnast,
but above all things, she was a giver.**

She saw being a physical or occupational therapist as a way of setting her strong-held beliefs into action. She wanted to be a positive force in the world.”

Kaija graduated from Providence Senior High School and briefly attended Berry College, pursuing a degree in exercise science, before falling ill with a myriad of mysterious symptoms resulting from a rare genetic disorder affecting the nervous system. In late 2024, with the help of VIA Health Partners and its Chief Medical Officer Dr. Bridget Hiller, Kaija entered VIA’s hospice program in November where she received three months of active and compassionate care until her passing in February 2025.



Despite Kaija’s declining health through the winter months, she remained focused on others as a way of dealing with the pain of her worsening condition. Through the holidays, Love Over Limits was born, touching the lives of others at an otherwise tender time.



FLIGHT OF THE DOVE

Pedaling for a Purpose

Not even the rain could dampen the spirit of this year's Flight of the Dove, as 255 cyclists from South Carolina, North Carolina, and Georgia took to the roads on Saturday, August 2, raising an impressive \$52,415 for VIA Health Partners' Upstate SC operation.

Despite the showers, riders and volunteers remained upbeat and focused on the mission – supporting compassionate end-of-life care for families across the region.

"The weather may not have been ideal, but our riders showed up with determination and heart," said President & CEO Pete Brunnick. "The cause is worth every mile, and we're incredibly grateful to everyone who braved the rain to make the 20th anniversary ride a success."

Celebrating two decades of impact, Flight of the Dove has grown into a tradition in Laurens County. Proceeds from the race support efforts like charity care, hospice house upgrades, music therapy, and other elements of VIA Health Partners' patient-centered mission.

"I ride between five and eight cycling events every year and I never miss Flight of the Dove," said longtime cyclist, Michelle Anderson. "The food, atmosphere, cyclist support, and of course the mission behind the ride make Flight of the Dove the best ride in South Carolina."



*Cyclists and volunteers at a rest stop.
August 2, 2025*

The centerpiece of the Flight of the Dove program is the release of doves in memory of the patients VIA Health Partners served in the prior year. Releasing this year's doves were Jim Wright and daughter, Sherrie Turner. The Wright family had two family members, Jackie Wright and Christy Wright, under hospice care with VIA earlier this year.



CYCLISTS

255

RAISED

\$52,415

CELEBRATED

20 YEARS

Our Mission

To relieve suffering and improve the quality and dignity of life through compassionate hospice care for those at end of life, palliative care for those with advanced illness, and through community education.

Our Promise

You are our priority.

Our promise to you is to provide Exceptional Care, to guide you and your family on this journey and to respect your choices.

Your comfort, needs, and wishes come first.

You can count on us... where you need us and when you need us.

That is our promise.

The Hospice Store



Our Thrift Store is a great way to volunteer with a flexible schedule. The store has a fun-loving atmosphere surrounded by hundreds of treasures!

Come shop for a variety of items like artwork, antiques, books, clothing, collectibles, crystal and china, electronics, exercise equipment, furniture, glasses and dishware, housewares, jewelry & purses, lamps, linens, musical instruments, patio furniture, rugs, small appliances, tools, toys and games, and more.

All donations are tax deductible and proceeds from purchases benefit VIA Health Partners' patients and families.

ACCEPTED DONATIONS

Home decor, furniture, rugs, wall art, housewares, holiday decor, sports equipment and gear, clothing, shoes, tools, antiques, books, and much more. Contact the store if you have any questions.

The Hospice Store

1450 E. Dixon Blvd. • Shelby, NC
(704) 751-3530

HOURS

Tuesday - Friday: 10:00 am - 6:00 pm
Saturday: 9:00 am - 1:00 pm
Sunday & Monday: CLOSED

JOURNEYS BY VIA HEALTH PARTNERS

Heart Failure Program

Our Heart Failure Program supports patients and caregivers by helping to manage symptoms and focus on quality of life.

Once enrolled in the Heart Failure Program, patients are provided with educational materials including a booklet about heart failure, a daily weight tracker, medication log, and a customized care plan designed with their unique needs and goals in mind.

Our program will:

- Reduce trips to the emergency department
- Reduce the need for inpatient hospital stays
- Create a customized care plan focused on quality-of-life goals
- Create an emergency plan to manage symptom exacerbations in the home
- Provide education and resources to patients and caregivers



American Heart Association.
Certified Care™
Palliative/Hospice
Heart Failure

Our innovative program is approved by the American Heart Association (AHA) to address the increased health and care needs of patients living with heart failure.

HEART FAILURE CARE TEAM

Your VIA heart failure team will include a physician, nurse practitioner, nurse, and social worker. We coordinate care with your primary care physician and cardiologist.

Wherever patients call home.

Our services are provided wherever patients call home, including assisted living residences, nursing homes, and private residences. In addition to in-person visits, our care is provided via virtual visits and telehealth. Our care team is available to answer questions and provide symptom support 24/7 via our toll free number.

and caregivers – how and where they need it.

JOURNEYS BY VIA HEALTH PARTNERS

Dementia Care Program

Our program is designed to support the patient and caregiver as they traverse the difficulties associated with living with dementia.

Our goal is to support and empower a patient and caregiver, in the place they define as home, with tools and methods to avoid unnecessary hospitalizations and other unwanted outcomes associated with the progression of dementia.

We partner with patients and caregivers to focus on the most important needs of people living with dementia. We are a team and together we will identify the types of resources that may be most helpful during your journey.

What patients and caregivers can expect:

- Monthly touch-base calls with your care navigator
- Annual cognitive assessment by a provider in your home
- A customized care plan based on the patient's care, wishes, and needs
- Available 24/7/365
- Medication management and education
- Review the patient's advance directive and help to complete them, if needed
- Ongoing communication with the patient's neurologist to ensure coordination of care
- Facilitation of community referrals to provide additional support to patient and caregiver
- Education on caregiver burnout – recommend strategies to support the caregiver
- Provide information about long-term care services available in your area
- Referrals to resources in your community that offer professional help with financial and legal needs
- Strategies to promote home safety for the patient



DEMENTIA CARE TEAM

VIA Health Partners is proud to participate in the Medicare Guiding an Improved Dementia Experience (GUIDE) Model – an innovative care delivery and payment model focused on improving the lives of individuals with dementia and their caregivers. The GUIDE Model emphasizes comprehensive, coordinated dementia care, with the goals of enhancing quality of life, easing the burden on unpaid caregivers, and helping individuals remain in their homes and communities. The model also includes support for family caregivers, such as access to respite care.



 **ALZHEIMER'S[®] ASSOCIATION**

Our Dementia Care Program relies on information based on research and guidance from the Alzheimer's Association, a leading authority on dementia and Alzheimer's disease.

A TIME FOR REMEMBRANCE AND HEALING

Annual Memorial Services

These special events provide heartfelt opportunities to remember, honor, and celebrate those who have touched our lives. They are a part of VIA Health Partners' commitment to supporting those in their time of grief.



Annual

Butterfly Release Memorial Services

**Saturday
September 13
2:00 pm**

**Reedy Creek Park
Shelter 2**

2900 Rocky River Road
Charlotte, NC 28213

**Sunday
September 14
2:00 pm**

**Jetton Park
Waterfront Hall**

19000 Jetton Road
Cornelius, NC 28031

**Sunday
September 21
2:00 pm**

**Park Road Park
Shelter 2**

6220 Park Road
Charlotte, NC 28210

**Sunday
October 5
2:00 pm**

**Rankin Lake Park
(RSVP requested)**

1750 Rankin Lake Road
Gastonia, NC 28052

Annual

Memorial Service

**Saturday
October 11
10:00 am**

**Summit Community Church
Fellowship Hall**

407 S. Green Street
Morganton, NC 28655

For more information, contact:

VIA Bereavement Department
704.375.0100

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Charlotte, NC 28247
704.375.0100
viahp.org

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Health Partners