

Anna B. Trivette  
1779 NC Hwy 88  
Zionville, NC 28698  
05/29/2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

A mother's love is like nothing else in the world and my greatest wish has always been that my children know I will be there for them no matter how old they get and no matter where life takes them. This past December the need for an inpatient hospice facility in The High Country became increasingly evident when my son was placed in hospice care to live out his final days after a perforated ulcer sent his body into septic shock. I wanted to spend as many hours of every day that I could with him, but the fact that he was placed in Burke Hospice, due to the lack of a facility in Watauga County, made that very difficult for me. At 81 years old it is much harder for me to drive long distances, especially in any kind of inclement weather. During the 20 days my son was in hospice care, I had to rely on others to drive me back and forth more than 50 miles one way just to visit him. Not only was it hard to rely on others to drive me to and from the facility, but I also could have stayed with him longer if I didn't have the hour and fifteen-minute drive back up the mountain.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community. I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition. If you have any additional questions, please feel free to contact me.

Sincerely,

*Anna B. Trivette*

**C. PHILIP GINN  
223 KALMIA LANE  
BOONE, NC 28607**

JUNE 10, 2020

Valarie Jarvis

Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.

Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation

Healthcare Planning and Certificate of Need Section

2704 Mail Service Center

Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

A few years ago, my mother passed away at the age of 99. Up until 7 weeks before her death she lived by herself with considerable independence in regard to her own care. On Easter Sunday, she experienced a pulmonary embolism from which she was unable to recover. Her last 7 weeks were spent in either the hospital or in a nursing home. At that time, her nursing home stay was mostly in hospice type care. However, though the nursing home tried, their facilities were not conducive to the type of care that would have provided greater comfort to her and to us as her family. I only wish that some type of true inpatient hospice care could have been available to us at that time.

For this reason, along with other anecdotal examples from other families in my close personal circle, I believe that there is a clear and increasing need for local access to inpatient hospice services in this area. I further believe that Caldwell Hospice and Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

Therefore, I would urge you to approve Caldwell Hospice and Palliative Care's special need adjustment petition.

Thank you for your consideration and you may feel free to contact me should you require any further information from me.

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Philip Ginn', with a large, sweeping flourish extending to the right.

C. Philip Ginn

Name Carl & Lennis Moody  
Address 153 Burl Lawrence Rd.  
Vilas, NC  
Date 6/4/2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

We are very interested in inpatient hospice care for our friends and families..One of our dear friends spent his last days in CALDWELL HOSPICE IN LENOIR which was difficult for his family to travel each day as they wanted to stay with him. Even though he received excellent care it was a hardship to travel the 30 miles in winter weather.

Another friend of ours spent her last days in WATAUGA MEDICAL CENTER due to family member's inability to care for her at home. A hospice house would have been a tremendous help and blessing.

Our very precious friend, Will Pierce, was in hospice care in BURKE COUNTY and his Mother who is 80+ years with health issues traveled almost every day to visit him and support his wife and daughters. Friends and family members didn't mind taking her but was very taxing on her.

As a retired oncology nurse I saw my patients and family struggle with end of life issues that a local inpatient unit would have been a tremendous support.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,  
Lennis Moody

Name: Carla Greene

Address: 490 Kirby Branch Zionville, NC 28698

Date: June 10, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties. The closest hospice house is in Lenoir and an hour drive from my home. This drive is a challenge for many families because of the distance and sometimes their finances. Having access to a hospice house closer to home would help them during an already difficult and stressful time. The patients and immediate family would also be closer to their larger extended families and faith families that are so prevalent here in the mountain communities. While a summer drive up and down the mountain can be navigated easily, winter travel is more challenging. Snowy days can begin as early as October and end in April. This long stretch of unpredictable, inclement weather makes travel off the mountain a hardship for families but traveling to town would be easier for families to manage.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Carla Greene

Charles Krisalan Anderson  
1504 Trafalgar Drive, Winterville, NC 28590  
May 29, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

Terminal illness has impacted my family, losing both of my paternal grandparents and my mother to cancer in the Watauga County area. During those times, we struggled to sort through the rubble of our situation. Knowing what to do, what to say, and what to expect was alien to us. We had friends and other family, a church, and community, but that did not meet the need for expertise and hands-on professional care that filled the void that sympathy alone left. We needed true empathy – the ability to act and provide solutions rather than just feel for the hurting. It is a very different situation when medicine shifts from preserving life to the type of care that provides a dignified and peaceful death, and in turn, it takes a special dedicated staff and facility to be able to operate effectively within that environment.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Charles Krisalan Anderson

May 27, 2020

Valarie Jarvis

Chair, Long-Term and Behavioral Health Committee

And Christopher Ullrich, M.D., Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation, Healthcare Planning and Certificate of Need Section

2704 Mail Service Center

Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

Our family has utilized Hospice service three times. The last two times we were already involved in providing significant long-term health care for our mothers in our home, so the Hospice teams were able to simply supplement and support that effort.

However, the first time was the dilemma for which such a facility would have been extremely helpful. In 2006 my father was dying of pancreatic cancer and we had signed him up for Hospice care in the home. But my mother was suffering from early stage dementia and not only refused their help many times, insisting to all that she could care for him herself, but actually neglected my father's care out of her own confusion. My father finally asked me to arrange for his doctor to admit him to Blowing Rock Hospital (which no longer exists) just so he could get meds and regular care. Because my mother then experienced a major breakdown (which began at the hospital, we had to physically remove her from there, and she eventually ended up at Frye for 3 weeks) we had to search for another place for him to go for future care since the hospital wouldn't allow my mother to be with him there anymore. My sisters and I were searching frantically for an appropriate place for his final days of care where he could also be with our mother. I talked to the Palliative Care center in Lenoir, but they were full. They finally were able to connect me to the Shaire Center in Hudson where we took my father so he could be reunited with my mother. That staff gave us all (including my mother) excellent care until my father died, but we had to drive about an hour each way to see him. A facility in our own county would have greatly reduced that issue and made it possible for more of us to spend time with him in his final days. And had it been winter (instead of the summer) weather could have also introduced a lot of other problems and issues which would have been much reduced with a closer facility.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,



Cherry Johnson  
291 Blaimont Drive  
Boone, NC 28607  
[cherryjohnson@gmail.com](mailto:cherryjohnson@gmail.com)  
828-964-8685

Cheryl Warren Creed  
203 Moretz Hollow Road  
Zionville, NC 28698

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
AND  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell County Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

With being a Pastor's daughter for many years, I have seen the need for a hospice here in Watauga County. I have visited at the ones in Hudson and Lenoir and



have had several of my family members to pass at these Hospice Centers. They are a blessing to have in this difficult time in one's life. I strongly encourage you to please build a facility in Watauga County so that we will have a place that is close to home without having to go far away from our home to be with our loved one in their last days.

Inclement weather is also a serious task for us here in the Blue Ridge Mountains. We have to travel a great distance to get to the closest facility in Lenoir.

Please consider us to have a wonderful Hospice here in Watauga County!!

Thank you,

Cheryl Warren Creed

Colby Hamby  
312 Olde Fields Drive  
June 3, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

As a lifelong citizen of Watauga County and a current resident of Ashe County I have witnessed and experienced the longing need for a Hospice facility. I worked in healthcare for 4 years with 2 years being in the Monitor Bed Unit at Ashe Memorial Hospital. Seeing families having to make tough end of life decisions without the proper education or facility was gut wrenching. Families having to send their loved ones miles away knowing they may or may not be able to be with them in their final days is devastating for the family and patient. The travel and road condition to facilities further away is not an option for some families.

I myself have been in the shoes of a family member in need of a facility. 4.5 years ago my grandmother passed away from Pancreatic Cancer. Her last days of life were spent in a cramped hospital room with loved ones having to rotate visitation. I believe she could have been made more comfortable in a hospice type setting where it felt more like home verses a hospital bed. The need for families to have this option in the High Country is critical. Loved ones who could have the option to a peaceful hospice setting could be a huge change for the quality of living in an end to life individual.

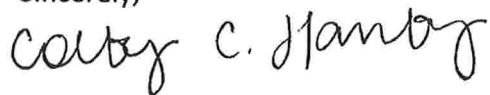
As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this

service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

A handwritten signature in black ink that reads "Colby C. Hamby". The signature is written in a cursive, flowing style.

Colby C Hamby

828-773-7908

Danielle Pierce  
1266 Sherwood Rd  
Vilas, NC 28692  
06/22/2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

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Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

It's no secret for anyone who has visited Boone and the Blue Ridge Mountains, it is a special place. The people in this place are part of what make it so special. My dad was certainly one of those people. He was born and raised in Watauga county and embodied so much of what the community was. He hardly met a stranger, partly from years of living here but also because my dad was someone who was warm and instantly made you feel like you were special and loved. Dad had to make a decision to stop treatments in November of last year and while that was one of the hardest days of my life it made me see just how strong of a person he was. When having to decide what hospice facility for Dad we struggled with finding somewhere that would allow all the people in Dad's life to be able to say goodbye. We were lucky because the facility in Morganton was near my Mom's apartment but I couldn't help but feel for the people of Watauga that wanted to see Dad. It is an hour away and in November snow and ice are possible and that would make it hard for many to get off the mountain. In Dad's case nothing seemed to stop people from coming to see his smile light up a room one last time. I know there were some who wished they could have come more often but work restrictions made that impossible. If a center had been in Watauga county I can only imagine how many more people would have been able to see Dad. Many elderly in the community, including my grandmother, aren't comfortable driving off the mountain or driving after dark. My grandmother depended on different family members to bring her to see Dad as often as she could. I know if she could have she would have come every day to hold his hand. I would hate to think distance and geography could be something that would keep someone from saying goodbye to someone they love.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,  
Danielle Pierce

Debra Strickland  
4430 Laurel Creek Road  
Banner Elk, NC 28604  
June 9, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

A few years ago, I had a friend whose husband was dying from cancer and because there was not a hospice facility here in the high country, they kept him at home. They did not have the means to travel back and forth to a facility off the mountain and it would have meant that their dog would have been kenneled for an indefinite time if they had stayed at a facility off the mountain- an added expense to them. Their house was small, their dog was not good with lots of people and it added to their burden to keep her husband at home. The memories from his death in their home finally caused her to sell the home and purchase a different home.

This past Dec., a friend and co-worker had to go to hospice and due to the travelling distance and because it was Winter several of our older co-workers were unable to say their last goodbyes in person. I, myself was not able to go see him- I felt like it was an added burden to the family to try to go on the weekends or at night to see my friend and take from their final time with him. They had so many people who could only come on the weekends and evenings due to the distance from our hometown. We also had some bad weather that played a role in being able to travel. A facility here would have meant time to say goodbye in person and help with the mental part of saying goodbye to a close friend. I also watched how this affected this family with their work and financial expenses having to be away from home for an extended time.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,



Debra Strickland

Name Earl & Ruth May

Address P O Box 309, Vilas, NC 28692

Date June 10, 2020

Valarie Jarvis Chair, Long-Term and Behavioral Health Committee And Christopher Ullrich, M.D.  
Chair,

State Health Coordinating Council North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section 2704 Mail Service Center Raleigh, NC  
27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds  
in Watauga County Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs  
petition to include six hospice general inpatient beds in the State Medical Facilities Plan for  
Ashe, Avery and Watauga Counties.

1. Travel is not good for older people to have to go long distance.
2. Family could use the help and advice of Hospice nurse.
3. I have friends that wanted to be home with loved one, but could not take care of them.
4. The weather is also a factor when traveling in the winter time.

As shown in the petition, there is a clear need for local access to inpatient hospice services in  
this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this  
service, bringing with their experience and expertise the utmost in quality and compassionate  
care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need  
adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely

Ruth May

Evalyn M. Pierce  
610 Henson Branch Rd  
Vilas, NC 28692  
05/29/2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

On November 28<sup>th</sup>, 2019 my father made the incredibly tough decision to stop receiving medical treatment for a perforated ulcer that sent his body into septic shock. The doctors did absolutely everything they could, but with the help of several medical professionals and my father's wishes they decided to move him to hospice care to finish out the remaining days of his life. My father was born and raised in Watauga County, but moving him home for inpatient care was not an option for his condition and this area did not have an inpatient facility for us to use. The closest hospice facility to Watauga County is Caldwell Hospice and Palliative Care, 36.7 miles away. At the time we were considering our options they were at maximum capacity so we were unable to be placed there. On December 2<sup>nd</sup>, 2019 we moved my father into Burke Hospice, 53.6 miles from our home. Burke Hospice was beyond incredible to our entire family. I cannot say enough kind things about them, but it wasn't home. The financial and emotional strain of being that far away from home was unimaginable. I can't change my father's circumstances, but I can be apart of the change for this community. The High Country deserves an inpatient facility so that if the need arises for anyone to have to make decisions about care for end of life, they have the opportunity to pass away surrounded by their family and friends in the place they call home.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community. I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition. If you have any additional questions, please feel free to contact me.

Sincerely,

*Evalyn M. Pierce*

Gayle Greene Crowder  
9705 Stoney Hill Lane, Charlotte, NC 28277  
June 8, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
and  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
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RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga counties.

My dad passed away July 5, 2019 in Watauga Medical Center from cancer after we were told he had 3 to 13 days to live. We debated about taking him home or leaving him in the hospital. We were told that getting the bed and other equipment he needed to the house was not an easy task. It was a very difficult decision for us and our mom. It would have been wonderful to have known that a hospice bed with everything needed to make dad's final days comfortable was available. I would like everyone facing the end with a loved one to have the comfort of knowing that a hospice bed and everything needed is there for them.

We were fortunate that our mom was there and able to take care of dad. However, if we had taken him home the physical burden for his care would have been all on her. Although mom would have gladly taken care of dad it would have been great to have known there was a hospice house to help with his end of life physical needs.

As shown in the petition, there is a clear need for local access to inpatient hospice services in the area and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service. Bringing their experience and expertise to utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions please feel free to contact me.

Sincerely,



Gayle Greene Crowder

704-651-4567



Gene Fields  
2233 Silverstone Rd.  
Zionville, NC. 28698  
06/08/2020

Valarie Jarvis, Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D. Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation Healthcare Planning and Certificate of  
Need Section  
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RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds  
in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties. The experience and respect for the impact of hospice for families and the communities they live in, comes from my own life. I expected the hospice facility to take care of the patient, in this case, my mother, but that was only a part of all the care provided. The Kobacher House, in Columbus, OH., gave my family the opportunity to take the first step in our grief process. This environment allowed us to face and deal with all the emotions present with loss of the matriarch of our family. We were able to come together, in love for each other. Hospice is why that occurred.

Families in the High Country would benefit greatly from a local hospice facility. The region has been overlooked for far too long. The mountainous locale, economic challenges facing the populace, and the traditional closeness the family, should all be taken into consideration in your planning.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Gene Fields

George C. Trivette Jr.  
1779 NC Hwy 88  
Zionville, NC 28698  
05/29/2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D.  
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**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

The need for an inpatient hospice facility in The High Country was without a doubt shown to me in the last 6 months as I watched my brother live out his final days in a place that was not his home. My siblings and I were born and raised in Watauga County, and it is the place I still call home. When my brother, Will, made the decision that he would be pursuing hospice care for his terminal illness there wasn't an inpatient facility in Watauga County for him to be moved into. He was forced to choose from facilities off the mountain, with the closest one being over 30 miles away in Caldwell County. Caldwell was full at the time so he chose Burke Hospice which is over 50 miles from the majority of his friends and family. As someone who works throughout the week it was hard for me to stop by a facility that far from home. I spent as much time there as I could, but if my brother had the option of a facility in Watauga County I would've been able to spend countless more hours with him in his last days.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community. I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition. If you have any additional questions, please feel free to contact me.

Sincerely,

*George C. Trivette Jr.*

Gerald Winebarger  
PO Box 1946  
Boone, NC 28607  
June 14, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

My wife died at Gordon Hospice House in Statesville, North Carolina on January 20, 2020. It was a blessing to be able to have her spend her final days in a place where she could be kept comfortable while dying with dignity and to be cared for so compassionately by doctors, nurses and staff who have training, experience and empathy that enables them to serve the patient and family so well. Unfortunately, the location of the hospice house was too distant from home to allow many relatives and friends to visit during our stay there. I, too, had to be away from home and leave things unattended there so I could be with my wife in her final days. The fact that it was still winter created additional concerns, but, fortunately, the weather was mild during that particular time. After her death there was an expense involved in transporting my wife's body to the local funeral home that would not have been necessary if we had the benefit of a local hospice house.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Gerald Winebarger

# **Gregory Cook**

**P.O. Box 1448**

**Boone, North Carolina 28607**

**June 5, 2020**

**Valarie Jarvis,**

**Chair, Long-Term and Behavioral Health Committee**

**And**

**Christopher Ullrich, M.D.**

**Chair, State Health Coordinating Council**

**North Carolina Division of Health Service Regulation**

**Healthcare Planning and Certificate of Need Section**

**2704 Mail Service Center**

**Raleigh, NC 27699-2704**

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Important Beds in Watauga County**

**Dear Ms. Jarvis and Dr. Ullrich:**

**I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery, and Watauga Counties.**

- At the present time there always seems to be a shortage of Palliative Care Beds in the Watauga, Ashe, and Avery county area, with the closest inpatient hospice facility being 28 miles away. I have personal experience with this shortage from our struggle to find a bed for a close relative, who was transferred from our local hospital, and eventually passed in a nursing home. My relative and his family could have greatly benefited from the physical, spiritual, and emotional support that could have been provided by an inpatient "Hospice House." Also, because of our geographical location as mountain counties, we have severe winters. This alone would pose an additional hardship for family members traveling off the mountain to visit their loved one. Watauga, Ashe, and Avery counties are severely lacking in Inpatient Palliative Care options.**

- My second personal experience with a “Hospice House” took place when my mother passed a few years ago. She was in the hospital in the Charlotte area, and was transferred to the Levine and Dickson Hospice House in Huntersville, NC. I was impressed with the care and support that we received from the staff there. My wife and I commented after my mother passed about how a facility like this is badly needed in the High Country.. The concentrated inpatient care that she received, as well as the spiritual and personal attention that we received as family, were very impressive. There is truly nothing that exists at the present time in in Watauga, Ashe, or Avery county that is anything like it.

As shown in the petition , there is clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with them their experience and expertise and the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Gregory Cook

(828)264-1024

**Herb & Leslie Cook  
197 Milton Gragg Road  
Boone, NC 28607**

6-15-2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis & Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery, and Watauga Counties.

I live in Boone, NC and had a dear friend and co-worker who became very ill. Eventually he was placed in a Hospice facility. The closest facility that could provide care for his needs was in Lenoir, NC. This facility was a 45-minute drive one way, so I was very limited to visits, due to the travel back and forth. Had it been winter and the potential inclement weather that occurs in Boone, I would not have been able to see him at all. Boone is somewhat removed because of location in the Blue Ridge Mountains, so is in definite need of a facility that could provide palliative and end of life care for their residents.

As Shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Leslie Cook".

Leslie Cook



Joyce Pierce  
1887 Silverstone Rd  
Zionville, NC 28698  
June 14, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

I truly believe our Counties would benefit tremendously and i also believe Caldwell Hospice and Palliative Care is the ideal Provider.

They brought their experience and expertise and compassionate care to the home of my parents when my mother was battling the horrible disease of cancer. They were there with us through it all and came each time we felt they were needed, sometimes just for comfort.

I highly recommend this service to any and all that go thru any disease that requires Hospice. A truly amazing group of people.

Sincerely,

Joyce

Kandy Taylor  
648 Coolwoods Drive  
Boone, North Carolina 28607  
June 15, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, North Carolina 27699-2704

Re: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery, and Watauga Counties.

My father was diagnosed with aggressive lymphoma while in the hospital and died within days of this diagnosis. Because we have no hospice facility in Watauga County, he passed away in Forsyth Palliative Care at Forsyth Hospital in Winston Salem which is an hour and fifteen minutes from his home in Boone. My mother, who is 83 years old, was not able to be with him when he passed away. We had to make arrangements for her to travel to Winston to be able to see him prior to his passing. Thankfully, at the time of my father's passing, there was no inclement weather during this time.

We live in the mountains of North Carolina and we usually have several inches and sometimes feet of snow, making it impossible to travel. Having a hospice house in our county would greatly reduce the already stressful situation of cancer and other deadly disease. No one should die alone. And no family member should not have the opportunity to support their loved ones while having the benefit of being able to say good-bye.

The closest hospice and palliative care unit for Watauga County is in Lenoir, NC. The residents of Caldwell County get first available beds, as they should, but that leaves little assistance for us here in the high country. The drive to that facility is not quite as long as the drive to Winston Salem, but the roads are more curvy and in the case of inclement weather, more hazardous.

I believe, after looking at the statistics provided by the hospital, you can see that there are numerous referrals to hospice care. Having a facility here in Watauga County will greatly impact the people of this and surrounding counties. Please! Allow us to move forward with this much needed service.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's Special need adjustment petition.

If you have any additional question, please feel free to contact me. 828-773-4009.

Sincerely,

Kandy Taylor

Kathleen Smith  
654 Cool Woods Drive  
Boone, NC 28607  
June 2, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
and  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council  
North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

Both my father and brother required Hospice care at the end of their lives. My father was in Avery County and my brother in eastern North Carolina. Our Hospice nurses and volunteers, who came into the home, were amazing in both cases. Fortunately, in both cases, family was nearby to help both my father and brother, and also their spouses. If that had not been the case, caring for them around the clock would have been extremely stressful on these women, both of whom were older and had medical issues of their own. In home Hospice care provided much needed support but could not have provided all that was needed in the end.

There are many cases in which hospice patients simply need more care than can be provided by loving, but inexperienced, family members. Having inpatient Hospice beds available for those people who are really in need of constant care beyond what can be provided by family is so very important. I believe in most cases, people ready for Hospice care are happy to stay home as much as is possible. It is simply an unfortunate reality that this sometimes is not possible.

People who are professionally trained in palliative care or are Hospice volunteers provide a very much more peaceful, loving and supportive way to deal with end of life issues for patients and their families. Counties without this option for patients who cannot die at home are missing a very necessary resource for the lives in those counties.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassion care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Kathleen Smith

Kathryn Wilson Linder  
439 Ninebark Road  
Boone, North Carolina 28607  
May 26, 2020

Valarie Jarvis, Chair  
Long-Term and Behavioral Health Committee

Christopher Ullrich, M.D., Chair  
State Health Coordinating Council  
North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

Re: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice  
Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am a native North Carolinian born in Boone, North Carolina to parents who were born and grew up in Watauga and Ashe Counties. I grew up in High Point, spending many summers and weekends visiting family in the High Country. I returned to Boone to attend Appalachian State University, and became a third generation graduate of ASU in 1976. My parents were fortunate to return to their beloved North Carolina mountains to live out the last years of their lives and I had the opportunity to return to ASU once again for graduate school in the early 90's. In more recent years, I have become a homeowner in Watauga County and everyone who knows me, knows that there is no other place in the world I would rather be. I share this as a starting point to highlight my roots and life-long connection to - and love - for the area.

The purpose of my letter is to share my support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

The petition clearly demonstrates the need to establish and maintain local inpatient hospice services for the residents of these counties. The reason that stands out most prominently for me is the fact that the closest inpatient unit (in Caldwell County), is 28-50 miles from the High Country – depending on the county in which a person resides. I think about my own father who received hospice services at home but that was not enough to meet his needs during the last 2 weeks of his life. My family was able to hire the additional nursing support needed; however, many – if not – most families would not be able to afford this level of care. These same families will also find it difficult to afford the cost of traveling to and from Caldwell County. Weather is sometimes a factor during the winter months as well. In summary, had my 94 year-old father been moved to Caldwell County for hospice care, it would have absolutely limited my

mother's precious time with him in the last days of his life as her own health would have made frequent trips and visits with him impossible. The time has come to establish an inpatient facility for the residents of Ashe, Avery, and Watauga Counties.

In the past months, I have gained a thorough understanding of the current services provided by Caldwell Hospice & Palliative Care, as well as their outstanding track record, and extremely competent and qualified leadership. Without question, Caldwell Hospice & Palliative Care has the experience and expertise to meet the needs of our residents. I offer my strongest support to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

Thank you for your careful consideration of this request. If you have any additional questions, please feel free to contact me.

Sincerely,

*Kathryn Wilson Linder*

Kathy Cottrell  
199 Pineview Drive  
Boone, NC 28607  
June 19, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

I wish a care facility had been available when my father-in-law passed away in February 2019. Our family found an in-home nurse to help care for him during his final days; however, this care was costly. Had a hospice facility been close by and accessible, it could have been easier on the whole family.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Kathy Cottrell



Kim Via  
5773 Woodside Forest Trl  
Lewisville, NC 27023  
June 14, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

My father was diagnosed with cancer 6 days before he passed away. He had to be moved to Winston-Salem to Palliative Care to die. He wanted to be brought home, but we could not make that happen. My mother, age 83, could not come spend time with him daily because the drive back and forth to Winston was too much for her body to handle. If we would have had a Hospice House in Boone, we could have arranged for him to be moved so my Mom could be with him and he could have passed away in the mountains he loved. Please! We need a Hospice House to serve this area.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Kim Via

Lisa Totherow  
381 N Fork Rd  
Zionville, NC 28698

May 27<sup>th</sup> 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council  
North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

I live in the most western part of Watauga Co several miles from the main rd Hwy 421 N. The community where I live (Zionville) has some of the most financially challenged families in the county. Our school is a Title 1 with over 80% of the children who come from low income households. There are so many who are unable to spend the money to travel out of county to be with their loved ones. This is a huge burden on them and to the individual passing because of the lack of needed visitation and closure. There has been an extreme need for a Hospice facility in Boone for years. My sister at age 7, and both grandparents passed at home because there was not a facility available in Watauga Co. There is such a need here because most families cannot provide the support and care for their loved ones during this difficult time. The weather and secondary roads make it impossible for some family members to be with their loved ones during their last days because the distance is so far to the available inpatient units.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that

Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise

the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely

Lisa Totherow

828-719-7744

[lisa\\_totherow@hotmail.com](mailto:lisa_totherow@hotmail.com)

Lucretia Dalton  
06/15/2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

I am the sister of Will Pierce and traveled from Jamestown to visit my brother in Asheville and Valdese, NC. Which was a 3 hour drive cut down to 2 hours by moving him to the Hospice Center in Valdese, just outside of Hickory NC. Our family had to travel off the mountain to go visit a loved one. Therefore other lives are put in danger by traveling off the mountain in bad weather, whether it be ice, snow and/or fog to see them. Seems the right time for these 3 counties have something to do with it and deserve the right right to have a Hospice Center closer to home. The Center is a great need that should have happened many years ago. My name is Lucretia Pierce Dalton sister of William Clyde Pierce aka Will Pierce.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community. I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Lucretia Dalton

Marie B. Norris  
308 Ponderosa Lane  
Boone NC 28607

June 4, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council  
North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

I have experienced the need for hospice care over the past ten years when coping with the sickness and loss of both my mother-in-law and my mother. Our family received compassionate care from Caldwell Hospice and Palliative Care. The staff was professional and compassionate to us - of which we were most grateful. It is comforting to know that there is a possibility of there being an inpatient facility in our county. It is stressful to have to travel to be with your loved one during their last days when you are already stressed because of the illness they are dealing with and the inevitable loss of a loved one.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition. If you have any additional questions, please feel free to contact me.

Sincerely,

Marie B. Norris

Mary Sue and Patrick Morgan  
392 Grover Norris Road  
June 4, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

As one example of our need, we have dear friends in the Bethel area of Watauga County (18 miles from Boone , over some rough mountain roads) who could benefit from a local hospice house. Three years ago, the 75-year-old wife was diagnosed with super nuclear palsy. Her 80-year-old husband has been nursing her faithfully but, despite some excellent help through bi-weekly hospice visits, he probably will not be able to continue much longer.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community. I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition. If you have any additional questions, please feel free to contact me.

Sincerely

Mary Sue Morgan  
Patrick Morgan

Melissa Greene  
228 Lucky Lane, Zionville, NC 28698  
June 10<sup>th</sup>, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

I strongly support getting the hospice care in our local counties because First it would provide local families to be able to be closer to their love ones if they are not able to travel so far because of younger kids or they are still trying to work to provide for their families. Secondly when traveling down the mountains in the winter or even in the other months can be dangerous to travel in. The snow, ice and even fog make it hard to see. The family is already going through so much emotion they don't be worrying how they will get down the mountain.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Melissa Greene

Miriam Honeycutt  
4581 Meat Camp Road  
Todd, NC 28684  
June 1, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

In a time when a family is having to make many difficult decisions regarding their loved one, choosing which hospice facility, located in the nearest surrounding county to where they live, should not be one of them. A family should be able to bring their loved one, if not home, then to the county where in most cases their spouse, parent, grandparent, child was raised and have lived their life.

As a daughter who witnessed first-hand the challenges of having to travel over three hours one way to visit my father, and unable to bring all our family together at once; the pain of not being with my mother as my father passed cannot be forgotten. We can and must do better for our family and neighbors in our community and with your help, this can be possible.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

Sincerely,

 Miriam Honeycutt 6/1/20



Nolan & Becky Brown  
Country Haven Lane  
Todd, NC 28684  
6/14/2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

I would like to begin with my personal story with Hospice. My mom was diagnosed with Pancreatic Cancer at the age of 61. She fought this for 5 years before passing away. She lived in Lenoir where there is an inpatient hospice facility. Being in an area where there is not the option of having the inpatient facility is not like living in an area where there is that option if needed. The staff do their best with assisting patients at home, but it is nothing like being able to go to the inpatient facility. When a patient is at home, even when there is assistance from Hospice staff, the responsibility still falls on the family to take care of the patient. Whereas, being at the inpatient facility, there is staff there 24/7 to take care of the patient, along with assisting the family with needs.

When the patient does not have the option of an inpatient facility, they tend to be admitted to the local hospital and a family is then forced to spend the last days in a hospital setting versus the comfort that the hospice setting provides the patient along with family members. This makes the last days of a person's life a little easier for the family rather than spending that time in a hospital room. With the closest inpatient facility being in Lenoir, this makes the commute hard not only traveling, but also the cost that incurs. There are many families in this area that may not be able to afford to travel back and forth. Not only the cost, but when there is inclement weather, this definitely causes more stress for the family.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me at 828-446-7944.

Sincerely,

Becky Brown

Peggy Greene  
284 N. Pine Run Rd.  
Boone, NC  
6/14/2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

I live in the Blue Ridge Mountains and in the winter time the weather can be very bad making it hard to travel up and down the mountain to see a loved one. My brother-in-law was in a hospice house in Lenoir, his stay was very short and I was not able to see him before he passed away, had he been closer in his home town I would have been able to see him. My daughter-in-laws father was in a hospice house in Morganton, I was able to see him a few times before he passed away. If he had been closer I could have gone to see him more and been a support for the family. Both of these people have passed within the last 2 years.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,  
Peggy Greene

Phyllis Winebarger  
3684 Meat Camp Rd  
Boone, NC 28607  
June 4<sup>th</sup>, 2020

Valerie Jarvis  
Chair, Long-term and Behavioral Health Committee

And

Christopher Ulrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ulrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery, and Watauga Counties.

My sister-in-law, Wanda, became ill in the late summer of 2019. Her illness was improperly diagnosed and continued to progress until December when it was discovered that she had stage IV lymphoma. She was immediately transported to Charlotte and my brother-in-law, Gerald, was devastated by the diagnosis and the distance he would have to travel to be with her. Over the next few weeks it became clear Wanda was not going to recover and her condition deteriorated quickly. One of the biggest hurdles Gerald faced was how to care for her in her final weeks. She clearly needed constant palliative care that he was not qualified to provide, but no proper facility existed near Watauga County. In addition to the stress of losing his wife to cancer (over the holidays, no less), he also had to negotiate with insurance companies and long-term care facilities far away from home. He was fortunate to find a bed in a Hospice facility in Statesville where she could receive the care she needed in her final days and he could stay with her. Had such a facility been available closer to Watauga County, Gerald could have been spared immeasurable stress and spent his time focusing on being with his dying wife. Gerald and Wanda were also fortunate enough to have a large extended family that lived close by in Watauga County and had the means and resources to travel to Statesville to visit them almost every day. Other families in the area are likely to face difficulties traveling that far, leaving their loved ones to face such difficult times without the comfort of family to help share the burden.

As shown in this petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this

service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of the community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Phyllis Winebarger

Randy Taylor  
648 Coolwoods Drive  
Boone, North Carolina 28607  
June 15, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, North Carolina 27699-2704

Re: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery, and Watauga Counties.

My father-in-law passed away from B-Cell Lymphoma. Because there was no hospice facility in Watauga County, I was unable to be there to support my wife, our children, my mother-in-law and my sisters-in-law. Having a hospice house here is imperative to help the people of Watauga County. Please grant this petition.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's Special need adjustment petition.

If you have any additional question, please feel free to contact me.

Sincerely,

Randy Taylor

Rob & Melissa Moody  
4080 Brickfield Street  
Hickory NC 28602  
May 31, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
and  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six Hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

My wife & I have lived in Catawba County for 20 years, but we both grew up in Boone and we both have a lot of family members still living in Watauga County. Both our parents are still living, but they are in their late 70s and early 80s and potentially will need hospice care at some point in the foreseeable future. Rob's father has 8 siblings, all still living in Watauga County and reaching retirement age and well beyond. Again, potentially in need of hospice care at some point in the future. So, even though we don't live in Watauga County anymore, we still have strong ties to the area.

Melissa's uncle Jim West died a few months ago. He repeatedly said he did not want to die in a hospital, but it turned out that he did. If an inpatient hospice facility in Watauga County were available to him, he could have been discharged from the hospital in Winston-Salem to a hospice bed and died closer to home, with friends and family able to care for and visit him more easily.

Melissa's father Bob has been diagnosed with Lewy Body Dementia. Although he is currently at home and holding his own with medication, the disease will eventually progress and he very likely will need palliative care.

We were surprised to learn that an area as large as Ashe/Avery/Watauga Counties did not already have inpatient hospice facilities available. Given the population and geography, we believe there is truly a need for inpatient hospice facilities in the area.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, using their experience and expertise to provide the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,



Sheila Bledsoe  
6386 NC Hwy 194 North  
Boone, NC 28607

May 28, 2020

Valarie Jarvis, Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D., Chair, State Health Coordinating Council  
North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

My father-in-law passed away at home in November. He was a patient of Medi-Home Hospice. It was a terrible experience, and I would NEVER use their services again. They would come by and flood us with information, take his vitals, change his bed and leave. I thought the whole point was to support the family and the patient through death. The evening he died, the nurse said it would likely be that night, told us to call her when he passed, and she left. It was too late to try and move him to the hospital to be cared for. No one offered to stay there and help and make sure he was comfortable in his final hours. We thought the whole point of hospice was to comfort and care for terminal patients in their last hours and to be with the family. Even though they left us with medications, we weren't sure what we were doing was making him comfortable. We would have gladly utilized a hospice house for his care in those final days. We just didn't have that option since there is not a facility near us.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

*Sheila F. Bledsoe*





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**BLUE RIDGE REALTY**  
**& INVESTMENTS L.L.C**

Sherry Goodman  
Broker | Realtor

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c: 336-877-7443 | AshePropertyPro@gmail.com  
10 North Jefferson Ave | PO Box 230 | West Jefferson, NC 28694  
[www.blueridgerealty.net](http://www.blueridgerealty.net)

Ms. Valarie Jarvis -Chair  
Long-Term and Behavioral Health Committee

Christopher Ullrich, M.D. -Chair  
State Health Coordinating Council  
North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich :

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

I am an Ashe County native and one who has lost a number of dear family members including my father to prostate cancer. Those final days were horrible and although the hospital did their best to care for Daddy, the endless hours of standing in the hallway, and trying to juggle those who wanted to visit, was indicative of the need for a facility dedicated exclusively to end of life care.

Our population here is comprised largely of older residents, many retirement age. This demographic I believe also places the Ashe County area high on the list of areas needing hospice care in the High Country.

Also, our weather and terrain make travel difficult for families, especially in the winter months when roads become ice or snow covered and there is



much uncertainty day to day of being able to travel. This is certainly true for Ashe, Watauga and Avery counties.

I urge you to strongly consider this petition and would certainly be willing to provide additional information or speak to you directly.

Sincerely,

A handwritten signature in cursive script that reads "Sherry E. Goodman". The signature is written in black ink and is positioned above the printed name.

Sherry E. Goodman

336-877-7443

Sonia Kelly  
273 Charlie Thompson Rd  
Vilas, NC 28692  
June 15, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

My husband, Robert Kelly, was in the care of Caldwell Hospice in Watauga County for the last 14 months of his life, and they provided excellent care for him. I provided 24/7 care for him and on at least two occasions, I was in desperate need of respite care due to his not sleeping day or night. There was not anything available and the distance to Lenoir was also prohibitive. The last few weeks, he was so restless and confused, he was very difficult for me to care for even though I am a retired RN. An inpatient care setting closer to home would certainly have been a benefit.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,  
Sonia Kelly

Susie Miller  
286 Watauga Drive  
Boone, NC 28607  
828/964-0078

06/15/2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
And  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

- North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

During the care for my mother with lung cancer, she and our family would have benefited from a local hospice facility. Most of the family had to continue to work daily and traveling made it difficult for her children to spend as much time with her as they could. At the end of her days, we were in need of guidance of hospice providers. We felt lost in the necessary decisions at every turn. With a local hospice facility, our family would have felt much support.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,  
Susie L. Miller

Theresa Bryan  
486 Bryan Hollow Road, Boone NC 28607  
June 3, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County.

Dear Ms. Jarvis and Mr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs Petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

Twenty five years ago I lost my Mom to cancer. At the time we were able to take care of her at home till her death. This would not have been possible without the help and care from the Hospice team. I feel that a facility like this in our county would be greatly needed for those that are not able to care for their loved ones at home. And a facility closer to home would help these families to be close to their loved ones at all times. The other facilities like this are good but we don't have one close.

I have just recently lost my dad to congestive heart failure and Hospice was there for all of our family and I certainly don't know what we would have done without them.

I do hope that this petition helps and we are able to have this facility in our community.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment Petition.

If you have any additional question, please feel free to contact me.

Sincerely,  
Theresa Bryan

Tiffany Hopper  
115 Deerhaven In  
Vilas, NC 28692  
June 11, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council  
North Carolina Division of Health Service Regulation Healthcare Planning and  
Certificate of Need Section 2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient  
Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

We all hope that our family members will never need an end of life facility, but in reality, many of us will. Right now, Watauga county does not have a facility so families are forced to commute back and forth while grieving their loved ones end of life. If Watauga county had their own facility families could put their focus on spending more time with their family member rather than driving back and forth every day.

Recently I watched a friend go through the death of her father and it was certainly a difficult time that was made even harder due to the traveling every day.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition. If you have any additional questions, please feel free to contact me.

Sincerely,

Tiffany Hopper

Victoria Potter  
473 Emory Greer Rd.  
Zionville, NC 28698  
May 26, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

Fortunately, I have not had to experience traveling out of the region to visit a loved one in hospice care but I have seen the heartache and toll it takes on close friends of mine. This affects an entire community of people whether they've been in this situation or not because you never know if the need will ever arise. Our region is in need of an inpatient facility so that others don't have the heartache of being away from "home" at the end of their life and their families aren't left with a huge financial burden from traveling back and forth. These three points below are all major impacts of not having a hospice care facility nearby.

- **Lack of availability and travel distance**
- **Socio-economics of some residents and families**
- **Inclement weather**

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

*Victoria Potter*

Christopher and Christy Laws  
2386 Rush Branch Rd.  
Sugar Grove, NC 28679  
June 12, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee  
and  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation Healthcare Planning and Certificate of  
Need Section 2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds  
in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

We are writing to voice our strong support of Caldwell Hospice and Palliative Care's special  
needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan  
for Ashe, Avery and Watauga Counties.

This facility would fill a great need in the High Country. With the unpredictable weather a local  
facility would allow the families of end-of-life patients the ability to spend precious time with their  
loved ones regardless of snow or ice. Imagine the tragedy of your family member passing  
without you solely because you couldn't get off the mountain due to weather.

Another reason that a local palliative care facility is greatly needed in this area is that of money.  
This area is full of hard-working people who do their part to earn a living but still fall short of the  
poverty line or certainly do not have extra money for travel and lodging to make frequent trips to  
out-of-county facilities. A facility in the high country would even things out and allow much  
needed time with our loved ones in their final days while they are receiving critical palliative  
care.

As shown in the petition, there is a clear need for local access to inpatient hospice services in  
this area. We believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this  
service, bringing with their experience and expertise the utmost in quality and compassionate  
care to the residents of our community.

We strongly encourage you to approve Caldwell Hospice & Palliative Care's special need  
adjustment petition. If you have any additional questions, please feel free to contact us.

Sincerely,

Christopher and Christy Laws



Fawn Roark  
268A Buffalo Meadows Road  
West Jefferson, NC 28694

Valarie Jarvis Chair, Long-Term and Behavioral Health Committee And Christopher Ullrich, M.D. Chair,  
State Health Coordinating Council

North Carolina Division of Health Service Regulation Healthcare Planning and Certificate of Need  
Section 2704 Mail Service Center Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in  
Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing this letter to express my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery, and Watauga Counties.

I live in West Jefferson in Ashe County where we have an aging population and a huge need for a facility that provides inpatient hospice care that is in our area. Residents in my county must travel a long distance to reach such a facility for their family. We live over 50 miles from the closest facility and recently we had to drive nearly an hour and a half (one way, and three hours round trip) to visit a family member who was receiving care in a facility far away. This is a tough drive to make in the middle of such a situation that could be made much easier if such a facility could be located closer to our county. The roads are often quite dangerous for travel in the winter months because of frequent snow and ice, especially to make such a long drive off the mountain. Our mountain culture also makes it very hard to ask for help and some would not access care or even seek help for travel costs and expenses so some visits would not be made if a family member did find placement in a facility far away. We desperately need a facility in our High Country area. Please consider and grant the needs petition for our residents.

I believe the petition shows there is such a need for local access to inpatient hospice services in this area. I deeply hope you see that that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Fawn Roark

**PATTY COMER**  
**145 WATSON GAP ROAD**  
**BOONE, NC 28607**

[patty@accruepartners.com](mailto:patty@accruepartners.com) 704-287-8638 <https://www.linkedin.com/in/pattycomer2137/>

May 6, 2020

Ms. Valarie Jarvis, Chair, Long-Term and Behavioral Health Committee  
Mr. Christopher Ullrich, M.D., Chair, State Health Coordinating Council  
North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

There is a current inability in the area where I reside full-time in Watauga County to get end of life care needs within a reasonable distance to family members for support. Some of my concerns are stated below:

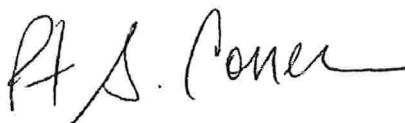
- Lack of availability and travel distance (closest inpatient unit in Lenoir is 28 miles from Boone, 38 miles from Banner Elk and 50 miles from West Jefferson)
- Frequent inclement weather
- The significant growing population of full-time and second homeowners who are often a great distance from their family and need more support in the local community

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,



Patty A. Comer



Rev. Cindy Lunsford  
PO Box 471  
Sugar Grove, NC 28679

June 15, 2020

Valarie Jarvis, Chair,  
Long-Term and Behavioral Health Committee

And

Christopher Ullrich,  
M.D., Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

- As a clergy in the High Country, I have personally experienced the hardship placed on family and friends of a person receiving inpatient hospice care 'off mountain.' Six hospice general inpatient beds located in Ashe, Avery, and Watauga counties would certainly increase the quality of a person's transition toward death, knowing that their family and friends are not traveling long distances to be with them.
- Traveling 'off mountain' increases risks to families who are already handling a stressful situation and may be driving in a tired state. As a result, family members' stress levels increase decreasing the energy they have to care for their loved one. The closest inpatient units are in Lenoir (28 miles from Boone) / (38 miles from Banner Elk) / (50 miles from West Jefferson).
- Visiting my church members in the High Country in inclement weather can be tricky, but doable. Ministerial and spiritual support during the most difficult times of a families' life when a family member is in inpatient hospice care would certainly become easier and more frequent during inclement weather if the bed was located in Watauga for me personally.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

Rev. Cindy Lunsford, Henson Chapel-Mabel United Methodist Charge

Steve Marks  
246 Skys Way  
Vilas, NC 28692

June 1, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

Many of our residents experiencing end of life issues are challenged by a number of factors that make it difficult to travel off the mountain for hospice care. Driving conditions, both distance and terrain (especially in the winter months), create real hardships for patients and their families. Many of these folks also struggle with financial constraints making such travel unmanageable. And often, families are much more comfortable closer to home.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition. If you have any additional questions, please feel free to contact me.

Sincerely,

Steve Marks



**TAR HEEL CAPITAL**  
166 Southgate Dr, Boone NC 28607

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis & Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery, and Watauga Counties.

We have a corporate office in Boone, NC with 23 employees. One of our longtime employees became ill this past year and was hospitalized and then later placed in a Hospice facility. As you can imagine many of our employees wanted to visit this employee but were faced with a 45-minute drive to Lenoir, NC to visit. Due to lengthy travel and sometimes inclement weather we were limited to making trips. Boone is in need of a facility to provide palliative and end of life care for situations just like the one mentioned.

As Shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Tad Dolbier". The signature is fluid and cursive, with the first name "Tad" being more prominent and the last name "Dolbier" following in a similar style.

Tad Dolbier  
CEO

Beth R. Blevins, RNC, IBCLC, CBE  
131 Phoenix View Circle  
Lansing, NC 28643  
June 13, 2020

Valarie Jarvis, Chair  
Long-Term and Behavioral Health Committee  
And  
Christopher Ulrich, MD, Chair  
State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice and Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ulrich:

This communication is to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

I was so excited to hear of the Pierce family's goal to establish need for a Hospice and Palliative Care House to serve the residents of Ashe, Avery and Watauga Counties. I was born and have spent my entire life here in Ashe County. I currently work as a Registered Nurse at Ashe Memorial Hospital. It has long been a dream of mine for Ashe residents to have a closer inpatient hospice facility for our families to use as they travel the difficult journey of end-of-life.

One of my first experiences with a family's use of this type of facility was when one of my co-workers lost her husband to cancer. This gentleman was only 40 and had 3 children middle-school age and younger. I felt like this was a great alternative as this wife and two sons and a daughter walked these last miles with their husband and father. Not only did this man get extraordinary care at a difficult time, but after his passing his family did not have to relive the experience every time they walked into their own home.

Even though a hospice facility was a good choice for this family, several things could have made it better. If there had been an option of a closer facility, the family could have used those 2 hours of travel time for visiting with their loved one or for much needed rest. Also, with the choice of a closer facility, much needed dollars that are spent on gas traveling to a facility over an hour away could be saved for many other expenses that families incur with sickness and death.

Working in a hospital setting, we have sometimes struggled to find the answer to combat end-of-life pain when there are family members that battle narcotic addiction. I feel like having an in-patient choice such as this for our residents is an excellent alternative to patients in circumstances such as these. Many times in this type of situation and others, families just don't have the socio-economic means to travel 50 or 60 miles to be near their family member at end-of-life. Visitation is not only important to the patient, but sometimes even more important to the family as they struggle through these trying times.

As evidenced by the petition, there is a clear need for local access to inpatient hospice services in this area and I believe that Caldwell Hospice and Palliative Care is an ideal provider to offer this service. They bring experience and expertise as they provide the utmost quality and compassionate care to the residents our community.

I strongly encourage you to approve Caldwell Hospice and Palliative Care's special need adjustment petition.

Very Sincerely,  
Beth R. Blevins, RNC, IBCLC, CBE

Carole Ann Church  
138 Melrose Way  
Boone, NC 28607  
May 26th, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation Healthcare Planning and Certificate of Need  
Section 2704 Mail Service Center  
Raleigh, NC 27699-2704

**RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

I am a registered nurse in Boone and am currently transitioning into the Advanced Practice Registered Nurse role. Throughout my experiences as a nurse serving both Watauga and Ashe counties, I have been able to witness an obvious disparity in access to healthcare for our residents. Many have to travel more than fifty miles during their most vulnerable times in order to be with their families. In rural Appalachia, values are placed on God, family, togetherness, and resilience. Though resilient, travel causes unnecessary financial burden in addition to costs already accrued with medical bills. When access to care is limited, families and patients are not receiving the best care possible with the best possible outcomes. Residents need a close place to go when they are dealing with a family's terminal illness, where they are able to visit with their family member without the worry of extensive travel, missing work, or losing money.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition. If you have any additional questions, please feel free to contact me.

Sincerely,

Carole Ann M. Church



Charlie Sykes, MD  
1110 NC Hwy 194 N  
Boone, North Carolina 28607  
June 2, 2020

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

Having served as an internist in Boone for 35 years, I cannot stress enough the importance of offering hospice services in this area. I had several patients who were treated at Caldwell Hospice and Palliative Care in Lenoir, and I was always impressed with their level of care. I never once heard a negative comment about the facility or the personal care. Unfortunately, there were not always beds available. Also, it was often difficult for elderly family members to get down the mountain to visit their loved ones. Having a facility here in our area would certainly ease this situation for both the patients and the families. There are few things more important than helping someone "on their journey home." Caldwell Hospice and Palliative Care does this – and hopefully soon in Watauga County.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition.

If you have any additional questions, please feel free to contact me.

Sincerely,  
Charlie Sykes, MD

Donna Raynor  
6/10/2020  
214 Tuxedo Lane  
Greer, SC 29651

Valarie Jarvis  
Chair, Long-Term and Behavioral Health Committee

And

Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council  
North Carolina Division of Health Service Regulation Healthcare Planning and Certificate of Need  
Section 2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice & Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery and Watauga Counties.

As a health care worker and a native from Watauga County, I would love to share personal experience with working in conjunction with Hospice. It is my experience that Hospice allows dignity and support, not only for the patient but also for the family. My father died in Hospice care four years ago. My family would not have been able to sustain the needs that he had without their support. Hospice kept him comfortable, paid he and my family respect, and explained the process that he was experiencing to he and my family. This is not something the hospital systems have the resources nor time to offer.

Watauga County is a large county and has large rural areas. Having hospice beds available in the area would reduce cost for the families and allow families to remain close to their family member. This also increases the ability for families to keep their member in their loving space. Having the ability to keep the ill member close keeps support feelings strong, loving bonds near, and dignity in place.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice & Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

I strongly encourage you to approve Caldwell Hospice & Palliative Care's special need adjustment petition. If you have any additional questions, please feel free to contact me.

Sincerely,

Donna Raynor  
864-901-0989

Jerica Smith, RN, BSN, MSN, FNP-C

6672 Rominger Road

Sugar Grove, NC 28679

Valarie Jarvis Chair, Long-Term and Behavioral Health Committee

Christopher Ullrich, MD Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation

Healthcare Planning and Certificate of Need Section

2704 Mail Service Center

Raleigh, NC 27699-2704

**RE: Caldwell Hospice and Palliative Care's Adjusted Need Petition for Six Inpatient Hospice Beds in Watauga County**

Dear Ms. Jarvis and Dr. Ullrich:

I am writing to voice my strong support of Caldwell Hospice and Palliative Care's special needs petition include six hospice general inpatient beds in the State Medical Facilities Plan for Ashe, Avery, and Watauga Counties.

I am a healthcare provider in Watauga County and it has been a struggle to have my hospice patients with extensive medical needs that are not able to be cared for at home need to be taken a long distance from their home. I have found that my patients, their families, and loved ones have suffered due to lack of finances to travel to be with their loved ones in their final days, lack of contact with loved ones due to distance from their hospice facility, and distress over lack of availability of a close facility to care for their needs. I have also seen hospice patients refuse an inpatient hospice facility due to distance from their homes and their medical care suffer and their deaths be more difficult for themselves and their families.

It is also more difficult for families to travel a long distance to a needed hospice facility in the winter months when roads are impassable and this has caused a great deal of distress for the hospice patient and their families.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and I believe that Caldwell Hospice and Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost quality and compassionate care to the residents of our community. I strongly encourage you to approve Caldwell Hospice and Palliative Care's special need adjustment petition.

If you have questions or concerns, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Jerica Smith". The signature is fluid and cursive, with a large initial "J" and "S".

Jerica Smith, RN, BSN, MSN, FNP-C

Dear Ms. Jarvis and Dr. Ullrich,

We are writing to voice our strong support of Caldwell Hospice and Palliative Care's special needs petition to include six hospice general beds in the State Medical Facilities Plan for Ashe, Avery, and Watauga Counties.

As Health Care professionals (Richard is a retired physician and Drew is a retired Clinical Social Worker in the field of Pediatric Hematology and Oncology), we have seen the importance of Hospice Care for patients and their families. There are myriad benefits to Hospice Care as patients and families are able to make important end-of-life decisions in a caring and supportive environment. We believe that the local residents would greatly benefit from having these services available in our community.

Many of the local residents are retired, second home owners and may not have family members close by to assist with health care needs. Hospice provides a setting to attend to these needs while also helping family members, near or far, to understand their loved one's wishes. Counselors are of vital importance in helping an individual get their affairs in order and become more comfortable with their final days.

Much of Hospice Care costs are often covered, thereby reducing family out-of-pocket expenses. Many families do not have the extra income to travel to Hospice centers in other towns. Having Hospice beds in Watauga County would allow families to be together during this important time and would keep the patient in the community that they are familiar with.

As shown in the petition, there is a clear need for local access to inpatient hospice services in this area, and we believe that Caldwell Hospice and Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our community.

We strongly encourage you to approve Caldwell Hospice and Palliative Care's special need adjustment petition.

Sincerely,  
Richard and Drew Straker  
[strakerdrew@gmail.com](mailto:strakerdrew@gmail.com)  
[richard.straker121354@gmail.com](mailto:richard.straker121354@gmail.com)

Wanda Branch  
614 Poplar Hill Drive  
Boone, NC 28607  
6/15/2020

Valarie Jarvis  
Chair, Long-Term And Behavioral Health Committee  
And  
Christopher Ullrich, M.D.  
Chair, State Health Coordinating Council

North Carolina Division of Health Service Regulation  
Healthcare Planning and Certificate of Need Section  
2704 Mail Service Center  
Raleigh, NC 27699-2704

RE: Caldwell Hospice and Palliative Care's Adjusted Need Petition for  
Six Inpatient Hospice Beds in Watauga County

Dear Ms. Jarvis and Dr. Ullrich

I am writing to voice my strong support of Caldwell Hospice and  
Palliative Care's special needs petition to include six hospice general  
inpatient beds in the State Medical Facilities Plan for Ashe, Avery and  
Watauga Counties.

An inpatient Hospice House has been a desire of mine for many years. I  
am a retired hospice nurse and have personally seen the need on many  
occasions for hospice inpatient care. I worked with patients and families  
who needed this type of care and they found that it was not available in  
our three county area (Avery, Ashe and Watauga). We are rural mountain  
counties and the people we serve are so grateful to have in home hospice  
care. Our mountain families love the care available for them from  
hospice, however there are times that it is not possible to get pain and  
other symptoms under control with home care. The only option for these  
patients is to go into the hospital or to travel many miles for this care at a  
difficult time for them.

I was born and raised in these mountains and I love the people and our  
culture and I am so proud of the love that is expressed for our close  
families and others. Many families are not financially able to travel the

thirty to fifty miles to obtain the special care. We now have the opportunity to build and operate a needed Hospice House. I am asking of those who have the authority to grant us this privilege of this much needed special care to approve this certificate of need for Hospice Inpatient Care.

I believe that Caldwell Hospice and Palliative Care is the ideal provider to offer this service, bringing with their experience and expertise the utmost in quality and compassionate care to the residents of our communities.

If you have any additional questions, please feel free to contact me.

Sincerely,

Wanda Branch, RN, BS, MA