

Hello, my name is Dr. Kevin Allison, I am the COO of Heart'n Soul Hospice of the Carolinas. We will be submitting a special needs petition as a response to the proposed SMFP presenting ZERO needs an additional hospice home care office for North Carolina.

Over the course of these public hearings, you have heard from myself and other supporters advocating for a new provider in Mecklenburg County.

We have received feedback relating to the last hospice provider added to NC, the timeline related to approved petitions, and the work being performed for the AA community.

But what you have not heard is that:

Are all patients are being serviced to the best of their ability.
That all patients are being serviced regardless of ability to pay for services and location.
That a health disparity in resources in Mecklenburg County does not exist.
That NC is ranked 25th in hospice penetration rates.
That NC death service ratio is falling, struggling to convert and reach patients.
That post-acute hospice data states that greater than 30% of patients that died within 6 months of discharge, died without hospice. some organizations are as high as 50% in the county.

As a recent acute care senior leader, hospice is a vital component for hospital throughput and discharge planning. I entered this industry because I saw an opportunity to be better. I served in the hospital during COVID, experienced the rise of travel nurses, Joint Commission, visits from Attorney General Stein and I've had to have face to face conversations with patients that encountered discrimination and being misdiagnosis because of their race, nationality, education, competence and clinician incompetence.

This process is difficult, but compared to having to tell a surgeon his first case will not start on time due to a missing tray. This is easy. It is easy because to not know and make an error is teachable, but to know and be negligent is inexcusable. This is a learning and teachable moment.

After the recent sale of the only minority-owned hospice (Lumbee Indian-Minorty) in NC (HealthKeeperz sold to Bayada), we understand the value of a company with local ties to our market and to our community, understood through our having over 50 combined years of hospital senior leadership experience.

In an interview, Heart'n Soul Hospice did with National Hospice and Palliative Care - President Ben Marcantonio (on NPR) we are reminded that hospice is about redefining hope and helping navigate a stage of life that is unfamiliar to us.

Thank you for your time. I will be available for questions.