

From: Lacey Boatman <lacey@boatmans.com>  
Sent: Wednesday, July 26, 2023 10:15 AM  
To: DHSR.SMFP.Petitions-Comments  
Subject:[External] Heart 'N Soul Hospice Public Hearing

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\* (Intro and why I am here) My name is Lacey Boatman and I have lived in Charlotte since 2007. I was introduced to Mr. Turner and Mr. Allison earlier this year because of the work they are doing with Heart 'N Soul Hospice in several other states. I was captured by their mission and purpose, and wanted to get involved to help them as they work to launch in the Charlotte area. I have met with them both multiple times and believe their model and heart for the underserved is much needed in Charlotte and the surrounding areas.

\* (Background in the medical field) I have multiple clinical psychology degrees with primary emphasis on marriage and family therapy and I have also worked in the medical field for over a decade. First, in the area of psychology - helping families work through major life challenges. Then owned and operated a medical company serving pain clinics and doctors in North and South Carolina.

\* (Personal story of my experience with memory care and hospice in Charlotte) I want to share a personal story regarding a loved one and the hospice experience that I had recently. My mother suffered from dementia for three years before it ended her life. In the end, I had a very unpleasant hospice experience. Instead of helping to make her comfortable and rest easy as she passed, they did not care enough to listen to me or care for my mother in a way that helped ease her transition. This was traumatic for me and for her. Not how I wanted to see my mother in the final moments of her life. I am passionate for a fresh hospice experience here in the

Carolinas. The underserved populations here in Charlotte need education, exposure, and for people to truly care for them with compassion and dignity during end stages of life. I believe Heart 'N Soul Hospice has that same passion and is prepared to bring qualified, compassionate, caring staff (some of which I have already recommended) to our city. We are one of the fastest growing cities in America and the need for a fresh face in this field is crucial to our underserved populations.

\* (Why Heart 'N Soul is a great addition to our community) Everyone deserves quality, empathetic and personal care. I personally did not get that with my hospice experience around my mother. I believe and support the model that Heart 'N Soul embodies. They have these qualities and also bring proven expertise from their work in other states with high quality individuals who are committed to serving those in need as they transition.

Thank you for the opportunity to speak on their behalf, Lacey Boatman