



Alive Hospice. Celebrating Life.



The Challenge

The Alive Hospice team needed a partner equally committed to delivering the best in patient care.



The TwelveStone Solution

TwelveStone works in collaboration with the staff at Alive Hospice in a shared mission of complete patient focus.



Alive Hospice provides loving care to people with life-threatening illnesses and support for their families and friends. By offering compassionate end-of-life care, bereavement support and community education, Alive Hospice offers comfort to those in need.

When Anna-Gene O'Neal joined Alive Hospice in 2012 as President & CEO, the company was using a national pharmaceutical supplier at the time. After conducting a system-wide assessment, it became apparent that we needed a partner in the pharmaceutical space, not a vendor. "Given the nature of our organization, we are dealing with patients who are fragile physically, emotionally and spiritually. Because of that, we need a partner that is in our market and shares our commitment to the community.

After conducting a thorough search for a new replacement, the leadership team asked TwelveStone to become their full-service pharmacy supporting all of the Alive Hospice facilities that are located throughout 12 counties in Tennessee.

He will cover you with his feathers, and under his wings, you will find refuge. Psalm 91:4

Alive Hospice quickly noticed enterprise-wide improvements and Ms. O'Neal was impressed with the new partnership. "In a very short period of time, they were willing to invest the resources and attention to create a solution that worked for us specifically. They stepped up to do things they hadn't done before. All I can say is that they have exceeded our expectations in every capacity."

Today, TwelveStone simplifies the process of delivering personalized care. Individual doses of medications and supplements are consolidated into customized packets for each patient. And, each package is clearly labeled with dosage instructions. Since medication adherence is an important part of care, TwelveStone clinicians also work on-site to monitor care and provide educational support.

"Over the years, we've had some really challenging requests from patients and not once has TwelveStone ever failed to deliver. They always find a way to help our patients."

Anna-Gene O'Neal, RN, MSN, MBA
President & CEO of Alive Hospice

As a result, Alive Hospice is continuing to serve as a leader in patient care, making a lasting difference in the lives of many. Ms. O'Neal sums up the partnership well. "It can't be understated that our successful relationship with TwelveStone is the result of TRUST. We have a relationship that is based on trust. If you have that, there's nothing that we can't accomplish together."

"TwelveStone is irreplaceable. They have a commitment to patients that matches ours. TwelveStone looks for new ways to collaborate. They are a vital extension of who we are and what we do."

Anna-Gene O'Neal, RN, MSN, MBA
President & CEO of Alive Hospice

