

*Health Care Consulting*

Dear [REDACTED]

I am writing to express my semi-professional congratulations on the environment you and your staff provide at [REDACTED]. I offer a "semi-professional" opinion because I have worked in health care administration for more than twenty years. Although I work mostly with primary care practitioners and facilities and the hospitals with which they are connected, I have visited various types of facilities on many occasions through my work.

My father-in-law is a resident at [REDACTED] and was previously at The Gardens. I live some distance away, but have visited both locations several times. Each time, I have been impressed by a place in which the patients are well cared for, retain as much of their dignity as possible and are encouraged and helped to participate in activities to the extent of their abilities. The employees also appear to enjoy their jobs. The staff members I have encountered are busy, not only providing health care and assistance, but also facilitating a life that offers as much variety and enjoyment as possible for each resident. In spite of a heavy work load, they take time to interact with visitors or patients in need of immediate help. In my experience, this is not a common situation, in the health care field in general, or in the nursing home business in particular.

I especially want to point out that, while all the employees I have seen or spoken with have been working hard helping the patients, I think Pablo Grabiell deserves special note. He provides the persistent enthusiasm that gets patients really involved in an activity. When I have been there, he has always been with patients, singing favorite songs with an individual or leading a group, or meeting with relatives on trying to improve care. Pablo seems to have a special knack for keeping those whose attention may wander involved in the singing and joking. He also brings enormous energy to complement his enthusiasm. He has made a difference in the quality of life for my father-in-law and I am sure for many other patients as well.

Finally, the owners, managers and all of the employees deserve a special thank you for setting an excellent example of the way that our elderly and disabled can and should be treated.

Thank you,

cc: [REDACTED]

Pablo Grabiell