



Clear Choice Health Care, LLC

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As the President of Clear Choice Health Care, I would like to share with you my experiences with Robin Bleier, and in doing so, assure you that your decision to involve her in your endeavors could be one of the best decisions you make.

Robin Bleier has developed one of the most highly respected reputations in the nursing home and rehabilitation profession. She is an avid member of the Florida Health Care Association and also services the local health care community through private consultations. Her knowledge, leadership and “whatever it takes” work ethic has greatly influenced the ever changing realm of survey compliance.

It was the issue of survey compliance that brought Robin into relationship with us. Clear Choice Health Care was poised to assume management of a facility facing the results of a late August annual survey gone wrong. Clear Choice was founded by the owner of this particular facility, I, and two other principles. Our plan was to begin management on October 1, 2007. We brought our resources together a month early however, in September. We wanted to assure the facility’s success in dealing, not only with the severe citations they had received during the prior management contract but also to insure the smooth transition to our management team. As a new, young company, we wanted to make every effort to start out with our best foot forward. Robin was brought in, and through her round the clock support to our staff, her regulatory knowledge and her professionalism when dealing with agency personnel, we were able to totally eliminate six very severe proposed citations and lower the scope of three others. She remained dedicated to our team’s success in passing resurvey, working together with us; days, nights, and weekends, drafting a Plan of Correction for the rather long Statement of Deficiency. Her commitment to obtaining compliance was unmatched by anything I have ever seen, with her “hands-on” implementation of systems and audits meant to monitor and educate our staff in the application of the plan of correction.

We regained substantial compliance on the first attempt at resurvey and maintain many of the programs Robin initiated, in an ongoing effort to provide the highest quality of care to our residents.

Partnering with Robin Bleier was instrumental in the early success of Clear Choice Health Care and gave us the ability to start our management relationship with this facility and others on a strong and sound foundation.

I feel Robin’s extensive regulatory knowledge, combined with her MDS and PPS management skills, and her professional demeanor, would bring any facility up to an extraordinary level of success, evidenced by their improved revenue and positive survey outcomes.

Please feel free to contact me with any further questions and please accept my wishes for your continued success.

Sincerely,

Jeff Cleveland

President

Clear Choice Health Care, LLC