

St. Benedict's Senior Community

CENTRACARE Health System

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September 22, 2008


To Whom It May Concern:

I am writing this letter of reference for Ms. Paula Kenemore. I had the opportunity to work with Ms. Kenemore on a consultant basis in my nursing home facility at Mille Lacs Health System in Onamia. Ms. Kenemore was engaged to analyze how the department functioned, develop an action plan to revitalize our activities program and to train/mentor our new Activities Supervisor. During Ms. Kenemore's time in our facility, I was greatly impressed with her level of professionalism and knowledge of the nursing home resident needs. She worked extremely well with all of staff, some of which were very resistant change. Ms. Kenemore was able to move our staff to a new level of service and implement sustainable change in our organization.

On the first day she was in our facility, the Department of Health began their annual survey. We were cited with an Activities deficiency, which she had corrected prior the MDH exit conference and she developed/implemented the Plan of Correction that was cited.

In my experience working with Ms. Kenemore, I found her to be very personable, resourceful, and competent. Paula was able to reduce our Activities Department budget while increasing the level of service we offered to all of our residents. I offer this recommendation with no hesitation regarding Paula's skills and abilities. If there are any questions regarding my experience with Paula, please do not hesitate to contact me at (320) 203-0798.

Sincerely,



Christine M. Bakke, MHA, LNHA
Administrator, Care Center