



RETIREMENT CENTER

Care in the Spirit of Mercy

5837 Winwood Dr.
Johnston, IA 50131-1651

December 30, 2013

To Whom It May Concern:

It is my pleasure to nominate Mrs. Heather Rehmer for the 2014 class of Forty Under Forty.

I am the President and Chief Executive Officer of Bishop Drumm Retirement Center. Bishop Drumm is a subsidiary corporation of Mercy Medical Center of Des Moines. In addition to my duties at Bishop Drumm, I serve as Vice President of Mercy Senior Services and Housing. Heather is employed as the Director of Operations and Administrator of the nursing facility at Bishop Drumm Retirement Center.

I first met Heather in the spring of 2008 when she applied at Bishop Drumm. Heather made a very favorable first impression, and our background check indicated that she was an excellent candidate. As the application process continued, she did an outstanding job in the team interview with a committee of employees; therefore, Heather was selected for the job. She began working at Bishop Drumm in June 2008, and she certainly has fulfilled all the promise she showed during our recruitment process. Her work has had a very positive impact on over 530 senior citizens who used Bishop Drumm services in 2013.

Heather is very bright, and she quickly fit into her new position. She has a lot of energy, and a very positive, enthusiastic manner that has helped her earn the confidence of her direct reports and co-workers. Heather is very kind and compassionate, which are essential traits in this position. However, she has been able to use a direct and assertive approach when required by a situation.

Heather has a great work ethic; I am able to give her some general direction, and she will eagerly accept any assignment and do the job very well. In addition, I have been particularly impressed with Heather's initiative. Some of her most notable recent achievements have included: (1) implementation of a "Safety First" program that has enhanced a safe environment for our 270 elderly residents and 235 employees; (2) a culture change program that has created a more home-like, resident-centered care facility; and (3) development of a skilled nursing unit that specializes in restorative care and transitional care that helps people return to their own homes.

Of the many positive traits Heather has demonstrated at Bishop Drumm, I have been most impressed with her dedication and steadfastness. A few years ago, she began taking classes in pursuit of an MBA at Drake University. This endeavor was on top of her full time duties at Bishop Drumm as well her family responsibilities including care for three very young children. Heather was awarded the MBA last year.

Heather is very deserving of serious consideration for the Forty Under Forty recognition.

Sincerely,


Brian E. Farrell
President/CEO of Bishop Drumm

BISHOP DRUMM CARE CENTER

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