



October 21, 2021

Fernanda Lopes
MPH, Chief, Office of Health Systems Development
Office of Health Systems Development
Rhode Island Department of Health
3 Capitol Hill, Room 410
Providence, RI 02908

Dear Director Lopes,

My name is Kathleen Heren. I am the Rhode Island State Long Term Care Ombudsman. My mandate is to advocate for anyone receiving long term care services. I write to you today on behalf of Marquis Health Consulting Services. My office has been involved with Marquis for the past five years when Marquis purchased Elmhurst Rehabilitation Center. I am not a big supporter of out of state companies purchasing long term care facilities. The companies promise everything when applying for a license then turn well-run homes into poor care. It becomes clear that the bottom line for these homes is profit. In the time I have worked with Marquis I have found the staff and the owner Norman Rokeach receptive to complaints with a willingness to correct unsafe conditions in a timely manner. Anyone who knows my office knows that we have no problem with calling out any facility we think is causing harm to our fragile elders or disabled residents.

This office has also been cognizant of two recent purchases Marquis made—Scalabrini Villa and Hopkins Manor. When things became somewhat in disarray at Hopkins Manor, I called Mr. Rokeach directly with the complaints I received from families, and he sent a team in to investigate and rectify the complaints. It is my understanding that Marquis is applying for the remaining homes from Health Concepts. David Ryan has a record of always running excellent homes that gave his residents the best of care. In my conversation with Mr. Rokeach about his desire to purchase Health Concepts homes, his company would have big shoes to fill.

In closing, my office would like to write a letter of support for Marquis in the purchase of the remaining homes. Although it seems like a tremendous venture to award Certificates of Need for so many purchases, I would rather see a company with a trusted record in running homes than some of the out of state buyers we have let in. The Ombudsman office does not play favorites. Our only goal is to protect seniors and people with disabilities. Please do not hesitate to contact me if you have any questions. You can reach me at 401-785-3340, or Fax 401-785-3391.

Sincerely,

Kathleen Heren
Rhode Island State Long Term Care Ombudsman

**OFFICE OF THE RHODE ISLAND STATE
LONG TERM CARE OMBUDSMAN**

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