

# South Cove Manor Nursing and Rehabilitation Center

中華頤養院康復中心

A REHABILITATION AND CARE COMMUNITY

*“Partnering for Success”*  
*2017 Annual Report*





## Mission

Our mission is to provide individualized rehabilitation and nursing care that reflects Asian and other cultural values.

We believe in:

- Respecting the people we serve, their traditions, and their preferences
- Providing excellent, leading-edge care and services
- Investing in our employees
- Serving our community



Dear Friends,

As I reflect on 2017, I am amazed and delighted by all we have accomplished. I am also keenly aware that we did not do it alone but in partnership with talented individuals, organizations and supporters.

2017 was a year of growth and development for South Cove. We invested in our management systems, expanded our quality and performance improvement programs, created a new website, and launched our first Annual Appeal. In addition, as 2017 was coming to a close, we appointed William Graves to lead South Cove as our new President and C.E.O.

As South Cove grows, we continue to be guided by our commitment to the residents and their families, to providing excellent, leading-edge care and services, and respecting the traditions and values of each member of the South Cove community.

We are pleased to share our 2017 Annual Report, "Partnering for Success," which tells our story of 2017 with its focus on the partnerships that enhance experiences for our residents and strengthen our organization.

Thank you for being part of the South Cove community.

Sincerely,

Richard Lui, Chairman

# Leadership Partners

A solid partnership exists between the South Cove Board of Directors and its Senior Management team. Passionate and committed, Board Members provide a compass for the continued growth of South Cove and our senior managers turn that vision into a concrete plan of action.

## Board of Directors

Richard Lui, *Chairman*  
May Y. Chin, *Vice Chair*  
Zhensheng Jason Qu, M.D., *Treasurer*  
Hemmie Chang, *Clerk*  
Honorable Marianne B. Bowler  
Edward Cheng  
Thomas Chin  
Stanley D. Elkerton  
Leonard S. Lai, M.D.  
Susan X. Luo  
Paul J. MacKinnon  
Lisa Mui  
Alice L. Rose  
Helen Chin Schlichte  
David T. Ting  
Hon Hoi Yee, M.D.

## Senior Management

William Graves, *President & C.E.O.\*\**  
Kathryn Plazak, *Interim President & C.E.O.*  
Li Chen, *Administrator*  
Ruolan Zhao, *Director of Nursing*  
Scott Hanson, *Director of Finance*  
Doris Stetson, *Director of Quality Assurance*  
Margie Ransom, *Director of Human Resources*



*\*\*William Graves was appointed President and C.E.O. by the Board of Directors in December 2017, with an official start date of March 1, 2018. The Board and senior management team are grateful to Kathryn Plazak for her exceptional leadership as Interim President and C.E.O. during 2017.*



***Board members Richard Lui, Chairman, Alice Rose, and Leonard Lai, M.D.(l-r)***



***Founder Bill Y.S. Chin and his wife Josephine Chin enjoy a South Cove celebration.***



***Interim President & C.E.O. Kathy Plazak and Administrator Li Chen share a laugh while volunteering at the Holiday Luncheon.***

## Founders

Several of our Founders who united to make the first South Cove a reality in 1985, continue to have a vital voice in leading South Cove.



Paul Chan  
Bill Y.S.Chin  
Robert Chin\*  
William D. Chin  
Hugh Tung Chu\*  
Amy C. Guen

Shih Hing Lee\*  
Martha Jane Hackett\*  
Bernard Lin-Nan Huang  
Ruth C. Moy  
George A. Schlichte\*

Helen Chin Schlichte  
David Shu Ying Wong\*  
Eugene Wen-Chin Wu

*\*Deceased*

# Care Partners

Each resident is served by a large group of “Care Partners,” a unified team that crafts a unique plan of care and services for that person.

## 2017 Highlights

- Added a full-time Speech Language Pathologist with expertise in dementia care and cognitive retraining to our rehabilitation team.
- Integrated a new Rehabilitation Director and expanded our hours of service to include weekends and a more flexible schedule for therapy sessions.
- Recruited a Cordon Bleu-trained chef to enhance our dining services and prepare for the retirement of our long time Food Services Director.
- Added a full-time Director of Quality Assurance.
- Welcomed Nahid Kennedy, M.D. to our medical staff.
- Introduced enhanced music and cultural arts programming.
- Expanded recreation time by 40 hours each week.
- Created a new nursing leadership role: Evening Rehabilitation Supervisor.
- Upgraded our diagnostic services capacity that will speed up testing after-hours and on weekends.

## Our Team

- **Physicians, nurses, social worker, certified nursing assistants, resident, recreation professionals, dietician, physical therapist, food service staff, housekeepers, laundry aides, medical records, community students, family, lab hospice dentists, clergy, hospitals services, nurses, audiologists, MDS nurses, psychiatrists, speech language pathologist, ophthalmologists, compliance officer, pharmacy, consulting wound physician, occupational therapist, volunteers, ombudsman, transportation services, financial services, leadership team.**



### 2017 Employee Appreciation Dinner

(l-r) Director of Recreation Tammy Chen congratulates sisters Oi Lai Wan Li and Mi Ha Li for their 25 years of service at South Cove, joined by Dr. Walter Lee, Medical Director and Li Chen, Administrator.

## OUR COMMITTED STAFF—KEY CARE PARTNERS

The service longevity of our staff reflects the strength of our care partnerships. We are proud to recognize the milestone anniversaries of these 18 long-service employees.

30  
YEARS

Wan Wen Chen  
Qiu  
Siu Ping Wong

15  
YEARS

Mei Hao Li

25  
YEARS

Oi Li Wan Li  
Mi Ha Li

10  
YEARS

Ai Chan Chen  
Tammy Chen  
Liu Huan Huang  
Yaowen Luo  
Yingzhong Xue

5  
YEARS

Jing Nian Chen  
Ruimin Chen  
Sau Lai Cho  
Shinja Choi  
Yan Zhu Liu  
Xue Zhen Mei

20  
YEARS

Qing Nu Yang  
Zerui Yang



# Community Partners

South Cove Manor at Quincy Point is rich in friends, both individuals and organizations, who share the values and high standards that make South Cove the vibrant and successful community that it is. We are grateful for all our community partners.

## Our Community Partners

Asian Community Development Corporation

Boston Chinatown Lions Club

Boston Chinatown Neighborhood Center

Boston Chinese Evangelical Church

Buddhist Tzu Chi Foundation

Bunker Hill Community College

Chinese Baptist Church of Greater Boston

Enhance Asian Community on Health

Gee How Oak Tin Association

Greater Boston Chinese Golden Age Center

Harvard Pilgrim Health Plan

Massachusetts Budhi Siksa Society—Thousand Buddhas Temple

Massachusetts Culture Change Coalition

Massachusetts Senior Care Association

New England Kungfu Dance

Operation A.B.L.E.

Project Destiny

Quincy Asian Resources, Inc.

Quincy Chamber of Commerce

Quincy Mayor's Asian Advisory Committee

Quincy Public Schools

Rotary Club of Quincy

South Cove Community Health Center

South Shore Elder Services

State Street Bank

State Street Global Advisors

Wollaston Senior Center Asian American Services Association

## 2017 Highlights

We support our neighbor organization's events, educate citizens about our center, and host special events and seminars.

### Community Events included:

- Asian Community Development Corporation Breakfast
- Gee How Oak Tin Breakfast
- Lunar New Year and August Moon Festivals & QARI annual dinner
- South Cove Community Health Center Annual Meeting & 45th Anniversary Sapphire Gala

### Hosted Events:

- Chinese Nurses Assn. Meeting
- Quincy Chamber of Commerce Annual Meeting
- Women's History Month Event
- Art Gallery & Music Social and many more...



*Ha Tran enjoys time with "Charlie" who visits South Cove with his owner and fellow volunteer Catherine Mah.*



*Volunteers Stella and Denis Tam travel weekly from Cape Cod to assist with resident activities and events such as the Holiday Luncheon.*

## 2017 Volunteers

"Charlie"  
Laoshi Chu  
Kam Ip  
Penghui Lao "Jerry"  
Catherine Mah  
State Street Global Advisors  
Denis Tam  
Stella Tam  
Yu-Jung Weng "Zoe"  
Qilin Yu "Tiffany"



***"Coming to South Cove brings me joy. It is good for my spirit, and good for my mind."***

—Kam Ip, Volunteer



*Volunteer Zoe Weng, a music therapy student, introduces resident family members Kelly Mei and her niece Levon to the ukulele.*



*Resident Jin Li, center, and his wife Sai Ling Li, join volunteer pianist Kam Ip at the Art Gallery and Music Social.*

# Education Partners

Serving our community is a pillar of South Cove's mission, and we are privileged to serve our partners to provide clinical, vocational and community education.

## Clinical Education

By serving as a clinical training site, South Cove helps educate future caregivers while staying abreast of clinical innovations. We host students from: **Bunker Hill Community College** Registered Nursing Program, School of Pharmacy, Bouve' College of Health Sciences, **Northeastern University, Massachusetts College of Pharmacy and Health Sciences (MCPHS):** Forsyth School of Dental Health.

## Employment Training

South Cove was selected as a Host Agency for **Operation A.B.L.E.'s Senior Community Service Employment Program (SCEP)** which provides training to mature workers 45 and older from economically, racially, and occupationally diverse backgrounds. Participants cultivate skills with a goal of unsupported employment, and South Cove benefits from the services contributed by program members.

## Community Education

South Cove's **Breakfast Seminar Series** continues to prosper, bringing healthcare education to Boston elders in partnership with **Enhance Asian Community on Health** and **Boston Chinese Evangelical Church**. 60–75 participants attend the monthly seminars held at the original South Cove Manor site on Shawmut Avenue, Boston, now the home of Boston Chinese Evangelical Church.

*“Providing opportunities for students to learn and grow professionally is a natural fit.”*

– Li Chen, Administrator

### South Cove's Breakfast Seminar Series 2017 Topics

- Apitherapy
- Nutritional Health
- Prepare for the Allergy Season
- Cardiovascular Health
- Mental Health “CPR”
- Medication and Side Effects for Elders
- Body Weight Exercises for Seniors
- Tai Chi and its Health Benefits
- Healthy Eating for Successful Living
- Poison Prevention

## BUNKER HILL COMMUNITY COLLEGE COLLABORATION

South Cove continued to serve as a clinical training site in 2017 for Bunker Hill Community College (BHCC) students working toward registered nursing (R.N.) degrees. During their 12 week rotation, students learn the basics of care planning, medication delivery and nursing care, working with South Cove staff while being carefully supervised by their instructor.

2017 brought a new SCM/BHCC venture to light—a long-wished-for “English for Speakers of Other Languages” (ESOL) course designed by BHCC faculty for South Cove employees was awarded funding by the South Cove Community Health Center Foundation. As the year closed, the course was ready to launch and 16 employees will build their English proficiency on-site through weekly classes taught by BHCC instructors.

Adding to the strength of the partnership, Li Chen, Administrator, was appointed to the Bunker Hill Community College Registered Nursing Program Advisory Committee.



*BHCC Instructor Crispina Capitulo-Ampane, M.S., R.N., C.R.R.N. (left) with R.N. students completing a clinical rotation at South Cove.*



*“Bunker Hill's collaboration with South Cove is multi-faceted, and at the core of our Mission to serve our communities. Student Clinicals, staff ESOL classes, and experts from South Cove serving on our Program Advisory are just the beginning of what we can do together.”*

– Dr. Pam Eddinger, President,  
Bunker Hill Community College

# Quality Partners

South Cove Manor stands for excellence, and the elders we care for deserve nothing less. We rely on strong partners to help guide our quality initiatives, that include the Massachusetts Department of Public Health, Centers for Medicare and Medicaid Services, the Long-Term Care Ombudsman program, our hospitals, families, and our dedicated care team. With a focus on continuous quality improvement, we achieved significant clinical and operational successes in 2017.

## 2017 Highlights

- A deficiency-free survey from the Massachusetts Department of Public Health.
- Awarded a 5 Star rating from the Centers for Medicare and Medicaid Services, signifying the highest possible rating from the national regulatory agency.
- Selected by Tufts Medical Center to participate in a “Safe Transitions Project,” designed to reduce costly and disruptive hospital readmissions for our elders.
- Re-designed several operational functions and processes to prepare South Cove Manor for future regulatory and reimbursement changes.
- Provided extensive training for members of our clinical team to better enable them to care for the elders who call South Cove home.

***“Quality Care” is not just a buzz-phrase at South Cove – it’s our mission!***



*A quarterly meeting of South Cove's Quality Assurance and Performance Improvement (QAPI) team. Effective QAPI programs are essential to achieving excellence in resident care and experiences.*

# Employee Awards

## Schlichte Learning Center/SCM Nursing Facilities Foundation Scholarship Awards

These academic scholarships support professional growth, advanced training, certification, or courses to complete degree requirements.



*Tina Guan and Sherrile Vergara*

## Ting/Mugar Outstanding Leadership Awards

These competitive awards are given to staff members who have contributed to constructive and strategic change in service, care, finance, or operations policy.



*Andrew Hsai and Amor Llaga*



# Thank You!

South Cove Manor at Quincy Point built on the success of our \$3 million Capital Campaign by launching our first ever Annual Appeal to support our ongoing mission of providing exceptional care and community to older adults. In addition, we were awarded grants to support specific quality, resident care, and employee development initiatives. We are grateful to the generous donors and foundations who made contributions and awarded grants between January 1, 2017 and December 31, 2017.

## \$50,000 plus

South Cove  
Community Health Center Foundation:  
ESOL Program

## \$10,000 +

Martha Mugar: Ting/Mugar Award  
*In Memory of Mrs. Chi Kang Tung*  
I-Yu Chen

## \$5,000+

Mr. & Mrs. Chung-Li Ling  
Dr. John C.C. Fan &  
Stephanie Fan  
August M. & Jennie Hom Galli  
Helen Chin Schlichte  
Jen Yeh

## \$1,000 +

Hemmie Chang & Raffael Cavallaro  
Thomas Chin  
East West Bank  
Lester Fong  
Harvard Pilgrim Health Care:  
Tea Room  
Marie-Therese Houo  
Leonard Lai  
Fay & Herman Lee  
Julie Lee  
Lawrence Ng & Rosalyn Lim  
Raymond & Theresa Lui  
Lui & Frasca, P.C.  
Susan Luo  
David Ting: Ting/Mugar Award  
*In Honor of Pui Sang Leung*  
Zhen Su & Kam Hung Leung  
Catherine Chan & Kam Po Leung  
Hanna Wong & Louis Leung  
Patagonia O. Leung  
Carol Seto  
*In Memory of C.M. Kouo*  
Marie-Therese Houo

## \$250+

Absolute Equipment  
Supply & Svc  
I'Tsuay T. D'Arcangelis  
Stanley Elkerton  
Leo Guen  
David Ko  
Shue Pon Lee  
Sai Ling Li  
Kwei Leung  
Richard Lui  
New Tech Info Systems  
Han Parish  
Quiang Zhao: Holiday  
Luncheon  
Alice Rose  
Tufts University  
Wing Fook Funeral Home  
Lily Yamamoto

*In Honor of Chi K. Tung*  
I'Tsuay T. D'Arcangelis

*In Memory of Barry Wong*  
Frank F. Chin

## Under \$250

Boston Textile  
Mark Burns  
Catherine Chan  
Nixon Chen  
Albert Chin  
Candice Chiu  
Chi Chung and Toy Soo Lau  
Dawn Ding  
Don Galli  
Doug Gershenfeld  
Mary Ann Gilmore  
Tak-Ming Lam  
Sue Lee  
Yiu Pui Lee  
Boris and Dora Leung  
Marjorie Lewis  
Mr. & Mrs. Warren Su  
Peter C. Yee  
Yin Yee & Tin Ching Seto

*In Memory of Barry Wong*  
Joseph Aducci  
Arthur & Arlene Constant  
Thomas DeCoste

Patricia Fuschetti  
Amy Guen  
Alfred & Cynthia Hargrave  
Mary & Peter Keohan  
Rose Len  
Theodore & Christina Len  
Stuart Linden  
Thomas & Janet Louie  
Paul & Valerie Masi  
Nancy Moy  
Tony Moy  
Maura Perez  
Constance Psaros  
Theresa Tsoi  
Helen Chin Schlichte  
Doris Wong  
Dorothea Wong  
Evalyn Wong

*In Memory of Fee King Chin*  
Frank F. Chin  
Bill and Josephine Chin &  
Rose Len  
Jewel Chin  
May Eng  
Amy Guen  
Christine Mok  
Cynthia Lee  
Helen Chin Schlichte  
Alvin & Anita Wing

## Gifts In-kind

Boston Chinese Evangelical  
Church  
Marianne Bowler  
Cathay Pacific  
Paula Chen  
Chinese Traditional Culture  
Organization  
Enhance Asian Community  
on Health  
Edith Hughes  
Kam Ip  
Phyllis Lipton  
Richard Lui  
Peter Nan  
Jason Qu  
Helen Chin Schlichte  
State Street Bank  
Norman Tan  
David Ting  
Walgreens  
Joe Wallace  
Phil & Joy Wong  
Stanley Yung

*We have taken great care to ensure the accuracy of this report. Please contact Carrie Peck at [carrie.peck@south-covemanor.org](mailto:carrie.peck@south-covemanor.org) to inform us of any errors or omissions.*

Every gift helps us provide the exceptional care for which we are known and makes a difference in the lives of the residents and families we serve.

## You can make a gift:

**Online:** [www.southcovemanor.org/donate](http://www.southcovemanor.org/donate)

**By mail:** South Cove Manor at Quincy Point,  
288 Washington Street, Quincy, MA 02169

**Checks** may be made payable to:  
"South Cove Manor Nursing and Rehabilitation  
Center, Inc."



**South Cove Manor at Quincy Point**  
is a non-profit organization and  
multicultural community  
with a particular focus on serving Asian elders.



South Cove Manor Nursing and Rehabilitation Center, Inc.  
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