

South Cove Manor at Quincy Point

is a non-profit organization
and a multicultural community.



South Cove Manor Nursing and Rehabilitation Center, Inc.

288 Washington Street, Quincy, MA 02169 • (617) 423-0590 • www.southcovemanor.org

South Cove Manor Nursing and Rehabilitation Center

中華頤養院康復中心

a non-profit rehabilitation and care community

“Forging Our Future”

2018 Annual Report



Leadership

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.
Li Chen,
Administrator
Mary Louise Butler,
Director of Nursing
Scott Hanson,
Director of Finance
Doris Stetson,
Director of Quality Assurance
Margie Ransom,
*Director of Human Resources***
** Returned to consulting effective
April 12, 2019. We thank Margie for
her leadership.

FOUNDERS

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



Dear Friends,

We are honored to share South Cove Manor at Quincy Point's 2018 Annual Report **"Forging Our Future."** 2018 was a year of looking forward for our organization, of asking hard questions, and planning wisely and strategically for our next chapter.

South Cove Manor grew out of the needs of Boston's Chinatown community—its founding was heartfelt and the initial funding was hard fought. We are very proud that South Cove Manor is thriving today, continuously strengthening quality and expanding services while successfully navigating regulatory and reimbursement challenges.

We have been able to accomplish this through our excellent staff, our strong leadership, the support of our community partners, and a relentless focus on the four core beliefs that are our mission and our foundation:

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

This foundation is as strong and meaningful today as it was at our inception. Our mission is not a relic of yesteryear—it is a living, guiding force, helping us forge our future as a growing and thriving community. We hope you enjoy reading about how our mission guides us in "Forging Our Future."

Thank you for being part of the South Cove Manor at Quincy Point family.

Sincerely,


Richard Lui
Chairman


Bill Graves
President & CEO

Respecting
the people
we serve,
their
traditions,
and their
preferences

We are forging a future which will include caring for an increasingly diverse group of patients, residents and families as we respond to the growing senior care and rehabilitation needs of Boston and the South Shore. We are guided by the most fundamental aspect of our mission - respecting the people we serve, their traditions, and their preferences.

The 2018 expansion of our “Person-Directed Care” initiative, part of a national movement to transform older adult services by focusing on choices and preferences, is helping us further bridge communication and cultural gaps that can create barriers to quality care.

The **Pillars of Person-Directed Care** are: **relationships; choice; dignity; respect; self-determinism; purposeful living**



Our staff speak twelve languages, enabling us to learn about the life, culture, traditions, and preferences of each person we care for. We use that information to help residents shape their day in a meaningful way.

Staffer Carrie Peck shares conversation and a smile with Shek Lin Wan.



*South Cove Manor
is proud to
have sustained our
5 Star Rating
by the Centers for
Medicare and
Medicaid Services.*

*5 Star is the
profession's highest
national accolade,
and one we
have consistently
earned since
the rating system
started in 2008.*

We aggressively strengthened our clinical capacity during 2018 to address the needs of future patients and residents with more complex medical needs. **Mary Louise Butler** joined our senior staff as Director of Nursing, we realigned our nursing management team, integrated new diagnostic equipment, and created a dynamic staff development plan for 2019.

“Good food is good medicine”

Food Services Director **Feng Ping Chen** and Registered Dietitian **Dawn Macleod-Kulig** joined our staff in 2018 and have teamed up to re-imagine dining at South Cove. 2019 will bring innovation to resident dining experiences on every courtyard with an emphasis on choice, freshness, and a new style of service.



Providing
excellent,
leading
edge
care and
services

Investing in our employees

Our staff is the key to our future—continuous investment helps employees grow professionally, strengthens their commitment, and improves our quality. 2018 initiatives included:

- Promoted staff from within for key positions
- Enhanced employee benefits while reducing costs to staff and decreasing our expenses
- Invested in advanced training within the recreation and nursing departments
- Completed a comprehensive needs assessment and training strategy for 2019

“Relationships are everything!” according to CEO Bill Graves who prioritized strengthening communication and teamwork during his first year at South Cove. We started new monthly programs which include:

- **“Breakfast, Lunch, or Supper with Bill, Li, & Mary”** rotates monthly to enable all staff to share a meal and conversation with senior leaders each quarter.
- **South Cove News**, highlights staff accomplishments and news
- An **Employee Activity Committee**, requested by and facilitated by staff, offers fun activities for employees and their families.

2018 marked the successful pilot of our **English for Speakers of Other Languages (ESOL)** course supported by a grant from the Asian Healthcare Foundation of Massachusetts, Inc. Bunker Hill Community College designed the curriculum and the program will be expanded in 2019.

Our first ESOL graduates, June 2018.



As a cornerstone of our mission, we are privileged to serve our community.

Sharing our Expertise

We welcomed **Massachusetts General Hospital Institute of Health Professions (MGHIHP)** as our newest education partner, hosting nurse practitioner and R.N. students for clinical rotations while continuing our training affiliations with Bunker Hill Community College (BHCC), Northeastern University, Massachusetts College of Pharmacy & Health Sciences, Operation A.B.L.E., and Greater Boston Chinese Golden Age Center.

MGHIHP R.N. students managed our employee flu shot clinic during their clinical rotation in community health nursing.

Community Education

We launched the **“Healthy Aging”** education series in Quincy and continued our **“Boston Breakfast Seminars.”** We thank LaSalle St. Investment Advisors, LLC, and friends, Jumbo Seafood, Boston Chinese Evangelical Church, and Enhance Asian Community on Health for their partnership.

Providing Leadership

C.E.O. Bill Graves and Administrator Li Chen strengthen our community by providing ongoing leadership to:

- Institutions of higher learning
- Senior care profession
- Quincy civic and service organizations



Serving our community

Employee Service Awards

Staff celebrating milestone anniversaries were recognized for their commitment to South Cove Manor at our 2018 Employee Recognition Dinner.

30
YEARS

Marylou Falletti
I-Lee Li

25
YEARS

Janet Mei

20
YEARS

Xi Yu
Kwon Siu Yan-Lok
Yan-Ling Liang
Matilde Aime

15
YEARS

Qing Shui
Chenghuen "Cathy"
Xie

10
YEARS

Xiaoping Yi
David McKinnon

5
YEARS

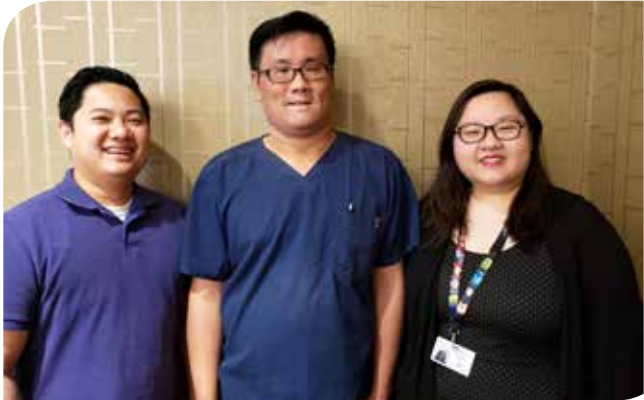
Sutong Xu
Juanlin "Jenny"
Zheng
Yan Hua He
Scott Hanson
Qingyin Lin
Fengping Main
Qing Ruan
Allen Tse



In 2018, nurses I-Lee Li and Marylou Falletti celebrated 30 years as South Cove Manor colleagues and friends.

Schlichte Learning Center/SCM Nursing Facilities Foundation Scholarship Awards

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



Quoc Thang, Kevin Liaw, and Shirley Van

A scholarship award was also granted to support the ServSafe certification program attended by chefs and dietary aides in the Food Services department.

Ting/Mugar Outstanding Leadership Awards

These awards are presented to staff who have demonstrated leadership that advances personalized care and inspires excellence and teamwork.



(l to r): Yan Zhu Liu, Yu Xiu Chen, Oi Lai Li, Yan Hua He, Jie Yun Wu, Bi Yu Liu

Thank You!

South Cove Manor at Quincy Point appreciates the many friends who contributed to our 2018 Annual Appeal in support of our ongoing mission of providing exceptional care and community to older adults. In addition, we were awarded grants and gifts to support specific quality, resident care, and employee development initiatives. We are grateful to our generous foundations and donors who made contributions between January 1, 2018 and December 31, 2018.

\$250,000 plus

From Friends in Loving Memory of Fannie Kwan

\$10,000 +

David and Rosa Chu
LaSalle St. Investment Advisors, LLC
and Friends: Education Outreach
Matthew Thoi

In Honor of Lin Hun Wong
Barry Wong

\$5,000+

Anonymous Friend: Education Outreach
I-Yu Chen
Mr. & Mrs. Chung-Li Ling
Intel Corporation
John C.C. Fan
David Mugar: Ting/Mugar Award
Martha Mugar: Ting/Mugar Award
Helen Chin Schlichte
David Ting: Ting/Mugar Award
Hon Hoi Yee, M.D.

\$1,000 +

Bill & Josephine Chin
Tom & May Chin
Chinese Merchants Association
Family of Gim You Lee
Amy Guen
Jumbo Seafood: Education Outreach
Marie-Therese L. Kouo & Denise Ho
Leonard Lai, M.D.
LaSalle St. Investment Advisors, LLC:
Education Outreach
Herman & Fay Lee
Julie T. Lee
Paul and Mary Lee
Raymond & Theresa Lui
Richard & Helen Lui
Susan Luo
Paul & Geraldine MacKinnon
Alice Rose
State Street Bank,
volunteer gift match

In Honor of Jin Li
Sai Ling Li

In Honor of Suet Wong
Han Parish

In Honor of Pho Thi Ngo
Le Ha Myrtill

In Memory of Muichung Mak
Sonny Mak

In Memory of Sui Nan Yung
The Young Family

\$250+

William Chin
Joseph & Selina Chow
Stanley Elkerton
James & Jane Fong
Gee How Oak Tin
Association
Leo Guen
Mr. and Mrs. Chen Soon
Htwan & Khaw Po Tin
David & Catherine Ko
Rita Y. Lee
Suzanne Lee & Yoshihisa
Matsusaka
Kwei Fan Leung
Chang Sun Setow

Addy Tsang
Kin & Vivian Wong
Lily Yamamoto, LMY Studio

In Honor of Kwok Lam
Wai Kam Lam-Mark

In Honor of Po Tin Khaw & Soon Htwan Chen
Sandy Carter

In Honor of Shek Lin Wong
Addy Tsang

In Memory of Kam Ling Cha
Scott Kaplowitch

In Memory of Mei-Ling Chan
Chak-Pan & Sharon Wong

Under \$250

Daxing Chen
Fee Yin Chen
Nixon Tin Aung Chen
Albert Chin
Ping Chen
Eleanor Chin
Lily Chin

Mary Lee Chin:
Recreation Program
Tin Ching & Yin Yee Seto
Joyce L. Chung
Dawn Ding
Hilda Chin Fitzgerald
Gee Family Association
Wie Huang - Yanping Ji
Huang and family:
Recreation Program

Jane Jung
Toy Soo Lau
Kin Lee
Lee on Dong Association
Ruth Moy, Moy Shee
Association
New Tech Info Systems,
Theresa Tsoi
Ni Lun Welfare Association
Kathryn Plazak
Wai Lau Shing
Mr. and Mrs. Warren Su
Nu Tran
Bill & Judy Wong
Helen Yit Wong
Perry Wong
Liancai Yang
Peter C. Yee

In Honor of Bow Yee Chin,
on behalf of Peter & Laura Chan
Mary Lee Chin

In Memory of Mei-Ling Chan
C.K. & Catherine Wong

In Memory of Theresa Yee & Yan Oi Lee
Jane Ziegler

In Memory of Alice Yung
Amy Guen

In Memory of John W. Yuen
Bill & Josephine Chin
Frank Chin
Amy Guen

Gifts In-kind

Asian American Civic
Association & Sampan
Newspaper
Asian Women for Health
Kim Bennett, Visiting Angels
Boston Chinatown Lions Club
Boston Chinese Evangelical
Church
Boston Medical Center
Boston Spine Clinics and
Pain Center
Boston University
Alzheimer's Disease Center
Buddhist Tzu Chi Foundation
Cathay Pacific
Chinese Baptist Church
of Greater Boston
Cathy Grinham, Visiting
Dental Associates
David Chin
Chinese Traditional Culture
Organization

Enhance Asian Community
on Health
Dr. Yajun Feng
Good Shepherd Community
Care
Greater Boston Chinese
Golden Age Center
Joe Lee, Beacon Hospice
New England Kungfu Dance
Steve Polymeros
State Street Bank
Lola Tom
Trader Joe's of Hingham
Tufts Health Plan
Tufts Medical Center
United Health Care
Sandy Wong
State Street Bank
Wang YMCA of Chinatown
Zoe Weng

Special thanks to all of our
volunteers, especially Kam
Ip, Denis Tam & Stella Tam.
We are grateful for your
constant support and friend-
ship, and appreciate you
sharing your time and talents
with us.

We have taken great care to ensure the accuracy of this report. Please contact Carrie Peck at 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 patients, residents, and families we serve.

You can make a gift:

ONLINE:
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."

