



S.U.C.C.E.S.S. Multi-Level Care Society

中 僑 護 理 服 務 協 會

Simon K. Y. Lee Senior Care Home 李國賢護理安老院

Chieng's Adult Day Centre 錢梁秀容日間護理中心

Harmony House (Assisted Living Residence) 樂群苑

Austin Harris Residence

"Care For The Seniors Like Our Own"



Accreditation Canada Survey 2011

Alice Choi, Executive Director, Health Services

The Society underwent the third Accreditation Survey from February 28 – March 2, 2011. The process of Accreditation is not just a matter of doing things well within these few days; rather it really is a snap shot of the high quality services that the Staff has been delivering for the past many years.

Below is a brief summary of our scores:-

Standard Section	Criteria Met	Unmet	N/A	Total
Sustainable Governance	91	0	0	91
Effective Organization	105	1	0	106
Infection Prevention and Control	74	2	27	103
Customized Managing Medications	42	0	0	42
Long Term Care	120	0	1	121
Total	432	3	28	463

Taking out the N/A criteria, the score 432/435 gives a compliance rating of **99.3%**. It is a high rating, but there is still room for improvement and the Management Team and Staff will address some very constructive recommendations from the Surveyors in the near future. Just to quote some encouraging words from the Surveyors ***"...It is apparent that the Home's vision "Care for the seniors like our own" is not just words on a page, but that staffs really do follow this vision. Resident/family surveys indicate a high satisfaction level and resident care is described excellent...Relationships with the community are excellent, with community partners describing the Home as open and transparent, accepting of new ideas and welcoming to the students and the community."***

It is encouraging to have a national body to validate the excellent care that the Society has been delivering in all the health programs, but we will not lose sight of the fact that continuous quality improvement is a never ending journey.

The Society wants to take this opportunity to thank all those who have been supporting it for all these years including the staff, community partners, residents, families, volunteers, contracted service providers and the community as a whole.