

## ABSTRACT

Patients with dementia in acute care often experience poor outcomes, as nurses and other staff in hospitals are not equipped to provide good dementia care. Person-centred care has been recognized as the best practice for dementia care, but its application in hospital environments remains unclear. This action research involved patients with dementia, a team of staff members, and public advisors to co-create changes in a medical unit.

The objectives of the project were to: (a) develop person-centred care in a medical unit, (b) explore ways to support the involvement of patients with dementia in research, (c) examine the processes of staff engagement for bringing together staff from different disciplines to co-inquire, and (d) evaluate the impact of research on the process of change and identify the lessons learnt to inform practice, education, policy, and research. Various methods were used such as: interviewing patients with dementia, focus group sessions with a team of inter-disciplinary staff, and participant observations.

In this thesis, I argue for a new collaborative and positive model that views change as a continuous process. In the past, the problem-focused model that sees change as fixing people has largely failed with regards to advancing practice development in dementia care. An important outcome of this research is the '*Team Engagement Action Model*' (TEAM), which can be used to support teams to engage in co-creating positive change. The results of this study indicate that appreciative inquiry is a useful strategy for engaging people on a team to learn together and to co-create a better future of care. The findings also suggest that more attention should be paid to the dynamic inter-connection of research and practice, rather than just one or the other. The results demonstrate that action research can affect the process of change by generating positive energy, attitude change, and a momentum for action activities in the unit and beyond. Future research should further explore strategies that would maximize the potential of bringing patients, families, researchers and practitioners to work together for positive change.

## BIOGRAPHICAL NOTES

Place of Birth: Kowloon, Hong Kong

Academic Studies: M.A., Simon Fraser University, 2008  
B.N., University of Manitoba, 1993

Current Position: Ph.D. Candidate, UBC

## GRADUATE STUDIES

Field of Study: Dementia Care, Gerontological Nursing

### Courses

NURS 553	Advanced Qualitative Methods	Dr. A Phinney
NURS 554	Advanced Quantitative Methods	Dr. S Dahinten
NURS 556	Statistics for Nursing Research	Dr. R Kelly
NURS 580	Philosophy of Evidence	Dr. G Boschma
NURS 581	The Genealogy of Nursing Knowledge	Dr. S Thorne

### Instructors

## AWARDS

- Canadian Institute of Health Research – Frederick Banting & Charles Best Canada Graduate Scholarship
- University of British Columbia 4-Year Doctoral Fellowship
- Alzheimer Society of Canada Doctoral Award
- Canadian Nurses Foundation Award
- Canadian Gerontological Nursing Association Scholarship
- Gerontological Nurses Association of BC Scholarship
- VCH Robert N H Ho Scholar Award

## SELECTED PUBLICATIONS

**Hung L.** (2017) A Critical Reflection: Using Appreciative Inquiry to Research Practice Development. *International Practice Development Journal*. Open access <https://www.fons.org/library/journal-ipdj-home>

**Hung L,** Phinney A, Rodney P, Chaudhury H, Tabamo J, Bohl D. (2017) Little things matter. Exploring the perspective of patients with dementia about the hospital environment. *International Journal of Nursing Older People*. Open access <http://onlinelibrary.wiley.com/doi/10.1111/opn.12153/epdf>

Chaudhury H, **Hung L,** Pfistere K, Keller H. (2017). Dining Environment Audit Protocol (DEAP): Development of an Environmental Audit Tool for Dining Rooms in Long-Term Care Facilities" *The Gerontologist*, published online on Feb 20, 2017

**Hung L,** Lee P, Au-Yeung A, Harrigan M. (2016). Adopting a Clinical Assessment Framework in Older Adult Mental Health. *Journal of Psychosocial Nursing and Mental Health, 54(7), 26-3.*

Lee, S-Y, Chaudhury H, **Hung, L.** (2016). Effects of physical environment on health and behaviors of residents with dementia in long term care facilities: A longitudinal study. *Research in Gerontological Nursing, 9(2), 81-91.*

Chaudhury H, **Hung L**, Rust T, Wu S. (2016). Do physical environmental changes make a difference? Supporting Person-Centred Care at Mealtimes. *Dementia*, published online on Jan 12, 2016.

Lee S-Y, Chaudhury H, **Hung L**. (2016). Exploring staff perceptions on the role of physical environment in dementia care setting", *Dementia*, 15(4), 743-55.

**Hung L**, Chaudhury H, Rust T. (2015). The Effect of Dining Room Physical Environmental Renovations on Person-Centered Care Practice and Residents' Dining Experiences in Long-Term Care Facilities. *Journal of Applied Gerontology*, 35(12), 1279-1301.

**Hung L**, Loewen E, Bindley B, McLaren D, Feist T, Phinney A. (2014). The impact of an acute psychiatry environment on patients and families, *Journal of Gerontological Nursing*, 40(9) 50-56.

Chaudhury H & **Hung L**, Badger M (2013). The role of physical environment in supporting person-centered dining in long-term care: A review of the literature. *American Journal of Alzheimer's Disease & Other Dementias*, 28, 491-500.

**Hung L**. & Chaudhury H. (2011). Personhood and mealtime activities in residents living in long-term care facilities, *Journal of Aging Studies*, 25(1), 1-12.



a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

Graduate and Postdoctoral Studies

## PROGRAMME

The Final Oral Examination  
For the Degree of

DOCTOR OF PHILOSOPHY  
(Nursing)

LILLIAN MEI HUNG  
M.A. Simon Fraser University, 2008  
B.N., University of Manitoba, 1993

Tuesday, September 26, 2017, 4:00 pm  
Room 200, Graduate Student Centre  
*Latecomers will not be admitted*

**Title: "CO-CREATING PERSON-CENTRED CARE IN ACUTE CARE"**

## EXAMINING COMMITTEE

Chair:  
To be completed by G+PS

Supervisory Committee: (list only those attending the exam;  
Dr. Alison Phinney, (Nursing)  
Dr. Paddy Rodney (Nursing)  
Dr. Habib Chaudhury (Gerontology)

University Examiners:  
Dr. Ben Mortenson (Occupational Therapy)  
Dr. Helen Brown (Nursing)

External Examiner:  
Dr. Jan Dewing