

PROMOTING THE QUALITY OF LIFE OF DEMENTIA PATIENTS IN CHINA: HUMAN RESOURCE MANAGEMENT APPROACHES AND BEST PRACTICES

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Abstract

This research paper focuses on exploring human resource management approaches and best practices that promote the quality of life for dementia patients in China. Dementia is a complex condition that requires a holistic approach to care, encompassing both medical and psychosocial support. Human resource management plays a vital role in ensuring that healthcare professionals possess the necessary knowledge, skills, and attitudes to provide person-centered care for dementia patients. This study investigates the human resource management approaches and best practices employed in healthcare organizations in China to promote the quality of life for individuals with dementia. The research methodology includes a literature review, analysis of healthcare policies, and case studies of healthcare facilities known for their exemplary care for dementia patients. By examining these approaches and practices, this study aims to identify key factors that contribute to the quality of life of dementia patients, such as staff training and development, communication strategies, supportive work environment, and caregiver support programs. The findings will provide valuable insights for healthcare organizations and policymakers in developing and implementing effective human resource management strategies that prioritize the well-being and dignity of dementia patients in China.

Keywords: Quality of Life, Dementia Patients, China, Human Resource Management, Best Practices, Staff Training and Development, Communication Strategies, Supportive Work Environment, Caregiver Support Programs.

INTRODUCTION

Human resources are often regarded as an organization's most valuable asset; nevertheless, only a small percentage of businesses are able to fully capitalise on this asset's potential. The term "human resource management," or HRM for short, refers to a set of rules, methods, and systems that are designed to impact the behaviour, attitude, and performance of workers. Every company has to fulfil an essential criterion, which is to provide the HRM a disproportionate amount of attention. The management of the organization's human resources includes the activities and procedures of HRM (human resource management). There are many different HRM techniques that have the ability to both enhance and maintain the performance of the business. In the 1960s and 1970s, employees in the United States contributed to the development of the notion of human resource. The concept of human resources as an intellectual framework to effectively and efficiently manage labour, tool kit, and management profession gained relevance in Europe and Australia in the late 1972, and ever since then, it has been accepted gradually

all over the globe. Many of the management teams of organisations have been forced to adopt HRM techniques as a result of competition. The management of human resources does not only play a supporting role in the organisation; rather, its primary function is to assist in the achievement of the company's goals and objectives. It is necessary to guarantee that the procedures and practises of HRM are oriented towards the motivation and happiness of the workers in order for the business to be able to develop and be productive. It is important for HRM practises and procedures to be successful in order to provide the business a competitive edge and to create an environment in which it is possible to accomplish the goals that have been established.

It is common knowledge that an organization's human resources are the primary factor in determining its level of competitiveness. The workers, managers, and supervisors that make up an organization's human resources might include specialists in areas such as technology, marketing, finances, transportation and logistics, and a wide variety of other areas of expertise. In addition, the success of even the most visionary management of the business at a period of unequalled technological advancement is dependent on the organisational human resource's ability to execute their vision. As a result, in order for the management of the company to be successful, it is very necessary for the business to adopt HRM practises and procedures that are appropriate and effective. A system of human resource practises for a specific job or group of occupations that aims to achieve the highest possible level of employee performance in order to satisfy the goals and objectives of the company is what is meant by the term "HRM" when applied to an organisation. This particular definition of HRM places an emphasis on the system of HR practises. This is due to the fact that the diverse array of practises is what matters with regard to the performance of workers. It is also essential to keep in mind that the finest HRM techniques are those that are tailored to the specific conditions of the business in which they are used. In certain companies, all of the workers are given the same treatment, but in others, the executive employees and the non-executive employees are judged based on distinct standards. Some companies even go so far as to distinguish the criteria used by their service departments from those used by their operational divisions. The three most important functions that HRM practises may do are (i) the construction of vital organisational capabilities; (ii) the improvement of the happiness of customers and stakeholders; and (iii) the enhancement of the contentment of workers. The effectiveness of the organization's operations may be affected to some degree by the HRM practises that are put into place. They improve the organization's internal skills, making it better able to cope with the issues it is now facing as well as the ones it will encounter in the future. In addition, effective HRM procedures contribute to the general health and happiness of an organization's workforce. The dedication and drive that are developed via the use of effective HRM practises may result in hard effort, which in turn can have a significant impact on how well the business performs. When it comes to managing internal performance and facing external issues, organisations that have the correct HRM practises may establish a capacity that is both sustainable and long-lasting for the firm. The term "HRM practise" refers to any activity that a company engages in with the goal

of improving employee competences, levels of job satisfaction and commitment, as well as the business's overall culture.

The practise may be implemented in the form of a system, a process, an activity, a standard, a rule, or it may simply be a manner of carrying out activities. The appropriate kinds of HRM practises do make a difference in the way a business operates. HRM practices are any practices that contribute to one or more of the three C's, namely I competences, (ii) commitment, and (iii) culture. These three C's are competencies, commitment, and culture. It is the responsibility of the organisation to recognise the existence of these practices, to put them into action in a way that minimizes expenses, and to periodically examine and alter them in order to improve both their efficiency and their suitability. In order for the business to run smoothly and efficiently, HRM practices will need to be designed and implemented across the organisation. The procedures are designed to cater to the need of the organization's day-to-day operations. In addition, the procedures are implemented in order to fulfil the legislative and regulatory requirements. The practices are to be designed in such a way that by applying them, not only will the quality of work life in the company increase, but also the internal organisational processes will improve significantly. This is one of the goals of the project. Information exchange, knowledge and skill acquisition, authority (decision making), and the provision of incentives and rewards are the four categories into which HRM activities may be organised according to their respective emphases. Major HRM practices include I HR planning, (ii) recruitment and selection, (iii) induction, (iv) training and development, (v) performance appraisal, (vi) empowerment and task autonomy, (vii) career planning, (viii) compensation and fringe benefits, (ix) promotion and transfers, (x) job rotation, (xi) reward and recognition, (xii) participation in decision making processes, (xiii) collaborative teamwork, (xiv) conduct and (xix) the suggestions scheme, (xx) the exit and retirement policy, (xv) the leave policy, (xvi) travel and travel expenses, (xvii) activities related to employees' welfare, (xviii) activities related to employees' safety and occupational health, (xix) the suggestions scheme, and (xv) the leave policy, etc. An aspect of human resource management (HRM) procedures that is of utmost significance is that these activities must be objective and must be carried out without any kind of favoritism or prejudice against certain categories of staff members. The amount of work that workers produce is significantly impacted in a lasting way by the HRM practices that are implemented. The good HRM practices in the organisation are able to cope with the challenges faced by the organisation, such as an increasing number of employees, encountering new working environments and cultures, preparing employees for change, restructuring, and the pervasive and often deleterious effects of the effects of the technology. Additional HRM practises are not to be held in a fixed position. In order for the company to be successful in meeting the difficulties that are posed by the always shifting environment, the practises will need to be regularly changed.

In most businesses today, Total Quality Management (TQM) is a required and desired strategy for enhancing quality and productivity. The purpose of TQM is to enhance corporate performance by enhancing quality over time and via a continuous process of

management. The people, who first introduced the concept of total quality management, such as Deming, Juran, Crosby, and others, placed a lot of emphasis on the human component of quality management and established its significance in the TQM philosophy. The secret to ongoing quality improvement lies in human resources. Therefore, the HRM division may possibly play a dangerous role in an organization's TQM initiative. The way people are handled in companies is under the control of human resource management. It is in charge of hiring new employees, assisting them with their tasks, paying them for their job, and resolving any issues that may emerge. Because workers are the primary source of motivation for every firm and because quality relies on them, human resource management activities should be carefully organised to form employees' quality-oriented attitudes. To fulfil client needs, the whole organization's personnel should collaborate to provide high-quality goods and services. The productivity of human resources is influenced both directly and indirectly through leadership, rewards, and recognition. The productivity of human resources is indirectly influenced by communication, education, and assessment. The continual expansion of the manufacturing sector requires TQM and HRM practices in order to keep up with the competitive market and globalization of today. The purpose of this research was to demonstrate the connection between total quality management and human resource.

OBJECTIVES

- i) To identify the policies of human resource management to develop the quality of life for dementia patients in China.
- ii) To evaluate the advancement of quality of life due to organizational strategies and human resource management in China.

QUALITY OF LIFE

This study examines quality of life, which is also known as *qualité de vie* in French and *Qualität des Lebens* in German. It is a notion that is used in economics, sociology, and political science that incorporates an individual's spiritual, social, and physical well-being. The definition of this idea may be found here. The origin of this idea can be traced back to the middle of the 20th century in Western Europe. At that time, people were attempting to determine the correlation between society's traditional material interests and newly evolved needs in relation to the potential of society. This is when the concept was born. The idea of high quality of life is in direct opposition to the excessive profits of monopolies and the irresponsible accumulation of wealth. The concept of sustainable development, which refers to the methods that aim to ensure development in a way that meets people's well-being both now and in the future, also makes reference to quality of life. These methods include those that strive to ensure development in a way that meets people's well-being both now and in the future. To alleviate poverty, to establish meaningful life standards, to fulfil the fundamental requirements of the individual, to stimulate economic growth and political development, and to prevent the depletion of natural resources are

the goals of this conception. Myths, religions, and early philosophies all provide answers or attempts at answers to the issue of what constitutes a high quality of life. Ancient Greek philosophers were searching for the purpose of life and for a set of principles that may have assisted them in attaining a higher degree of existence. Both Plato and Aristotle, in their respective writings, examine the idea of living a "good life," yet their interpretations of the phrase are distinct. Plato believed that the ultimate worth was contemplation that was founded on reasoning and that it surpassed human affections. Aristotle had a contrary viewpoint; he claimed that it was pointless to live a life devoid of sentiments, even if doing so included some degree of danger. The views of these two great philosophers form the foundation for contemporary ideas regarding health: "Health is not absence of a disease but absolute physical, psychological, and social well-being" (this reminds us of Plato), and other contemporary theories claim that risk and stress are natural components of life. This hypothesis evokes associations with Aristotle's notion of the "happy life". A. C. Pigou, in his book published in 1920 on economic well-being, is credited with being the first person to introduce the term "quality of life.

This was something that was overlooked until the conclusion of World War II since there was no response to it. In that era, the World Health Organization (WHO) broadened its definition of health to include not just physical health but also mental health and social well-being as equally important components. According to the World Health Organization (WHO), quality of life (QOL) refers to an individual's purpose-aligned cultural and value system by which they live their life. This system is evaluated in relation to the individual's goals, hopes, living standards, and hobbies. This is a comprehensive idea that takes into account a person's physical and mental health, the degree to which they are independent, the social relationships they maintain, and the way they react to the world around them. An ever-increasing amount of attention has been directed into the study of topics related to people's quality of life. Since the middle of the 20th century, conceptual models and techniques for study, evaluation, and assessment of quality of life have been established. On the other hand, Greek philosophers were looking for a purpose of life that may assist individuals in pursuing a better degree of existential achievement in their lives. During the previous century, a person's quality of life was judged according to their level of material prosperity or money. Changes in later perceptions of the purpose of life and values affected how later conceptions of quality of life were formed, as well as changes in all other elements (**Ferrer, 2017**). The assessment of one's quality of life must take into account all aspects. The quality of one's professional life is an essential component of one's overall quality of life. The scientific literature does not include any studies that investigate this facet of people's quality of life. The quality of working life encompasses a variety of aspects, including but not limited to the health and well-being of workers, the assurance of employment, career planning, the development of competencies, a balance between work and life, and others. The findings of an evaluation of the quality of working life factors could provide a basis for the establishment, implementation, and development of social programmes in organisations on a national or international scale. The objective of this research is to alter the assessment technique for quality of working life (QOWL),

and as a consequence, enhance the performance outcomes of an organisation. 319 The objective of the article is to construct a model of quality of life, to examine the balance of work and personal life, and to assess changes in workers' quality of working life following corrective actions in the organisation that is the subject of the research. Methodology. The information in this article was derived from the examination of scientific and methodological literature, as well as by the use of the methodology of social research. Both descriptive and statistical methodologies were used in the analysis of the study data. Standard questionnaire data treatment tools, including Microsoft Excel 2000 and SPSS (SPSS 15.0 for Windows Evaluation) packages, were used in the process of doing the analysis on the data. The study sample includes all fifty of an organization's workers that work for a small manufacturing company. The findings of the investigation that was carried out in 2006 were detailed in the paper that was written in 2007. Taking into consideration the findings of the study that was cited, the organisation developed and put into effect remedial actions for the working environment. A few years later, at the beginning of 2014, the author conducted research on the subject of the effectiveness of the measures that were put into place from the perspective of QOWL. The amount of contentment and fulfilment that an individual or community experiences in their life is referred to as their "quality of life," or QOL. It is a prevalent notion that may be interpreted in a multitude of ways, including political, occupational, health-related, international development, and philosophical contexts. The condition, personality, or temperament that is exemplified by this sentence. The drive to protect one's own life and the lives of one's progeny when confronted with potentially lethal conditions is known as the survival instinct. It is one of the most basic instincts that humans possess. The concept of quality of life, on the one hand, and the rapidly developing area of health-related quality of life (HRQOL), on the other, have been subject to a great deal of misunderstanding. The study of HRQOL may teach us a lot about the ways in which one's health influences one's quality of life. The OECD's collection of indexes of economic and social progress shows the contrast between material conditions and quality of life. The phrase "material conditions of life" refers to an individual's financial well-being. The "accumulation of non-financial, non-monetary attributes that co-determine a person's life chances and opportunities and have value across countries and circumstances" is one definition of a person's quality of life. Authors such as Amy Fontinelle, an English researcher and writer, emphasise the intangible quality of life and argue that "quality of life is subjective and elusive." She is of the opinion that the Declaration of Human Rights, which was published by the United Nations in 1948, is an excellent checklist that can be used to evaluate the quality of life in any nation. The first ever assessment of quality of life in Vietnam has been announced. According to the author, the assessment takes into consideration a wide variety of criteria, including physical mobility and self-care routines like cleaning one's body and clothing, as well as participation in day-to-day activities like working, playing sports, and doing tasks around the home. It is envisaged that the quality of life assessment will be made available to the general public through the Internet in order to provide Vietnamese residents with the opportunity to get further insight into their wellbeing. What exactly is meant by the term "quality of life" (QOL)? One of the

overarching goals of the Human Development Strategy is to improve people's quality of life, which is often referred to as "quality of life," or QOL. This is also the primary goal of the socio-economic development plan for all nations, including Viet Nam, which aims to improve the country's overall economic and social conditions. Numerous nations and international organisations have researched and created techniques of evaluating quality of life as a foundation for assessing significant changes in QOL over time as well as for comparing QOL across other countries, regions, cities or communities, etc. The foundation for these investigations was laid by the seminal efforts of researchers from all across the globe. On the other hand, research on QOL in Viet Nam are still in their early stages and lack a systematic approach. Even though the need of enhancing quality of life is often brought up, there is still a lack of consensus around what exactly quality of life is, what factors contribute to it, and how it should be measured. As a result, the primary purpose of this article is to talk about the components of quality of life, which is one of the most important parts of measuring quality of life. The first ever assessment of quality of life in Vietnam has been announced. According to the author, the assessment takes into consideration a wide variety of criteria, including physical mobility and self-care routines like cleaning one's body and clothing, as well as participation in day-to-day activities like working, playing sports, and doing tasks around the home. It is envisaged that the quality of life assessment will be made available to the general public through the Internet in order to provide Vietnamese residents with the opportunity to get further insight into their wellbeing. What exactly is meant by the term "quality of life" (QOL)? One of the overarching goals of the Human Development Strategy is to improve people's quality of life, which is often referred to as "quality of life," or QOL. This is also the primary goal of the socio-economic development plan for all nations, including Viet Nam, which aims to improve the country's overall economic and social conditions. Numerous nations and international organisations have researched and created techniques of evaluating quality of life as a foundation for assessing significant changes in QOL over time as well as for comparing QOL across other countries, regions, cities or communities, etc. The foundation for these investigations was laid by the seminal efforts of researchers from all across the globe. On the other hand, research on QOL in Viet Nam are still in their early stages and lack a systematic approach. Even though the need of enhancing quality of life is often brought up, there is still a lack of consensus around what exactly quality of life is, what factors contribute to it, and how it should be measured. As a result, the primary purpose of this article is to talk about the components of quality of life, which is one of the most important parts of measuring quality of life.

HRM

The first paper that they should mention here analysed the development of HRM throughout the course of five distinct historical eras, beginning before 1840 and continuing up to the current day. The authors presented an examination of Chinese HRM, during which they traced different phases of the development of HRM from before the year 1840 up to the current day. The authors reach their conclusion by drawing on the resource-based approach and the path dependency theory. They believe that the disparities in

Chinese HRM institutions may be explained by path dependent choices that reflect institutional settings. Although the authors emphasised the factors that have shaped Chinese HRM, such as the development of production, culture and traditions, the regulatory environment for the labour market, and foreign influences (such as global competition and Taylor's Scientific Management ideas during the period of 1918–1949), the primary focus of the study is on identifying the underlying mechanisms that have shaped HRM in China. The writers make notice of the prominence of Scientific Management, particularly during the years 1918–1949, as well as the effect of HRM techniques from Asia, the United States, and Europe throughout the period beginning in 1979 and continuing to the current day. This research did not just concentrate on the manner in which SM and HR were responsible for producing their influence in China; nonetheless, it does illustrate the impact that convergence has had on HRM in China. Using Chinese-language databases, the authors of the second research, which was written, made an effort to track the transfer of Western management expertise to China, notably with regard to scientific management and human relations. The authors point to recent publications as evidence of scientific management and human relations in China, however the analytical technique they used (bibliometric study of Chinese sources) prevented them from drawing unduly definitive conclusions. The researcher continues our study and further investigate academic literature (in sources both in English and in Chinese) in order to discover evidence of the influence that scientific management and human relations have had on the development of HRM in China since 1980.

They believe that our research has established that the traits and associated viewpoints are different for Chinese academics and managers at various stages or historical periods. This is something that they discovered when looking into the beginnings of Chinese human resource management (HRM). Specifically, during the early part of the 20th century, a number of articles relating to scientific management were published in China. Subsequently, during the 1920s and 1930s, a select group of Chinese academics was responsible for the initial introduction of personnel management and administration. As a result, an approach known as "convergence" played a significant part in human resource management at this era. Between the years 1949 and 1978, personnel administration methods started to take shape and were eventually incorporated into a Maoist model. This model was distinguished by its heavy industry-focused Stalinist big-push strategy, a socialist command economy structure, and Maoist ideology. During this time period, the HRM methods that were common began to diverge as personnel administration grew more closely integrated with the contemporary political and economic structure in China. Beginning in 1979 and continuing ahead, Chinese academics started disseminating the phrase *renji guanxi* to Chinese readers in order to explain the meaning of HR. Since then, several articles on human resources and human resource management (HRM) have seen significant impacts. In addition, Deng developed innovative techniques to economics as well as people management during the era of economic reforms that followed 1979. This was done so that China could better accommodate its unique conditions. In light of these considerations, our proposal is as follows: Proposition the development of human

resource management in China is illustrative of the fact that the adoption of a convergence, divergence, or contextualization viewpoint is "dynamic," as opposed to steady, in various historical periods.

Table 1: Occupation Percentage

		Frequency	Percent	Valid Percent	Cumulative Percent
Occupation					
Valid	Teacher	2786	20.0	20.0	20.0
	Designer	1671	12.0	12.0	32.0
	Engineer	3204	23.0	23.0	55.0
	Doctor	1114	8.0	8.0	63.0
	Business Analyst	3064	22.0	22.0	85.0
	Pvt. Employee	2089	15.0	15.0	100.0
	Total	13928	100.0	100.0	

In the study the data comprised of Teacher (N=2730, F=1206 and M=1524), Designer (N=1511, F=798 and M=713), Engineer (N=3146, F=1259 and M=1887), Doctor (N=1027, F=587 and M=440), Business Analyst (N=3001, F=983 and M=2018) and Pvt. Employee (N=2513, F=1156 and M=1357) respectively.

Figure 1: Occupation Chart

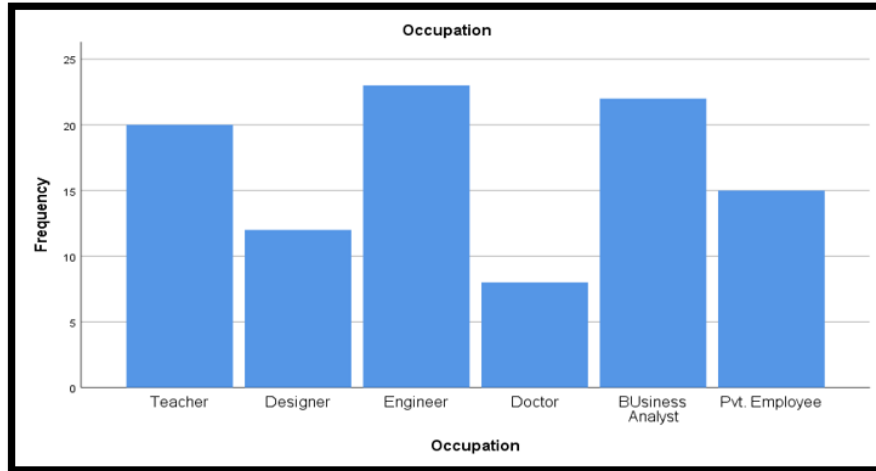


Table 2: Income Percentage

		Income			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 15000	3900	28	28	28
	15000-25000	3621	26	26	54
	25000-35000	3203	23	23	77
	35000-45000	1811	13	13	90
	> 45000	1393	10	10	100
	Total	13928	100	100	

In the study the data is showing the figures for the Income of respondents. For income below 15000 (N=3820, F=1789 M=2036), 15000-25000 (N=3675, F=1697 M=1978), 25000-35000 (N=3190, F=1291 M=1899), 35000-45000 (N=1796,F=610 M=1186) and above 45000 (N=1447,F=602,M=845) respectively. Researcher collected data through questionnaire of brand equity. The sample of the study was 13928. Majority of the respondents were female 5989 with 7939 male respondents. The respondents were mostly in the age group of below 25 years with 1752 females and 2036 males respectively. The detailed description of data is provided in **Table 3**

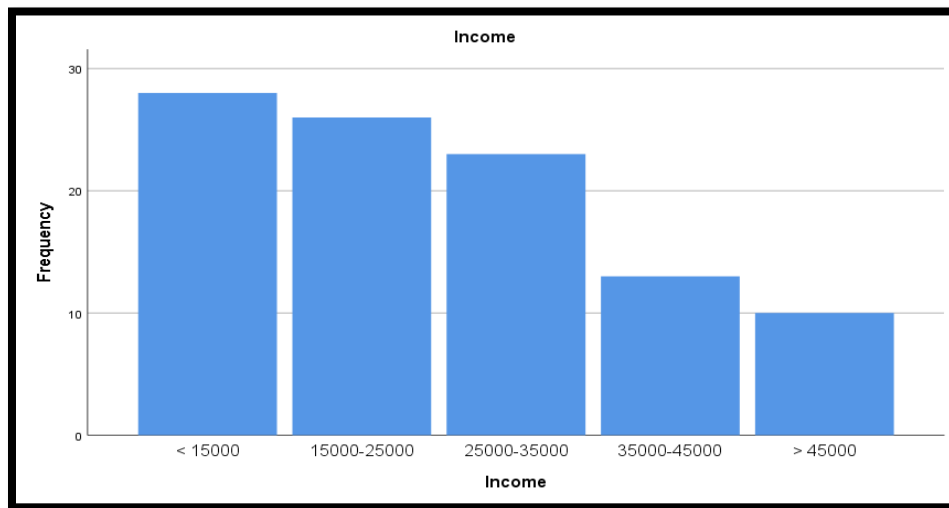


Figure 3: Income Chart

Table 3: Work Experience Percentage

		Work_Experience			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-5 years	3482	25	25	25
	6-10 years	4178	30	30	55
	11-15 years	3064	22	22	77
	more than 15 years	3204	23	23	100
	Total	13928	100	100	

In the study data comprised of work experience from 0-5 years (N=3420, F=1627, M=1793), 6-10 years (N=4118, F=1901 & M=2217), 11-15 years (N=3188, F=1203 & M=1985), and more than 15 years (N=3202, F=1258 & M=1944).



Figure 4: Work Experience

CONCLUSION

Results are based on an interpretation of primary data examining the effect of HR Planning on worker satisfaction in Sri Lankan software development firms. Based on the correlation between HR Planning and the presence of an HR department, it appears that the presence of HR Planning competencies may be more crucial in determining the shape of employee job satisfaction. More importantly, it has been established that the HR planning aspects mentioned by the HR management of software organisations are directly correlated with higher levels of employee satisfaction in their jobs. Depiction of software developers' views on their own professional growth shows that an overwhelming majority are pleased with the training opportunities offered by their company in areas such as "knowledge sharing," "skill development," "communication skills," "team work," and "HR/orientation." However, some employees are unhappy with the quality of internal training. Some workers are resentful of productivity improvement programmes and resistant to learning new technologies. A large majority of employees believe that the working hours decided by the organisation are most convenient for them, as stated in regarding work type/workload planning in the software organizations. A small but vocal group of workers is complaining about their schedule. In addition, most workers are content with the tasks they have been given and are eager to complete them because they meet their needs. According to the results, the vast majority of workers appreciate the leeway they are given by management to complete their assignments, while only a small percentage are dissatisfied.

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