

Historical Overview

Moral Foundations of Quality in Health Care

Subtopic I



To appreciate the past, in order to understand the present



Learning Objectives

The learner will understand

- the moral foundation of quality in the nursing profession
- why nursing as a profession has a duty to patients, clients and society and to promote quality in health care
- the historical evolution of Quality thinking that led to Quality Management in health care today
- how research and evidence has informed broader organizational and system change



Why Should Quality Matter to Nurses?

- As members of a profession nurses have
 - a duty of care towards their patients/clients
 - established a bond with society to serve the public interests and the common good.
- Quality is at the core of the profession: Florence Nightingale
 - Emphasized the nurse's obligation to bring forward concerns regarding safe practice (LaSala C, 2009)
- Ethical Frameworks that ground the profession are based on
 - Principles of non-maleficence and beneficence
 - Protect persons from harm
 - Engage in actions that benefit others
 - Promote the “good”

Why Should Quality Matter to Nurses?

- Patient Rights
 - Patients and clients have the right to expect that nurses are accountable for their practice and for delivering safe quality care
- Embedded in the Standards of Practice of regulatory Bodies (College of Nurses of Ontario (CNO))
- Canadian Nurses Association Code of Ethics: [Values and Ethical Responsibilities](#)
 - Quality and Safety are grounded in the values, principles and theories that guide nursing as a profession
 - Nurses are expected to be critical thinkers and identify evidence-informed solutions
 - “Providing Safe, Compassionate and Competent Care”



Early Days of Quality in Health Care

Hippocrates (460-370 BC) <https://wdyt.org/ethics/hippocratic-oath-modern-and-original-versions/>

- Wrote many medical texts and is considered one of the most important figures in ancient Greek medicine.
- Credited with writing the original Hippocratic Oath.
- A focus on quality and safety is suggested in his writings:

“

I will follow that system of regimen which, according to my ability and judgment, I consider for the benefit of my patients, and abstain from whatever is harmful and mischievous.

”



Early Days of Quality in Health Care

Florence Nightingale (1820-1910)

- Since the time of Florence Nightingale Quality has been a focus in health care
- One of the first safety and quality leaders in health care
- Established standards for nursing care in the United Kingdom (1854)
- Asserted that the entire health care team should be held accountable for safe, high-quality care
- Significant Nightingale quotes emphasize the value she placed on the quality of patient care

I think one's feelings waste themselves in words, they ought all to be distilled into actions and into actions which bring results

I attribute my success to this:...I never gave or took an excuse

Were there none who were discontented with that they have, the world would never reach anything better



Oversight of Quality Voluntary Accreditation

- United States Joint Commission on the Accreditation of Hospitals
 - Established in 1951
 - <https://www.jointcommission.org/>
- Canadian Council on Health Facilities Accreditation (now Accreditation Canada)
 - Established in 1958
 - Required the development implementation and maintenance of a quality management program
 - <https://accreditation.ca/>

Accreditation Canada inspires people around the world to improve outcomes through independent assessments against global standards



Key Milestones in the Quality Movement

Leaders as Change Agents

W. Edward Deming (1900-1993)

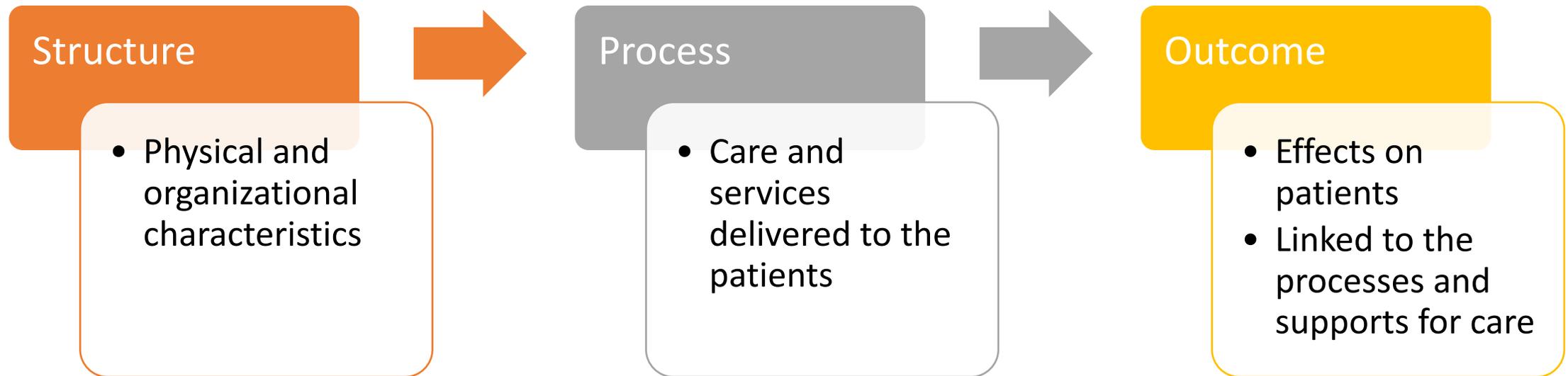
- American Engineer and Statistician, Management Consultant
- Established the W. Edwards Deming Institute for the Improvement of Productivity and Quality
 - Posited that by using appropriate principles of management, organizations can increase quality and as a result reduce costs...key is to practice continual improvement
 - Proposed a shift in philosophy from Quality Assurance to Quality Improvement
 - Designed Total Quality Management Model (TQM) (de Jonge V. Et al. (2011



Key Milestones in the Quality Movement Leaders as Change Agents

Avedis Donabedian (1991-2000)

- Focus on Quality Assurance
- Developed model that focused on Structure Process and Outcome



(Donabedian A, 2005)

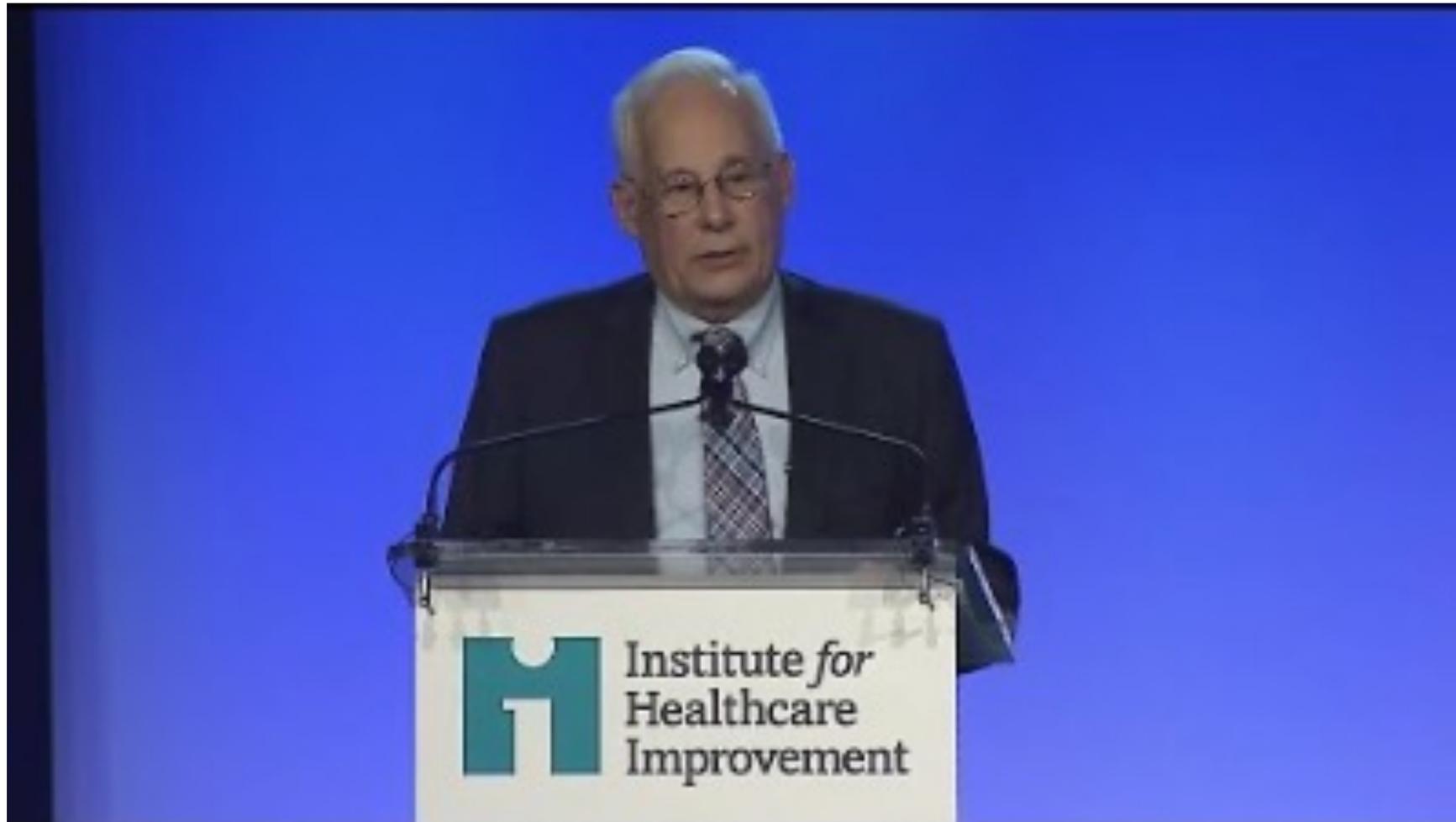


Key Milestones in the Quality Movement Leaders as Change Agents

Dr. Donald M. Berwick

- Pediatrician
- Founder and President and CEO of the [Institute for Healthcare Improvement](#) (IHI)
 - founded in 1991
 - uses improvement science to advance and sustain better outcomes in health and health care, internationally.
 - promotes awareness of safety and quality, accelerate learning and the systematic improvement of care,
 - collaborates to identify solutions to major quality and safety challenges, and mobilizes health systems, communities, regions, and nations to reduce harm and deaths.

Quality, Mercy and the Moral Determinants of Health (2009) Donald Berwick



<https://www.youtube.com/watch?v=GX7vjL6dluM>



Summary

- A focus on Quality in Nursing and Health Care has influenced care for decades.
- Nurses have a moral obligation to ensure quality care for patients, clients and society as a whole.
- Historical insights provide a foundation for a deeper understanding of how the philosophical approach to Quality has shifted over time.