

# 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)**

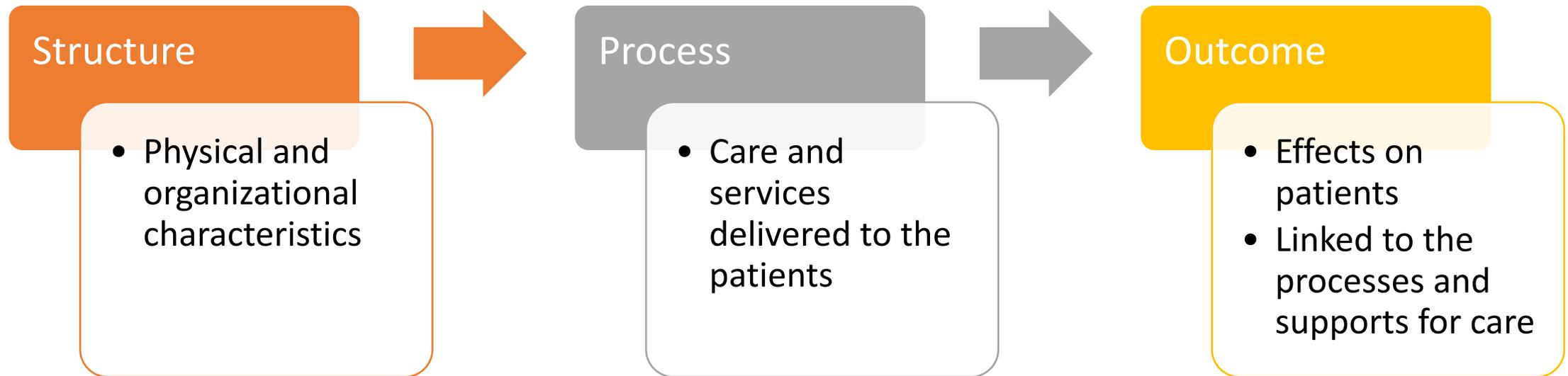
- American Engineer and Statistician, Management Consultant
- Established the W. Edwards Deming Institute for the Improvement of Productivity and Quality
  - Posited that by using appropriate principles of management, organizations can increase quality and as a result reduce costs...key is to practice 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)

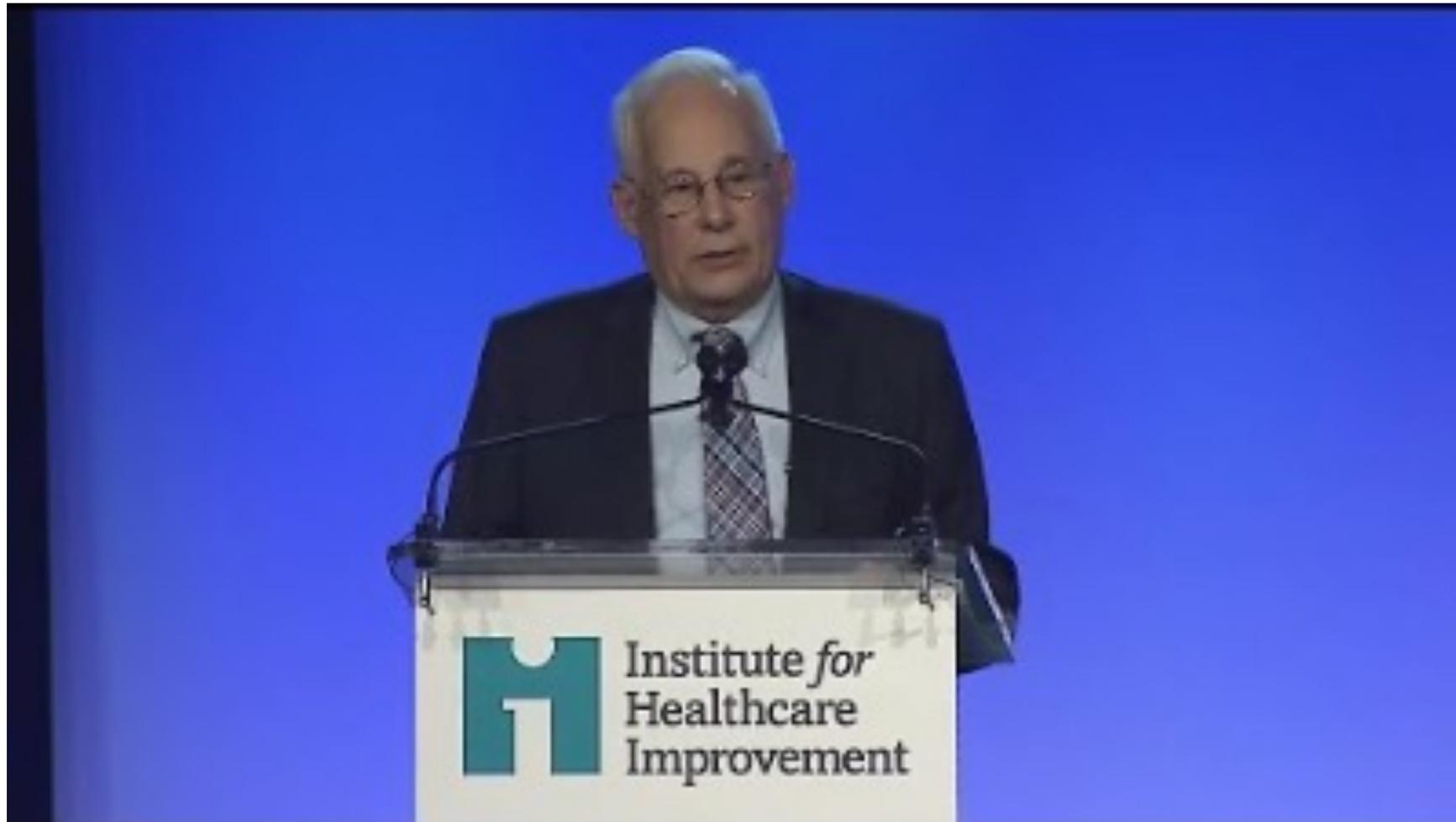


# Key Milestones in the Quality Movement Leaders as Change Agents

## **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.