

Quality Caring in Nursing and Health Systems: Implications for Clinicians, Educators, and Leaders, 2nd Edition (Duffy, Quality Caring in Nursing)

By Joanne R., PhD, RN, FAAN Duffy

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First Edition named an AJN Book of the Year!

Joanne Duffy makes a compelling argument in this book that relationships have been marginalized and no longer serve as the central organizing principle of health services. This book resonates with a virtual groundswell of findings regarding the importance of relationships for organizational performance and for human wellbeing.

-Jody Hoffer Gittel

Professor of Management, Brandeis University


This edition stresses the proven need for a return to the patient-centered care neglected through our health system's emphasis on procedures, protocols, diagnostic testing, technology, and costs. It addresses the significant challenges to quality care posed by the upcoming changes in our health care system, and focuses on health systems, the role of nursing within them, and the interprofessional health team as the key to change ensuring high quality care. The book responds to the Patient Protection and Affordable Care Act's focus on accountable care organizations, the recent IOM's Future of Nursing Report, the call for radical transformation of nursing education, and current evidence on patient safety and quality of care.

This text explores the Quality-Caring Model[®], which honors nursing's most deeply felt value, and can be applied to clinical, educational, and leadership practice to advance our nation's health system. Among the book's strengths are its translation of theoretical knowledge to practical applications that can be used for clinical interventions and resolution of professional issues. Chapters include key terms, case studies along with practical exercises and references, and "Calls to Action" offering inspiration and guidance for implementing change.

New to the Second Edition:

- Focuses on current challenges to quality care posed by upcoming changes to our health system
- Addresses health systems, the interprofessional health team, and the role of nursing within them
- Combines theoretical foundations for practice with clinical, leadership, and educational applications
- Examines the powerful role of relationships in promoting nursing excellence, improving patient satisfaction, and patient outcomes
- Serves as a key guide for graduate nurse educators and students, nurse leaders, and hospital leadership seeking Magnet certification
- Incorporates recommendations of the Affordable Care Act's focus on accountable care organizations, the IOM's Future of Nursing Report, educational transformation, and current research on safety and quality of care

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Editorial Review

From the Back Cover

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About the Author

Joanne R. Duffy, PhD, RN, FAAN, is an adjunct professor at the Indiana University School of Nursing, Indianapolis, Indiana, and executive vice president and senior consultant at QualiCare in Winchester, Virginia. Dr. Duffy's extensive career encompasses clinical, administrative, and academic roles. She has directed four graduate nursing educational programs, and has been a department chair, interim associate dean for research, and, most recently, a named endowed evidence-based practice and research professor. Dr.

Duffy has held various administrative positions directing medical, rehabilitation, critical care, emergency, and transplantation nursing services at both community and academic medical centers. She also directed a nurse-led center for outcomes analysis, dedicated to improving the quality of cardiovascular services. She was a cardiovascular clinical nurse specialist with clinical experience in critical care and emergency nursing. Dr. Duffy has published extensively across the nursing literature, but is best known for her work in maximizing patient outcomes. She was the first to link nurse caring to patient outcomes, and has designed and tested multiple versions of the Caring Assessment Tool (CAT). She developed the Quality-Caring Model[®], a middle-range theory used in more than 45 U.S. health systems.

Dr. Duffy was the recipient and principal investigator for two federally funded demonstration projects: *Relationship-Centered Caring in Acute Care and Improving Safety and Quality in Vulnerable Acute Care Patients Through Interprofessional Collaborative Practice*, and has been the principal investigator on externally funded studies of hospitalized older adults, those with heart failure, tool development, nurses' caring competencies, evidence-based practice, and academic-service partnerships. She has also consulted on studies related to organizational leadership and management of critical care units, patients' perceptions of safety, health literacy, and alarm safety. Dr. Duffy was a consultant to the American Nurses Association (ANA) in the development and implementation of the National Database of Nursing Quality Indicators (NDNQI), and was the former chair of the National League for Nursing's (NLN) Nursing Educational Research Advisory Council. Dr. Duffy is the author of numerous publications, including two books and several book chapters. Her book *Quality Caring in Nursing: Applying Theory to Clinical Practice, Education, and Research* received the American Journal of Nursing (AJN) Book-of-the-Year award in 2009. She is a former Commonwealth Fund Executive Nurse Fellow, a recipient of several nursing awards, a fellow of the American Academy of Nursing, and she serves on several editorial review boards. Dr. Duffy currently teaches graduate-level nursing research and data analysis for clinical and administrative decision making; regularly consults with health systems regarding evidence-based practice, research, and professional practice model integration; and is a frequent guest speaker.

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