



**History**

Dr. Duffy is a cardiovascular clinical specialist, academician, consultant, and former administrator and Director of Nursing Services. She was influenced in her career by her Catholic faith and by various teachers and professors who role-modeled respect and human dignity. She believes that persons are unique, autonomous beings with inherent rights and responsibilities. While completing her doctoral dissertation, Dr. Duffy was also working as a nursing supervisor at a large tertiary institution where she was pursuing outcomes studies. Patient satisfaction was an outcome of interest and through careful interviews she noticed that when patients expressed dissatisfaction with nursing care, they regularly reported "Nurses just don't seem to care." Focusing on this clinical problem, Dr. Duffy developed an interest in the *Theory of Human Caring* (Watson, 1979), Mayerhoff's (1971) philosophy, King's *Theory of Goal Attainment* (1981), and Donabedian's *Quality Health Model* (1964). She continued her studies, developing a tool to measure nurse caring; her investigations later linked nurse caring to patient satisfaction.

Over time, Dr. Duffy continued to study human interaction and the role of cohesive teams in the achievement of healthcare outcomes. During a study of a caring-based nursing intervention in heart failure patients, Drs. Duffy & Hoskins, both of The Catholic University of America in Washington, DC developed the *Quality-Caring Model*©. This mid-range theory reflects nursing's unique role within a multidisciplinary health care system and places caring relationships at the center of nurses' work. The major purposes of the *Quality-Caring Model*© are to: 1) guide professional practice; 2) reaffirm and expose the hidden work of nursing; 3) describe the conceptual-theoretical-empirical linkages between quality of care and human caring; and 4) propose a research agenda that will provide evidence of the value of nursing (Duffy & Hoskins, 2003).

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[Research Activities](#)

[Components of the Theory](#)

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[FAQs](#)

and Dr. Duffy's [Research Activities](#) with the *Quality-Caring Model*®.

#### References

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Mayerhoff, M. (1971). *On Caring*. New York: Harper & Row Publishers.

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