

iHQ Code of Ethics

To be a healthcare quality professional is a privilege and the manner in which one conducts oneself is critical to the future of healthcare quality in the country. The purpose of the code of ethics is to serve as a standard of conduct not only for members, associates, project participants but also for organizations that are partners of the Institute for Healthcare Quality, Mumbai. Together, to make quality improvement the right thing to do.

The fundamental objective of the healthcare Quality profession is to simultaneously pursue the Triple Aims¹ of improving health of populations, improving the experience of care and reducing the per capita cost of care or increase capacity.

We encourage healthcare quality professional to embody certain principles and duties:

I. Directive Principles

- A. To be the change one wants to see in the world.²
- B. To celebrate continuous improvement as an ideal in healthcare.³
- C. To view patients as part of the system and as the true source of improvement.
- D. To make healthcare quality an interesting and dignified⁴ endeavor and participate in efforts to main-stream quality in healthcare.
- E. To preserve the compassion of those who provide care at the bedside.
- F. To adopt a dynamic view of clinical practice and volunteer as agents of change and to support initiatives of other professionals and organizations as well.
- G. To champion systems thinking and statistical thinking in the workplace.
- H. To be willing to be judged by others and not consider oneself infallible. To not consider One's daily work complete unless adequately documented and periodically reviewed.

II. Fundamental Duties

- A. To always put the welfare of patients before that of the profession, organization and self.
- B. To be responsible for doing one's work and for making one's work better.⁵
- C. To be a team player and to readily share credit with colleagues.
- D. To commit to acquiring the broad and interdisciplinary body of knowledge that would ensure competence in healthcare quality.
- E. To exhibit moral courage in situations of potential harm, misbehavior towards or disregard for patient needs, rights and preferences.
- F. To desist from misrepresentation of work experience, credentials or contributions to the field of healthcare quality.
- G. To challenge the status quo tactfully, professionally and in a culturally acceptable manner.

- H. To seek membership of healthcare quality societies and contribute to the sense of fraternity in the healthcare quality profession.
- I. To avoid underestimating the commitment, of those not in the quality profession, to the improvement of healthcare.
- J. To aspire to scholarship in the field of healthcare quality by continuous and lifelong learning, teaching, research and publication

We encourage organizational members and partners to support healthcare quality professionals by making the right thing easy to do.

III. Fundamental rights

- A. To recognize safety and quality as a fundamental right of the patient.
- B. To establish quality functions with clear budgets, strategic plans, training schedules and career paths.
- C. To recognize credentials in healthcare quality and to provide guidance to others in the pursuit of the same.
- D. To support 360 Degrees advocacy for quality to one's superiors, colleagues and subordinates, to peers in the professional organizations and in the communities they live.
- E. To ensure remuneration for professional work in quality, accept credentials in quality for promotions and to assure full-time careers in quality
- F. To encourage professionals to speak up in the face of gross misjudgment or underemployment, denial of credit, abuse of quality for defamation of individuals or medical practitioners as a whole and such other managerial malpractices.
- G. To create physical and intellectual space for deliberation, improvement, innovation and the practice of daily accountability.
- H. To be inclusive and design systems that work for all.

References :

1. IHI's Triple Aim. The Institute for Healthcare Improvement, located in Boston, USA, is the worlds premier institution in healthcare quality. The Triple Aim is the project of IHI.

