The purpose of this study is to increase the knowledge about qualitative management, within the field of caring sciences, by developing an ideal model, making caring more visible. The main research question is: “How can caring be made visible within qualitative management in healthcare organisations?”

The theoretical framework of this research process is based upon the tradition of caring sciences developed at the Department of Caring Sciences at Åbo Akademi University. This study consists of two phases. During the first phase the ideal model was developed. During this phase it was evaluated whether the basic quality theories are compatible with the theoretical perspective of the study i.e. the ontology, fundamental values and epistemology of caring sciences or not. This analysis provides phrases, which have been deduced to sentences within the scope of caring sciences.

The following phrases have been translated in order to get more depth, based upon caring sciences and to make up the ideal model:

1) Make the caring sciences visible and alive
2) Believe in the potential of the human being that of both the patient and the caregiver
   - make the potential step forward. Show developmental possibilities
3) Also the organisation/system has potential to become a caring culture – make the potential step forward. Show possibilities to develop.
4) Self-critique and development of the caring sciences. New ideas.
5) To actively keep caring sciences related projects ongoing.
6) Caritative leadership
7) Factors influencing the visibility of caring sciences.

The second phase consists of testing the ideal model. The purpose of the testing is to give the model new nuances, to evaluate and to further develop it. The testing consists of interviews with six informants. The informants are well acquainted with the theoretical perspective of the study as well as with quality management. The material has been processed by analysing the content. The methods applied are both deductive and inductive. The ideal model, proposed to make caring based on caring sciences visible, is based around the following theses:

1) Make caring sciences visible and alive
2) The actors of care giving are the potential of care
3) Developing and evaluating the activity of caring sciences
4) Caritative leadership

The closing of the study is associated with a return to the basic theory and derivation of knowledge to be devoted to the suffering human being. Based upon the ideal model the underlying theoretical perspective becomes more concrete for qualitative management within healthcare.