

Assessing the quality of facilities in all healthcare sectors:
harmonization underway in France

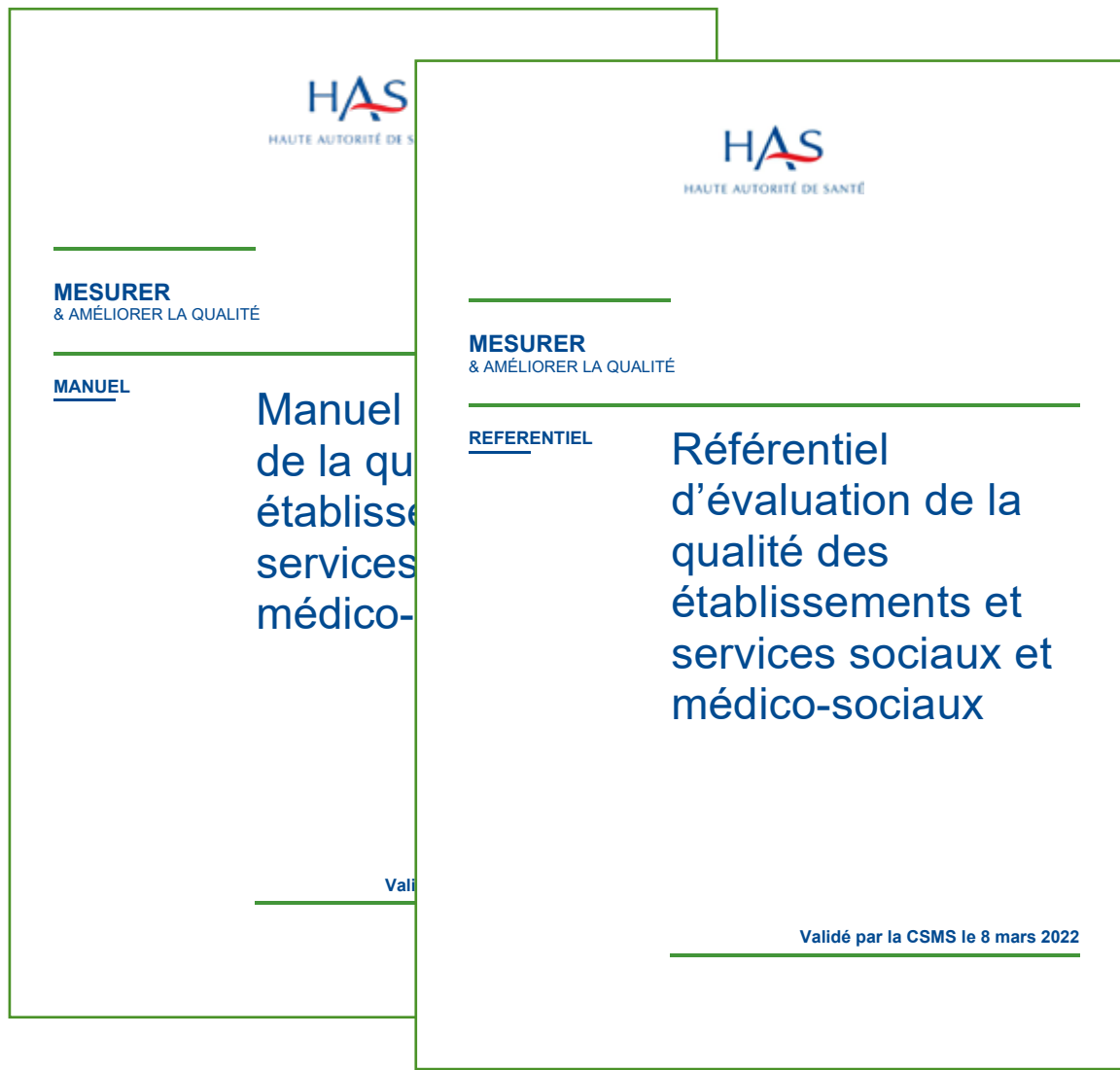
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1. Improvment in quality care and safety department, 2. Improvment in quality care and safety department, 3. quality of social care department - HAS - La Plaine Saint-Denis - France | www.has-sante.fr

INTRODUCTION

HAS defines quality assessment procedures for health, social and medico-social establishments, while respecting the differences in professional approaches between the health and social sectors.

METHODS



- In France, all health, social and medico-social establishments are now subject to periodic quality assessment (certification for ES and evaluation for ESMS). For healthcare establishments, the level of certification has an impact on their funding, and could potentially lead to a review of their fields of activity by their regulatory authorities; for social and medico-social establishments, the assessment report conditions their authorization to operate.
- While this system has existed for over 20 years in the healthcare sector, with a single set of guidelines, the social and medico-social sector was evaluated by organizations according to their own guidelines, with no uniform methodology. HAS then drew up a common reference framework for all components of the social sector (elderly people, people with disabilities, protected children, social inclusion), to be published in 2022, with application starting on January 1, 2023.

RESULTS

- These 2 missions have been entrusted nationally to the HAS since 1999 for the healthcare sector and 2019 for the social and medico-social sector.
- The HAS has homogenized the principles of these assessments, particularly in establishments combining the **2 sectors or collaborating within a mixed group of establishments**, and thus facilitated the appropriation of the approach to quickly focus on the expected requirements.

- Each of the manuals is transparent in terms of assessment methods, enabling facilities to conduct their own selfassessments.

Each reference manual is divided into 3 chapters

Health sector:

1. The patient
2. The Care Teams
3. The Hospital

Social sector:

1. The Person
2. The Professionals
3. The Institution

- Evaluations are carried out using the same methods, with a field-focused approach to professionals and users:



Patient or accompanied tracer



Targeted tracer



System audit

- The respective **priority orientations** nevertheless respect the specificities of each:

for the healthcare sector:

- patient involvement
- culture of relevance and outcome evaluation
- teamwork
- adaptation to changes in the healthcare system

for the social sector:

- the individual's power to act
- respect for fundamental rights
- inclusive approach to support
- ethical reflection by professionals

CONCLUSION

- In France, since 2022, quality assessment systems with adapted content but similar appropriation are applicable to all healthcare establishments:
 - **2 400** healthcare establishments, with **1 160** accreditation visits and decisions carried out by the end of 2023;
 - **40 300** social and medico-social establishments and services, with **3 028** assessments carried out by the end of 2023.