

The appropriation of an accreditation system: an original range of solutions implemented by the Haute Autorité de Santé

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INTRODUCTION

- The 5th iteration of the Accreditation of French healthcare organisations system marked a turning point in the genesis of accreditation in France: new challenges, new methods, new information system, new decision-making process.
- To ensure that healthcare organisations take ownership of these new features, the HAS offers various tools and supports, which are regularly updated or even renewed and accessible to all on its website.

RESULTS

- Support on the form of the accreditation system and procedure, as well as on the content of the expectations of the referencial, with the provision of a range of various and regularly updated support tools for appropriation:

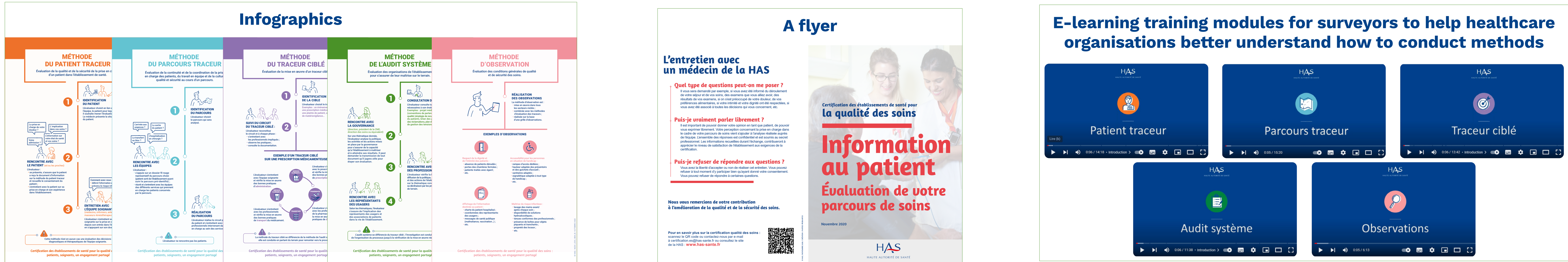
METHODS

- On the one hand, thematic working groups (patients' rights, medical and rehabilitation care, home hospitalization, the elderly, mental health, etc.) made up of HAS project managers and healthcare professionals, were tasked with identifying the key concepts in each theme, with reference to the accreditation standards.
- On the other hand, during visits and regional meetings organized by regional supervisor (regional healthcare agency), feedback from healthcare organisations on the quality of the proposed tools, their difficulties and their misunderstandings, helped to clarify expectations. Annual consultations with stakeholders (federations) also help refine needs.

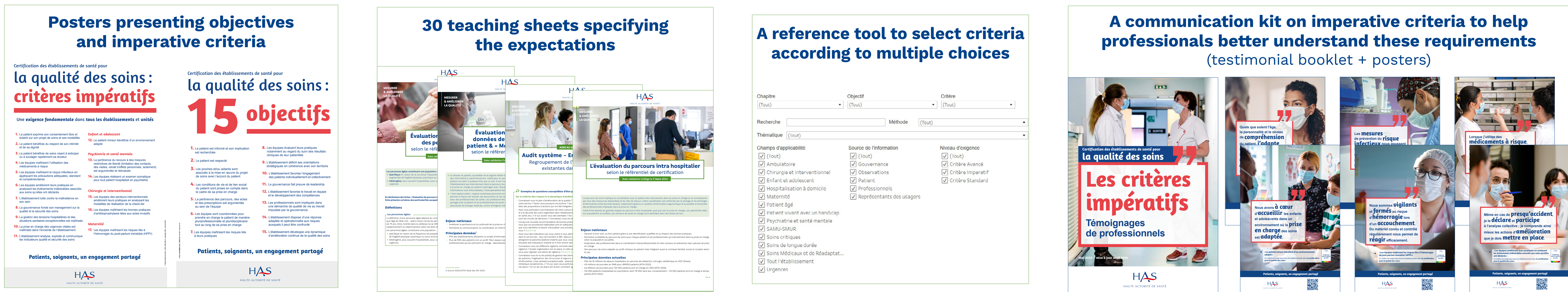
Presentation of the accreditation system



On the investigation methods



On the referencial



CONCLUSION

- The provision of varied, customizable, upgradable and freely-accessible tools is the guarantee of quality support for healthcare organisations in the accreditation system.
- As the system moves towards its 6th itération, the evolution of the appropriation supports is following the same path, to support future deployment. Now that healthcare organisations are familiar with the procedure and methods, the emphasis is on developing tools to help them grasp key concepts.