



The HAS national Quality Framework for Social Services in France

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HAS

HAUTE AUTORITÉ DE SANTÉ

The French National Authority for Health (HAS)

- An independent, public and scientific advisory body
- Purpose : improving quality in the health system and social services

Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity (WHO definition)

- Areas of action: healthcare and social care services

Three core missions



Assess and appraise pharmaceuticals, devices and procedures for inclusion on the national list of reimbursed products and services.



Recommend best practices for health care professionals and elaborate public health guidelines.



Measure and improve the quality of care delivered in health and social care organizations.

Advance quality in health and social care to serve both individual and collective interests

Quality assessment : who is concerned ?

- A legal obligation since 2002, reformed in 2019
- An assessment visit every 5 years, by an external evaluator
- Results made public (modalities still to be defined)
- 40 000 organisations (services and establishments) that assist :
 - Older people
 - People with disabilities
 - Children in child protection
 - People with social vulnerabilities

Quality assessment : what's the point ?

A strategic goal : provide an individual support adapted to expectations and needs



- **For users :**
clear and accurate information about the quality standard and level of the organization

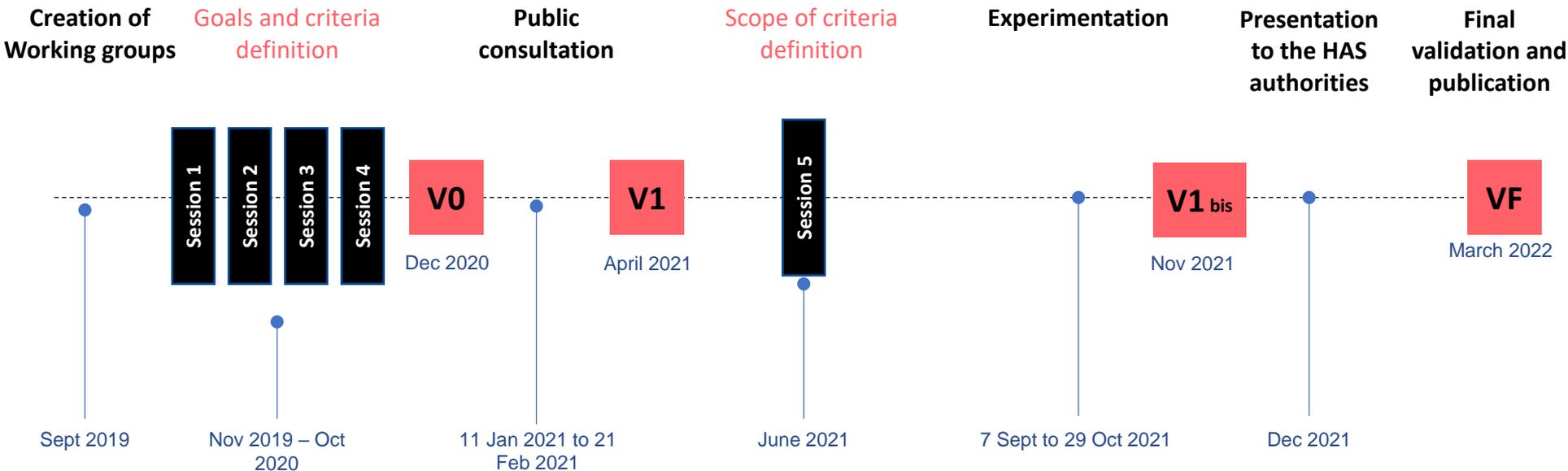


- **For professionals :**
a management tool and a way to enhance practises



- **For authorities :**
share elements to regulate social services and to renew their operating authorization

The HAS quality framework for social services : main design stages



The HAS quality framework for social services : Key principles

The French quality framework is **person-centred**, and thus, promotes **4 key principles**

1 Self-determination

2 Respect of the fundamental rights

3 Inclusive approach to support

4 Ethical knowledge of professionals

What is the structure of the quality framework ?

3

Chapters

9

Themes

42

Aims

157

Criteria

- Abuse prevention and ethics
 - Respects for users' rights
- Active involvement and participation of the users
 - Co-definition of an individualised care plan,
 - Autonomy support actions
 - Health support actions
- Continuity and flexibility of responses
- Human resources policy
- Quality policy and risks management

Common to the 3 chapters

- Chap. 1 (The users)
- Chap. 2 (The professionals)
- Chap. 3 (The Service Providers)

Common to the 2 chapters

- Chap. 1 (The users)
- Chap. 2 (The professionals)

Only for chapter 3 (The service providers)

Example: Active involvement and participation of the users

Aim 1.6. (chapter 1, aim 6) The person's expression is collected throughout the support process.

Criteria:

- **1.6.1. :** The user is supported in his/her expression. The sharing of experience is promoted, and the expression of preferences is considered
- **1.6.2. :** Professionals facilitate the supported person's expression by using appropriate means and tools
- **1.6.3.** Professionals analyze the feedback received from the user and draw conclusions from it

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Relevant to :

- All social care services
- All users

Relevant according to :

- Categories of social services
- Institutions/Home services
- Users : Older people/people with disabilities/children in child protection

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Expected level

Which must be **entirely fulfilled!**

The rating scale

5 rating levels

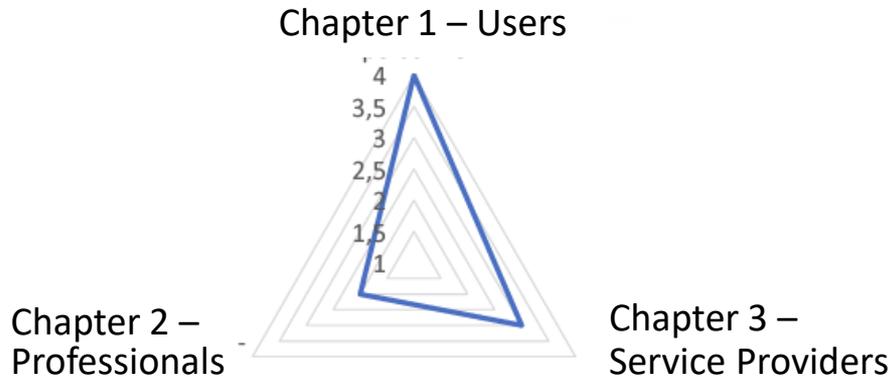
The final score of each criteria is the average result based on the rating of the criteria inputs.

Scale	Meaning
1	The expected level is low
2	The expected level is fair
3	The expected level is satisfactory
4	The expected level is very satisfactory
*	The level is outstanding

The final report

After the assessment visit, a final report is produced, including :

- The rating for each criteria,
- The rating of each of the 3 chapters (users, professionals, service providers)
- The Social Service global score
- For each criteria and chapters : comments and explanations



Publication of assessment results

Publication on the HAS website from July 1, 2025 :

- Each institution will have its own page, with a possible search by name or geographical location

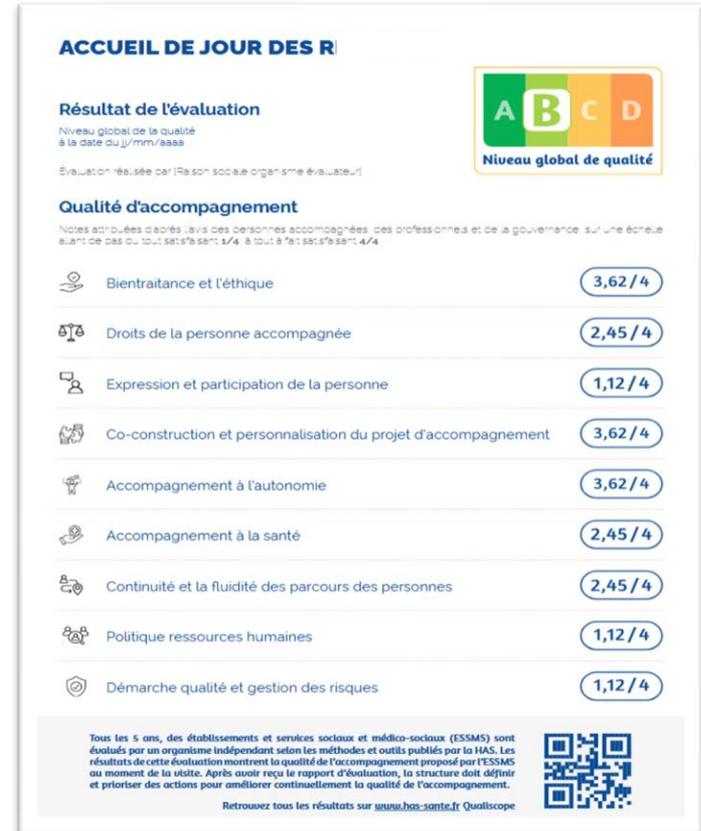
Content of the page :

- The rating of each of the 9 Themes
- The number of imperative criteria achieved
- The Social Service global score
- A 4-letter quality scale (like the nutriscore)
- an extract from the assessment report



Display of assesment results

Each institution will be able to download
a poster from the HAS website
to display on their premises, as required by law.



Thanks for your attention !

www.has-sante.fr



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