



The HAS quality framework for managing quality in Long term care services in France

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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**

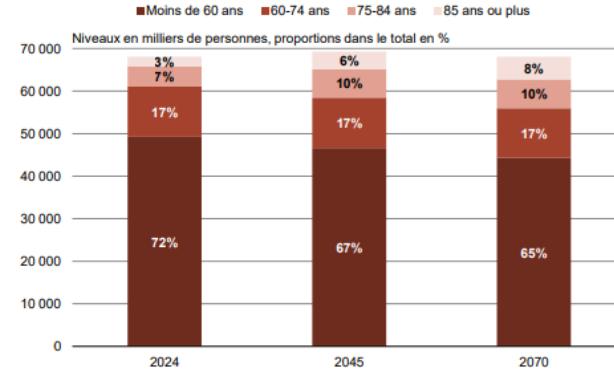
Quality assessment : who is concerned ?

- A legal obligation since 2002, reformed in 2019
- An assessment visit every 5 years, by an external evaluator
- Results made public
- 45 000 organisations (services and institutions) that assist :
 - Elderly people
 - People with disabilities
 - Children in child protection
 - People with social vulnerabilities

Key figures for elderly care in France

CATEGORY OF FACILITY	NUMBER OF FACILITIES	INSTALLED PLACES
Nursing Homes (EHPAD) – Total	7,400	609,970
• Private for-profit	1,790	137,690
• Private non-profit	2,340	179,440
• Public	3,270	292,840
Long-Term Care Units (USLD)	560	29,030
Other Elderly Care Homes (EHPA) – Total	230	5,370
• Private for-profit	40	880
• Private non-profit	110	2,940
• Public	50	950
Experimental Facilities	30	600
Total (EHPAD + USLD + EHPA)	8,190	644,370
Independent Living Residences	2,180	112,000
• Private for-profit	100	4,870
• Private non-profit	680	33,950
• Public	1,400	73,180
Grand Total	10,370	756,370

Graphique 1 Répartition par âge et par sexe de la population, aux 1^{ers} janvier 2024, 2045 et 2070



Lecture > Au 1^{er} janvier 2024, 49,2 millions de personnes ont moins de 60 ans, soit 72 % de la population.

Champ > France.

Sources > Insee, estimations provisoires de population au 1^{er} janvier 2024 (résultats arrêtés fin 2024) ; Insee, Omphale 2022.

Number of home care Services :
1924 home nursing services
9425 home services

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

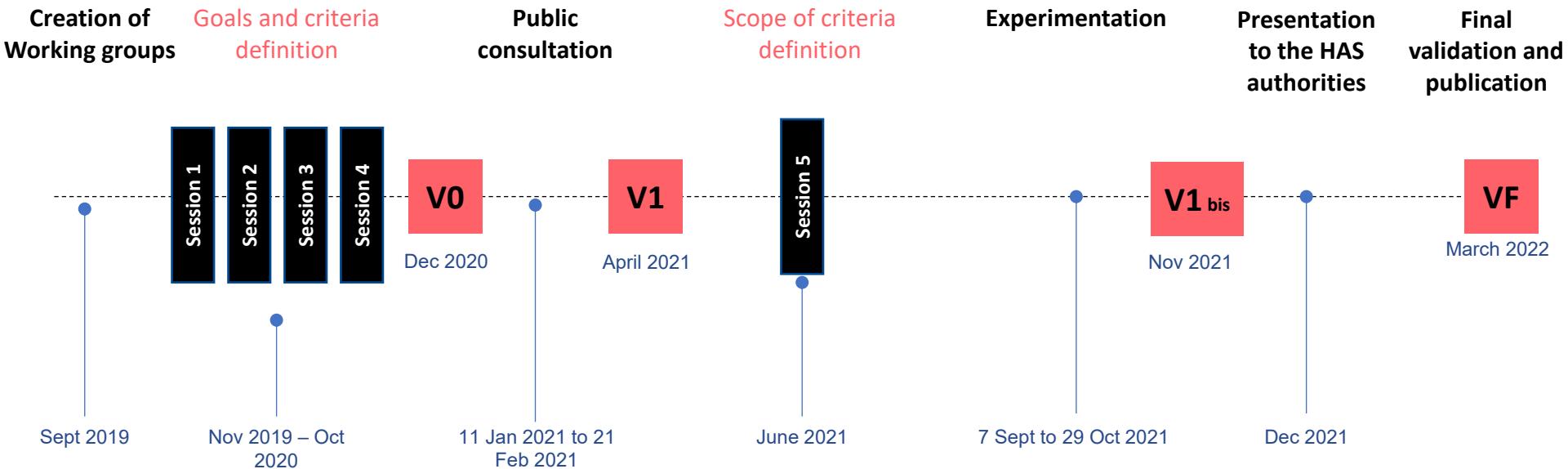


- **For professionals :**
a management tool and a way to enhance practises



- **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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Criteria



The rating scale

5 rating levels

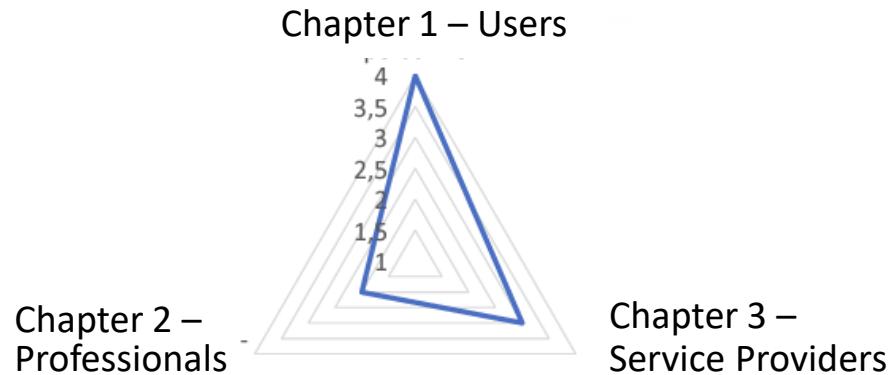
The final score of each criteria is the average result based on the rating of the criteria inputs.

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



The 2024 national results in the long term care sector

3 661 facilities and services for elderly people have been evaluated :

- 2339 nursing homes (32 % of the total)
- 524 independent living residences (23 % of the total)
- 350 home care services (6% of the total)

Here are the **key datas** :

THEMES	whole LTC sector	Nursing homes
•Abuse prevention and ethics	3,55	3,68
•Respects for users' rights	3,74	3,79
•Active involvement and participation of the users	3,73	3,79
•Co-definition of an individualised care plan,	3,47	3,59
•Autonomy support actions	3,71	3,8
•Health support actions	3,57	3,73
•Continuity and flexibility of responses	3,63	3,74
•Human resources policy	3,53	3,64
•Quality policy and risks management	3,4	3,58

Publication of assessment results

Publication on the HAS website since September 15, 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 assessment results

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

ACCUEIL DE JOUR DES R

Résultat de l'évaluation
Niveau global de la qualité
à la date du jj/mm/aaaa

Evaluation réalisée par [Raison sociale organisme évaluateur]

Qualité d'accompagnement
Notes attribuées clairez avis des personnes accompagnées, des professionnels et de la gouvernance sur une échelle
allant de pas ou tout satisfait 1/4 à tout à fait satisfait 4/4

	Bientraitance et l'éthique	3,62 / 4
	Droits de la personne accompagnée	2,45 / 4
	Expression et participation de la personne	1,12 / 4
	Co-construction et personnalisation du projet d'accompagnement	3,62 / 4
	Accompagnement à l'autonomie	3,62 / 4
	Accompagnement à la santé	2,45 / 4
	Continuité et la fluidité des parcours des personnes	2,45 / 4
	Politique ressources humaines	1,12 / 4
	Démarche qualité et gestion des risques	1,12 / 4

Tous les 5 ans, des établissements et services sociaux et médico-sociaux (ESSMS) sont évalués par un organisme indépendant selon les méthodes et outils publiés par la HAS. Les résultats de cette évaluation montrent la qualité de l'accompagnement proposé par l'ESSMS au moment de la visite. Après avoir reçu le rapport d'évaluation, la structure doit définir et prioriser des actions pour améliorer continuellement la qualité de l'accompagnement.

Retrouvez tous les résultats sur www.has-sante.fr/Qualiscope

our thoughts for the next evaluation cycle (2028-2032)

LEVERS

AREAS FOR IMPROVEMENT

National framework	Consideration of sector-specific characteristics
A person-centered framework	Market concentration of evaluation bodies
Tool for promoting quality approach	Complexity of the accreditation process
Quality control of reports	Strengthen adoption of the framework
Partnership work with COFRAC	Control of evaluator qualification level
Annual meeting of SMS coordinators	Availability of evaluators to carry out all evaluations (45,000)

Thanks for your attention !

www.has-sante.fr



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