



# **The participation of users of health and social care services at the French National Authority for Health (HAS) during the COVID-19 crisis: barrier or facilitator to innovation?**

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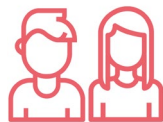
# Agenda

1. The three core missions of the French National Authority for Health (HAS)
2. The best practice guidelines about persons with intellectual disabilities
3. The social care users' involvement
4. The setting up of the social care users' involvement
5. Conclusion

# The three core missions of the French National Authority for Health (HAS)



**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.

# The best practice guidelines about persons with intellectual disabilities (ID)

## Who is it for?

- The social care professionals
- The social care users with ID and their families

## Project schedule

- From February 2021 to July 2022

## Why this work with the social care users?

- To use their words and their knowledge as a raw material for the guidelines
- To have the point of view of people who use services and their families'. Not only the professionals' views.
- To develop practices guidance that work in the real world.

# The social care users' involvement

## At the beginning of the project

- The social care users have always been involved in the various guidelines projects in HAS' work :
  - Interviews
  - Working groups with professionals
- With this ID project: will of getting the ID persons and their families more involved in the guidelines elaboration.
- How? With dedicated working groups to hear the people's voice as individuals regarding the principles of selfadvocacy and the aim of inclusion.

# The social care users' involvement

During the Covid 19 crisis:

- The project team's doubts about the dedicated working groups
  - Request of disability rights organization and self-representative groups support to ask the social care users with ID about keeping the idea of dedicated working groups.

=> A strong will to participate to this project despite the Covid 19

# The setting up of the social care users' involvement

## The right conditions for a full participation



- Preliminary interviews with the support workers to explain the aim of the project and to collect the specific needs of the persons:
  - For the first encounter: onsite meeting with masks then online meetings
  - Translation of the documents into easy read versions (examples will be added)
  - Mailing of easy read questions before the meetings

# Conclusion

- Satisfaction of the Social care users and the project team about their achievement.
- Acknowledgement of the social care users as experts by the HAS
- A will to renew the experience
- A technical support to translate documents into easy read version (guidelines summaries, cooperation framework)

=> The Covid 19 crisis did not stop the collaboration.



Thank you for your attention  
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