

Quality Assurance in the Health and Social Care Sector



Keyword: Quality Assurance Processes; Evaluation; Certification; Health and Social Care Sector; Competition; Reputation.

Presentation of the project:

Handéo is a partner in the PhD project “Quality Assurance in the Health and Social Care Sector”, dedicated to the analysis of quality assurance in the health and social care sector. Named **QualiMS** his research aims to fully understand the impact of quality assurance processes by analyzing how reputation effects can be constructed through quality evaluation mechanisms within health and social care facilities and services.

Learn more about the research:

Launched in October 2025, this research project QualiMS aims to use the framework defined by Article L.312-8 of the Social Action and Families Code as a starting point to propose an evaluation of the quality system within the health and social care sector. The objective is to identify what mechanisms various stakeholders – professionals, aid recipients, caregivers, certifying and evaluating bodies – use to construct perceptions of quality and how this affects.

A qualitative and comprehensive approach:

This research employs a qualitative and comprehensive approach. It draws on both observations of certification and evaluation activities conducted within health and social care facilities and services, and on interviews with institutional actors in the sector (association headquarters or managers, health and social care facilities, certifying and evaluating bodies, regulatory bodies), as well as beneficiaries and their caregivers.

Key information

- The project is planned over 36 months.
- Supported by the CNSA and the ANRT.
- Conducted in partnership with Handéo and the universities Grenoble-Alpes and Lyon 3.
- **Launch date:** October 2025.

Deliverables:

This research will result in the writing of a sociology PhD thesis. Outreach and dissemination events for both general public and academic audiences will also be organized. Additionally, various accessible communication materials will be produced for professionals and associations in the health and social care sector, such as podcasts, videos, and infographics.

Contributions of this research:

The QualiMS research aims to enable beneficiaries and their caregivers to assess the respect of supported individuals' rights and adherence to professional best practices recommendations. The knowledge generated will also support policymakers in establishing a coherent quality system adapted to the sector's specificities. Finally, the analysis of these devices will provide health and social care facilities with a better understanding of their own functioning.

A project supported by several institutions

This project benefits from the support of ANRT (Association Nationale de la Recherche et de la Technologie) and the CNSA (Caisse Nationale de Solidarité pour l'Autonomie). It is also conducted in partnership with Handéo and the universities of Grenoble-Alpes (Pacte laboratory) and Lyon 3 (CRDMS).