

**Healthcare
organisation
certification for
quality of care**



12 objectives

- 1 Respecting patient rights
- 2 Patient information
- 3 Patient engagement in their care plan
- 4 Involvement of patients and their representatives in the life of the healthcare organisation
- 5 Coordination of patient care teams
- 6 Control of practice-associated risks
- 7 Safety in units with major risks (emergency departments, surgical and interventional sectors, maternity units, critical care, emergency medical services and mobile emergency units, mental health and psychiatry, etc.)
- 8 The culture of appropriateness and assessment
- 9 Global management through the quality and safety of care
- 10 Proficient use of professional resources and skills
- 11 Local positioning
- 12 Adaptation to eco-responsible care and digital innovations

Patients, caregivers, a shared commitment

