



4th quality conference 2006

Provençal Family Assistance Association

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1 Introduction

National Identity card No. XXXXXXXX Nationality French

Surname: Provençal Family Assistance Association



First names: - **Domiciliary care department for the elderly, families and the handicapped.**

- **Domiciliary nursing care for adults, the elderly and the handicapped**

- **Preventive multi-care centre for 0 to 6 year olds**

Date and place of birth: 18 October 1949, Marseilles

Size: 180 employees / 700 people assisted per month in the Bouches du Rhône *département*

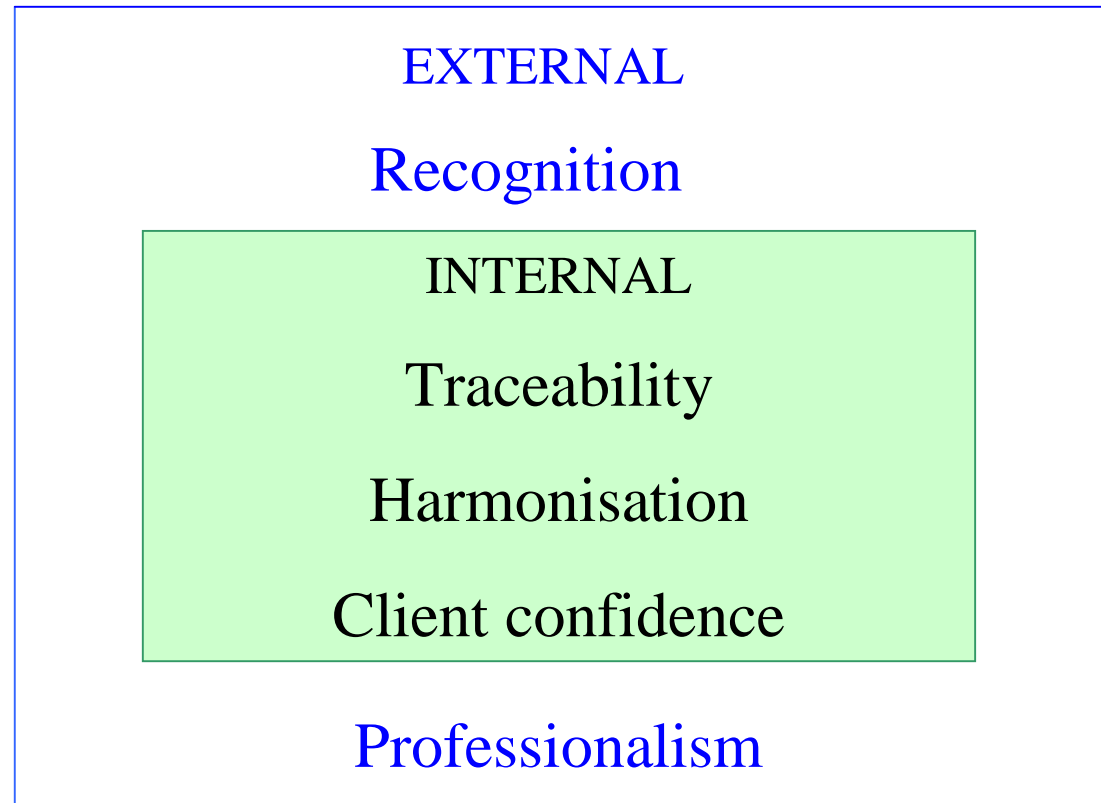
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2 The objectives





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3 The actors

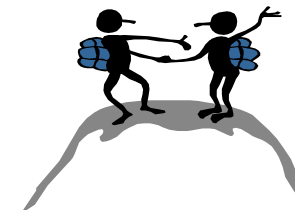
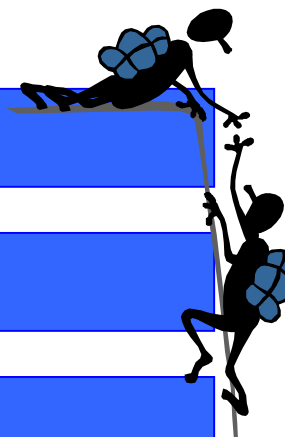
A Quality Manager

A steering committee

Working groups

1 quality representative per site

= **A participative process**

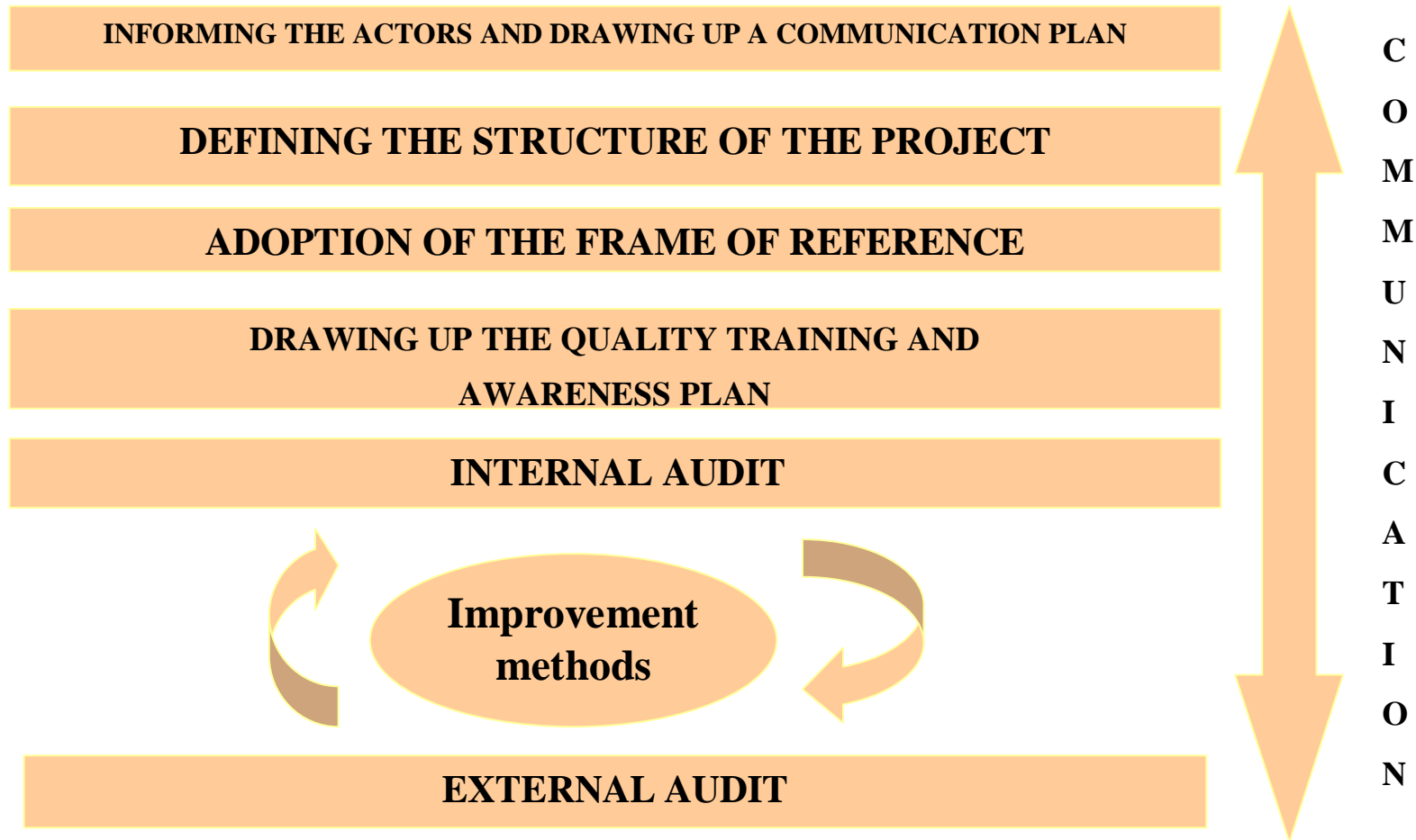




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4 The process





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5 The main results





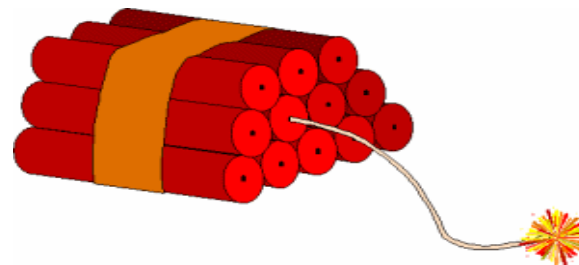
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6 The difficulties encountered



- Getting people to understand the value of the process
- Changing habits
- Continuing the process in the long term





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6 The factors key to success:



- Management leading by example and showing commitment
- Clarity of the objectives
- Planning the process / Keeping to deadlines
- Involving the personnel
- Communication
- Not rushing things
- Regular evaluation of the actions put in place



because even a local structure  can successfully carry out a quality process!!