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Participative management in the elaboration and implementation of the OSUA information system

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- **Abstract** : On what basis take support the choice of a participative management for the elaboration and implementation of a monitoring system for mentally disabled users' pathways at all ages and in all situations of their lives? What are the characteristics and consequences ?

1 Background and its consequences on the association

Adapei de Besançon: association of friends and families of people with mental disabilities whose purpose is to answer to their needs at all stages of life, guaranteeing an individual project and pledging to defend the role and place a person with a disability should occupy in society.

Reference is made to the article published for the caENTI international conference of Huelva 2007, whose subject was to "study the influence of contexts (external) and choice of organization (internal) in the development and establishment of an observatory for people with disabilities."

Reference is also made to "protocol mobilization of partners," published on the site caENTI in March 2007.

Note that since 2001, the medico-social context in France is experiencing fundamental changes, both in terms of their impact on the management of users' pathways that in terms of their impact on organizations whose mission is to take care of these users.

1.1 Legal background

Two laws now supervise the activities of care for people with disabilities, in France :

- The first, on equal rights and opportunities, participation and citizenship of people with disabilities. It guarantees them the choice of their life project and participation in social life by placing them at heart devices creating for them.
- The second renovating social and medico-social action in France. It transforms in depth the rules of organization of institutions by giving them more responsibilities both on the means and results. Now they have an obligation to guarantee the fundamental rights of users, to adapt their missions in the evolution of society, to improve their management methods through coordination of actions for the benefit of users-with their usual partners, and by evaluating their practices.
- The evaluation concerns users' rights and services provided, institutional practices, relations of institutions with their environment, financial management of the institutions.

1.2 The political associations in response to laws

The associative project of adapei de Besançon specifies the declination of these obligations in compliance with its values, shared by all the institutions. It is based on :

- Projects of institutions that guarantee to the mentally handicapped persons answers to their needs at all

stages of life,

- Their evaluation,
- The ambition of the association to provide quality services for a continuous improvement,
- Ensuring the participation of all in these projects: users, families and professionals.

The voluntary project also relies on a life project for the accompaniment of each beneficiary (PAB) at all stages of its care in the institution : welcome, listening to the needs, development of life project, implementation and study and reformulation, orientation.

To organize the actions resulting from these changes in the context and their impact on institutions and care users, the association has chosen to rely on an internationally recognized reference : ISO 9001: 2000. This reference provides an organization model of resources, activities and means for both continuous improvement of conditions of care for users and practices of professionals, and to give to the organizations who subsidize adapei de Besançon a better visibility of the actions conducted.

In this sense, the association has also been requested by its two main organizations for signing the first contracts at the regional level, so-called "Multiannual Contract, by Objectives and Means" (CPOM). They give more responsibilities to the association on the basis of the 5 years forecast to give funds for actions, which include quality objectives, criteria care users, modalities of financing, development prospects... which must be evaluated.

Thus, developments related to new legislation of the medical-social sector in France, have a direct impact on users' rights, their conditions of care, management of the associations and their institutions, the relationship with funders.

The process of continuous improvement practices has therefore become unavoidable and requires a sophisticated and constant evaluation process.