



TOOLKIT 30 · PATIENT EXPERIENCE & TRANSPARENCY · TOOL 3 OF 3

Annual Public Report — Outline for an Accredited Organization

What ASF expects an accredited facility to publish every year, in twelve pages or fewer: who you are, what you did, how safe you were, what patients said, what went wrong, what changed

Section	Content (one page each unless stated)	Source in this library
1 · Who we are	Legal identity, owners, governing board, licences, accreditation status with the ASF registry link and date; services offered; catchment	Registry entry
2 · What we did	Activity: admissions, outpatient visits, procedures, births, emergency attendances — this year and last	Records
3 · How safe we were	The facility's ten safety measures with run charts: hand hygiene, falls, pressure injuries, surgical checklist compliance, medication errors reported, transfusion incidents, healthcare-associated infection rate, sharps injuries, critical results notified on time, mandatory training compliance	Toolkits 1–12, 21, 24, 26; run charts (TK29)
4 · What patients said	Survey results by ward; recommendation rate; praise themes; Patient Council record summary	TK30 survey; Patient Voice
5 · Complaints and incidents	Numbers by type and severity; sentinel events (number and anonymised learning); open-disclosure rate; what changed	TK8, TK9; Complaints Policy
6 · Our people	Staff numbers by role; vacancies; credentialing and licence compliance; training compliance; staff survey headline if done	TK26
7 · Our environment	WASH FIT score; IPC self-assessment score; equipment maintenance completion; emergency drills held	TK27, TK7, TK28, TK6
8 · Money, in outline	Income by source (state, insurance, patients, donors) and main expenditure lines; price list version in force; charity care given	Price list (TK30)
9 · What we improved	The year's completed PDSA projects and their results; the audit calendar completion rate	TK29
10 · What we will do next year	Three priorities with measures and dates	Action log
11 · Accreditation	Status, standard, category, survey date, findings addressed, next review; a link to verify at france-asf.fr/verify	ASF registry
12 · How to reach us	Complaints route, Patient Voice QR and hotline, Patient Council, this report's author	Patient Voice

Transparency rules. Numbers that got worse are reported with the same prominence as numbers that improved, with an explanation. Nothing identifying a patient or a staff member. The report is dated, signed by the director and the board chair, and stays online — previous years are not removed. ASF checks the report against the records at the next survey.

ASF standards: Standard 2 — public reporting; Registry Policy (annual report expected of accredited organizations); Governance