

## **SPEECH OF STANISLAS GUERINI**

Minister for Public Transformation and Civil Service | France

The Convention on Health Analysis and Management (CHAM) is actively engaged in a strategy of breaking down barriers and fostering collaboration. It combines the expertise and resources of both the public and private sectors, recognizing their vital role in tackling the challenges of ageing population, shortages of medical services, and the declining attractiveness of careers in the public hospital sector.

### **Enhancing the civil service's appeal by improving working conditions for its employees**

Restoring meaning and attractiveness to the civil service requires not only an increase in income, but also an improvement in career paths and working conditions for employees. It should begin with the adoption of a collaborative, territorial (to locally manage and oversee employment) and non-competitive approach for healthcare professions, while also promoting cross-sector mobility.

Thus, a major consultation to gather the aspirations of civil service employees was organized in the summer of 2023. More than 100,000 have already contributed. It centres around six key areas in which the government has made commitments: managerial practices, gender equality, health at work, workspaces and working tools, human resources support and housing. The results of this consultation will be disclosed by the end of 2023.

### **Prevention and transformation of Human Resources (HR) in the civil service will be at the core of the government's roadmap**

The main area of improvement for the civil service is prevention:

- Health prevention first and foremost. In this regard, a plan was introduced in the summer of 2023 to provide assistance to individuals with chronic illnesses in the civil service. A new complementary social protection scheme will be deployed in the civil service, with the help of prevention experts such as insurance companies and private health insurers. Additionally, screening operations will be organized within the civil service. For example, on the Reunion Island, a specific diabetes prevention initiative will involve screenings, as well as training and awareness workshops for the general population.
- Secondly, prevention against violence towards public employees. Employers will now have the ability to file a complaint on behalf of the assaulted public employee. This measure is expected to apply not only to civil servants, but to all those who work for the public service, such as health insurance funds.

Furthermore, improvements need to be made in terms of simplifying HR and managerial transformation: merit and skills must be rewarded in the civil service. Employees should be assessed based on their actions, while managers should be evaluated using recognized management criteria. Both individual and collective commitment must be valued. A draft law is currently being developed in collaboration with trade unions to reform the civil service, focusing on these principles: enhancing merit-based rewards, promoting and facilitating mobility within the public sector, and reorienting career progression around skill development.

### **The civil service must adapt to the challenges of the 21st century and embark on a digital transition**

Frequently due to economic constraints, the information technology tools within the civil service are still outdated or even faulty. Civil servants should be equipped with state-of-the-art digital tools. To this end, large-scale projects have already been carried out, in collaboration with private stakeholders, with a focus on data sharing and investment. The healthcare sector can still benefit greatly from the opportunities offered by technological innovations, such as those developed by the French Care (a community of healthcare stakeholders supported by Bpifrance).

However, the digitization of public services does not contradict its humanization. For example, online registration procedures will not replace the existence of hospital reception desks. On the contrary, Artificial Intelligence (AI) could facilitate the establishment of connections between healthcare professionals and users by freeing up time for doctors. This is an experiment involving the provision of generative AI engines, that has been initiated with the participation of 1,000 willing public employees. This large-scale trial will provide a concrete assessment of the impact of AI on civil service professions.

### **Fostering environmental awareness among professionals represents a significant challenge for the civil service**

The civil service must address environmental challenges. The government's objective is to have all public-sector hospital staff trained in the issues of ecological transition by 2027. Training programs have already begun at Assistance Publique - Hôpitaux de Marseille (AP-HM). By the end of 2024, all 6,500 public sector hospital leaders will have completed their training.