



Quality Action
Improving HIV Prevention in Europe

Quality Action CASE STUDY

1. Name and country of the organisation

(Please state the name and the country of the organisation that implemented this practical application of a QA/QI tool as part of Quality Action. We do not publish this information unless you agree. You can remain anonymous by adjusting the settings at the end of this form).

This case study is published anonymously.

2. Authors of the case study and contact details

(Please provide then name of the author(s) of this case study and any contact names, Email address or websites where readers can access more information about this practical application of a QA/QI tool).

3. External support (facilitators/partners/technical assistance)

(Please list the names of other organisations and/or people who were involved in this practical application of a QA/QI tool, e.g. project partners, technical assistance, external stakeholders etc..).

We asked a group of students (health economics) to do a comprehensive stakeholder analysis as part of their course (service studies).

4. Project/Programme and key population/target group addressed

(Please describe the project/programme to which you applied the tool and the key population/target group addressed).

Our organisation manages a region-wide funding programme for HIV prevention for key populations. The programme is funded by the regional government. Key populations are traditionally MSM, women, people living with HIV and other people in life circumstances affected by HIV.

The management of the programme starts with the application process. HIV service organisations can apply for funds each year in August. The application process has the most important influence on the focus and on the quality of the project. Here, we describe what kind of projects for which key populations are possible. In addition, the application form determines the way HIV service organisations prepare their project (project plan and concepts). For example, at this point, the application process determines what kind of (scientific) analysis, needs assessment and goal description has to be carried out.

The management of the programme ends with the evaluation of the project reports (provided by the local HIV service organisations) and checking their financial statements.

5. Goals/aims of applying the QA/QI tool

(Please list the goals you wanted to achieve with the practical application of the tool).

The funding programme was established in the mid 1990s. It was last evaluated in the early 2000s. Hence our goal was to evaluate the programme again in order to find out whether it still fits the needs of the key populations as well as the HIV service organisations.

6. Tool and methodology used

(Please indicate which of the five tools you used (Succeed, QIP, PQD, PIQA, Schiff) and briefly sketch out the steps and measures of how you applied it).

We used the Shift Tool.

At first we asked a group of students to do a comprehensive stakeholder analysis (section C of the Shift Tool). Their work helped us to get an independent view from outside on the stakeholders in our region.

The other sections of the Shift Tool (A, B,D,E,F) were discussed by the staff of our organisation. The staff meets every Thursday at 10.00 am for 30 minutes to discuss professional topics/ideas/challenges. We used these staff meetings for the Shift Tool. (We mostly needed more than one staff meeting per section.)

The final sections (G, H) were discussed by the colleagues who are directly responsible for the management of the programme. Within this discussion, we put together the results from the Shift Tool with feedback we received from funded projects.

We decided to apply the Shift tool only among the staff from our organisation. We wanted to develop a shared view on the funding programme. The discussion with stakeholders and external experts will be the next step.

7. Results and benefits of applying the QA/QI tool

(Please describe what resulted from applying the tool and if and how your project/programme benefitted).

We became clearer about which frameworks/strategies are most important to manage the programme and to evaluate the applications for funding. Besides the regional strategy on HIV-prevention, they include the WHO's Ottawa Charter. We were surprised in how many discussions we referred to the WHO Ottawa-Charter to support an argument.

On the practical level, we adopted changes in the management of the programme for the coming years:

- The stakeholder analysis showed us how many NGOs work on related topics (drugs, sex work, care and nursing). We want to encourage the local HIV service organisations to form closer stakeholder networks and to collaborate more with other organisations. We expect that these collaborations will lead to a better knowledge transfer and to more powerful interventions in the settings where our key populations are.
- The section "know your epidemic, know your response" reminded us to be more precise in the goal description. Already in the application process/project planning process, we want the applying NGO to find an answer to the following questions: At the end of the project, which changes in the knowledge, attitude, behaviour or living conditions of the key population of your project will have happened? How will you be able to tell that these changes have happened?

In addition, we find out that we are missing (qualitative) data on the knowledge, attitude and behaviour of our key populations and intervention concepts built upon these data. (There is too little research on these topics in our country - especially on sex work.) Unfortunately we do not see an immediate solution ...

8. Recommendations

(Please describe the lessons learnt from positive and negative experiences during the process of using the tool itself and about the quality of projects/programmes like yours).

The Shift tool seems to be a tool that can be applied both for the development and the evaluation of programmes. If you evaluate a programme, you have to pretend to have no programme yet to be able to apply sections A to F. You use the sections A to F to develop an ideal programme and compare it with the existing programme in sections G and H in order to develop improvements to the existing programme.

I think one has to keep in mind this approach of the Shift tool in order to apply the tool in a satisfying way.

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