



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 We do not publish this information unless you agree.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 the 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..)

- Project Team
- Funder
- Network of cooperation organizations
- Hospital
- University

4. Project/programme

(Please briefly describe the project/programme to which you applied the tool.)

The project provides information and testing for HIV, HBsAG, HCV to migrants, MSM, sex workers, their clients, victims of trafficking.

In case antibodies are detected, contact with the Hospital takes place.

An epidemiological study is conducted researching responses and attitudes towards HIV issues, prevention and testing with anonymous questionnaires distributed to migrants by the project.

When the project was designed drugs users were not included. When implementation started, the program developed the required flexibility.

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 aims of applying the tool were to see whether the program was working towards its objectives. The objectives were:

- Information
- Testing
- Referral - treatment process
- Prevention
- Epidemiological study

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.)

Succeed

First, we created a group workshop where we informed people about the tool and subsequently studied it. Afterwards, we began the process of answering the questions in the tool. Responding carefully one by one to the questions, we took notes on each one. These notes documented the concerns and observations that the questions of Succeed led us to. Taking account of this material, and after discussion, we were able to implement our program much better by improving issues we had missed.

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.)

The use of the tool helped us to:

Gain an exact enough picture of the positive outcomes and deficiencies of the program.
Succeed helped with the improvement on the program design. The program continues.

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.)

- 1) Accounting for the quality of services provided (the presence of an interpreter was useful and also the presence of members of the target groups)
- 2) Accounting for the effectiveness of our actions (difficulty in projects with migrants regarding the frequent presence of the police at public places where we encounter them)
- 3) The fact that we go to places where target groups gather. We don't expect them come to us, and this is very useful.
- 4) Need to get political decisions for the referral relationship.
- 5) The collaboration between organizations - NGOs etc. - which are dealing with HIV, is important.

Please indicate how you want this case study to be published:

- ☐ *I want this case study to be published mentioning the names of countries, organisations, people and contact details/websites in the text above.*
- ☒ *I want this case study to be published anonymously, meaning that names of countries, organisations, people and contact details/websites in the text above will be removed by the editors before publishing.*
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Please send the filled in case study to carolin.vierneisel@dah.aidshilfe.de

Thank you!