



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 We do not publish this information unless you agree.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

Germany,  
Deutsche AIDS-Hilfe  
[www.aidshilfe.de](http://www.aidshilfe.de)

### 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).*

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### 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..).*

none

### 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).*

A federal phone counselling service on HIV, STIs, Hep, addressing everyone who has questions on HIV/STIs/Hep.

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

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

After having run for six years, the tool was used to clarify and possibly update the overall goals of and the population addressed by the phone counselling service.

## **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, but only part of the section 'structure of a project' (Goals, Key Population)

One day of the regular meetings of the coordinating team of the service was used to discuss the section on 'structure' of the Succeed questionnaire.

There were one external facilitator and six members of the coordinating team. The meeting took place from 10am until 2pm.

The scope of the discussions was not restricted, as the goal was to confirm the existing or agree on revised overall goals for the project.

## **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).*

- \* an revised overall goal for the service was drafted
- \* to disseminate the revised goal to other project members, a strategy/action plan was drafted
- \* the key populations to be addressed were re-evaluated

People were very motivated in the end and agreed upon further steps regarding how to proceed.

## 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).*

Even though we only discussed parts of the tool, it turned out we needed a lot of time. Fewer topics doesn't always mean there is less to discuss.

As these areas had turned out to be the most relevant for the service at this point during the preparation of the tool application, it was a helpful choice to focus on one section of the tool.

It was mentioned that it had been helpful that the facilitator was not a member of the project/service.

Still, for the facilitator herself, who has a certain knowledge background in the field, it proved to be difficult at times to not interfere (too strongly) in the discussions. It helps to clearly define the role of facilitator in advance.

Some of the questions in the tool still seemed redundant or weren't easily distinguishable.

People were quite happy to have started this quality development process.

Especially as the project had been running for some years, people said it was highly valuable to question project basics. The questions helped to initiate discussions and lead to other, broader topics - people also considered it to be beneficial to have the time to discuss in broadly and in depth - still, it was necessary and important to focus back on the main topics, which also worked out well.

This application of Succeed was used to initiate interest among people - this worked out well. Next time it is planned to use to use more time for the application.

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