

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 We do not publish this information unless you agree.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

Positive Voice
Greece

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.)

Rafail Bilidas, Positive Voice, email: rafail.bilidas@gmail.com

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.)

-Hellenic Center for Disease Control and Prevention - Vasileia Konte - (KEELPNO)
-Stakeholders, HIV implementing organisations, NGO's

4. Project/programme

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

The project that the tool was applied to was developed to train the volunteers of the network of Positive Voice - Promitheas regarding HIV-related stigma. To achieve this, a training course was designed using a bottom-up approach, starting from the very basics of sexual education, moving on to SOGI related issues, sexual and reproductive rights, HIV and stigma. The tools and methods used are based on the principles of non-formal education and experiential learning.

The key themes on which the training is focused are the following:

- Body mapping
- Sexuality and gender in relation to HIV infection
- Sexual orientation & gender identity - their role and linkage to HIV vulnerability
- Gender roles in society - social constructions around gender and possible implications to the sexual health of individuals
- Gender based violence
- Sexual and reproductive rights - a human rights approach on developing a sexual health culture in a sex positive way
- The HIV infection - transmission Routes, HIV & AIDS, ARV, TasP, PEP, PrEP
- HIV related stigma - perceptions on HIV and the social dimension of the identity

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 are described below:

1. Assess what is working well, what improvement actions need to be taken and by whom and in what time frame
2. Collect evidence that documents the work accomplished by the project
3. Plan the next steps.

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 is a self-guided and self-assessed quality improvement tool addressing three widely-recognised aspects of projects: Structure, Process and Results.

The tool was used in two phases of project design and implementation.

In the 1st phase, the tool was used to overall assess A) the structure of the project: 1) Goals, 2) Key Populations/Intermediaries 3) Approach, 4) Responsibility, 5) Organisation and 6) Resources, B) the process and C) the possible results. In the 1st round, the tool was applied during the first training on *Succeed* organised by KEELPNO.

In the 2nd phase, the tool was used to process the results of the first implementation that took place at KEELPNO. In the discussion, people from the organisation as well as volunteers who had participated in the first rounds of the training gave their feedback and the appropriate changes that needed to be made regarding the implementation of the project were initiated.

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:

- a. Critically think about the goals and process initially planned.
- b. Redefine some of our goals in order to meet the needs of our target population and facilitate the evaluation procedure of the project.

The 1st quality change we made after the *Succeed* training was that we decided to create a tool to measure the impact of the volunteer training in order to be able to assess the quality of the volunteer training in accordance with the needs of the target population.

2nd change: after the 2nd pilot implementation and the feedback we received from our participants, we made some changes and adjustments in regard to the content of the volunteer training and the linkage of the topics discussed to HIV.

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 application of *Succeed* was a positive experience overall, it was fruitful and functional regarding the needs of the project.

Its structured questions act as a project structure that highlights parameters that might have been missed in the original planning. Thus, the opportunity to use the concrete conclusions reached to elevate the quality of the project clearly underlines future steps that need to be taken.

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.*
- ☐ *I want this case study to be published without mentioning people's names, meaning that names of people in the text above will be removed by the editors before publishing, but names of organisations and countries as well as website addresses will remain.*

Please send the filled in case study to carolin.vierneisel@dah.aidshilfe.de

Thank you!