



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 We do not publish this information unless you agree.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

Deutsche AIDS-Hilfe
Germany
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).

'Buddy-Projekt Sprungbrett' ('Springboard' buddy project)

People Living with HIV who were recently diagnosed with HIV

This peer project was initiated to support people recently diagnosed with HIV in their coping processes – on a practical and emotional level. People living with HIV who have been living with HIV for some time, and who have been trained in assisting others, provide this support. The support is intended to prevent feelings of internalised stigmatisation becoming entrenched.

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

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

Three of us had been trained in the Succeed tool. We wanted to practice applying this tool. As the Buddy Project was in a crucial 'planning' phase (first steps in the project had been taken but important questions on how to proceed further popped up during this phase), it was decided this project might benefit most from quality improvement using Succeed. The goal regarding the project was to help solve the emerging questions of project design.

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 Succeed tool, in which we had been trained in during a national training workshop. We met up twice for a couple of hours each time. In the first meeting we were four people, two deeply involved in the project (e.g. the project leader) and two who were more external and who had background information on the topics of stigmatisation and peer projects. For the second meeting, three of us returned. The project leader decided to focus only on the parts of the tool most relevant to the project. As a result, we worked through the goals, target groups, methods, responsibilities, support and participation as well as the measuring effects sections. The questions in the tool supported discussions that captured all important factors that still needed to be settled. The results of the discussion were documented by two of the facilitators.

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 discussions initiated through using the tool helped settle existing open questions of project design. Goals were readjusted and the relationships between stakeholders and their different roles/tasks were defined. One idea we discussed regarding a specific problem (roles/relationships of stakeholders) immediately had some effect on conceptualising a meeting that was coming up.

Applying the tool provided people involved in the project with time to reflect and exchange ideas with others – something that is unusual in busy day-to-day work. Applying Succeed provided the structure necessary to successfully move on with the project.

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).

It is worth it using the tool at an early stage of a project – when e.g. the first steps have been taken and unforeseen problems arise. It was beneficial to apply the tool with more than just two people – the variety of comments and perspectives was helpful. It was also helpful to focus only on those parts of the tool that were most relevant at this stage of the project. As time is scarce, it helped us discuss the main points at more length (we still needed two meetings of several hours' duration). With in-depth discussions it was sometimes difficult for the facilitator to stick to the questionnaire. We also used some additional visual methods to illustrate the relationships between the stakeholders involved – this proved to be helpful. However, at that point it was no longer so much the questionnaire providing structure and orientation but the visualisation method. We are planning to use the tool again at a later stage of the project to see how things have developed and to answer questions that might have come up by then.

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