



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 We do not publish this information unless you agree.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

Aids Hilfe Wien - Austria

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..).

No external support - due to limited resources of stakeholders

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).

"Anti-discrimination work at Aids Hilfe Wien":

Since 2013, Aids Hilfe Wien has had an established service point for reporting HIV-specific discrimination. In addition and if needed, anonymous and free counselling as well as support are also offered. Counselling includes information on equal treatment before the law, laws on equal opportunity and employment for people with disabilities in case of HIV-specific discrimination. We work with those affected using a solution-orientated approach by confronting the relevant person/institution, mediating between the parties involved and supporting PLWH in case of legal steps being taken. The service point also publishes an annual report on all documented discrimination cases in Austria and collaborates with the other Aids Hilfe organisations throughout Austria. Cases can be reported by phone, by e-mail or in person. A specific form was designed to make it easier to describe the incident anonymously.

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

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

- Improve reporting, especially from the other organisations involved
- Improve the level of awareness of this service
- Uncover blind spots
- Identify potential for improvement
- Complement the project with new aspects that have not been thought of so far

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.

First we set up an action plan where we identified potential stakeholders and people we would like to involve in the application, but also further thoughts/steps for implementing the results.

The plan included applying the tool first inside the organisation and then apply it a second time with the stakeholders. We set a date for applying the tool in the organisation and went through the tool step by step. At this stage, we were already able to identify some areas for improvement. We decided to go back and incorporate the results and then contact the stakeholders as had been decided in advance.

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 tool made us aware of the need for:

- Clarification of expectations
- Analysis of potential hurdles
- Evaluation of each counselling intervention

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).

Filling in the questionnaire with other stakeholder requires time resources as well as willingness to participate. This is especially difficult in collaborations with doctors and nurses who are extremely busy. Therefore we found it to be a good solution to fill in only specific parts of Succeed together with the relevant stakeholders.

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.*
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(who will then forward it to their WP 6 contact).*

Thank you!