



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 We do not publish this information unless you agree.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

CASAbianca, Centrum für AIDS und sexuell übertragbare Krankheiten in Altona,  
Hamburg,  
Germany

### 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 and key population/target group addressed to which you applied the tool).*

HIV counselling, prevention and testing for migrants from subsaharan Africa

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

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

Implement quality improvement and assurance  
Define clear goals  
Improve counseling and prevention strategies  
Improve reach of the project for this group  
Measure results

## 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

Presenting the tool within the team  
Working through the questionnaire with the team  
Forming a working group consisting of 5 members of the team, representing different disciplines  
Discussing the resulting further steps within the working group; weekly meetings (1-2 hours) for 8 weeks  
Prioritising these steps (what can we do now?, what has to be done by others?, implementation scheduled for the short, medium or long term?)  
Allocating responsibilities (who will implement what?)

## 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 team had many ideas about what could be improved. Several steps have already been put into practice or are about to be put into practice Others are scheduled for the future.

Short-term:

e.g. in-service training about African countries, how to approach this group, HIV and STI; translating unassisted questionnaires into English/French; closer monitoring of how clients found out about our organisation; displaying a world map to highlight where our clients come from

Planned:

feedback questionnaire, external training, documenting stakeholders, identifying additional stakeholders, strengthening networks, expanding outreach work, strengthening networking with other health providers, traineeships in other organisations etc.

## 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).*

We found parts of the questionnaire to be unclear or not applicable to us. This led to some irritation within the team. Some questions are repetitive, which tends to be frustrating ('we already answered that...'). For some team members who have not experienced detailed training, the questionnaire is not always intuitive. Checking the questionnaire in advance and leaving out questions that don't fit the purpose might help. Additionally having a facilitator who keeps out of discussions and mainly focuses on the structure of the questionnaire may be helpful.

We found out that the quality of our work is better than we thought and that many improvements are easy to put into practice once you have allocated responsibilities and defined timelines.

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

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