



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 We do not publish this information unless you agree.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

Pro-tukipiste ry
Tampere, Finland

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).

Jaana Häggman
jaana.haggman@pro-tukipiste.fi

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).

Health promotion and HIV-prevention and testing (HIV+STD) among the MSM population in the metropolitan area and in Pirkanmaa.

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

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

- to get to know the tool, to see how we can use the tool in the future in evaluating and improving the quality of our work (reaching our clients, counselling, prevention work....)
- to see the strengths and weaknesses of the completed project - where did we succeed and what could have been done better or in a different way, what had been achieved, was our approach the best way to act in this kind of project and did it give us enough information (on which to base recommendations for future planning and work with this group)

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

I gave a short presentation of the tool within the management team and worked briefly through the questionnaire with the director of our organisation.

I used the tool to evaluate a project which was completed in November 2014, so I was not able to form a group (the project staff had already left employment) but did the evaluation mainly alone, consulting our director during the process and had discussions with a staff member who knew the completed project well.

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).

Since we applied the tool to evaluate a completed project, we did not have any "instant" benefit to our work - except the joy of the success of the project.

However, we understood the possibilities of this tool - applying it in the future will help to maintain the quality of our work and make it better in spite of diminishing resources. We are sure that it will help us to concentrate on the most essential things - e.g. in my city we have to understand how our clients get to know about us, how can we reach the most vulnerable groups and get the necessary information to them 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).

When my boss and I worked through the questionnaire, we had difficulties in understanding some parts of it and when doing the evaluation of the project I simply skipped some questions. There were a little too many very similar questions and some questions did not really "fit" with what I was doing.

The tool was very applicable in evaluating a project and easy to use even though I applied it on my own. I was happy to notice that we had succeeded in many ways, even though we hadn't used any kind of tool in planning the project. I am convinced that we can use this tool in the future to evaluate our daily work. But we need to get the questionnaire translated before we are able to use it in our team.

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 return the filled in document to your country contact
(who will then forward it to their WP 6 contact).*

Thank you!