



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 We do not publish this information unless you agree.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

GOSHH, Ireland

2. Authors of the case study and contact details

(Please provide the 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.)

Billie
support@goshh.ie
0035361314354
Redwood Place, 18 Davis Street, Limerick, Ireland

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

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

The Rapid HIV Testing Programme

We provide Rapid HIV Tests in our community centre. These are available to everyone and (as they are not funded) we charge on a sliding scale, which allows us to provide free Rapid HIV tests three times a year (Irish AIDS Day, Limerick Pride Festival and World AIDS Day).

The service is structured around international best practice guidelines and has been in existence since 2013, so it is a fairly new service in our project.

Uptake at this time is low.

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

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

Determine whether the direct provision of the Rapid HIV tests can be improved and if so, how.

Find out how Rapid HIV Testing customers feel about our service.

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.)

PQD - Rapid Assessment -
provided in paper form, one the day of the appointment, filled out anonymously and in private.

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.)

It became obvious within the first few rapid assessments that were filled in that our service was meeting a need for the individual.

People wrote about fear of getting tested and how easy it was to get tested with us.

People wrote about the kind of attention they received from staff, feeling at ease and being treated professionally.

People also mentioned that they would refer their friends to the service and that they did not know our service existed until the day they booked the appointment.

We learned many things, these are the key points:

1. We really need to promote our service more.
2. We can ask people to tell their friends about our Rapid HIV Testing service.
3. People will book immediately upon discovering our service exists, if HIV is a concern for them,
4. We need to be more flexible with appointment times.
5. Online promotion is the way to go.

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.)

1. Creating a Rapid Assessment form requires careful and detailed work, with many opinions and perspectives. (Once the form was created, other people were asked for their perspectives on the wording and phrasing of the questions. These insights were incredibly valuable.)
2. Rapid Assessment forms need to be presented at different times in the process of the service in order to get a broader perspective.
(We achieved a 100% return rate in every area. Due to the nature of the Rapid HIV Testing process, and the fact that this we gave the Rapid Assessment form only to people who tested negative, and the high levels of tension/fear people are experiencing prior to receiving their result, we realised that we need to try and find a way to use the Rapid Assessment tool one week or two after the test. This will tell us if our results on the day are an accurate reflection of our service standard, or a reflection of people's relief that their test was negative.)
3. Rapid Assessment is a good way of introducing quality improvement within an organisation.
(Resistance to Quality Action was high prior to the team receiving feedback about the Rapid Assessment I ran with the Rapid HIV Testing service. Another colleague has now embraced the idea because the outcomes are measurable.)

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