

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 We do not publish this information unless you agree.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

Sensoa, Belgium.

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..).

AIDS reference centre Antwerp
AIDS reference centre Gent
AIDS reference centre Leuven
AIDS reference centre Brussels

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).

Project/programme: To organise a symposium on HIV disclosure.

- To open a discussion on the role of HIV-specialised health care providers in the disclosure process of people living with HIV.
- To improve skills of HIV-specialised health care providers in the process of disclosure of persons living with HIV.

Target group: HIV-specialised health care providers.

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

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

By applying the tool we want :

- To organise a symposium that fits the actual needs of HIV specialised health care providers (related to disclosure).
- To inform and raise awareness among HIV specialised health care providers on their role in the disclosure process.
- We wanted to set up a collaboration with each Flemish AIDS reference centre to enhance promotion and dissemination of the symposium. The general goal was to reach as many HIV specialised health care providers as possible.

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: Service User Advisory group

Step 1: a project manager was identified within Sensoa who was responsible for this project and informed the team.

Step 2: we asked a master's student to conduct a survey on the needs of HIV-specialised health care providers. The idea of a symposium was one of the results of this survey.

Step 3: we organised a training workshop at Sensoa to inform colleagues about Quality Improvement/Assurance, the Succeed tool and the added value of participation (PQD tool).

Step 4: the project manager contacted each AIDS reference centre to inform them and motivate them to collaborate in organising this symposium.

Step 5: there were one face to face meeting and numerous email discussions (to inform and check the different steps taken by the project manager).

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 symposium was sold out.

- Due to the service user advisory group, the symposium was organised based on the current needs of the audience. The service user advisory group compiled the programme for the day.

- Members of the service user advisory group promoted and disseminated the symposium at their centres.

- There was a good working relationship established between Sensoa and the AIDS reference centres, which will help us in future projects and collaborations.

-As a result from the internal introductory training on quality, and on the Succeed and PQD tools in particular, it was decided to include quality assurance and improvement in the organisation's policy. All target group programmes are to review (and if necessary improve) their level of participation of stakeholders.

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 learned an important lesson: Be over-prepared if you ask people to invest time (that they really don't have).

Every member of the service user advisory group hesitated to participate. They were concerned that it would be very time consuming to participate. It took us a lot of time and effort to convince them. Arguments focusing on the importance of the topic, or emphasising their experience and knowledge did not convince them.

This changed once we had written down how we saw our collaboration.

We wrote down what they could expect from the project manager and Sensoa and what we needed from them during this process of organising the symposium and adapted 'the script' based on their feedback.

For instance:

- We prepared a draft programme, did all the literature research, and sent these document to the Service User Advisory Group in advance.
- We organised just one face-to-face meeting (to limit travel time) to discuss the draft programme and to generate some new ideas. We decided as a group to develop two different programmes in case the first one turned out not to be realistic.
- As project manager (Sensoa), we worked further on every new idea. We stayed close to the group, informing them and asking them for feedback regarding each step by email. Emails were short and to the point.

In the end, the members of the service user advisory group were very satisfied with the symposium but also with the way the collaboration was organised.

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

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