



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 We do not publish this information unless you agree.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

Sensoa, Flanders, 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..).

A selected group of stakeholders will be invited to a third session. They comprise representatives from gay commercial venues (bars, saunas, shops and parties), LGBT organisations, a testing center, a scientific researcher, community members, a policy maker.

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).

The Succeed tool was applied to the outreach prevention work directed to men having sex with men who visit gay venues.

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

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

The outreach prevention work has already been operational for several years, of which the last 4.5 years were with a new team and action plan. When selecting a project for an application of Succeed, we felt this project would benefit most from a thorough review. We wanted to find out especially where we were standing with this approach of making prevention more visible in the venues that men who have sex with men visit. We wanted to perform a structured review of what we were doing well and what were points for improvement.

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 was applied.

Following the first European-level training workshop, an internal training session was organised for staff members of our organisation. It focused on quality, how it was currently worked on at Sensoa and which tools could be provided to work on quality assurance and improvement. The Succeed and PQD tools were introduced. All staff involved in the outreach prevention work as well as relevant other staff who were to participate in the application of Succeed attended the training. In a preparation meeting, further support for the application of the tool was built by involving the project staff in gathering and including relevant information about the project in the tool. The tool was translated into Dutch.

The application of the tool eventually took two days. The process was prepared by the three staff members trained in Quality Action tools. Facilitation and note taking was performed by the trained staff members themselves. At the end of the second day, it was decided with the participants to organise a third session especially to involve stakeholders in the application of the tool. Relevant stakeholders were selected and a set of 8 questions were drawn from the Succeed tool on which stakeholders were to reflect.

The facilitator would list all action points and transfer them to a realistic and prioritised planning overview. After discussion with the project members involved, these action points would be included in the planning overview for the team. Follow-up would be performed on a monthly basis in the prevention workers team meeting. Follow-up communication would be organised towards the external stakeholders who participated in the application as well as to Sensoa's government funding body.

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).

As a result from the internal introductory training on quality, and on Succeed and PQD in particular, it was decided to include quality assurance and improvement in the organisation's policy. All target group programmes are to be reviewed (and, if necessary, improved) regarding their level of participation of stakeholders. Also, in the future policy plan of the organisation (2016-2020), 4 specific interventions were selected to apply Succeed.

About 40 actions were determined after the internal application of the tool, ranging from standardising forms and working methods for data collection, centralising information and respective working methods to determining operational objectives. One of the action points led to the development of an electronic database for registering dissemination and feedback information from the outreach prevention work activities and supplies.

Last but not least, as an important result of the application, project staff members felt that their work and effort was more appreciated. Also, the approach was validated as essential to the implementation of Sensoa's prevention work towards MSM.

"Our outreach work is central in our work on reaching gay men"

"It's good to get a clear and in-depth view of our work. This way we get things sorted"

"I've experienced a lot of consensus in our team and willingness to professionalise further"

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).

Lessons learnt:

- Quality assurance and improvement should be an integrated aspect of our work;
- Plan and engage: when you choose to apply a quality improvement tool, do it with passion, devote enough time. The outcome is rewarding!
- Build support within your organisation, especially with your management. You'll need them for feedback and investing resources.
- Reflection on your work is a precious activity. Don't underestimate the unexpected but very desirable side effects on the motivation, recognition and ownership of involved staff.
- If possible, engage other colleagues in the preparatory work of the application of the tool.
- Plan to follow up!
- Inviting stakeholders demands a bit of effort and motivation. A side effect, however, is that they feel much appreciated for their input and perspective.

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