

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 We do not publish this information unless you agree.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

Hellenic Centre for Disease Control and Prevention (KEELPNO)
Greece

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..)

List of participants in the practical application of Succeed:

- Quality Action team at KEELPNO
- Stakeholders, HIV implementing organisations and experts in Greece, both NGOs and GOs.
- Matthias Wentzlaff-Eggebert, coordinator of the Joint Action 'Improving Quality in HIV Prevention', contributor to the 'Roadshow' workshop and national training events
- Tool experts Viveca Urwitz and Sabine Lex, trainers for Succeed and PQD at the national training events.

4. Project/programme

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

KEELPNO was appointed by the Hellenic Ministry of Health (MoH), in order to implement Quality Action in Greece. KEELPNO participates as associate partner in work packages 4,5,6,7,8. A scientific multidisciplinary staff team of 5 HIV experts was appointed to work in the project, both for fulfilling the European level tasks and for working in the implementation of Quality Action in Greece. Tools were applied as part of our contribution to the Quality Action implementation in Greece. Major HIV implementing organisations were approached through the M&E process for the Dublin Declaration/GARP reporting mechanism. A voluntary registration for training and tool application, supported by the KEELPNO team and an open selection process were established.

The team used the effective process and communication model provided by Quality Action on the national level, duplicating and adjusting it to the country's needs.

Our overall goal was to increase the effectiveness of HIV prevention in Greece by using practical quality improvement tools. What we aim to achieve is:

1. to build a Quality Action team in KEELPNO to provide capacity building and technical assistance to HIV implementers in Greece
2. to train at least 30 national HIV implementers in QA/QI tools who will implement them in their projects/program
3. to support at least 15 tool applications in Greece
4. to collect and analyse data on the process and results
5. to create a network of HIV experts actively involved in incorporating QA/QI tools at project/program and policy levels.

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 aims of applying the tool are described below:

1. Assess what is working well, what improvement actions need to be taken, by whom and in what time frame
2. Enhance the planning, implementation, monitoring and evaluation of our project
3. Increase the level of networking among national and European stakeholders
4. Build team spirit, enhance internal communication and work satisfaction
5. Collect evidence that documents the work accomplished through the project
6. Program next steps

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 is a self-guided and self-assessed tool, quality improvement tool, addressing the three widely-recognized aspects of a project: Structure, Process and Results.

Two members of the Quality Action team used the tool in the three phases of the project implementation, in the beginning, in the middle and at the end.

In the 1st round the tool was used to overall assess A. the structure of the project: 1) Goals, 2) Key Populations /Intermediaries 3) Approach, 4) Responsibility, 5) Organization and 6) Resources, B. the process and C. the possible results. In the 1st round, we applied the tool within the Quality Action Team.

In the 2nd round the tool was used to discuss and assess the structure and the process of the project. The discussion took place during a Roadshow, organized to explain the Joint action in our stakeholders from GO and NGO Organizations. All our stakeholders were free to make their comments and this initiated appropriate adjusted changes in the implementation of the project.

In the 3rd round all three phases of the project were discussed in a group workshop which included the Quality Action team of KEELPNO and our stakeholders, in order to see what went well, to evaluate the strengths/barriers of project implementation and to program next steps.

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 use of the tool helped us to:

- a. Critically think about the goals and process initially planned.
- b. Redefine some of our goals in order to meet the needs of our target population and facilitate the evaluation procedure of the project.

The 1st quality change we made after the Roadshow was that we decided to organise the national training events earlier in the project than initially planned in order to meet the needs of our national stakeholders. As the European training workshops were scheduled for a later period, the national training was organised with the help of European tool experts. Within 18 months of the Roadshow, both the 1st and 2nd part of national training in Succeed and PQD had taken place. The valuable experience gained on how to organise national events was shared with our EU Quality Action partners.

2nd change: According to the initial plan, the Quality Action team at KEELPNO would be trained at European level in all 5 tools in order to train others and effectively support national tool applications. Through the QI process two NGO experts were additionally invited to be trained at European level in order to gain the opportunity not only of the training but also of participating and exchanging valuable experience with other European participants.

3rd change: Support during tool application is provided by the EU tool trainers and the Quality Action forum. Our national partners asked for additional support adjusted to their needs, which was provided by the Greek team.

4th change: Two experts from the same organisation, trained in the same tool often worked in pairs and motivated each other to complete the tool application.

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. Tool Fit: Succeed was suitable for assessing all phases and parameters of the implementation of the project. But remember, Succeed is not designed as a planning tool, so try to prepare well the description and methodology of your project in order to explain them to your team and stakeholders.
 2. Thorough Planning and Preparation: The Quality Action ways of training and practical application were used. Additional planning adjusted to local conditions, helped us build a team spirit between all stakeholders. Caring for logistics, creating a supportive environment, having experienced trainers, frequent formal and informal communication, contributed to meeting the goals of our project with >30 people trained and 15 tool applications. Difficulties were seen as challenges for improvement and Succeed was an added value in this process.
 3. Participation: The project itself created a team spirit among GOs and NGOs and a determination to keep using the tools. The participatory way helped collect qualitative data through the tool application, which will also be used for programming the steps for the next phase, including which stakeholders to approach in the future. Something the stakeholders mentioned was that the provision of certificates and of letters acknowledging the commitment of both the experts and the organisations would work as a good motivation.
 4. Facilitation: Working together as a team of two facilitators helped us go through the process of tool application. Succeed might seem extended in the beginning, but when you become familiar with it, you can see it as a checklist for all the steps that should be assessed during project implementation in order to make quality improvements. It easily generates questions for group discussion and helps in programming next steps. For those who have gained experience, it can be used for any size of project, but for non-experienced people it is better to use it in a medium or a big project.
- We hope that the use of the tool will provide you and your team with the same satisfaction and new ideas that it provided us and our stakeholders! Be ready to make improvements: Sometimes you have to act quickly.

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Please send the filled in case study to carolin.vierneisel@dah.aidshilfe.de

Thank you!