

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 We do not publish this information unless you agree.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 Center for Disease Control and Prevention (HCDCP-KEELPNO), Athens-Greece

Department of intervention in the Community-Office for Health Education and Public Awareness.

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.)

Ilias Liantis, psychologist, email: liantis@keelpno.gr

Catherine M. Issaris, Biologist, HIV and STI's office HCDCP, email: isari@keelpno.gr

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..)

Facilitator: Vasileia Konte , HIV and STI's office HCDCP

4. Project/programme

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

The Hellenic Center for Disease Control and Prevention (HCDCP-KEELPNO) is a private law entity established in and operating since 1992. It is supervised and funded directly by the Ministry of health and social solidarity. According to HCDCP, one of the main purpose of HCDCP is to protect and promote public health. Specifically, to design and implement awareness programmes on HIV/AIDS and STD in young people aged 15-24 in secondary education schools, universities and institutes of higher education throughout Greece is one of the projects of the office for Health Education and Public Awareness. HIV/AIDS education for young people plays a vital role in global efforts to end the AIDS epidemic. Providing young people with basic HIV/AIDS education enables them to protect themselves from becoming infected. Young people are often particularly vulnerable to sexually transmitted HIV and to HIV infection as a result of drug use. Acquiring knowledge and skills encourages young people to avoid or reduce behaviors that carry risk of HIV infection. Even for young people who are not yet engaging in risky behaviors, AIDS education is important for ensuring that they are prepared for situations that might put them at risk as they grow older. AIDS education also helps to reduce stigma and discrimination, by dispelling false information that can lead to fear and blame. This is crucial for prevention, as stigma often makes people reluctant to be tested for HIV/AIDS and individuals that are unaware of their HIV infection are more likely to pass the virus to others. Those programmes are carried out by a well-trained scientific team at KEELPNO (the team consists of physicians, sociologists, psychologists and nursing professionals) in order to raise awareness on issues such as prevention of HIV/AIDS, systematic use of condoms and adoption of safer sexual behaviors, among others.

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

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

Our primary aim was to evaluate the quality of the youth program. We wanted to identify the strengths and weaknesses of the program and have a clearer view on the quality of services we provide to youth programs, using a structured and easy to use process.

We also consider the application of the tool an excellent opportunity for all team members and stakeholders involved to understand better every aspect and procedure of the project through a team-building experience. This would not only help us to improve the project itself (as we could see what we have missed), but also to improve team work and team dynamics.

Finally, the QA/QI tool is a very good opportunity to involve members and stakeholders, to have a better and clearer picture and deeper understanding of the structure of the project itself. Therefore, using a common QA/QI tool at national and European level will result in outcomes the same way throughout the EU region.

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 the tool applied in this particular project.

Steps towards the implementation of the tool:

After the approval and support of the board of directors, the manager as well as the head of the Department of Community Intervention, the tool implementation took place at KEELPNO.

A working group of 9 members was chosen as a focus group. It consists of 1 sociologist, 2 psychologists, 2 doctors, 1 biologist and 3 nurses.

The Succeed tool was explained in brief to all of the members separately and we arranged a meeting date.

The implementation of the Succeed tool was scheduled to take place at KEELPNO on 27 March 2015 for half of the working day.

The team leader prepared the venue, Vasileia Konte made a presentation of QA/QI to inform the members about all the work that has been done until now and Ilias Iantis presented the Succeed tool.

The group worked through all the questions of the Succeed tool and all the topics of its 3 sections (structure, process and results) were covered successfully with fruitful outcomes.

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.)

Most of the questions of the Succeed tool for the youth project were answered on a satisfactory level.

Very good brainstorming took place to solve the negative points and how we can improve our project and what corrective action can be taken.

Encouraging ongoing feedback from the activities carried out in the project.

The group defined more clearly the project goals and discussed extensively the negatively answered questions.

A very active group with a very fruitful discussion with a lot of arguments and ideas. The process of the questionnaire helped team bonding.

We agreed to continue the project and include more people in the group so the project of youth education for HIV/AIDS can be further enhanced.

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.)

A negative point of the tool implementation was that some of the questions were repetitive, and so sometimes the group was muttering.

The process improved team cohesiveness, good communication, democratic conversation and commitment to the project.

This tool is useful for further evaluation of the projects and for new projects.

Positive experience and outcome for the project of youth.

The most significant outcome is that we realised that the quality of our work was better than we were expecting as shown by the positive answers to most of the questions in the applied tool, which was a fruitful outcome.

Finally, the group recommended using the tool again for the same project after a certain time and of course approaching more projects of our organization in the field of HIV prevention of our organization.

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