

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 We do not publish this information unless you agree.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

The organization is KETHEA, and it is located in Greece. KETHEA is the Therapy Center for Dependent Individuals, and the program is called EXELIXIS. It is a harm reduction program that offers 2 day centers, a counselling center, a street work unit and locations for dependent individuals to get medical help (physical health, appointments with psychiatrists as well as a dental health unit.) The unit in which this quality improvement tool was applied was the Street Work Unit, which supports dependent individuals through counselling, syringe exchange, condom distribution, referrals, escort to health settings and support of dependent individuals during hospitalization.

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).

Myrto Papadopoulou, with the collaboration and support of Yiannis Zacharopoulos, the head of the KETHEA EXELIXIS Research Unit, Eleni Marini, the KETHEA EXELIXIS head of the Street Work Unit, other professionals working at the Street Work Unit as well as other KETHEA EXELIXIS professionals. The unit's email address is sw@kethea-exelixis.gr, and the Organization's website is www.kethea.gr, although the application of the tool may not be posted on the site.

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..).

Eleni Marini, Yiannis Zacharopoulos, Kiriaki Dimitrakopoulou, Thanos Solias and other KETHEA professionals as well as the heads of the day centers, Panayiotis Saivanidis and Iordanis Pertetsoglou, who both allowed the questionnaire to be administered in the day centers by the professionals working there. External support was offered by KEELPNO professionals, specifically Vasileia Konte and Ilias Liantis.

4. Project/Programme and key population/target group addressed

(Please describe the project/programme to which you applied the tool and the key population/target group addressed).

Sections of the PQD tool were used in order to plan a self-reported questionnaire that was administered by professionals working at KETHEA EXELIXIS to 36 female, drug dependent individuals. These women are supported by KETHEA EXELIXIS on the streets and at the Day Centers. KETHEA is a multi-program Organization whose programs support drug dependent adults, adolescents and their families. KETHEA has programs and therapeutic communities within the community and within the prison system. In addition, KETHEA has prevention programs and ones that support alcohol and gambling dependent individuals. KETHEA EXELIXIS is a harm reduction program with several units, catering to active drug users' daily needs, as well as their needs for psychological and physical support. KETHEA Street Work supports active drug users in the street, at their homes and in hospital settings. KETHEA Street Work offers needle exchange services, condom distribution, education in safer drug using techniques as well as safer sex practices. In addition, it offers support, referrals and crisis admissions to therapeutic communities as well as short-term counselling to drug users and their families. The unit also provides training and supervision to other organizations. The Street Work unit is closely networked with other organizations that support this group. A special focus is placed on the needs of drug dependent females, especially ones of childbearing age, and those who are pregnant or already mothers. Through our unit's initiative, a network of organizations (gynecological units, orphanages and therapeutic centers) has been created in order to better support this population. The same need was the one that drove us to decide to conduct this study.

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

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

To investigate the demographics of the above mentioned target population, and to investigate their daily issues, struggles and needs.

The ultimate goal is to use this set of information to gain better insight into their needs, so as to better support the target population with its vast array of issues.

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).

The PQD tool was used, and specifically the SMART Criteria, the Circles of Influence, Zi-Wi and the Rapid Assessment method.

All the above applications of the tool were examined and determined in collaboration with colleagues, and a number of meetings were held, both intra-program and between the author and the previously mentioned KEELPNO tool supporters.

The questionnaire was administered by the author and other KETHEA EXELIXIS professionals, on the street and in the 2 Day Units that KETHEA EXELIXIS operates.

The data was collected and the first analysis was made by the Head of the KETHEA EXELIXIS Research Unit, Yiannis Zacharopoulos.

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).

A more extensive view of the target population's needs and day to day issues (physical and mental health and needs, issues around maternity and child rising, housing, food and other needs). Although a basic analysis has been made, further analysis needs to be completed.

The tool was helpful in that it organized each step carefully, and that it demanded group work and collaboration. This was helpful, although research that takes place at this work setting always involves group work and collaboration anyway.

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).

From this experience, I conclude that the PQD tool is a tool that basically states the stages of the creation and implementation of a project. The steps offered are steps used in research generally, and although the knowledge offered is not new or novel, the tool helps to organize these steps and clarify the purpose of each. The main difficulty faced was that the use of all these methods was time consuming, and the main benefit was that the tool reinforced group work and pre-planning so that the implementation of the project is as organized as can be.

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