



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 We do not publish this information unless you agree.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)

Athens - Greece

2. Authors of the case study and contact details

(Please provide the 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.)

- Georgios Dellis HCDCP, dellis@keelpno.gr

- Irini Refene, HCDCP

- Chrysa Dresiou, HCDCP

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..)

- Scientific personnel of the HIV/AIDS Helpline (Head of the Office, Psychologists, Social workers, Nurses)
- Quality Action national trainers, HCDCP

4. Project/programme

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

HIV/AIDS Helpline and Counselling Service: Quality in providing information - advice and ways to measure and evaluate it.

The main goal of the Helpline is to provide psychosocial support and guidance in the prevention of HIV/AIDS as well as various STI's through information, pre-test counselling, post-test counselling and educational activities for the general population and health professionals.

Telephone calls are answered on a daily, 12-hour basis and appropriate information and advice are provided. The calls are treated on a confidential basis, (no name is required, nor are phone numbers recorded).

However, the Helpline personnel go through an anonymous, compact questionnaire in order to keep a record of calls for statistical and scientific purposes.

These records are evaluated on a monthly and yearly basis in order to monitor numerical fluctuations, the context of the questions asked and the main knowledge on key issues on HIV prior to using the Helpline.

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 goals of applying the tool are described below:

1. Understand the strengths and weaknesses of the program, assess what works well and what improvement actions need to be taken, by whom and in what time frame.
2. Help putting-together a short and effective checklist, which will include data on the quality of the information and advice provided.

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 facilitators Georgios Dellis, Irene Refene and Chrysa Dresiou were trained during the national level training organised by HCDCP in Athens, Greece.

They met with the scientific personnel of the HIV/AIDS Helpline (Head of the Office, psychologists, social workers, nurses) 4 times for a two-hour session in order to complete all parts of the *Succeed* questionnaire.

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 *Succeed* tool helped us to

1. Describe the key population (every person with a question on HIV/AIDS/STIs)
 2. Define the ways of our approach
 3. Identify the need to create a checklist to be answered by operators
 4. Define ways of measurement, e.g. levels of satisfaction
 5. Formulate ways to evaluate the answers and derive conclusions
 6. Re-adjust the Helpline mode of operation in order to better meet the goals and to raise the satisfaction rate.
- The quality improvements fall under the process of further planning and implementation in order to produce data on the resulting benefits.
- Callers will be encouraged to:
- State whether their question has been adequately clarified
 - Define how the advice provided has affected their knowledge
 - Decide whether their call has had a positive effect on themselves, regardless of the situation or the severity of the case concerned.

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.)

Succeed is a good fit for a project like ours.

Thorough reading of the tool and understanding the questions is needed in the preparation phase before the facilitators contact the project team.

Creating a relaxed environment and ensuring sufficient time for the meeting sessions to complete the questionnaire is also required.

Succeed creates good collaboration, team spirit and you can create a report with all the quality improvement actions that you have to implement.

You then only need to define who will make these changes and when, and track that the changes have been implemented.

Please indicate how you want this case study to be published:

- ☒ *I want this case study to be published mentioning the names of countries, organisations, people and contact details/websites in the text above.*
- ☐ *I want this case study to be published anonymously, meaning that names of countries, organisations, people and contact details/websites in the text above will be removed by the editors before publishing.*
- ☐ *I want this case study to be published without mentioning people's names, meaning that names of people in the text above will be removed by the editors before publishing, but names of organisations and countries as well as website addresses will remain.*

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

Thank you!