

## 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 We do not publish this information unless you agree.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 & PREVENTION (KEELPNO-HCDCP), is a legal entity operating under private law with a public service mission, supervised and funded by the Ministry of Health in Greece. The Centre has a strong mandate to coordinate the implementation of the national response to HIV/AIDS. Since the beginning in 1992, HDCCP has served as the main organization for hosting HIV surveillance and providing prevention, treatment, care and support services regarding HIV/AIDS in 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..).*

Vasileia Konte- KEELPNO  
Christos Chrysomallis- KEELPNO

### 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).*

The programme is the "Psychosocial support for the HIV positive population as well as for their families". The programme aims to offer support services to those living with HIV/AIDS; more specifically to offer personal or family consultation, consulting in matters of social welfare, support in working with social welfare and insurance services, escorting clients to several services, consulting on human rights, interface with services or organisations in order to get things done (linkage to services), follow up of any incidents occurring throughout the year, material support.

## 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 verify that the implementation of the project corresponds to its goals
- Whether we need to improve anything and what
- If we have taken into consideration all the parameters so that the support we offer corresponds to the needs of the target population
- Whether all the things we have considered for the evaluation of the project is enough
- Which further actions we need to plan and implement in order to improve the current approach.

## 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).*

We used the *Succeed* tool.

The two facilitators were trained in *Succeed* during the national training organised by KEELPNO

(HCDCP). For the tool application we formed a working group of five people and we met several times.

At the 1st meeting, the leader of the group presented the programme "Psychosocial support for the HIV positive population as well as for their families" and its main goals. The second facilitator explained what a quality improvement procedure is, presented the *Succeed* tool and the aims of applying it to the rest of the team. The aims of using this tool were made clear to everyone. The presentation of the tool familiarised the group members with its structure.

At the 2nd meeting, the group actually applied the tool to the programme (its practical application actually took us one working day).

In the end, we discussed the outcomes of the tool application and we scheduled new actions in order to cover the areas that needed improvement.

## 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 fact that we applied the tool actually resulted in a better understanding by all the group members of our programme "Psychosocial support for the HIV positive population as well as for their families" and its goals, as well as in an improvement of communication among us and the development of an increased level of team spirit.

It gave us the opportunity to see more clearly what we do best, to spot the weaknesses and to plan our next steps. By applying the tool, we realised that we lack a system of internal evaluation, as far as the quality aspects of the programme go. After the application of the tool, the working group started to plan a method of internal evaluation with the aim to apply the tool as a 'plan-do-check-act' activity, incorporated within the plan for performance management, in the near future.

## 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).*

The application of the tool gave the working group the opportunity to spot the strong and weak points of the project and to plan the next steps.

The tool is comprehensive and easy to apply, but in some cases questions are repeated.

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

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