

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 We do not publish this information unless you agree.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

Positive Voice (People and HIV) Association for People living with HIV
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.)

Alexandros Tanaskidis, project manager, and facilitating
members of the project team at Positive Voice

Participants and trainers in the 2nd cycle of *Succeed* training that took place in Thessaloniki, Greece, who
acted as an external expert panel

Technical Assistance: Hellenic Center for Disease Control and Prevention, Quality Action trainers

4. Project/programme

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

Our project title is “Research, Advocacy and Lobbying for the Amendment of the Framework of the Greek Private Insurance Companies to Accept HIV Positive Patients as Beneficiaries in Their Programs”.

Assuring that all people living with HIV have continuous access to high quality health care, particularly to antiretroviral therapy (ART), is essential for addressing the ongoing HIV epidemic and for reducing the occurrence of adverse health events.

ART in Greece is provided free of charge for the insured population (including Greek citizens, EU citizens and documented residents of other countries) as well as, refugees, asylum seekers and people who are granted asylum for humanitarian reasons and who under law have the same rights with Greek nationals. Access to health care and medication is provided to all uninsured people in Greece who have a Social Welfare Insurance Number (AMKA). All individuals are offered care in case of emergency or life-threatening situations until their health is stabilised.

At the same time, many HIV-positive patients have significant non-HIV related health conditions. They report a lack of understanding of their health needs and a lack of knowledge regarding new developments in HIV-related issues of the private health insurance sector.

According to our situation analysis, we are facing the difference between Greek HIV citizens being barred from the general Private Health and Insurance Sector and the coverage of expenses, compared to HIV positive EU citizens e.g. in Britain or Sweden.

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

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

We have applied the tool in order for the strategic plan and the content of the project to be more coherent and thus easier to implement.

Moreover, it helped us to improve the quality, efficacy and success of the research and the project itself.

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 project manager was trained during the 2nd cycle of *Succeed* national training in Thessaloniki, Greece, and acted as facilitator for the application of the tool within the next phase of the project.

1. A team of 5 persons was selected by our administrator on the basis of their knowledge level and capability to achieve the objectives in order to fill in the *Succeed* questionnaire.
2. Twice per week for a total of two weeks, discussions, brainstorming meetings and filling in of the *Succeed* tool took place at the office of Positive Voice.
3. The final meeting took place at the end of the second week in order for the planning and quality improvements to be concluded.
4. During the second part of national training in the *Succeed* tool, the participants and trainers acted as an external expert panel. They provided feedback and comments that were incorporated in relevant parts of the *Succeed* questionnaire and helped formulate the necessary quality improvements for the next phase of the project.

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.)

1. Managed to spot and highlight the programme's main objectives and its sub-objectives as well.
2. Prioritised the steps and the targets so as to "read through" them, clearly and thoroughly.
3. Helped us to focus on the in-depth understanding of the project and on the framework of our research.
4. Showed us ways to identify the Stakeholders and the added value of their participation in the whole process.
5. We captured the special characteristics of the target group population (Both Beneficiaries and Intermediaries).
6. We improved and smoothened our relations with other NGOs, thus formulating and fortifying a common communication code and code of conduct.

Positive Experience (Pros)

The whole Procedure:

1. Boosted our self-confidence and our sense of responsibility to raise social awareness.
2. Improved the feeling of commitment and confidence of the group both on the personal level and as a whole.
3. Helped us to focus on the aims and goals of the project and at the same time helped us to avoid all the misconceptions and deviations from our target.
4. Settled a realistic framework regarding the capabilities and skills of all the partners.
5. Made us realise the upper limits and dynamic within we could use for the research and the analysis of it.

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 really helpful, inspiring and useful tool for people working on projects and fundraising or research, advocacy and policy.

Highly recommend it to all the people who want to have a “compass” for their work.

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

Thank you!