

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 We do not publish this information unless you agree.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

Thess Checkpoint, HIV Prevention Center
Thessaloniki, 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.)

Georgios Polkas, Thess Checkpoint. Head officer/Nurse/Counselor, email: gpolkas@thesscheckpoint.gr
Eleni Dimopoulou, Thess Checkpoint. Psychologist/Counselor, email: edimopoulou@thesscheckpoint.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.)

List of participants in the practical application of *Succeed*:

- Team of Thess Checkpoint

Georgios Polkas, Thess Checkpoint. Head officer/Nurse/Counselor, email: gpolkas@thesscheckpoint.gr

Eleni Dimopoulou, Thess Checkpoint. Psychologist/Counselor, email: edimopoulou@thesscheckpoint.gr

Artemios Charalampidis, Thess Checkpoint. Counsellor, email: acharalampidis@thesscheckpoint.gr

Anestis Tsampouras, Thess Checkpoint. Counsellor, email: atsampouras@thesscheckpoint.gr

Amalia Manolopoulou, Thess Checkpoint. Counsellor, email: amanolopoulou@thesscheckpoint.gr

Technical Assistance: Vasileia Konte, Hellenic Centre for Disease Control and Prevention

(HCDCP)

4. Project/programme

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

The Project title is "Awareness and Education Campaign for HIV Addressed to Care Providers (including doctors and hospital staff)". The project, which is now in the planning phase, will provide updated information about HIV to care providers who work in Thessaloniki's public hospitals, such as the University Hospital of AHEPA, Papageorgiou General Hospital, George Papanikolaou General Hospital, the General Hospital of Thessaloniki "G. Gennimatas", Ippokratio General Hospital, Agios Dimitrios Hospital, Theagenio Cancer Hospital, Agios Pavlos General Hospital, 424 General Military Hospital and Hospital of Venereal & Skin Diseases. The implementation phase will include three awareness sessions every year for three years at each hospital. Each session will be of two hours duration and conducted by two counsellors with the aim being that each three-session seminar is attended by at least 50 people. In total, we aim to have 500 participants each year.

The project will be implemented together with HCDCP staff, doctors from the Infectious Diseases Unit of AHEPA hospital and Positive Voice, the association of people with HIV.

The main Goal is to ensure that the best quality of services is provided to people living with HIV (PLWHIV). Our sub-goals are:

- Raising awareness about HIV transmission and reinforcing health professionals' knowledge
- Improving Attitudes, social norms and behaviours addressed to PLWHIV and reducing stigma and discrimination
- Information about Post-Exposure Prophylaxis (PEP), Pre-Exposure Prophylaxis (PrEP) and HIV treatment options
- Information about methods of HIV testing and current updates on HIV-related issues.

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 overall goal of applying the *Succeed* tool was to evaluate the quality of the "Awareness and Education Campaign for HIV Addressed to Health Professionals" using a structured questionnaire.

Other goals identified for achievement were to:

- Identify strengths and weaknesses of our project.
- Help the team to understand the project's different aspects in a collaborative endeavour.
- Understand the tool and familiarise ourselves with it.
- Apply this quality improvement process to other projects in future.

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 project. *Succeed* is a quality improvement tool. This tool is a self-diagnostic approach to assess a project's structure, process and results.

The steps we followed were:

- Two employees participated in the 1st part of the training on the Quality Action tools in Thessaloniki, organised by HCDCP.
- Communication followed with the director of Positive Voice and the Checkpoint supervisor in order to inform them about the tool application.
- An internal meeting of the trainers in order to schedule a presentation of the tool to their colleagues.
- Establishing a working group that consisted of 5 members.
- Presentation of the tool to three colleagues from the Thess Checkpoint team.
- A step-by-step application of the tool's according to its three parts:

Structure of the project: Goals, Key Populations, Approach, Responsibility, Organisation and Resources,

Process: Support & Participation, Networks, Reach & Response

Results: Measuring effects, Environmental, Operational & Social changes, Sustainability.

Four meetings took place to complete the practical application of the tool. Each meeting had a two-hour duration.

This case study was presented during the 2nd part of the *Succeed* training, with final feedback provided by participants and trainers, which proved to be added value through assessment and input into quality improvement actions.

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 application of the tool helped us to identify strengths and weaknesses of our project through a team-building experience.

Through the application, we managed to define the project's goals and aims more clearly.

In relation to the weaknesses of our project, the team proposed many ideas of how we could improve in future.

The two weaknesses that we considered that we had to attend to immediately were the project's needs assessment, as well as the strengthening of our network with health care providers, both of which are now in progress.

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.)

Positive experiences:

- The development of quality standards is helpful. The team is learning to recognise best practices and improve less effective project parts through changes.
- The tool provides opportunities to organise and plan team's work. It's a useful method for project review and evaluation.
- This tool is useful for further evaluation of the projects and for new projects.

Negative experiences:

The process of quality improvement is time-consuming since it was the first time we dealt with such a structured evaluation tool that provides step-by-step guidance.

The *Succeed* training provided:

1. Knowledge and assistance that guided us through all the steps of the process.
2. An opportunity to meet with colleagues and experts from different organisations, and actually gain from their input during the presentation that took place during the 2nd part of the *Succeed* training.
3. A network of HIV prevention implementers using a "common language".

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!