

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 We do not publish this information unless you agree.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

Dublin AIDS Alliance, Ireland

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.)

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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.)

Project Partners: GUIDE Clinic, St. James's Hospital

4. Project/programme

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

A community-based HIV and STI testing project: a three-hour clinic which runs once a month, based in the offices of Dublin AIDS Alliance located in the north inner city of Dublin. The project particularly targets migrant population groups living in Dublin's North Inner City and surrounding areas, but is not exclusive of other at-risk population groups such as MSM.

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

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

1. To improve the quality of the project through a structured process.
2. To improve team cohesiveness including communications and the transfer of knowledge, problem-solving and consistency.
3. To utilise the practical application of the tool to develop a set of operational procedures for the delivery of the testing project/service.
4. To utilise the practical application of the tool to develop 'quality and improvement' project reports for funders and funding applications.
5. To utilise the practical application of the tool to increase communications, networking opportunities and transfer of knowledge at a national and European level.

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.)

Tool: Succeed.

- Held a meeting with the senior management team to discuss piloting the application of the tool within the organisation, which was approved and supported by senior management and the Board of Directors.
- Preparatory meeting with the Project Team to discuss application including agreeing aims of applying the tool, key stakeholder involvement, barriers/challenges to applying the tool, background information required, an implementation plan/timeframe for application, and agreement re facilitation.
- Invited relevant key stakeholders to participate.
- Scheduled date and venue for the practical application and circulated the background information and the Succeed Tool to the Project Team and key stakeholders for review prior to the practical application.
- Applied the tool – practical application took one working day.

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.)

Results:

- Application of the tool resulted in an 'Action Plan for Improvements' detailing improvements agreed during the practical application and timeframes for implementation.
- The Project Team agreed to meet regularly to discuss progress and assess levels of improvements implemented.
- Applying the tool also assisted the team with developing a more longer-term vision for the project.

Benefits:

- Involvement of key stakeholders in the application of the tool was tremendously valuable to the project and to the project team, and vice versa.
- Applying the tool was an excellent process for documenting the successes of the project and highlighting what the project is doing well.
- While the team agreed that the project has undergone many improvements since it commenced, the tool provided a more structured process for this to happen.

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.)

- Overall, the experience was very positive, and the results were very encouraging for the Project Team, key stakeholders and the organisation in relation to the quality of the project. All participants would recommend using the tool again for other projects to document successes and to develop action plans for improvements.
- All participants agreed that using the tool was a very 'healthy' experience, improving team cohesiveness and communications.
- All participants agreed that the Succeed tool is a very positive approach to improving projects.

The use of different terminology throughout the Succeed tool proved challenging at times, as participants had different perspectives of what a particular term might mean (e.g. project sponsor, networks, etc.). The team suggested that it might be useful to include a Terminology Guide with the tool to overcome this.

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