



Quality Action

Improving **HIV** Prevention in Europe

Project Roadmap

Handout

Step 1: Recruiting country-based experts

When?

June 2013 – January 2014

What is our aim?

Train at least 60 trainers/facilitators in Quality Assurance/Quality Improvement (QA/QI)

What is your task?

- ❖ Recruit people from your country who will attend the training

Note: Collaborating partners can also participate (travel at your own expense)

Who should these “trainers/facilitators” be?

They should have a strong interest in quality and:

- ❖ Experience in HIV prevention
- ❖ Training, coaching and facilitation skills
- ❖ Project management skills
- ❖ Knowledge of planning, monitoring and evaluation
- ❖ Networks and a good reputation among HIV prevention stakeholders

Work package 5 (Capacity Building) will develop criteria to assist in recruiting participants for training.

What will the experts do?

Network, facilitate and advise on using Quality Assurance (QA) and Quality Improvement (QI) tools in HIV prevention activities in your country, e.g.:

- ❖ Lead the use of tools in their own organisation
- ❖ Provide technical assistance to other users
- ❖ Link others users to external help
- ❖ Train others (“train the trainer”)

⇒ **Question for discussion:**

What are your own most important criteria for selecting experts?

Step 2: Recruiting projects and programs to apply QA/QI tools

When?

June 2013 – March 2014

What is our aim?

At least 80 programs and projects use Quality Assurance/Quality Improvement (QA/QI) tools

What is your task?

- ❖ Recruit HIV prevention programs and projects that target priority groups (e.g. gay and other MSM, IDU, sex workers, PLHIV, migrants) to use QA/QI tools.

Note: Collaborating partners and projects not yet involved in the Joint Action are equally encouraged to participate

What is the difference between a “program” and a “project”?

We use the word “*project*” for a single intervention with a beginning and end or regular cycles.

We use the word “*program*” for combinations of interventions that work together to achieve a change in health status, such as reducing new HIV infections.

How can you motivate programs and projects to use tools?

QA/QI should be voluntary and primarily benefit the user. Some of the benefits are:

- ❖ Recognising what you do well already
- ❖ Finding out the reasons for successes and failures
- ❖ Building evidence in support of prevention interventions
- ❖ Structured team building, self-reflection and stakeholder participation
- ❖ Recommendations for improvements
- ❖ Increased satisfaction of workers and other stakeholders
- ❖ Easier planning, monitoring, evaluation and reporting

Work package 6 (Practical Application) will develop guidance to assist you in recruiting programs and projects that will use the tools.

⇒ **Question for discussion:**

Who will most likely be using the tools in your country/region?

Step 3: Selecting QA/QI tools

When?

By February 2014

What is a QA/QI tool?

We use the word “*tool*” to describe a structured, documented approach to QA/QI using a practical, step-by-step process. Tools often consist of:

- ❖ check lists
- ❖ questionnaires
- ❖ facilitation guides for stakeholder input

How many tools are there?

Work package 4 (Tools) presented three QI tools at the Kick-Off workshop:

- ❖ “Succeed”
- ❖ “Quality in Prevention (QIP)”
- ❖ “Participatory Quality Development (PQD)”

The work package is developing two others:

- ❖ A QI tool designed specifically for programs rather than projects
- ❖ A tool for quality assurance (QA works well for interventions that follow a standard routine, e.g. VCT, needle exchange etc.)

What is your task?

Decide which tool or tools you want to use as part of Quality Action.

Which tool?

Work package 4 (Tools) will develop a guide listing the characteristics of each tool.

Which tool or tools are best for you depends on:

- ❖ The type of program or project using it
- ❖ The needs and preferences of users
- ❖ Access to a trainer/facilitator trained in the tool

⇒ **Question for discussion:**

What are your own most important criteria for selecting tools?

Step 4: Regional training part 1

When?

April 2014 – May 2014

Where will the training take place?

- ❖ Dublin, Barcelona, Ljubljana and Tallinn
- ❖ Participants attend according to their region

What happens at part 1 of the training?

- ❖ Introduction to QA/QI in HIV prevention
- ❖ Parallel workshops on tools (each participant is trained in one tool)
- ❖ Networking among participants
- ❖ A meeting with work package 6 (Practical Application) to organise the participation of programs and projects in each region

What happens after part 1 of the training?

- ❖ Participants work with people who use the tools in their country/region (“learning by doing”).
- ❖ They continue training through an e-learning package and with support from the trainers.

Work package 5 (Capacity Building) designs the e-learning component to:

- ❖ Offer more in-depth knowledge on QA/QI concepts and tools
- ❖ Provide a space to share experiences
- ❖ Offer advice and answers to emerging questions
- ❖ Identify topics for part 2 of the training

⇒ **Question for discussion:**

How can you transfer knowledge and skills within your country/region (“train-the-trainer” approach)?

Step 5: Using the QA/QI tools

When?

May 2014 – January 2015

Who applies the tools?

- ❖ The Steering Group will apply a QI tool to Quality Action itself
- ❖ Participating countries are expected to apply QI to their national/regional HIV prevention program
- ❖ As partners you apply a tool to at least one of your own programs or projects
- ❖ Other programs and projects in your country/region that you have recruited to participate

How long does it take?

- ❖ It depends on the tool and how many stakeholders participate
- ❖ A simple tool can be completed in one day, others take up to a week
- ❖ Tools can be divided into components and completed step by step
- ❖ Ideally, QA/QI is then used in regular cycles (e.g. once every year)

What is your task?

- ❖ Coordinate application of tools at the country/regional level
- ❖ Provide feedback and data
- ❖ Participate in networking structures

Results

We are interested in the following results:

- ❖ Feedback on enablers and barriers to QA/QI in HIV prevention
- ❖ Common factors, principles and criteria of quality in HIV prevention
- ❖ Reports on specific improvements in quality

⇒ **Question for discussion:**

What do you expect from applying the tools?

Step 6: Regional training part 2

When?

November 2014 - December 2014

What will happen at part 2 of the training?

- ❖ Follow-up sessions on each tool
- ❖ Exchanging experiences and learning from the challenges
- ❖ A meeting with work package 3 (Evaluation) to provide feedback
- ❖ A meeting with work package 7 (Principles and Criteria) to discuss emerging quality factors, principles and criteria

What happens after part 2 of the training?

Maintaining and passing on knowledge in the countries/regions:

- ❖ Training others
- ❖ Expanding the use of the tools
- ❖ Discussing QA/QI at local and regional meetings on HIV prevention
- ❖ Including QA/QI in HIV prevention policy and strategy
- ❖ Ongoing QA/QI activities and networking
- ❖ Disseminating the outcomes and products of Quality Action

⇒ **Question for discussion:**

How can you maintain QA/QI into HIV prevention in your country/region?

Step 7: Feedback and data collection

When?

June 2013 – September 2015

We are interested in:

- ❖ Enablers and barriers to using QA/QI tools in HIV prevention
- ❖ Specific improvements you have identified (and what you did about them)
- ❖ Shared factors, principles and criteria that influence quality in HIV prevention
- ❖ How far Quality Action has fulfilled its objectives
- ❖ How well its methods have worked
- ❖ How far you have integrated QA/QI into HIV prevention
- ❖ The future potential of the approach

Data collection

- ❖ Survey on the starting environment of Quality Action
- ❖ Case studies (stories) of using the tools
- ❖ Reports on quality improvement projects
- ❖ Collecting informal feedback
- ❖ Questionnaires and interviews
- ❖ Focus groups (combined with part 2 of the training)

⇒ **Question for discussion:**

What would you like to find out yourself, based on the feedback and data?

Step 8: Products and Sustainability

When?

By February 2016

Quality Action will produce documents and reports to support the ongoing use of QA/QI in HIV prevention.

Core materials for practical application

This set will be available for download, including translations produced by partners. It will consist of the materials needed for QA/QI in HIV prevention:

- ❖ Five QA/QI tools (revised versions)
- ❖ Guide to selecting tools (revised version)
- ❖ Introductory training module (revised version)
- ❖ Individual training modules for each tool (revised versions)
- ❖ E-learning package
- ❖ Booklet with case studies of using QA/QI tools in HIV prevention

Charter for quality in HIV prevention

Produced by work package 7 (Principles and Criteria) using literature review and feedback from partners. It will contain:

- ❖ Agreed quality principles and criteria for HIV prevention
- ❖ Rationales and recommendations for their future use

Policy kit

Produced by work package 8 (Policy Development), it will contain resources for policy makers and strategic planners:

- ❖ Policy review conducted as part of the project
- ❖ Glossary of terms and definitions
- ❖ Recommended policy statements and strategic actions
- ❖ How to support quality improvement through policy

Reports

- ❖ Technical report
- ❖ Process and outcome evaluation report
- ❖ Practical application report

⇒ **Question for discussion:**

How can you use these products to sustain QA/QI in HIV prevention in your country/region?