

# Successes and Challenges of Integrating Quality Improvement in HIV Prevention: Results of the Quality Action's mixed method evaluation

Work Package 3  
Quality Action Conference  
Berlin, 26 January 2016

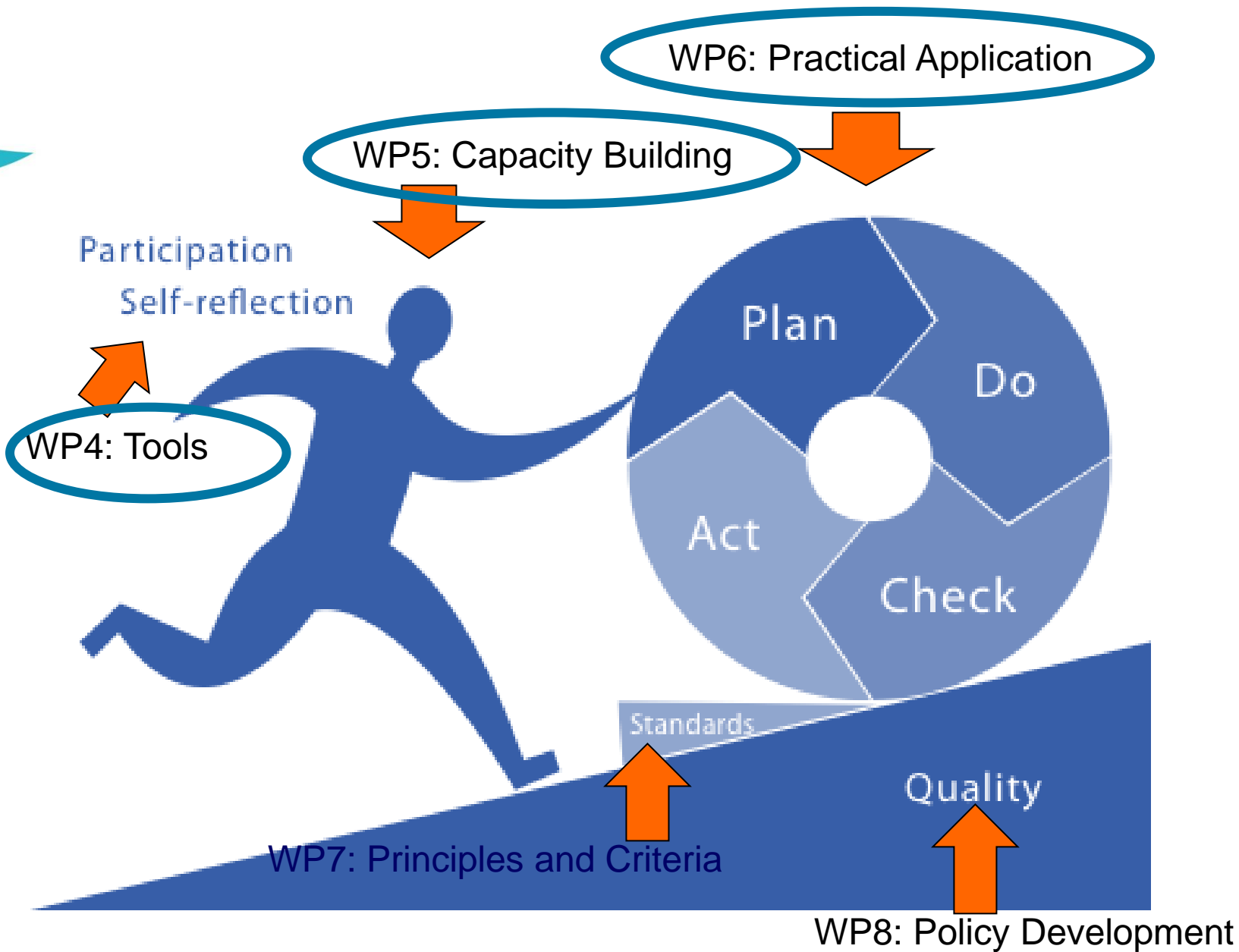


**Quality Action**  
Improving **HIV** Prevention in Europe

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This work is part of the Joint Action on Improving Quality in HIV Prevention (Quality Action), which has received funding from the European Union within the framework of the Health Programme.





# Mixed methods evaluation

On-line  
questionnaires



Focus Group  
Discussions  
(FGDs)

In-depth  
Interviews (IDI)



# QI TOOLS





# Methods used



Selected questions on tools included:

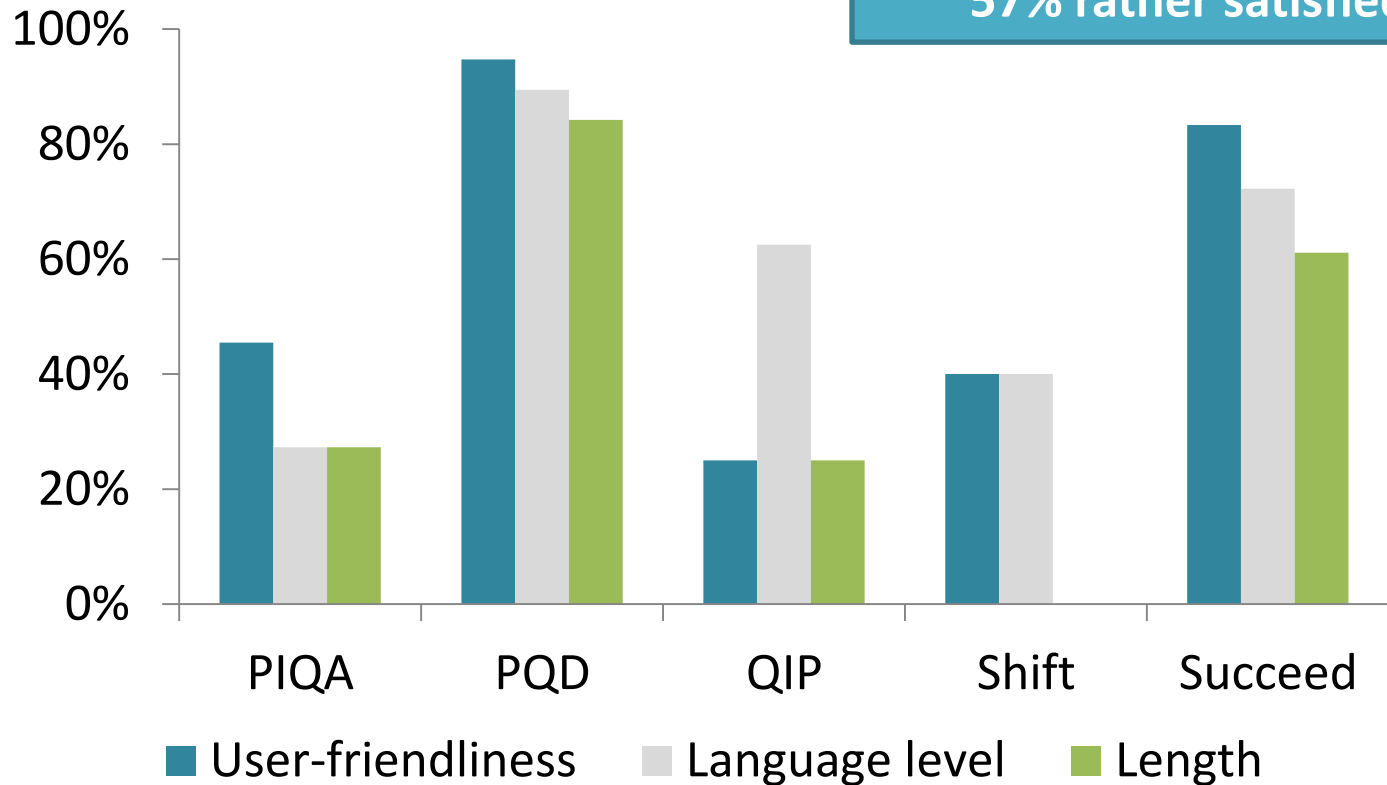
- (Post) Training questionnaires (N=74)
- Application process questionnaires (N=79)
- FGDs: Participants at the training workshops part II (N=73; 9 FGDs)
- IDIs: European level trainers and WP leaders (N=8)

Data collected at the European level training workshops part 2 (10/2014-02/2015); Applications were only starting at that time.



# Proportion of respondents reporting high (\*) satisfaction with the tools

**General:**  
31% very satisfied  
57% rather satisfied



High: score of 4 or 5 on a scale of 5 (1= very low, 5= very high)



# Some qualitative results on the existing tools

Tool	Successes	Challenges
QIP	<ul style="list-style-type: none"><li>• Systematic /analytic approach</li><li>• Facilitates building coalitions within organisations</li></ul>	<ul style="list-style-type: none"><li>• Too academic and complex</li><li>• Difficulties to obtain data</li></ul>
PQD	<ul style="list-style-type: none"><li>• Facilitates a qualitative mind-set</li><li>• Improves participation of stakeholders</li></ul>	<ul style="list-style-type: none"><li>• Toolkit; too many methods, not all were trained</li><li>• Time-consuming</li></ul>
Succeed	<ul style="list-style-type: none"><li>• Easy to apply</li><li>• Self-reflection, enhances team-spirit</li></ul>	<ul style="list-style-type: none"><li>• Suggested time is not enough</li><li>• Format/lay-out of the tools not user-friendly</li></ul>

*“QIP is challenging to defend, why one should do all that work to implement it, as it bears such a work-load...” (FGD 1)*

*“In my team we felt that going through QIP was very inspiring; they said ‘we realise we are doing so many good things!’ For them the process was very self-rewarding...” (FGD 1)*



# Some qualitative results on the new tools

Tool	Successes	Challenges
SHIFT	<ul style="list-style-type: none"><li>• Facilitates involving key populations</li><li>• Raises important issues within policy context</li></ul>	<ul style="list-style-type: none"><li>• Time and complexity: challenging practical issues</li><li>• Inclusion of decision-makers → sensitive issue</li></ul>
PIQA	<ul style="list-style-type: none"><li>• Useful self-assessment</li><li>• Good planning tool</li></ul>	<ul style="list-style-type: none"><li>• Too academic for some NGOs</li><li>• Not IDU-specific enough</li></ul>

[Note: These tools were not finalised at the time of data collection]

*“I did the **PIQA** tool (...) It is very structured. So if you know the basics you can apply it without a lot of money. You just have to push yourself, to organize meetings in the country, to know where to go, who are the key people, network, and you can apply it.” (FGD 9)*





# **EVALUATION OF THE TRAINING WORKSHOPS**





# Methods used



- Training questionnaires

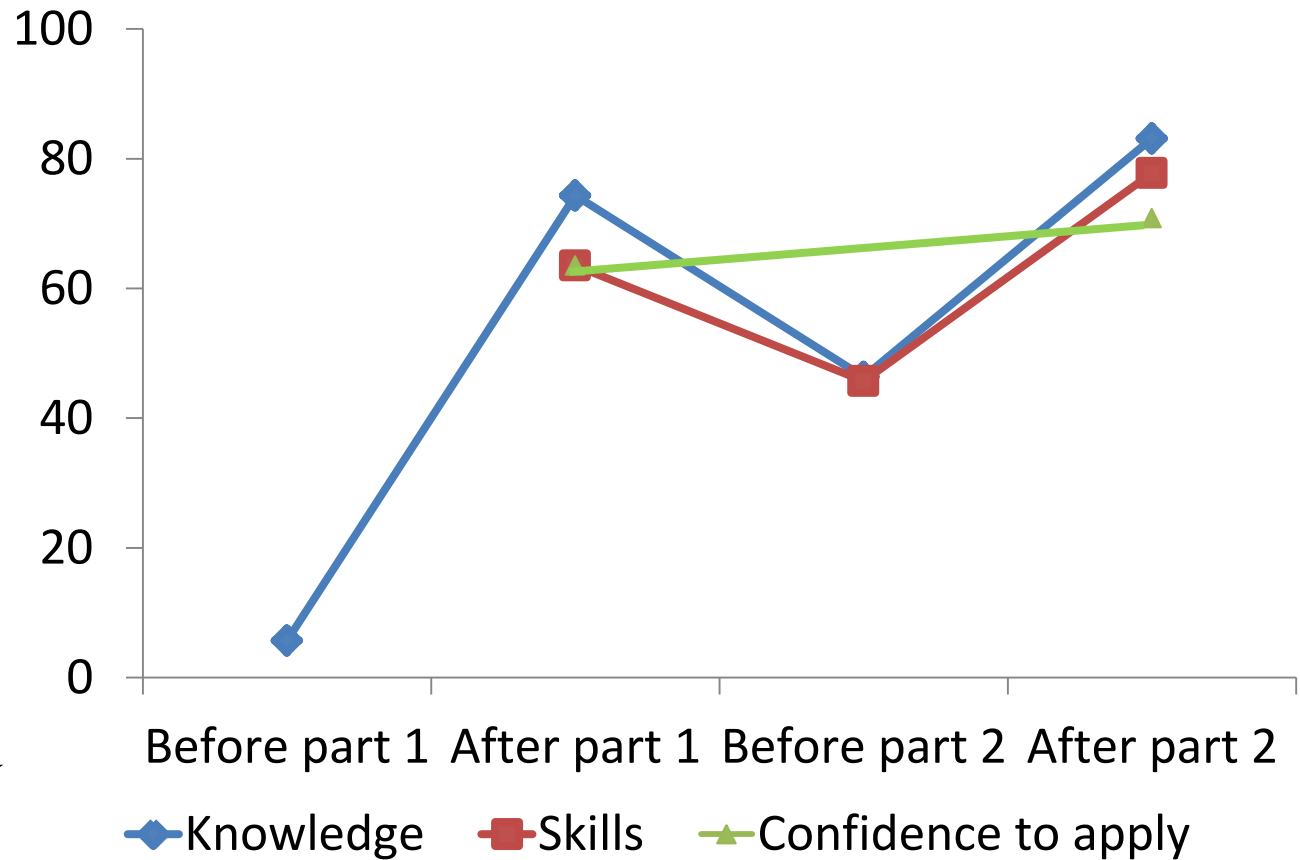
N	Pre-	Post-
Part 1	88	74
Part 2	69	72

± 6 months between part 1 and part 2

- Focus Group Discussions (FGD) during training workshops part 2 (73 participants in 9 FGD)
- Interviews with European-level trainers and Work Package Leaders (n=8)



# Proportion participants reporting high (\*) knowledge, skills and confidence to apply QI tools



**75 %**

\* Score 4 or 5 (high to very high)



## The training workshops were perceived as...

- Increasing the confidence to apply the QI tools
- Creating a trustful environment
- Fostering networking

*“Here we are equal, we can speak freely and on the same level as partners. But in our homes I can never have this kind of discussion with our stakeholders because we are in different corners and our discussion will never be so open.” (FGD 4)*

*“What was really helpful were the experiences of other people (...) because ... just listening to other people I got different inspirations, ‘oh this is possible...’ I got some really helpful ideas.” (FGD 5)*



# **QI TOOL APPLICATION PROCESS**



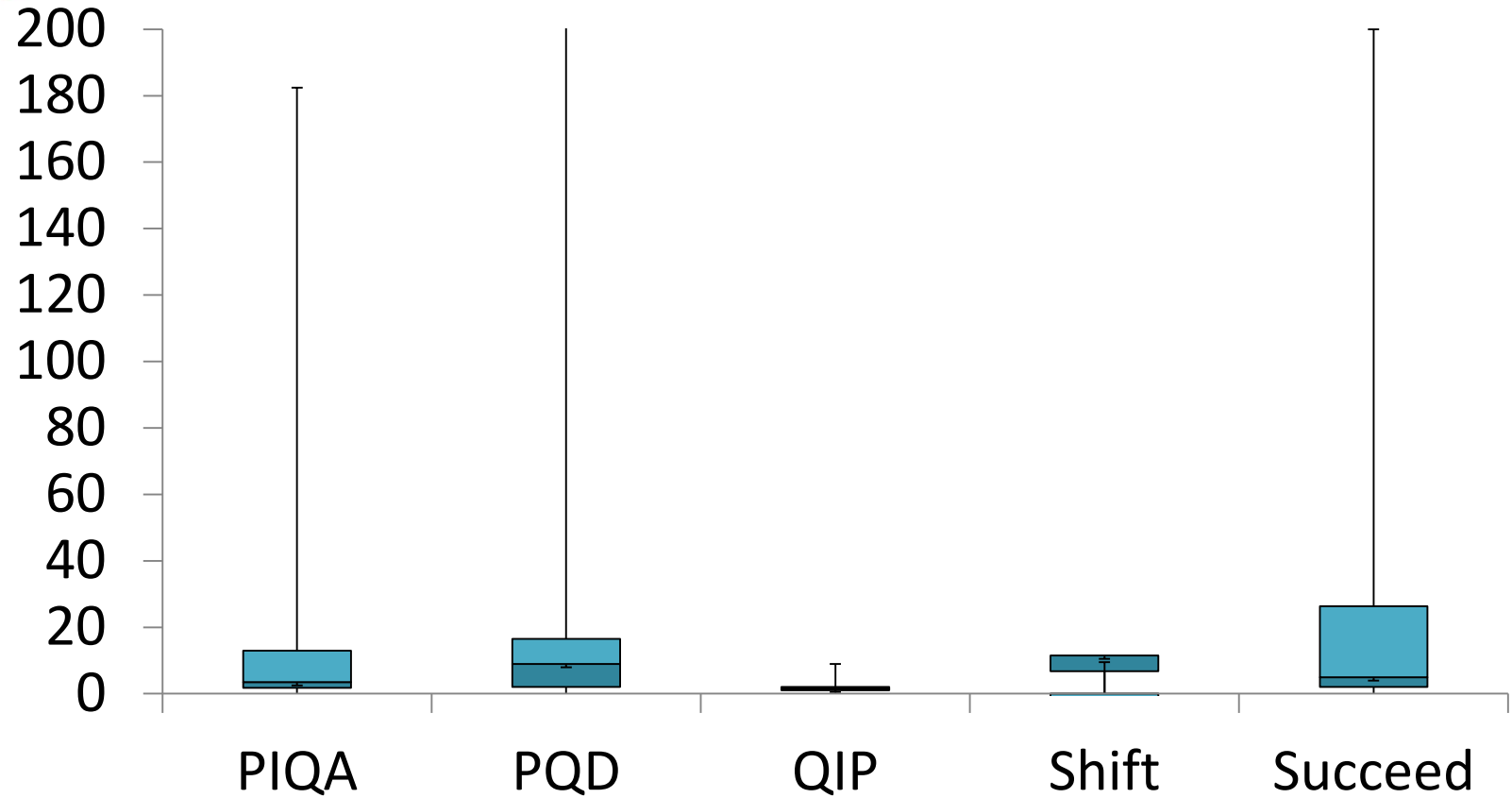


## Methods used



- Application process questionnaires:
  - 79 respondents from 48 applications
  - $\pm 6$  weeks after application
- Focus Group Discussions (FGD) during training workshops part 2 (73 participants in 9 FGD)
- Interviews with European-level trainers and Work Package Leaders (n=8)

# Duration of the application



Median (days):

3,5

9

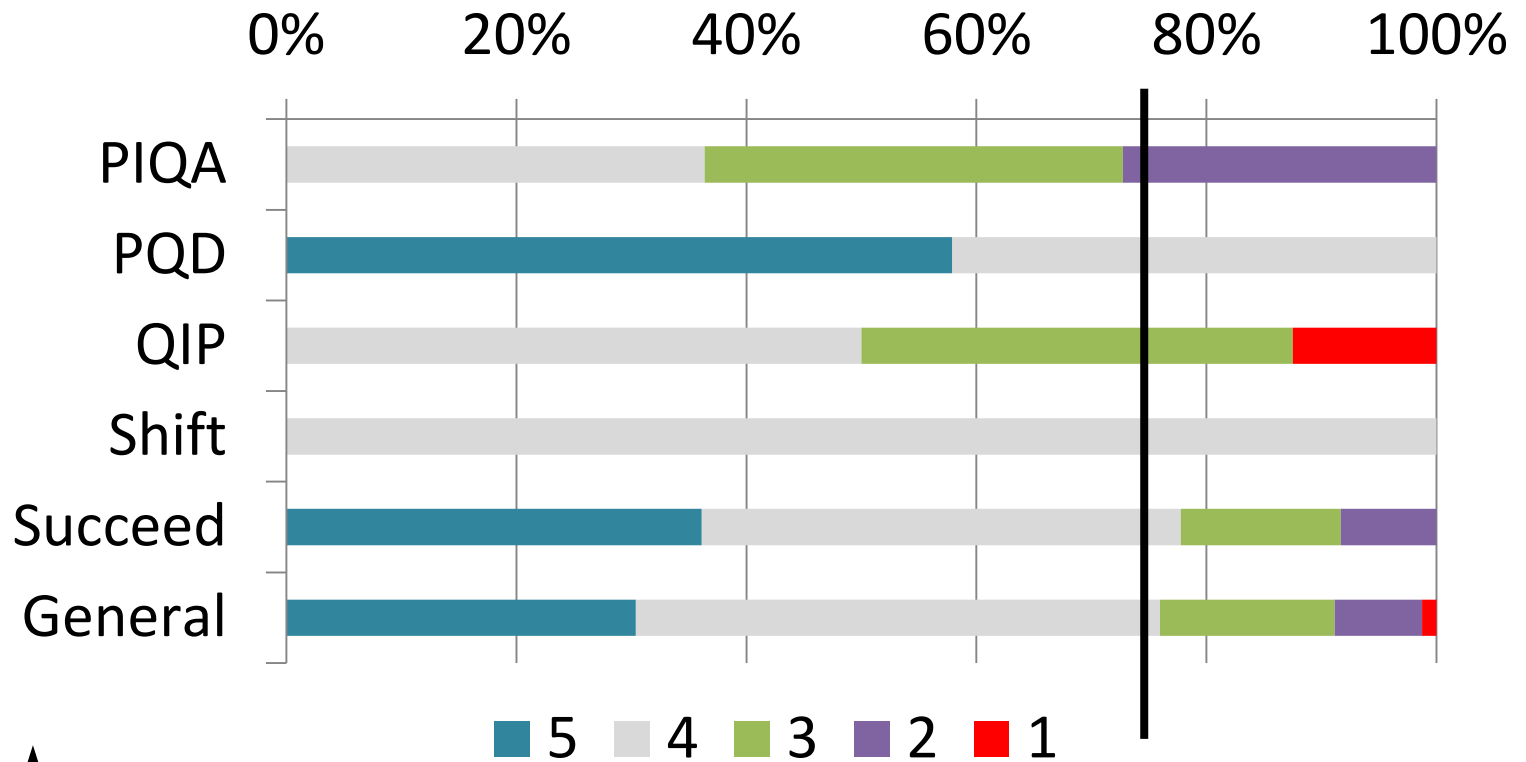
1,5

11,5

5



# Was the application process a success ?



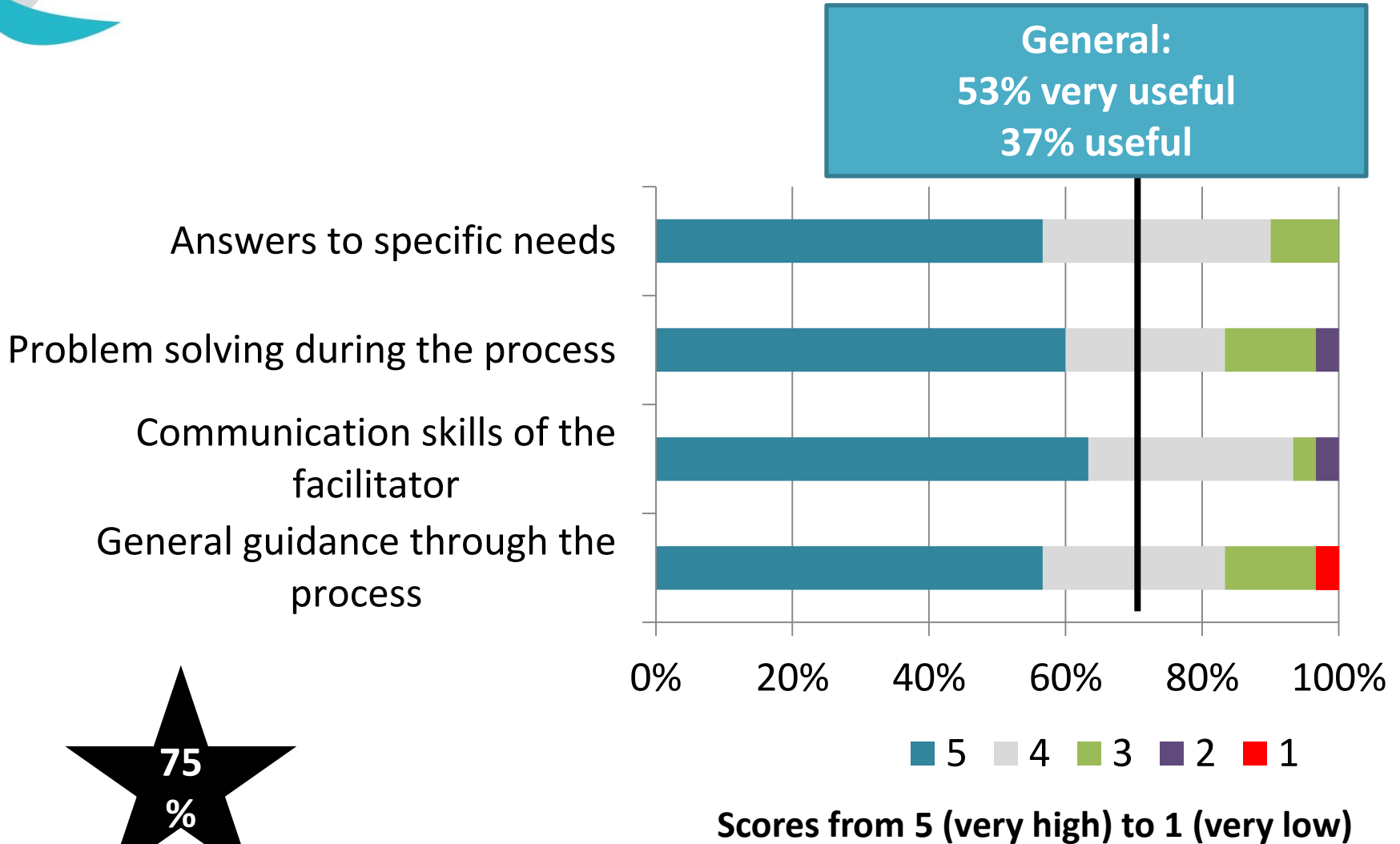
75  
%

Scores from 5 (very successful) to 1 (not successful at all)





# Satisfaction with the facilitation (N=30\*)



(\*) Respondents who were NOT facilitating the application



# The application process was perceived as...

“Stepping stone” to introducing quality in their organisations; ‘mind-shift’ on the organisational level...

*“In a way it planted a little seed in everybody’s head in how could I be doing something with quality, where could it be applied in my work.” (FGD 9)*



*“Working with QI is a change management situation. You have to be strategic about that and yes, sometimes people don’t like their little babies being criticized.” (Interview Trainer)*



# **OUTCOME OF THE APPLICATION**





# Methods used



- Outcome questionnaires:
  - 73 respondents from 55 applications
  - 60% finished  $\geq 6$  mo ago; 35% between 3-6 mo; 5%  $< 3$  mo
- Focus Group discussions
- Interviews
- Final interviews (n=25) with purposively selected stakeholders (phone, skype)



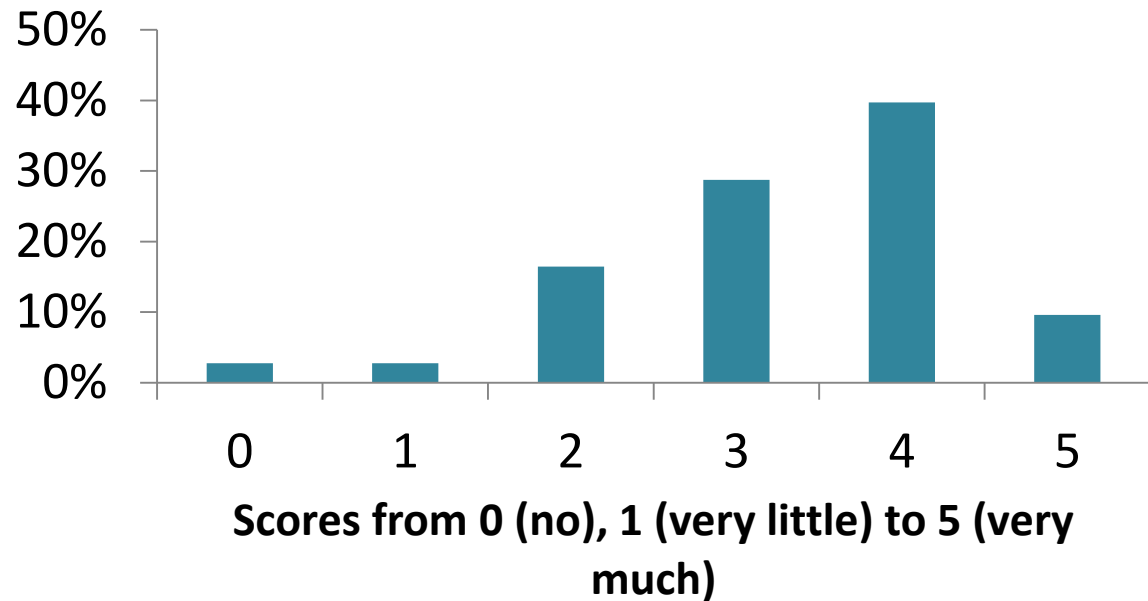
## The success/outcome of the application was perceived as:

- Reflecting on an organisation's activities and partnerships outlined a clear path on how to improve
- Improving the evidence-base of projects and programmes
- Non-judgmental approach to evaluation
- Networking

*“50% of the benefit of the Quality Action project was in the talking [to other stakeholders]. The other 50% was the tools themselves.”* (quote, final interviews)



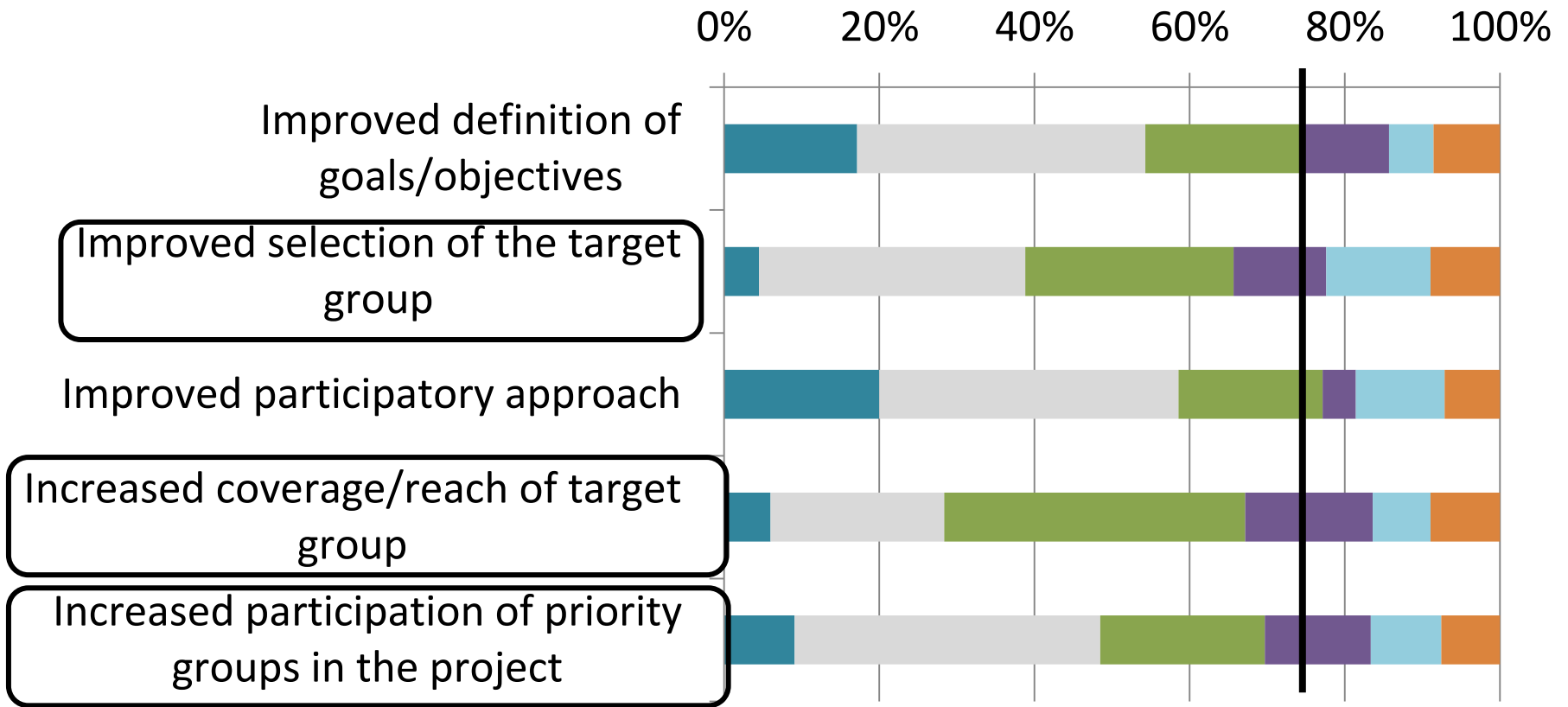
# Contribution of the QI to improving the project or program ?



*“The HIV response was a community movement. Projects were based on passion, but not necessarily grounded in evidence. In the past 20-25 years, models in HIV haven’t really changed[...] Quality Improvement provides the opportunity for programs to be based on evidence”.*



# Improvement at the level of the program/project planning and implementation

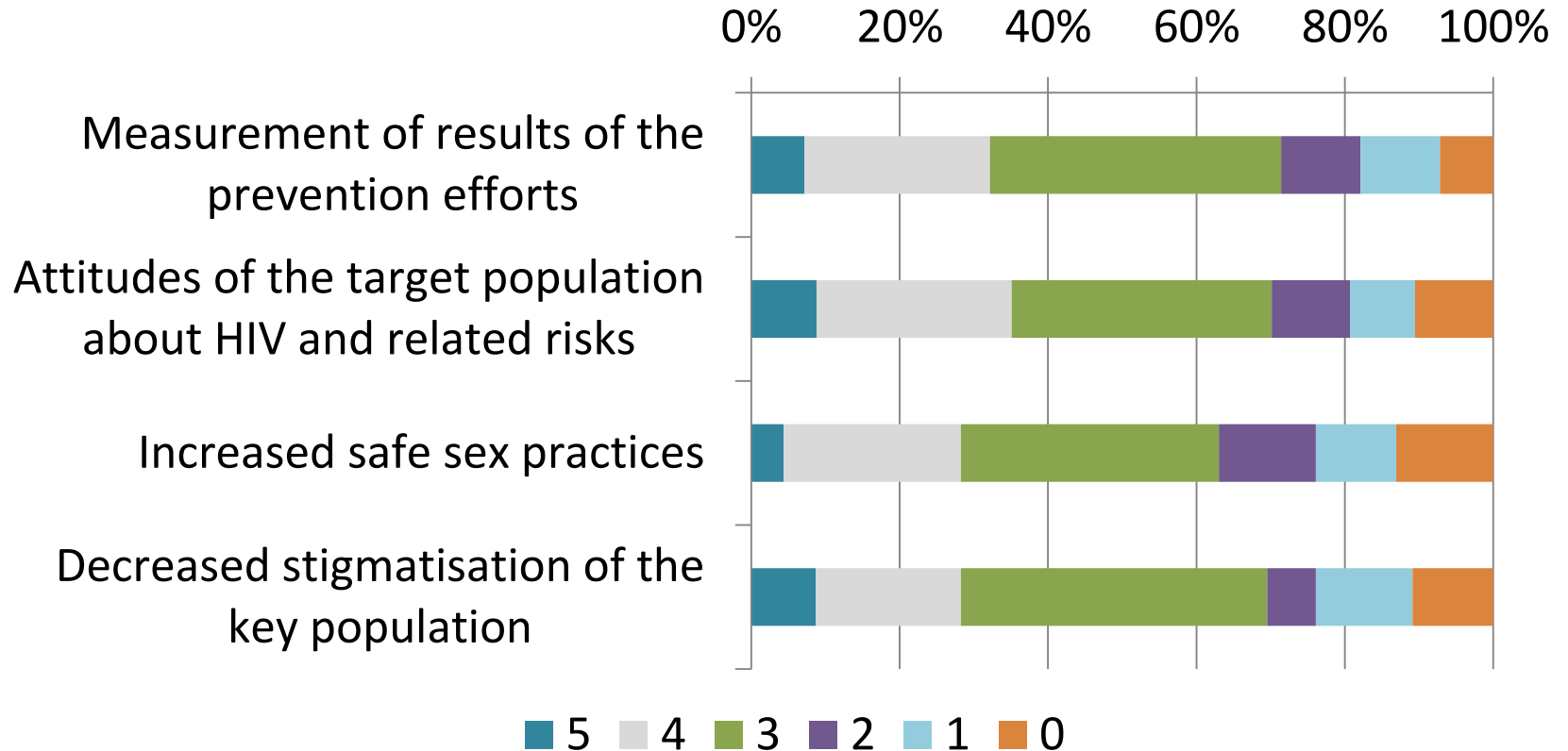


**75  
%**

Scores from 5 (important changes) to 1 (very few changes) and 0 (no changes)



# Improvement at the level of the program/project result

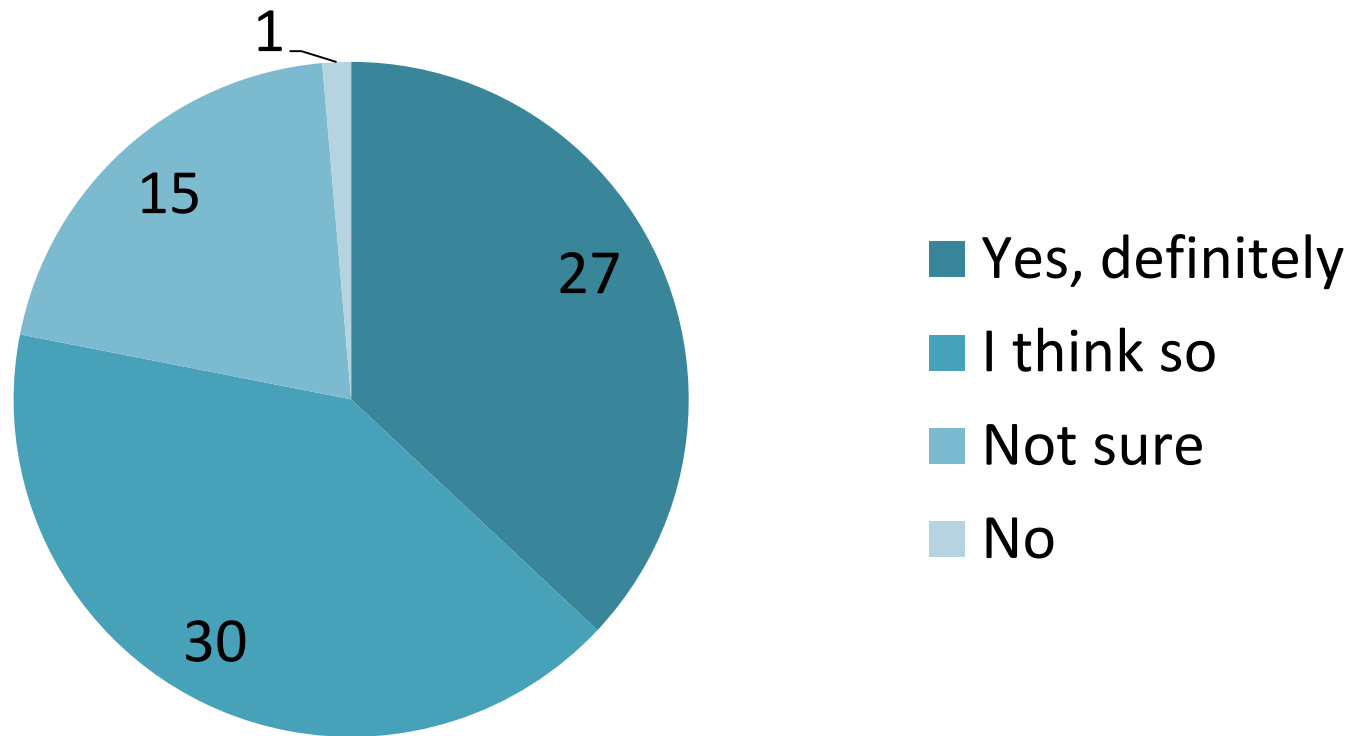


Scores from 5 (important changes) to 1 (very few changes) and 0 (no changes)





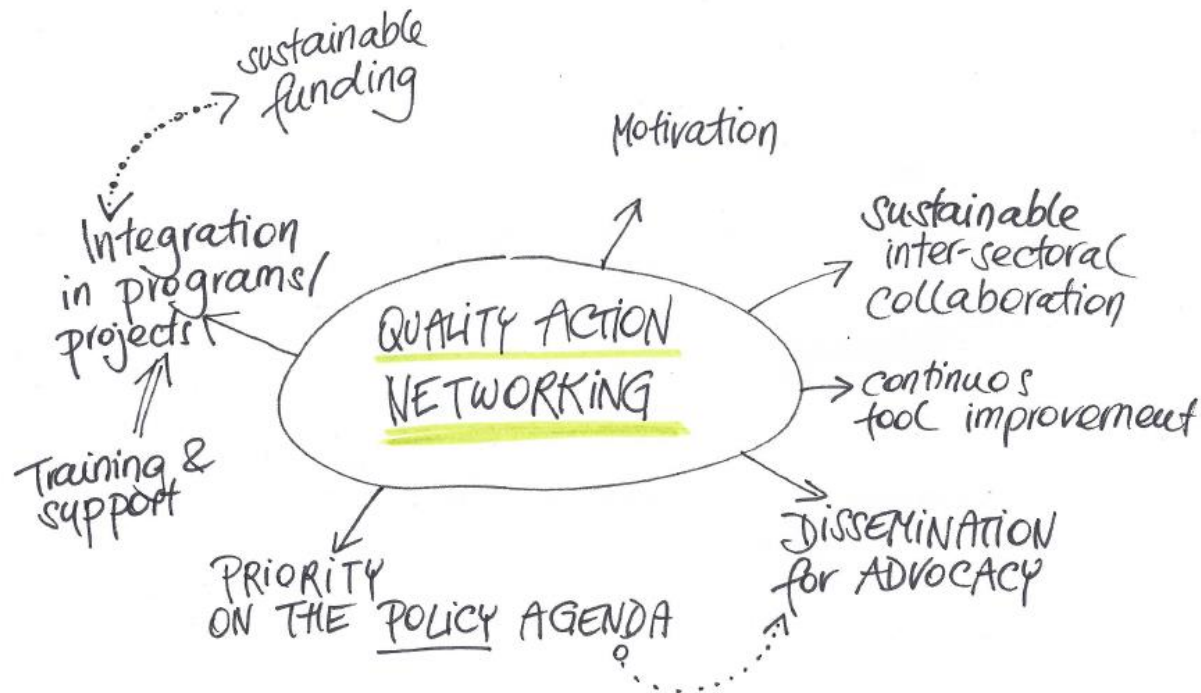
# Do you think QI will remain a key element of your organisation's future activities ?





# Future sustainability

- Respondents were unanimously positive about the Quality Action project; keen to continue the network
- Structural obstacles → leading to requirements for future sustainability





## Limitations of the evaluation method

- Quantitative data collection system posed challenges
- Some indicators were difficult to calculate because no real baseline data
- Anonymous data were a challenge for data cleaning and analysis
- Low response rate → representativeness of the data?
- Evaluating impact not possible because of the evaluation's short time frame



## Conclusions

- Quality Action: Overall successful
- Satisfaction with new tools
- European level training workshops well scored and led to a European quality network
- Applications overall successful
- Introducing QI in organizations → change process comes with challenges
- Long term impact would be interesting!