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Ministarstvo Zdravstva - Ministry of Health

Primary Health Care in Kosovo

**SUMMARY
REPORT**

**RANILUG
MUNICIPALITY**

Quality of Care Study 2018



**Accessible
Quality
Healthcare**

Kujdesi Shëndetësor i Qashtëm dhe Cilësor
Kvalitetna i Dostupna Zdravstvena Zaštita

SDC project implemented by Swiss TPH and Save the Children

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*Summary Report
Ranilug Municipality*



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

**Swiss Agency for Development
and Cooperation SDC**



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1 Background & Objectives

The Accessible Quality Healthcare (AQH) project in Kosovo is funded by the Swiss Agency for Development and Cooperation (SDC) and implemented by a Consortium comprising Swiss Tropical and Public Health Institute (Swiss TPH) and Save the Children. The overall goal of the AQH project is to ensure that the health of the population of Kosovo has improved, with strengthened healthcare providers and managers able to meet the needs of the patients (especially vulnerable groups), who are more aware of their rights and needs.

At the request of the Ministry of Health, the AQH project conducted the first national **facility-based Quality of Care (QoC) study** from August to October 2018.

The objective of the study was to measure the quality of care related to structural and procedural aspects, as well as selected outcomes, in Primary Health Care (PHC) in all 38 municipalities in Kosovo.

The specific objectives of this study were to provide PHC service providers with information to:

- Assess the quality of health services provided in several PHC centres in each municipality, including specific structural and procedural aspects.
- Allow comparison of different aspects of quality of care between all municipalities.
- Determine to what degree health providers have infrastructure and consumables available as outlined in the national PHC norms or, where these are unavailable, those outlined in WHO standards.
- Assess patient satisfaction with the services provided at PHC centres.

For this study we considered an operational definition of the quality of health services based on the concept of quality of care presented by Donabedian (1988, 1990), which has frequently been used in similar studies (Boller and Wyss et al., 2003; Matthys, 2013; Kiefer and Kadesha, 2015; Lechthaler, 2015; AQH, 2016). This is characterized by three dimensions:

1) Structural attributes - relate to the setting where health care is provided. These attributes mostly refer to the organizational structure, human and financial resources, as well as availability of technical resources such as clinical protocols and guidelines.

2) Process attributes - relate to the provider-client interaction, for example professional conduct and technical competence, as well as interpersonal relations/client satisfaction.

3) Outcome attributes - relate to the effect of care delivery on the health status of populations. Outcomes result from the structural and process attributes, for example, survival and recovery of patients or, more indirectly, patient satisfaction.

This operational definition is based on the assumption that the three dimensions are connected to each other and ultimately to service quality: good structure increases the likelihood of good processes and good process increases the likelihood of good outcomes, although outcomes are a consequence rather than a component of the quality of services.

2 Methodology

2.1 Study design

The QoC study is designed as a facility-based cross sectional survey to measure aspects of the quality of care of PHC service. It captures the overall quality of the facility infrastructure (structural aspects), the quality of provider-patient interactions (process aspects) and patient satisfaction after consultation (outcome). The study assesses quality of care provided to all patient groups but particularly focuses on patients with diabetes and hypertension.

The modules for the QoC survey are based on a mix of indicators from the WHO Service Availability and Readiness Assessment (SARA) and the “Tool to Improve Quality of Health Care” within the “ACCESS” program supported by the Novartis Foundation for Sustainable Development (2014), as relevant. The modules were adapted to the Kosovo local context thereby taking into consideration the national PHC norms or, where these are unavailable, the WHO norms established in the Package of Essential Non Communicable Diseases (NCDs) Interventions.

2.2 Study area & target population

The survey was implemented in all municipalities. The QoC survey targets PHC facilities in both rural and urban areas. During the survey data was collected at three different levels: 1) the health facility, 2) the health provider and 3) the patients.

Inclusion criteria for the baseline assessment

Inclusion criteria for the health facilities were as follows:

- Main Family Medicine Centre (MFMC) or Family Medicine Centre (FMC)
- At least one medical doctor assigned to the facility for at least one day per week

Inclusion criteria for health providers of the selected facilities for provider-patient observations were:

- Doctors providing PHC services
- Patients (18 years or older, or children accompanied by a legal representative) accessing the facility and receiving a consultation from a health provider
- Oral informed consent provided by the provider
- Oral informed consent provided by the patient or his/her legal representative (mother/father/caretaker)

Inclusion criteria for patients accessing the selected facilities and receiving consultation were:

- Patients (18 years or older, or children accompanied by a legal representative) accessing the facility and receiving a consultation from a health provider
- Oral informed consent provided by the patient or his/her legal representative (mother/father/caretaker)
- Accessing the facility to receive services either for themselves or their accompanying minors.

2.3 Sample size and sampling strategy

Sampling of health facilities

We applied a random proportional-to-size sampling procedure for each of the domains assuming that the facilities will be allocated to urban and rural areas proportional to the size of

urban and rural populations in the region. The number of daily visits in June 2018 is considered a proxy of daily attendances.

Sampling of providers for provider-client observations

All provider-patient consultations, for which informed consent could be obtained from the patient or their legal representative, were observed in each health facility “Provider” hereby only refers to medical doctors (see inclusion criteria). A healthcare provider could but did not have to be observed repeatedly.

Sampling of patients for exit interviews

For the exit interviews, all patients that received care for themselves, or for a child in their care, at the facility were interviewed for the exit interview, provided they gave consent¹. The patients included for exit interviews did not necessarily need to be the same as for the provider-patient observation (see inclusion criteria).

2.4 Data collection and analysis

Data collection

Before data collection, relevant authorities, specifically Directors for Health and Social Welfare (DHSW), mayors as well as managers of all selected facilities in all surveyed Municipalities were informed about the study, its purpose and its schedule at a meeting hosted by the Ministry of Health on 5th July 2018.

The data collection team consisted of 23 data collectors, divided into 10 sub-teams. Most data collectors had a background in medical training and public health and previous survey experience. Each data collection team was assigned to a set of designated facilities where they conducted the assessments. The data collection teams were closely monitored by the local study coordinator and supervisors. Data collection in the field took place from 10 September 2018 until 05 October 2018.

The following procedures were followed at each facility:

- 1) Introduction of purpose and procedures of the survey to the targeted service providers.
- 2) Data collection
 - Starting with provider-patient observations and exit interviews with patients conducted at the facility.
 - Exit interviews with clients were conducted in an appropriate location ensuring privacy and confidentiality.
 - Structural attributes related to infrastructure and management were assessed after the consultation hours in the afternoon.

Data collection was performed electronically using the Open Data Kit (ODK)² software on tablets. During and after each day of data collection, the local study coordinator and the supervisors conducted quality assurance.

Data analysis

During the analysis of the obtained data, full confidentiality of respondents was assured. Data was analysed using Stata Statistical Software/SE v15.0.

Additive index: The overall scores were calculated as additive indices to indicate the achieved percentage score. For a certain set of questions, e.g. infection prevention and control measures the additive index counts the answers/criteria which were fulfilled or not fulfilled. Questions/criteria which are not applicable were not considered. The number of positive

¹ Depending on the capacity of the data collectors.

² Open Data Kit (ODK) is a free and open-source set of tools for mobile data collection solutions. <https://opendatakit.org/>

answers is then divided by the total of valid answers (ratio). This way a percentage score is obtained for **each patient**.

Example: For infection prevention and control measures we measured five different aspects. For the first patient none of the aspects we measured was relevant, e.g. no examinations were done.

For the second patient only two of the five aspects were relevant: hand washing before and after the examination. Both actions were not observed. Hence this person had two valid answers but did not achieve any score. So the percentage score achieved for this person was 0.

For the third patient all five actions related to infection prevention and control measures were relevant. However, none of the five actions were observed. So the percentage score is yet once more 0.

The fourth patient was examined and instruments were used. Thus three aspects were relevant, but only one aspect (disinfection of instruments) observed. Hence 1 out of 3 were achieved, translating to a percentage score of 33%.

For the fifth patient all five aspects were considered relevant and all were also adhered to by the doctor. Hence for this person a percentage score of 100% was achieved.

The average index **for the facility** for infection and prevention measures would be calculated as $133/4=33\%$

| Patient | Washed hands before | Washed hands after | Disinfected instruments | used gloves as required | used mask as required | Number of valid answers | Number of positive answers | Ratio (positive/valid answers) |
|-----------------------|---------------------|--------------------|-------------------------|-------------------------|-----------------------|-------------------------|----------------------------|--------------------------------|
| 1 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 2 | no | no | n/a | n/a | n/a | 2 | 0 | 0 |
| 3 | no | no | no | no | no | 5 | 0 | 0 |
| 4 | no | no | yes | n/a | n/a | 3 | 1 | 33 |
| 5 | yes | yes | yes | yes | yes | 5 | 5 | 100 |
| Facility Score | | | | | | | | 133/4=33 |

Yes/no: as observed; n/a: action was not needed, e.g. no examination conducted

95% - CI: A 95% confidence interval (CI) is used to analyse the data presented in Tables 15 - 20 whereby the average is a range with an upper and lower number calculated from a sample. Because the true population average is unknown, this range describes possible values that the mean could be. If multiple samples were drawn from the same population and a 95% CI calculated for each sample, we would expect the population mean to be found within 95% of these CIs. CIs are sensitive to variability in the population (spread of values) and sample size. We could say: we are confident that the real value lies somewhere within this value range. A confidence interval cannot be estimated if there is only one observation or if there is no variation of values.

n: number of observations in the sample

Rank: The rank provides an indication on the position of the municipality related to certain aspects. In other words: how does the municipality perform in comparison to the other 37 municipalities. In case of ties (=municipalities achieving the same score) the average rank is calculated and assigned, e.g. achievement scores are for two facilities 90, then their potential ranks 8 and 9 and are taken together and divided by 2. This results in the rank 8.5. Hence there is no rank 8 or 9 assigned and the next municipality would be assigned the rank 10.

2.5 Limitations

Sample size

The study was designed as a nationwide survey. Hence, in comparison to a census, only randomly selected facilities were included in the study. Due to the different sizes of the municipalities, but also the different utilization patterns in the different municipalities, some municipalities had more facilities included than others. Some of the municipalities had only the MFMC and 1 FMC included. This limits our ability to show possible wider variations in these municipalities.

In addition some facilities had only a few visits from patients on the day(s) of the survey. Thus the numbers of observations or exit interviews varies substantially between the facilities.

Interviewer bias

Interviewers were trained and received clear instructions on the data collection, nevertheless variations between interviewers cannot be completely ruled-out.

Clinical observations

The observations protocols for diabetic and hypertensive patients were very detailed in comparison to other illnesses. Hence, this might partially explain achievement differences between those illnesses and all other.

2.6 Ethical considerations

Before the interviews and observations, participants were given an information leaflet and asked for their consent. For this, participants were informed that a) their participation is voluntary, b) they can withdraw from participation at any time without any consequences, c) non-participation will not have any negative effects. Participants were also informed how the data will be used and that confidentiality is ensured as no names or other identifying aspects will be collected.

Ethical clearance was obtained from the Kosovo Medical Chamber on 3rd of August, 2018 (Reference Number: 04/2018).

3 Results

3.1 Summary of results for Ranilug municipality

3.1.1 Infrastructure

- One facility was part of the study.
- PHC - Ambulanta Ranilug offers a variety of services, except antenatal care and x-ray.
- The facility infrastructure, overall cleanliness and maintenance scored well, except for the lack of available empty patient record cards.
- Hygiene can be improved (disposal of sharps and medical waste, constant availability of soap and water)
- Public accountability items were partly displayed but guidelines and information materials were unavailable.
- The availability of general medical equipment, gynaecological service equipment, advanced equipment and medical products were mixed.
- Equipment to assess and monitor child growth was absent.
- A number of items of basic PHC equipment are not available, or they are available but not functional.
- Several items of medication were not available. There were no items for patient testing available.

3.1.2 Clinical observation

- A total of 20 clinical observations were conducted.
- The majority of patients (9) consulted for hypertension, 6 consulted for other health issues, 3 for referral and 2 for diabetes.
- Adherence to principles of history and physical examination was good (84%).
- Infection prevention and control measures were very good (100%)
- Diabetes consultations achieved scores of 67%.
- Hypertension consultations achieved scores of 70%.
- The treatment of patients with other illnesses including referral scored similarly high.

3.1.3 Exit Interviews

- In total 16 patients (7 women) were interviewed.
- Ten of the patients had visited the health care facility between 1 to 3 times in the last three months.
- All patients indicated to be satisfied or very satisfied with the services.
- All patients who paid for the service had received a receipt.

3.2 Detailed information on results

3.2.1 Overall assessment of municipalities

Table 1 Overview rank of all municipalities in Kosovo, 2018

| Municipalities | Number of facilities | Infrastructure | | Clinical Consultation | | Exit Interview | |
|-----------------|----------------------|--------------------------|---------------------|---------------------------------|----------------------------|--------------------------|---------------------|
| | | Infrastructure Score (%) | Infrastructure Rank | Clinical Consultation Score (%) | Clinical Consultation rank | Exit Interview Score (%) | Exit Interview rank |
| Partes/Pasjane | 1 | 85 | 1 | 84 | 1 | 97 | 1.5 |
| Mitrovica North | 1 | 80 | 2 | 68 | 20 | 77 | 34.5 |
| Zvecan | 1 | 78 | 3 | 54 | 34 | 73 | 38 |
| Prishtinë | 5 | 77 | 4 | 59 | 30.5 | 88 | 21 |
| Strpce | 1 | 76 | 5 | 78 | 8.5 | 94 | 5 |
| Zubin Potok | 1 | 73 | 6 | 67 | 22 | 79 | 32.5 |
| Mamusha | 1 | 68 | 7.5 | 77 | 10 | 89 | 18 |
| Leposavic | 1 | 68 | 7.5 | 61 | 29 | 75 | 36 |
| Istog | 2 | 65 | 10 | 78 | 8.5 | 97 | 1.5 |
| Kaçanik | 2 | 65 | 10 | 75 | 12 | 92 | 10 |
| Gracanica | 3 | 65 | 10 | 55 | 33 | 79 | 32.5 |
| Prizren | 8 | 64 | 13 | 83 | 2.5 | 91 | 14 |
| Mitrovicë | 6 | 64 | 13 | 81 | 4 | 87 | 23 |
| Fushë Kosovë | 3 | 64 | 13 | 70 | 18.5 | 84 | 28.5 |
| Obiliq | 2 | 63 | 15.5 | 83 | 2.5 | 85 | 26.5 |
| Viti | 2 | 63 | 15.5 | 67 | 22 | 88 | 21 |
| Dardanë | 2 | 62 | 19 | 79 | 6.5 | 93 | 7.5 |
| Peja | 3 | 62 | 19 | 72 | 17 | 94 | 5 |
| Hani I Elezit | 1 | 62 | 19 | 67 | 22 | 91 | 14 |
| Rahovec | 3 | 62 | 19 | 52 | 35 | 93 | 7.5 |
| Gjakovë | 5 | 62 | 19 | 46 | 36 | 89 | 18 |
| Junik | 1 | 61 | 22 | 42 | 37 | 88 | 21 |
| Ranilug | 1 | 60 | 24 | 75 | 12 | 86 | 24.5 |
| Novo Brdo | 2 | 60 | 24 | 75 | 12 | 77 | 34.5 |
| Shtime | 2 | 60 | 24 | 74 | 14.5 | 89 | 18 |
| Ferizaj | 4 | 59 | 26.5 | 74 | 14.5 | 85 | 26.5 |
| Gjilan | 5 | 59 | 26.5 | 64 | 25 | 82 | 30 |
| Dragash | 2 | 58 | 28 | 73 | 16 | 91 | 14 |
| Skenderaj | 3 | 57 | 29.5 | 80 | 5 | 94 | 5 |
| Therandë | 3 | 57 | 29.5 | 65 | 24 | 80 | 31 |
| Klinë | 2 | 56 | 31 | 79 | 6.5 | 92 | 10 |
| Drenas | 3 | 55 | 32.5 | 63 | 27 | 91 | 14 |
| Vushtrri | 3 | 55 | 32.5 | 59 | 30.5 | 74 | 37 |
| Malishevë | 3 | 53 | 34 | 63 | 27 | 91 | 14 |
| Podujevë | 2 | 51 | 35 | 56 | 32 | 84 | 28.5 |
| Lipjan | 5 | 49 | 36.5 | 70 | 18.5 | 86 | 24.5 |
| Deçan | 2 | 49 | 36.5 | 41 | 38 | 95 | 3 |
| Klokot | 1 | 44 | 38 | 63 | 27 | 92 | 10 |

3.2.2 Number of observations and overall assessment

Table 2 Number of observations and overall assessment in Ranilug Municipality

| | Name of the facility | No. of clinical observations | No. of Exit interviews |
|---|-----------------------------|-------------------------------------|-------------------------------|
| 1 | PHC - Ambulanta Ranilug | 20 | 16 |

Table 3 Overall quality score for Ranilug Municipality

| | PHC - Ambulanta Ranilug |
|---|--------------------------------|
| Infrastructure score (structural quality) | 60% |
| Clinical score (process quality) | 75% |
| Exit score (outcome quality) | 86% |

3.2.3 Infrastructure

Table 4 Services offered

| | PHC - Ambulanta Ranilug |
|--|--------------------------------|
| Family planning | yes |
| Antenatal care | no |
| Obstetric and newborn care | yes |
| Immunization | yes |
| Child care | yes |
| Adolescent health | yes |
| STI services | yes |
| Tuberculosis services | yes |
| NCD services | yes |
| Surgery | no |
| Outreach activities (mother, newborn and child health) | yes |
| Lab services | yes |
| X-ray | no |
| Physician present. | 5 or more days per week |

Table 5 Facility infrastructure and overall cleanliness and maintenance

| Facility | PHC - Ambulanta Ranilug |
|---|---|
| The facility and immediate surroundings (facility yard, waiting area outside) are free from long grass, paper debris and solid waste. | yes |
| The facility has a rubbish bin which is properly used and not overflowing. | no |
| There is a designated waiting room for patients. | yes |
| The current waiting area is mopped, free of dust, trash; dirt, spider webs, and generally tidy. | yes |
| There is at least one designated consulting room for women. | yes |
| There is at least one designated consulting room for children. | yes |
| All examination room(s) ensure(s) privacy/confidentiality (door, window blind, curtain). | yes |
| All examination rooms are mopped, free of dust, trash; dirt, spider webs, and the rooms are generally tidy. | yes |
| All examination rooms are well illuminated. | yes |
| The facility has electricity | yes |
| During the past 7 working days, did you have any power cuts of more than 1 hour during opening hours. | yes |
| Is there routinely a time of year when this facility has a severe shortage or lack of power? | no |
| If yes, specify: | not applicable |
| The facility has a functional generator | yes |
| If the health facility has a functional generator: is fuel available today for the generator? | yes |
| The facility has a functional heating system. | yes |
| If yes, specify: | Centralno |
| Has the facility a functional communication equipment (functional landline telephone or cell phone) available (either private phone or facility phone)? | yes |
| What type of phone do you have available? | Private cell phone of staff, Cell phone of facility, Landline of facility |
| The facility has functional computer. | yes |
| The facility has a functional printer. | no |
| The facility has internet access. | yes |
| During the past 7 working days did you have internet for at least 1 hour every day? | yes |
| The administration shelf is filed and in order. | yes |
| Does the facility have a patient record system? | yes |
| In which year was the patient record system introduced? | 2013 |
| Are there sufficient empty patient record cards available? | no |

Table 6 Hygiene

| | PHC - Ambulanta Ranilug |
|--|----------------------------|
| There is running water in the facility (out of the tap). | yes |
| There is warm water available (out of the tap). | yes |
| Is there routinely a time of year when this facility has a severe shortage or lack of water (out of the tap)? | no |
| If yes, SPECIFY when: | not applicable |
| If yes: In case there is a severe shortage or lack of water (out of the tap), where do you fetch water? | not applicable |
| Functional washing points exist in examination rooms and/or entrance hall, and soap or hand disinfectants and water are available. | no |
| Labelled containers for medical waste disposal are available in all required areas (e.g. examination rooms). | no |
| The facility has adequate and safe disposal of sharps (sharps box/container). | no |
| The facility has adequate and safe disposal of infectious waste. | yes |
| Infectious waste is temporary stored at a protected place. | |
| Sharps waste is temporary stored at a protected place. | no |
| There is regular and appropriate collection for infectious waste. | yes |
| There is regular and appropriate collection for sharps waste. | yes |
| The facility has essential disinfectants and antiseptics. | yes |
| The facility has chlorine solution or other disinfectants to disinfect contaminated instruments in all required areas (e.g. in examination rooms). | no |
| The facility has at least one accessible and functional toilet for patients. | no |
| The facility has at least one accessible and functional toilet for staff. | yes |
| The toilet(s) or latrine is clean. | no |
| A washing point is available near the toilet or latrine. | no |
| Soap and water are available at the washing point near toilet or latrine. | no |

Table 7 Public accountability items

| | PHC - Ambulanta Ranilug |
|--|------------------------------------|
| Facility visibly displayed | yes |
| Opening hours visible | yes |
| Phone number displayed | no |
| Tariffs displayed | yes |
| Ministry of Health (MoH) complaints number displayed | no |
| Flyer about MoH complaints number available | no |
| Tobacco laws displayed | yes |
| Patient's rights and responsibilities displayed | no |
| Logos of pharmaceutical industries showing | no |
| Mechanisms to give public opinion on the service | no |
| Mechanisms for referrals available | no |
| Year of last quality inspection by the Ministry | 2017 |

Table 8 Availability of guidelines and information materials

| | PHC - Ambulanta Ranilug |
|--|------------------------------------|
| Therapeutic standard guideline for PHC | no |
| List of essential drugs | no |
| Calendar for health promotion | no |
| Vaccination calendar | no |
| Are awareness materials based on standard package info | no |

Table 9 Availability of general medical equipment

| Facility | PHC - Ambulanta Ranilug |
|---|-------------------------|
| Microsurgery | not available |
| Nebulizer | available, functional |
| Ambu mask | available, functional |
| Strong source of light in good condition (portable) | available, functional |
| Nasal speculum | not available |
| Otoscope | available, functional |
| Ophthalmoscope | available, functional |
| Doppler | not available |
| Glucometer | available, functional |
| Peak flow meter | not available |
| Tape measure | available, functional |
| Pen light | available, functional |
| Head light | not available |
| Neurological hammer | not available |
| Weight scale for adults | available, functional |
| Weight scale for children (over 2 years old) | available, functional |
| Weight scale for infants and toddlers (up to 2 years old) | available, functional |
| Sphygmomanometer for children | available, functional |
| Sphygmomanometer for adults | available, functional |
| Stethoscope for children | available, functional |
| Stethoscope for adults | available, functional |
| Obstetrical stethoscope/Fetoscope | not available |
| Pelvimeter | not available |
| Sterilization equipment and anti-septical protocol | available, functional |
| Pulse oximeter | available, functional |
| Refrigerator | not available |
| Vaccine refrigerator/portable | available, functional |
| Height meter board for children (up to two years old) | not available |
| Meter for height measuring (children over 2 years old) | available, functional |
| Thermometer | available, functional |
| Tuning fork | not available |
| Table for vision testing | available, functional |
| Ear syringe | not available |
| Scissors | available, functional |
| Timer | available, functional |
| Snellen eye chart | not available |
| Children growth chart | not available |
| Tongue depressor | available |

Table 10 Availability of Gynaecological service equipment

| | PHC - Ambulanta Ranilug |
|---|----------------------------|
| Gynaecological bed | available, functional |
| Gynaecological instruments | available, functional |
| Oxygen tank (tube) | available, functional |
| Vaginal speculum, small size | not available |
| Vaginal speculum, medium size | available |
| Vaginal speculum, large size | not available |
| Pap smear materials: (brush, spatula, holder) | available |
| Gloves (latex) | available |
| Masks for doctors | not available |

Table 11 Availability of advanced equipment

| | PHC - Ambulanta Ranilug |
|----------------------|----------------------------|
| EKG machine | available, not functional |
| Sterilizer/Autoclave | available, functional |
| Photometer | not available |
| Centrifuge | available, functional |
| X-ray | not available |
| Defibrillator | not available |
| Ultrasound machine | available, functional |
| Microscope | available, functional |

Table 12 Availability of equipment to assess and monitor child growth

| | PHC - Ambulanta Ranilug |
|---|----------------------------|
| Box of blocks in different colours | no |
| Rattle, small red ball hung in a piece of thread | no |
| Book with simple illustrations or some sheets of colour paper with illustrations, i.e. a flower, a girl, a car, a cat, etc. | no |
| Large and thin pencils, sheets of paper for drawings | no |
| Doll | no |
| Hairbrush | no |
| Small plate and spoon | no |
| Cups | no |
| Simple puzzles with 2-3 pieces | no |
| Sheet with stripes and shapes | no |

Table 13 Availability of medical products

| Facility | PHC - Ambulanta Ranilug |
|--|-------------------------|
| Vaccines | no |
| Water for injections | yes |
| Atropine sulphate | yes |
| Dextrose solution | yes |
| Manitol solution | yes |
| Diazepam | yes |
| Adrenaline / epinephrine | yes |
| Furosemid | yes |
| Natrium chloride solution | yes |
| Glyceryl trinitrate/nitroglycerin | yes |
| Dexamethason | yes |
| Antitetanus serum | yes |
| Antivenom imunoglobulin/antivipera serum | no |
| Oral rehydratation salt/tresol (o.r.s) | no |
| Benzympenicillin/ bipenicillin | yes |
| Metoclopramide/ methochopramid | yes |
| Paracetamol/acetaminophen | yes |
| Morphine sulphate | no |
| Diclofenac | yes |
| Salbutamol (nebulizer) | yes |
| Hydrocortisone | yes |
| Contraceptives: oral (COC, POP), Injectables, DIU, Condoms | no |
| Emergency conceptive pill/levonorgestrel | no |
| Plastic syringes | yes |
| Needles for syringes | yes |
| Povidon jod/iodine solution | yes |
| Surgical gloves | yes |
| Amoxicillin/erythromycin | no |
| Chloropiramine/chlorfeniramin (oral antihistamine) | no |
| Acid acetylsalicylic/aspirin | no |
| Atenolol/metoprolol | no |
| Sol. glucose | yes |
| Hyoscine butylbromide/buscopan | yes |
| Folic acid | no |
| Oxygen | yes |
| Bandages | yes |
| Gauze | yes |
| Hydrogen peroxide | yes |

| Facility | PHC - Ambulanta Ranilug |
|------------------------------------|----------------------------|
| Hydrophilic cotton | yes |
| Plastic perfusion system | yes |
| Spiritus aethylicus 70% (alcohol) | no |
| Ranitidine | yes |
| Magnesium sulphate | no |
| Suture/thread for stitching wounds | no |
| Kalium (potassium) iodine | no |
| Test strips for Glucometer | no |
| Urine protein test strips | no |
| Urine ketones test strips | no |
| Urine microalbuminuria test strips | no |
| Fluorescein strips | no |
| Blood cholesterol assay | yes |
| Lipid profile | yes |
| Serum creatinine assay | yes |

3.2.4 Clinical Observations

Table 14 Clinical observations overview table

| | PHC - Ambulanta Ranilug % (n=20) |
|-----------------------------------|--|
| Number of observations (patients) | 100% |
| - women | 50% (10) |
| Observations by type of doctors | |
| - Family Medical Specialist | 0% (0) |
| - General Practitioner | 0% (0) |
| - Specialist | 100% (20) |
| Age of patient | |
| - <5 | 0% (0) |
| - 5 - 18 | 5% (1) |
| - 19 - 49 | 30% (6) |
| - 50 - 65 | 30% (6) |
| - >65 | 35% (7) |
| Reason for visit | |
| - Hypertension | 45% (9) |
| - Diabetes | 10% (2) |
| - Other | 30% (6) |
| -Referral | 15% (3) |

Table 15 Adherence to principles of history and physical examination

| | PHC - Ambulanta Ranilug (n=20) |
|--|--------------------------------------|
| The medical doctor adheres to principles of history and physical examination, i.e. ... <ul style="list-style-type: none"> - Greets the client - Sees the client in privacy/confidentiality - Makes the client comfortable (e.g. Seat offered) - Asks the client about concerns, allows client to explain his/her health issue - Has the patient record - Uses the patient record during consultation - Documents consultation in patient record (of all who have the patient record) - Closed politely the consultation | 84% (81% - 87%) |

Table 16 Infection prevention and control

| | PHC - Ambulanta Ranilug (n=20) |
|---|--------------------------------------|
| The medical doctor pays attention to infection prevention and control, i.e. ... <ul style="list-style-type: none"> - Washes hands before the procedure - Washes hands after procedure - Applied proper decontamination procedures - Puts on gloves where required - Puts on a mask where required | 100% (Not available) |

Table 17 Patients with diabetes

| Diabetes | PHC - Ambulanta Ranilug (n=2) |
|--|-------------------------------------|
| The medical doctor | |
| Asks questions, about ... <ul style="list-style-type: none"> - Any specific health complaints - General weakness - Urine discharge - Vulvovaginitis or pruritus - Appetite - Eye-sight - Visit to ophthalmologist - Alcohol - Smoking - Using other medicine - Sedentary way of life - Adherence with diabetes treatment (if applicable) | 67% (50% - 83%) |
| Conducts examinations, i.e. ... <ul style="list-style-type: none"> - Checks blood pressure - Weight measurement / calculation of body-mass index - Of skin, mucus membranes, nodes of lymph, ears, nose, thyroid glands - Of eyes - Of chest, auscultation of lungs - Auscultation of heart - Of abdomen, palpation of liver and signs of percussion - Perfusion of legs (veins and feeling of legs) - And gives clear explanations to the client concerning the purpose of tests and procedures. | 50% (17% - 83%) |
| Advices, explains and instructs, about ... <ul style="list-style-type: none"> - Results of examinations - The situation and diagnosis - The prognosis - About needed examinations - Nutrition, i.e. Food intake and weight decrease - On the prevention and treatment of hypoglycaemia and other acute and chronic complications of diabetes - On self-monitoring - glycemia control and prevention of hypoglycaemia - About alcohol - About smoking - About physical exercise - Right ways of care of legs - Potential complication of the illness - Potential risks if illness is not treated - Importance of adherence to treatment - About follow-up visit - About the referral (if applicable) - On prescribed medicines/treatment (if applicable) | 76% (65% - 87%) |
| Overall Score | 67% (58% - 76%) |

Table 18 Patients with hypertension

| Hypertension | PHC - Ambulanta Ranilug (n=9) |
|---|--|
| The medical doctor | |
| Asks questions, about ... <ul style="list-style-type: none"> - Any specific health complaints - Headache - The use of medicine other than for hypertension - The use of contraceptives - Eye-sight - Visit to ophthalmologist - Alcohol - Smoking - Sedentary way of life - High blood pressure (if applicable) - Adherence with hypertension treatment (if applicable) | 72% (64% - 81%) |
| Conducts examinations, i.e. ... <ul style="list-style-type: none"> - Checks blood pressure - Weight measurement / calculation of body-mass index - Of skin, mucus membranes, nodes of lymph, ears, nose, thyroid glands - Of eyes - Of chest, auscultation of lungs - Auscultation of heart - Of abdomen, palpation of liver and signs of percussion, palpation of kidneys - Perfusion of legs (pulse and perfusion of legs) - And gives clear explanations to the client concerning the purpose of tests and procedures. Checks blood pressure | 48% (38% - 59%) |
| Advices, explains and instructs, about ... <ul style="list-style-type: none"> - Results of examinations - The situation and diagnosis - The prognosis - About needed examinations - About signs of extreme hypertension - About what to do when signs of extreme hypertension occur - Nutrition, i.e. food intake - About alcohol - About smoking - About physical exercise - About oral contraceptives - Potential complication of the illness - Potential risks if illness is not treated - Importance of adherence to treatment - About follow-up visit - About the referral (if applicable) - On prescribed medicines/treatment (if applicable) | 80% (72% - 88%) |
| Overall Score | 70% (63% - 76%) |

Table 19 Patients consulting for other reasons than diabetes or hypertension

| Other diseases | PHC - Ambulanta Ranilug (n=6) |
|--|--------------------------------------|
| The medical doctor | |
| Asks questions, about ... - Takes patient history (general history, specific to disease) - Asks open ended questions during history taking - Asks about any prescriptions the client is currently taking. - Listens to the client and responds to client questions. | 88% (71% - 100%) |
| Conducts examinations, i.e. ... - Performs medical examinations and other investigations as individually required. - Gives clear explanations to the patient concerning the purpose of medical examinations and other investigations. | 100% (Not available) |
| Advices, explains and instructs, about ... - Results of examinations - The situation and diagnosis - The prognosis - About needed examinations - About follow-up visit - About the referral (if applicable) - On prescribed medicines/treatment (if applicable) - On risks factors/health education (if applicable) | 73% (61% - 84%) |
| Overall Score | 80% (68% - 91%) |

Table 20 Patients consulting for referrals

| Referrals | PHC - Ambulanta Ranilug (n=3) |
|--|--------------------------------------|
| The medical doctor | |
| Asks questions, about ... - Takes patient history (general history, specific to disease) - Asks open ended questions during history taking - Asks about any prescriptions the client is currently taking. - Listens to the client and responds to client questions. | 83% (67% - 100%) |
| Conducts examinations, i.e. ... - Performs medical examinations and other investigations as individually required. - Gives clear explanations to the patient concerning the purpose of medical examinations and other investigations. | Not applicable |
| Advices, explains and instructs, about ... - Results of examinations - The situation and diagnosis - The prognosis - About needed examinations - About follow-up visit - About the referral (if applicable) - On prescribed medicines/treatment (if applicable) - On risks factors/health education (if applicable) | 50% (Not available) |
| Overall Score | 63% (57% - 70%) |

3.2.5 Exit Interviews

Table 21 Socio-demographic attributes among respondents of exit interviews

| | PHC - Ambulanta Ranilug % (n=16) |
|----------------------------------|--|
| Number of interviews | 100% |
| - Women | 44% (7) |
| Education | |
| - Never attended school | 6% (1) |
| - Completed lower primary school | 0% (0) |
| - Completed primary school | 13% (2) |
| - Completed high school | 81% (13) |
| - Completed college / university | 0% (0) |
| - Other | 0% (0) |
| Occupation | |
| - Farmer | 6% (1) |
| - Employed | 31% (5) |
| - Self-employed | 6% (1) |
| - Housewife | 13% (2) |
| - Governmental employee | 0% (0) |
| - Unemployed | 19% (3) |
| - Pensioner | 6% (1) |
| - Pupil/Student | 0% (0) |
| - Other | 19% (3) |
| Economic or social aid | 38% (6) |

Table 22 Frequency and reason of visit of exit interviews

| | PHC - Ambulanta Ranilug % (n=16) |
|--|--|
| Excluding today: how often did you access this HC over the past 3 month? | |
| - Did not access this HC in the past 3 months | 31% (5) |
| - 1-3 times | 63% (10) |
| - More than 3 times | 6% (1) |
| What was the reason for your consultation today? | |
| - Chronic condition | 38% (6) |
| - Antenatal care | 0% (0) |
| - Child health | 6% (1) |
| - Immunisation | 6% (1) |
| - Other | 50% (8) |

Table 23 Overall satisfaction with health services - exit interviews

| | PHC - Ambulanta Ranilug % (n=16) |
|--|---|
| Overall: How satisfied were you with the services you received today | |
| Very unsatisfied | 0% (0) |
| Unsatisfied | 0% (0) |
| Satisfied | 94% (15) |
| Very satisfied | 6% (1) |

Table 24 Satisfaction with different aspects of health service - exit interviews

| | PHC - Ambulanta Ranilug % (n=16) |
|---|---|
| Patient was given the opportunity to explain the health problem | 94% (15) |
| Patients privacy was ensured | 100% (16) |
| Doctor explained the questioning and physical examinations and the health problem* | 71% (5) |
| Doctor explained the intake of prescribed medicine** | 50% (5) |
| Doctor asked if patient currently takes prescriptions | 81% (13) |
| Patient was given chance to ask questions about the investigation, health problem and treatment | 75% (12) |
| Doctor listened carefully to patients concerns and questions and gave satisfactory answers | 100% (16) |
| Patient got advice on health problem | 75% (12) |
| Medical doctor was polite during consultation | 100% (16) |

* relevant only when examination was conducted; ** only relevant if medicine were prescribed

Table 25 Payment for health service - exit interviews

| | PHC - Ambulanta Ranilug % (n=16) |
|---|---|
| Did you pay today for your health consultation? | 19% (3) |
| Did you get a receipt for your payment? | 100% (3) |

4 References

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Appendix A: Abbreviations

| | |
|-----------|--|
| AQH | Accessible Quality Healthcare |
| CI | Confidence interval |
| DHSW | Directors of Health and Social Welfare |
| FM | Family Medicine |
| FMC | Family Medicine Centre |
| GP | General Practitioner |
| MFMC | Main Family Medicine Centre |
| MoH | Ministry of Health |
| ODK | Open Data Kit |
| PHC | Primary Health Care |
| QoC | Quality of Care |
| SARA | Service Availability and Readiness Assessment (SARA) |
| SDC | Swiss Agency for Development and Cooperation |
| Swiss TPH | Swiss Tropical and Public Health Institute |
| WHO | World Health Organisation |

Appendix B: Questionnaire

| Quality of Care Assessment - Infrastructure Assessment | Answers |
|--|-----------|
| Interviewer_ID | |
| IMEI (International Mobile Equipment Identity) | |
| Date of interview | |
| Start time of interview | |
| Name of municipality | |
| Name of facility | |
| Oral consent given by interviewee | yes no |
| Which services do you provide at this facility? | |
| Family planning | yes no |
| Antenatal care | yes no |
| Obstetric and newborn care | yes no |
| Immunization | yes no |
| Child preventative and curative care | yes no |
| Adolescent health | yes no |
| Sexually transmitted infections | yes no |
| Tuberculosis | yes no |
| Non-communicable diseases | yes no |
| Surgery | yes no |
| Do you provide any outreach activities? | yes no |
| If yes, SPECIFY | |
| Do you have laboratory services? | yes no |

| | |
|---|-------------------------|
| Do you have X-ray facilities? | yes no |
| How many days of the working week is at least one doctor present to provide general primary health care services? | 1-2 days per week |
| | 3-4 days per week |
| | 5 or more days per week |
| Facility infrastructure and overall cleanliness and maintenance | |
| The facility and immediate surroundings (facility yard, waiting area outside) are free from long grass, paper debris and solid waste. | yes no |
| The facility has a rubbish bin which is properly used and not overflowing. | yes no |
| There is a designated waiting room for patients. | yes no |
| The current waiting area is mopped, free of dust, trash; dirt, spider webs, and generally tidy. | yes no |
| There is at least one designated consulting room for women. | yes no |
| There is at least one designated consulting room for children. | yes no |
| All examination room(s) ensure(s) privacy/confidentiality (door, window blind, curtain). | yes no |
| All examination rooms are mopped, free of dust, trash; dirt, spider webs, and the rooms are generally tidy. | yes no |
| All examination rooms are well illuminated. | yes no |
| The facility has electricity | yes no |
| During the past 7 working days, did you have any power cuts of more than 1 hour during opening hours. | yes no |
| Is there routinely a time of year when this facility has a severe shortage or lack of power? | yes no |
| If yes, SPECIFY: | |
| The facility has a functional generator | yes no |
| If the health facility has a functional generator: is fuel available today for the generator? | yes no |
| The facility has a functional heating system. | yes no |

| | |
|---|-----------------------------|
| If yes, SPECIFY: | |
| Has the facility a functional communication equipment (functional landline telephone or cell phone) available (either private phone or facility phone)? | yes no |
| What type of phone do you have available? | private cell phone of staff |
| | cell phone of facility |
| | landline of facility |
| The facility has functional computer. | yes no |
| The facility has a functional printer. | yes no |
| The facility has internet access. | yes no |
| During the past 7 working days did you have internet for at least 1 hour every day? | yes no |
| The administration shelf is filed and in order. | yes no |
| Does the facility have a patient record system? | yes no |
| In which year was the patient record system introduced? | |
| Are there sufficient empty patient record cards available? | yes no |
| Are minimum hygiene and safety standards in the facility ensured? | |
| There is running water in the facility (out of the tap). | yes no |
| There is warm water available (out of the tap). | yes no |
| Is there routinely a time of year when this facility has a severe shortage or lack of water (out of the tap)? | yes no |
| If yes: In case there is a severe shortage or lack of water (out of the tap), where do you fetch water? | well (protected) |
| | bottled water |
| | water tank/storage |
| | other |
| If other, please SPECIFY: | |

| | |
|--|-----------|
| Functional washing points exist in examination rooms and/or entrance hall, and soap or hand disinfectants and water are available. | yes no |
| Labelled containers for medical waste disposal are available in all required areas (e.g. examination rooms). | yes no |
| The facility has adequate and safe disposal of sharps (sharps box/container). | yes no |
| The facility has adequate and safe disposal of infectious waste. | yes no |
| Infectious waste is temporary stored at a protected place. | yes no |
| Sharps waste is temporary stored at a protected place. | yes no |
| There is regular and appropriate collection for infectious waste. | yes no |
| There is regular and appropriate collection for sharps waste. | yes no |
| The facility has essential disinfectants and antiseptics. | yes no |
| The facility has chlorine solution or other disinfectants to disinfect contaminated instruments in all required areas (e.g. in examination rooms). | yes no |
| The facility has at least one accessible and functional toilet for patients. | yes no |
| The facility has at least one accessible and functional toilet for staff. | yes no |
| The toilet(s) or latrine is clean. | yes no |
| A washing point is available near the toilet or latrine. | yes no |
| Soap and water are available at the washing point near toilet or latrine. | yes no |
| Public accountability | |
| Is the facility location visible displayed in public? | yes no |
| Are the facility opening hours visibly displayed to the public? | yes no |
| Is a contact phone number visibly displayed to the public? | yes no |

| | |
|--|-----------------------|
| Are the tariffs visibly displayed to the public/patients? | yes no |
| Are the contact details of the Ministry of Health helpline for citizen complaints publicly displayed? | yes no |
| Are information leaflets about the Ministry of Health helpline for citizens complaints available at the health facility? | yes no |
| Is information on the violation of the Kosovo law against tobacco displayed to the public? | yes no |
| Is the Charter of Patient's Rights and Responsibilities visibly displayed in the waiting area? | yes no |
| Do any of the leaflets/posters at the facility have a logo/trademark from a pharmaceutical company? | yes no |
| Does the facility have a box/book to get public opinion on the quality of services? | yes no |
| Does the facility have mechanisms to facilitate referral of emergency patients to the next level? | yes no |
| When was the last quality inspection by the health inspectors from the Ministry of Health? | |
| Is there a document or copy available of the following essential treatment / management guidelines for different common conditions treated in your health facility? | |
| Is the booklet on Therapeutic standard guideline for PHC available at the facility? | yes no |
| Is the list of essential drugs available at the facility? | yes no |
| Are the following IEC materials visibly displayed to patients? | |
| The Calendar of health promotion developed by MOH or IPH | yes no |
| The Calendar of Vaccination/Immunization | yes no |
| Awareness materials (posters, leaflets) (when counseling) based on standard package info (children, adults, women and reproductive health, seniors, mental health) | yes no |
| Does the facility have the following basic/essential medical equipment and supplies and are they functional? | |
| General medical equipment | |
| Microsurgery | available, functional |

| | |
|---|---------------------------|
| | available, NOT functional |
| | not available |
| Nebulizer | available, functional |
| | available, NOT functional |
| | not available |
| Ambu mask | available, functional |
| | available, NOT functional |
| | not available |
| Strong source of light in good condition (portable) | available, functional |
| | available, NOT functional |
| | not available |
| Nasal speculum | available, functional |
| | available, NOT functional |
| | not available |
| Otoscope | available, functional |
| | available, NOT functional |
| | not available |
| Opthalmoscope | available, functional |
| | available, NOT functional |
| | not available |
| Doppler | available, functional |
| | available, NOT functional |
| | not available |
| Glucometer | available, functional |
| | available, NOT functional |
| | not available |
| Peak flow meter | available, functional |
| | available, NOT functional |
| | not available |
| Tape measure | available, functional |
| | available, NOT functional |
| | not available |

| | |
|---|---------------------------|
| Pen light | available, functional |
| | available, NOT functional |
| | not available |
| Head light | available, functional |
| | available, NOT functional |
| | not available |
| Neurological hammer | available, functional |
| | available, NOT functional |
| | not available |
| Weight scale for adults | available, functional |
| | available, NOT functional |
| | not available |
| Weight scale for children (over 2 years old) | available, functional |
| | available, NOT functional |
| | not available |
| Weight scale for infants and toddlers (up to 2 yrs old) | available, functional |
| | available, NOT functional |
| | not available |
| Sphygmomanometer for children | available, functional |
| | available, NOT functional |
| | not available |
| Sphygmomanometer for adults | available, functional |
| | available, NOT functional |
| | not available |
| Stethoscope for children | available, functional |
| | available, NOT functional |
| | not available |
| Stethoscope for adults | available, functional |
| | available, NOT functional |
| | not available |
| Obstetrical stethoscope/Fetoscope | available, functional |
| | available, NOT functional |

| | |
|--|---------------------------|
| | not available |
| Pelvimeter | available, functional |
| | available, NOT functional |
| | not available |
| Sterilization equipment and anti-septical protocol | available, functional |
| | available, NOT functional |
| | not available |
| Pulse oximeter | available, functional |
| | available, NOT functional |
| | not available |
| Refrigerator | available, functional |
| | available, NOT functional |
| | not available |
| Vaccine refrigerator/portable | available, functional |
| | available, NOT functional |
| | not available |
| Height meter board for children (up to two years old) | available, functional |
| | available, NOT functional |
| | not available |
| Meter for height measuring (children over two years of age) | available, functional |
| | available, NOT functional |
| | not available |
| Thermometer | available, functional |
| | available, NOT functional |
| | not available |
| Tuning fork | available, functional |
| | available, NOT functional |
| | not available |
| Table for vision testing | available, functional |
| | available, NOT functional |
| | not available |
| Ear syringe | available, functional |

| | |
|---|---------------------------|
| | available, NOT functional |
| | not available |
| Scissors | available, functional |
| | available, NOT functional |
| | not available |
| Timer | available, functional |
| | available, NOT functional |
| | not available |
| Snellen eye chart | available |
| | not available |
| Children growth chart | available |
| | not available |
| Tongue depressor | available |
| | not available |
| Gynecological service equipment | |
| Gynecological bed | available, functional |
| | available, NOT functional |
| | not available |
| Gynecological instruments | available, functional |
| | available, NOT functional |
| | not available |
| Oxygen tank (tube) | available, functional |
| | available, NOT functional |
| | not available |
| Vaginal speculum, small size | available |
| | not available |
| Vaginal speculum, medium size | available |
| | not available |
| Vaginal speculum, large size | available |
| | not available |
| Pap smear materials: (brush, spatula, holder) | available |
| | not available |

| | |
|---|-----------------------------|
| Gloves (latex) | available |
| | not available |
| Masks for doctors | available |
| | not available |
| Delivery set: available? | yes no not applicable |
| Delivery set: sterile | yes no |
| Does the delivery set contain... | |
| Haemostatic pincette | available, functional |
| | available, NOT functional |
| | not available |
| Obstetrical forceps | available, functional |
| | available, NOT functional |
| | not available |
| Scissors | available, functional |
| | available, NOT functional |
| | not available |
| Sterile cat gut | available, functional |
| | available, NOT functional |
| | not available |
| Sterile gauze | available, functional |
| | available, NOT functional |
| | not available |
| Umbilical cordon clip | available |
| | not available |
| Needles and needle bearer | available |
| | not available |
| Anatomic pincette | available |
| | not available |
| Sterile surgical gloves (two pairs) | available |
| | not available |

| | |
|--|---------------------------|
| Surgical coat | available |
| | not available |
| Oxytocin ampoule (one) + metergine ampoule (one) | available |
| | not available |
| Syringes | available |
| | not available |
| Plastic aspiration tubes for newborns | available |
| | not available |
| Lydocain (One vial) | available |
| | not available |
| Betadine solution (vials) | available |
| | not available |
| Oxytocin (vials) | available |
| | not available |
| Advanced equipment | |
| EKG machine | available, functional |
| | available, NOT functional |
| | not available |
| Sterilizer/Autoclave | available, functional |
| | available, NOT functional |
| | not available |
| Photometer | available, functional |
| | available, NOT functional |
| | not available |
| Centrifuge | available, functional |
| | available, NOT functional |
| | not available |
| X-ray | available, functional |
| | available, NOT functional |
| | not available |
| Defibrillator | available, functional |
| | available, NOT functional |

| | |
|--|---------------------------|
| | not available |
| Ultrasound machine | available, functional |
| | available, NOT functional |
| | not available |
| Microscope | available, functional |
| | available, NOT functional |
| | not available |
| Necessary tools/materials to assess and monitor child growth | |
| Box of blocks in different colors | yes no |
| Rattle, small red ball hung in a piece of thread | yes no |
| Book with simple illustrations or some sheets of color paper with illustrations, i.e. a flower, a girl, a car, a cat, etc. | yes no |
| Large and thin pencils, sheets of paper for drawings | yes no |
| Doll | yes no |
| Hairbrush | yes no |
| Small plate and spoon | yes no |
| Cups | yes no |
| Simple puzzles with 2-3 pieces | yes no |
| Sheet with stripes and shapes | yes no |
| Were the following products available the day of the visit? | |
| Do you have all vaccines available today as foreseen by the calendar of vaccinations? | yes no |
| Water for injections | yes no |
| Atropin sulphat | yes no |

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|--|-----------|
| Dextrose solution | yes no |
| Manitol solution | yes no |
| Diazepam | yes no |
| ADRENALINE / Epinephrine | yes no |
| Furosemid | yes no |
| Natrium chloride solution | yes no |
| GLYCERYL TRINITRATE/Nitroglycerin | yes no |
| Dexamethason | yes no |
| Antitetanus serum | yes no |
| ANTIVENOM IMUNOGLOBULIN/Antivipera serum | yes no |
| ORAL REHIDRATATION SALT/Tresol (O.R.S) | yes no |
| BENZYL PENICILLIN/ Bipenicillin | yes no |
| METOCLOPRAMIDE/ Methochopramid | yes no |
| PARACETAMOL/Acetaminophen | yes no |
| Morphin sulphate | yes no |
| Diclofenac | yes no |
| Salbutamol (nebulizer) | yes no |
| Hydrocortison | yes no |
| Contraceptives: oral (COC, POP), Injectables, DIU, Condoms | yes no |
| Emergency contraceptive pill / LEVONORGESTREL | yes no |
| Plastic syringes | yes no |

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|---|-----------|
| Needles for syringes | yes no |
| POVIDON JOD/Iodine solution | yes no |
| Surgical gloves | yes no |
| Amoxicillin/erythromycin | yes no |
| CHLOROPIRAMINE/Chlorfeniramin (oral antihistaminic) | yes no |
| ACID ACETYLSALICYLIC/Aspirin | yes no |
| Atenolol/metoprolol | yes no |
| Sol. Glucose | yes no |
| HYOSCINE BUTYLBROMIDE/Buscopan | yes no |
| Folic acid | yes no |
| Oxygen | yes no |
| Bandages | yes no |
| Gauze | yes no |
| Hydrogen peroxide | yes no |
| Hydrophilic cotton | yes no |
| Plastic perfusion system | yes no |
| Spiritus aethylicus 70% (alcohol) | yes no |
| Ranitidin | yes no |
| Magnesium Sulphate | yes no |
| SUTURE/Thread for stitching wounds | yes no |
| Kalium (potassium) iodine | yes no |

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|---|----------------|
| Test strips for Glucometer | yes no |
| Urine protein test strips | yes no |
| Urine ketones test strips | yes no |
| Urine microalbuminuria test strips | yes no |
| Fluorescein strips | yes no |
| Blood cholesterol assay | yes no |
| Lipid profile | yes no |
| Serum creatinine assay | yes no |
| Thank you very much for the interview. | |
| Interviewer comments | |
| Do you have any indication of cigarette smoke within the premises of the health facility? | yes no |
| End time of interview | |
| Quality of Care Assessment - Clinical observation | Answers |
| Interviewer_ID | |
| IMEI (International Mobile Equipment Identity) | |
| Date of interview | |
| Start time of interview | |
| Name of municipality | |
| Name of facility | |
| <p>Good morning! My name is [NAME]. We are here on behalf of the Accessible Quality Healthcare Project funded by the Swiss Development Cooperation to conduct a survey of selected health facilities of the project. The objective of this study is to assess the quality of health care services provided in health facilities. The Ministry of Health and ethical review board has approved this study.</p> <p>Your experiences are very important to improve aspects related to quality of care. Information collected from this interview/questionnaire will be used by the Accessible Quality Healthcare Project. Summaries of findings might also be shared with municipal or national authorities.</p> <p>The information collected from you will be kept confidential within the research team. Instead of using your name, we will give a non-personal identification number which cannot be traced individually. We are not</p> | |

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| interested in your disease or disease history but want to observe some aspects on the care that the doctor provides to you. You are free to decide whether or not you participate in this study. If you decide not to do it, there will be no negative effect. | |
| Do I have your agreement to observe your consultation? | yes no |
| Is the patient during the consultation present? | yes no |
| Patient profile | |
| Patients' gender | female male |
| Patients' year of birth | |
| Mother/father/caretaker with child (child is patient) | yes no |
| Profile of health staff | |
| Staff name | |
| Doctors' gender | female male |
| Doctors' year of birth | |
| Type of doctor that is observed | family doctor general doctor specialist |
| Please specify: | |
| Adherence of medical doctor to principles of clinical history and physical examination | |
| The medical doctor | yes no |
| ... greets the client. | yes no |
| ... sees the client in privacy/confidentiality. | yes no |

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| ... makes the client comfortable (e.g. seat offered) | yes no |
| ... asks the client about concerns, allows client to explain his/her health issue. | yes no |
| ... has the patient medical record | yes no |
| ... uses the patient card for anamnesis | yes no |
| For which illness is the patient seen? | arterial hypertension diabetes referral other |
| Assessment of an adult diabetes mellitus patient - Does the medical doctor follow the clinical assessment procedures, investigations and treatment guidelines? | |
| Asks questions on the illness about | yes no |
| ... any specific health complaints | yes no |
| ... general weakness | yes no |
| ... urine discharge | yes no |
| ... vulvovaginitis or pruritus | yes no |
| ... appetite | yes no |
| ... eye-sight | yes no |
| ... visit to ophthalmologist | yes no |
| ... alcohol | yes no |
| ... smoking | yes no |
| ... using other medicine | yes no |
| ... sedentary way of life | Yes no |

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| ... adherence with diabetes treatment | yes no |
| Conducts examination... | yes no not applicable |
| ... checks blood pressure | yes no |
| ... weight measurement / calculation of body-mass index | yes no |
| ... of skin, mucus membranes, nodes of lymph, ears, nose, thyroid glands | yes no |
| ... of eyes | yes no |
| ... of chest, auscultation of lungs | yes no |
| ... auscultation of heart | yes no |
| ... of abdomen, palpation of liver and signs of percussion | yes no |
| ... perfusion of legs (veines and feeling of legs) | yes no |
| ... and gives clear explanations to the client concerning the purpose of tests and procedures. | yes no |
| Advices, explains, instructs | yes no |
| ... results of examinations | yes no |
| ... the situation and diagnosis | yes no |
| ... the prognosis | yes no |
| ... about needed examinations | yes no |
| ... nutrition, i.e. food intake and weight decrease | yes no |
| ... on the prevention and treatment of hypoglycemia and other acute and chronic complications of diabetes | yes no |
| ... on selfmonitoring - glycemia control and prevention of hypoglycaemia | yes no |
| ... about alcohol | yes no |

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| ... about smoking | yes no |
| ... about physical exercise | yes no |
| ... right ways of care of legs | yes no |
| ... potential complication of the illness | yesno |
| ... potential risks if illness is not treated | yes no |
| ... importance of adherence to treatment | yes no |
| ... about follow-up visit | yes no |
| Advices, explains, instructs | yes no not applicable |
| ... about the referral | yes no not applicable |
| ... on prescribed medicines/treatment | yes no not applicable |
| Assessment of an adult patient with arterial hypertension - Does the medical doctor follow the assessment procedures, investigations and treatment guidelines? | |
| Asks questions on the illness about | yes no |
| ... any specific health complaints | yes no |
| ... headache | yes no |
| ... the use of medicine other than for hypertension | yes no |
| ... the use of contraceptives | yes no |
| ... eye-sight | yes no |
| ... visit to ophthalmologist | yes no |
| ... alcohol | yes no |
| ... smoking | yes no |

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| ... sedentary way of life | yes no |
| Asks questions on the illness about | yes no not applicable |
| ... high blood pressure | yes no not applicable |
| ... adherence with hypertension treatment | yes no not applicable |
| Conducts examination... | yes no |
| ... checks blood pressure | yes no |
| ... weight measurement / calculation of body-mass index | yes no |
| ... of skin, mucus membranes, nodes of lymph, ears, nose, thyroid glands | yes no |
| ... of eyes | yes no |
| ... of chest, auscultation of lungs | yes no |
| ... auscultation of heart | yes no |
| ... of abdomen, palpation of liver and signs of percussion, palpation of kidneys | yes no |
| ... perfusion of legs (pulse and perfusion of legs) | yes no |
| ... and gives clear explanations to the client concerning the purpose of tests and procedures. | yes no |
| Advices, explains, instructs | yes no |
| ... results of examinations | yes no |
| ... the situation and diagnosis | yes no |
| ... the prognosis | yes no |
| ... about needed examinations | yes no |

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| ... about signs of extreme hypertension | yes no |
| ... about what to do when signs of extreme hypertension occur | yes no |
| ... nutrition, i.e. food intake | yes no |
| ... about alcohol | yes no |
| ... about smoking | yes no |
| ... about physical exercise | yes no |
| ... about oral contraceptives | yes no |
| ... potential complication of the illness | yes no |
| ... potential risks if illness is not treated | yes no |
| ... importance of adherence to treatment | yes no |
| ... about follow-up visit | yes no |
| Advices, explains, instructs | Yes no not applicable |
| ... about the referral | yes no not applicable |
| ... on prescribed medicines/treatment | yes no not applicable |
| Assessment of a patient with other condition than diabetes or arterial hypertension. | |
| Asks questions on the illness about | yes no |
| ... takes patient history (general history, specific to disease) | yes no |
| ... asks open ended questions during history taking | yes no |
| ... asks about any prescriptions the client is currently taking. | yes no |

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| ... listens to the client and responds to client questions. | yes no |
| Conducts examination... | yes no not applicable |
| ... performs medical examinations and other investigations as individually required. | yes no not applicable |
| ... gives clear explanations to the patient concerning the purpose of medical examinations and other investigations. | yes no not applicable |
| Advices, explains, instructs | yes no |
| ... results of examinations | yes no |
| ... the situation and diagnosis | yes no |
| ... the prognosis | yes no |
| ... about needed examinations | yes no |
| ... about follow-up visit | yes no |
| Advices, explains, instructs | yes no not applicable |
| ... about the referral | yes no not applicable |
| ... on prescribed medicines/treatment | yes no not applicable |
| ... on risks factors/health education | yes no not applicable |
| Did the medical doctor apply infection prevention and control measures? | |
| The doctor... | |
| ... washed hands before the procedure (including use of soap). | yes no not applicable |

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| ... washed hands after the procedure (including use of soap). | yes no not applicable |
| ... applied proper decontamination procedures (e.g. soaking contaminated instruments into a bucket with chlorine or any other disinfectant) | yes no not applicable |
| ... put on gloves where required. | yes no not applicable |
| ... put on a mask where required. | yes no not applicable |
| ... closed the consultation politely. | yes no not applicable |
| Does the doctor document the consultation in the patient card? | yes no |
| Thank you very much for the interview. | |
| Interviewer comments | |
| End time of interview | |
| Quality of Care Assessment - Exit Interview | Answers |
| Interviewer_ID | |
| IMEI (International Mobile Equipment Identity) | |
| Date of interview | |
| Start time of interview | |
| Name of municipality | |
| Name of facility | |
| <p>Good morning! My name is [NAME]. We are here on behalf of the Accessible Quality Healthcare Project funded by the Swiss Development Cooperation to conduct a survey of health facilities in our project area. The objective of this study is to assess the quality of health care services provided in health facilities. The Ministry of Health and the ethical review board has approved this study.</p> <p>We would like to interview people who have today consulted the medical doctor for their own health issues or for a child. Your experiences are very important to improve aspects related to quality of care. Information collected from this interview/questionnaire will be used by Accessible Quality Healthcare Project. Summaries of findings might also be shared with regional or national authorities.</p> <p>The information collected from you will be kept confidential within the research team. Instead of using your name, we will give a non-personal identification number which cannot be traced individually. You are free to decide whether or not you participate in this study. If you decide not to do it, there will be no negative effect. However, we hope you will answer the questions, which will benefit the people of Kosovo.</p> | |
| Do I have your consent to proceed? | yes no |

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| Have you been here today for issues related to your own health or the one of a child (child must be with the person)? | yes no |
| Socio-demographic information | |
| Patients' gender | female male |
| Year of birth | |
| Mother/father/caretaker older 18 with child (child is patient) | yes no |
| Satisfaction with health service | |
| Overall: How satisfied were you with the services you received today? | very unsatisfied |
| | unsatisfied |
| | satisfied |
| | very satisfied |
| Received services | |
| Excluding today: How often did you over the past 3 month access this HC? | did not access this HC in the past 3 months |
| | 1-3 times |
| | more than 3 times |
| What was the reason for your consultation today? | chronic condition |
| | antenatal care |
| | child health |
| | immunisation |
| | other |
| Did the medical doctor... | conduct an examination |
| | write you a prescription |
| | Other |
| Aspects of todays consultation | |
| At the beginning of the consultation, were you given the opportunity to explain your health problem? | yes no |
| During your visit today, did the medical doctor ensure your privacy? | yes no |
| Did the medical doctor explain the questioning and physical examinations and your health problem? | yes no |
| Did the medical doctor clearly explain the intake of prescribed medicines to you? | yes no |
| Did the medical doctor ask if you are currently taking any (other) prescriptions? | yes no |
| During consultation were you given a chance to ask questions about the investigations and your health problem and treatment? | yes no |
| Did the medical doctor listen carefully to your concerns and questions and did he/she give satisfactory answers? | yes no |
| During consultation, did you get any advice on your health problem? | yes no |
| Was the medical doctor polite in general during consultation? | yes no |
| We would now also like to ask you a few questions on your knowledge and opinion on health. Are you willing to continue the interview with me for some more questions? | yes no |
| Knowledge, Attitude and Practice | |
| | cough |

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| In your opinion, what are symptoms that children with Acute Respiratory Infections (ARI) have? | difficult or fast breathing |
| | fever |
| | chest in drawing |
| | chest pain especially when breathing deeply |
| | blue lips and nail beds (cyanosis) |
| | seizures |
| | inability to swallow |
| | inability to drink or breastfeed |
| | vomiting after each drinking or breastfeeding |
| | irritation |
| | dehydration |
| | comorbidities/polyorganic deficiency |
| | blood streaked sputum |
| | don't know |
| other | |
| PLEASE SPECIFY | |
| In your opinion, how do people get infected with ARI? | air droplets |
| | fomites |
| | dirty hands |
| | other |
| | don't know |
| PLEASE SPECIFY | |
| How often do people smoke in the same room where your child is present? | every day |
| | several days a week |
| | several days a month |
| | once a month or less |
| | never |
| | don't know |
| Knowing the symptoms and warning signs of ARI will help to visit the doctor in time. | strongly agree |
| | agree |
| | neither agree, nor disagree |
| | disagree |
| | strongly disagree |
| Smoky surroundings (due to tobacco smoking, fires, etc) have no effect on whether a baby catches pneumonia. | strongly agree |
| | agree |
| | neither agree, nor disagree |
| | disagree |
| | strongly disagree |
| What do you think are causes of diarrhea? | drinking dirty water |
| | eating contaminated food by unwashed hands after defecation |
| | eating contaminated food |
| | food allergies |
| | other |
| | don't know |
| PLEASE SPECIFY | |
| How can you prevent diarrhea? | drinking clean water |
| | protect drinking water from contamination |
| | washing hands before preparing and eating food |

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| | safe disposal feces by using safe latrine |
| | other |
| | don't know |
| PLEASE SPECIFY | |
| What did you do when your child last had diarrhea? | visited doctor/family medicine center |
| | tried applying traditional therapy at home |
| | nothing specific |
| | other |
| | don't know |
| PLEASE SPECIFY | |
| Do you give liquids to your child when he or she has diarrhea? | yes |
| | no |
| How do you get the medication to treat diarrhea? | medical prescription |
| | your own decision |
| | pharmacist recommendation |
| | other |
| PLEASE SPECIFY | |
| Child's food diversity during the last 24 hours: Did you child eat any of the following food items within the last 24 hours? | Any infant formula (baby food) [CERELAC, HIPP, NAN, VINNY, NESTOGENE] |
| | Any bread, rice, noodles, biscuits, cookies, or any other foods made from grains? |
| | Any dark green, leafy vegetables like parsley, spinach, or coriander? |
| | Any vegetables/ cucumbers, eggplant, onion, tomato, pumpkins, carrots, potatoes? |
| | Any fruits/ apricot, apples, strawberry, bananas? |
| | Any meat/ beef, pork, lamb, chicken, fish? |
| | Any eggs? |
| | Any foods made from beans, peas, or lentils? |
| | Any cheese, yogurt or cottage cheese? |
| | Any food made with oil, fat, or butter? |
| | Any other food? |
| PLEASE SPECIFY | |
| How much do you agree with the following statement: Unsafe water, poor sanitation and hygiene can cause the diarrhea but not ARI | strongly agree |
| | agree |
| | neither agree, nor disagree |
| | disagree |
| | strongly disagree |
| Non-communicable diseases | |
| Which risk factors for cardiovascular disease do you know? | diabetes |
| | high blood pressure |
| | obesity |
| | smoking/tobacco use (Nos) |
| | high cholesterol/high blood fat |
| | unhealthy diet |
| | physical inactivity |
| | family history/genetics |

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| | age |
| | stress |
| | other |
| | don't know |
| | none |
| Which of the following is a typical symptom of a heart attack? | left-sided chest pain |
| | headache |
| | feeling thirsty |
| | pain in the legs |
| | don't know |
| Which of the following is not a typical symptom caused by diabetes? | frequent need to urinate |
| | lower back pain |
| | tiredness |
| | unexplained weight loss |
| | don't know |
| How much do you agree with the following statement: Overweight people are healthier. | strongly agree |
| | agree |
| | neither agree, nor disagree |
| | disagree |
| | strongly disagree |
| How much do you agree with the following statement: Smoking does not effect the health. | strongly agree |
| | agree |
| | neither agree, nor disagree |
| | disagree |
| | strongly disagree |
| How much do you agree with the following statement: Changing my lifestyle today will not affect my health later. | strongly agree |
| | agree |
| | neither agree, nor disagree |
| | disagree |
| | strongly disagree |
| How much do you agree with the following statement: I cannot influence my health because it depends on the doctors. | strongly agree |
| | agree |
| | neither agree, nor disagree |
| | disagree |
| | strongly disagree |
| Are you currently taking measures to have a healthy lifestyle? | no, not at the moment |
| | I am trying from time to time |
| | yes, sometimes |
| | yes frequently |
| How motivated are you to change your lifestyle? | not motivated |
| | rather not motivated |
| | rather motivated |
| | motivated |
| What have you already changed in your life to decrease your risk of getting cardiovascular disease? (do not read responses) | do more physical exercise |
| | lose weight |
| | eat less fat |
| | eat less sugar |
| | eat more fruits and vegetables |
| | stop smoking /stop using Nos |
| | control my diabetes more actively (if applicable) |
| | control my high blood pressure more actively (if applicable) |

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| | I have never tried |
| Now a few last questions.... | |
| Basic information | |
| Did you pay today for your health consultation? | yes no |
| If no, why not? | benefitting from any economic or social aid scheme |
| | health insurance |
| | other |
| Please, SPECIFY | |
| Did you get a receipt for your payment? | yes no |
| Are you benefitting from any economic or social aid scheme? | yes no |
| This following questions concern the person who answered | |
| What school level did you complete? | never attended school |
| | completed lower primary school (max 5 years) |
| | completed primary school (9 years) |
| | completed high school (12 years) |
| | completed college/university |
| | other |
| PLEASE SPECIFY | |
| What is your current occupation? | farmer |
| | employed |
| | self-employed business |
| | housewife |
| | governmental employee, teacher, administrative / professional, |
| | unemployed |
| | pensioner |
| | Other |
| PLEASE SPECIFY | |
| Thank you very much for the interview. | |
| Interviewer comments | |
| End time of interview | |



Schweizerische Eidgenossenschaft
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Confederaziun svizra

**Swiss Agency for Development
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