

# Community Health Needs Assessment

Kosovo, March 2019

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**Swiss Agency for Development  
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**Accessible  
Quality  
Healthcare**

Kujdesi Shëndetësor i Qasshëm dhe Cilësor  
Kvalitetna i Dostupna Zdravstvena Zaštita

SDC project implemented by Swiss TPH and Save the Children

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## Acknowledgements

The author would like to warmly thank Dr. Jana Gerold from SwissTPH and colleagues from the AQH project office for the support provided throughout. I thank the directors of the MFMC and their staff for supporting the data collection for the health care providers' perspective and compiling the list of relevant stakeholders for the focus group discussions. I would furthermore like to thank Global Consulting & Development Associate and its staff for ensuring a smooth implementation of data collection and field supervision for the focus group discussions. Lastly but not the least; I would like to express my high appreciation to all participants in the community needs assessment.

## Abbreviations

AQH	Accessible Quality Healthcare
CAN	Community Needs Assessment
CPD	Continues Professional Development
CR	Community Representatives
CSOs	Civil Society Organisations
DHSW	Directorate for Health and Social Welfare
FGD	Focus Group Discussions
FM	Family Medicine
FMC	Family Medicine Centre
HCP	Health Care Providers
KAPB	Knowledge Attitude, Practice and Behaviour
MFMC	Main Family Medicine Centre
MoH	Ministry of Health
NGO	Non-Governmental Organisation
PHC	Primary Health Service
QoC	Quality of Care
SDC	Swiss Agency for Development and Cooperation
STPH	Swiss Tropical and Public Health Institute
TNA	Training Needs Assessment

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# 1 Background

Since the 1990s, Kosovo has struggled with an under-performing health system which does not adequately meet the needs for health and health services of Kosovar citizens. As a result, the country has below average health indicators compared to other South-Eastern European countries and ranks below neighbouring countries. The health status of vulnerable population sub-groups such as the rural poor, rural women, the elderly, the very young, the disabled, the chronically ill and ethnic minority populations (the Roma, Ashkali and Egyptians - RAE) is of special concern because financial and social barriers restrict their access to appropriate healthcare services.

In May 2015, the Ministry of Health (MoH) of Kosovo and the Swiss Agency for Development and Cooperation (SDC) signed a cooperation agreement regarding the “Accessible Quality Healthcare” (AQH) project. 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.

The Project shall contribute to the following three outcomes (specific objectives):

- Outcome 1: Primary Health Care (PHC) providers in project municipalities deliver quality services that respond better to communities’ needs, including those of vulnerable groups.
- Outcome 2: Health managers in project municipalities improve their performance in guiding service delivery towards continuous quality improvement that responds to communities’ needs
- Outcome 3: Health awareness and care seeking behaviour of the population in project municipalities improves (in particular of vulnerable groups) and communities are empowered to demand the right to quality services and better access to care.

Outcome 2 principally focuses on the health sector managers at the facility and municipal level, comprising activities to appropriately address lack of capacities in health service management, including capacities for the evidence based and participatory planning.

The AQH project strives to strengthen capacities of municipal authorities to be the driving force of an inter-sectoral collaboration to conceptualise, plan, execute, monitor and evaluate quality PHC interventions, through development of health masterplans. This requires working with all relevant stakeholders in order to ensure participatory and evidence based planning.

## 1.1 Overview of health management practices in Kosovo

The feasibility study (Campbell *et al* 2014) conducted prior to the start of the AQH project provided a preliminary analysis of the main management processes between key stakeholders in PHC. It identified the limited autonomy of health facility heads as the most serious issue in management performance, and argued that there should be improved feedback within the existing managerial structures and processes as well as improved accountability of facility heads.

During the inception phase of the AQH project, a Training Needs Assessment (TNA) identified the managers’ skill gaps in relation to their professional duties, particularly in the areas of health care operations management, organization development & change, performance management, and planning. The TNA recommended that a short, practice-focused training programme is required to meet the needs of facility managers. (Hutu/Cami/AQH, 2015)

The AQH Project Document (2015) concluded on the importance of engaging with several groups of political leaders and managers: Mayors, Directors of Directorate for Health and Social Welfare (DHSW) and Heads of the Main Family Medicine Centres (MFMCs) and Family Medicine Centres (FMCs). The report acknowledged the limited health management capacity at local level: Decentralised management systems lack capacity to support an efficient and effective allocation and use of resources. Planning and service delivery are organised in a top-down way and monitoring and evaluation mechanisms are weak. Managers lack access to health information and health management information that will allow them to make evidence based managerial decisions. In addition, there is a lack of participatory planning and identification of community health needs. This presents an additional barrier for citizens accessing the services they need and misses any potential opportunity to focus scarce resources where they might have most impact.

## 2 Objective

The overall objective of this assessment is to improve capacities and skills of municipal health authorities for participatory and evidence based planning of PHC services.

The specific objective is to obtain perspective of the health care providers, community representatives and other relevant stakeholders, on the public health issues and priorities. These should be reflected adequately in the respective municipal health masterplans, which will be developed for the twelve municipalities in which AQH is implemented.

## 3 Methodology

Community Needs Assessment (CNA) methodology is based on the two models: 1) *The North Dakota Medicare Rural Hospital Flexibility (Flex) Program, Conducting Community Health Needs Assessments: An Eight-Step Process*, and 2) *A Community Health Needs Assessment (CHNA), conducted by Munson Medical Centre, Paul Oliver Memorial Hospital, and Kalkaska Memorial Health Centre*, identified by the author. The approach is using a mix of quantitative and qualitative data collection methods comprised of a two stage process, consolidating two different perspectives on community health needs, namely that of Health Care Providers (HCP) and that of Community Representatives (CR).

At first, healthcare providers from all three levels of PHC, (MFMC, FMC and Ambulantas) were asked to fill in a self-administered questionnaire. In the questionnaire they were asked to rank the top three health issues, risk factors and aspects of health care services that needs to be improved within their municipality.

In the second stage, 24 Focus Group Discussion (FGDs) were held in 12 AQH municipalities, with the community representatives and relevant stakeholders (municipal health, social and education directorate, MFMC, regional hospitals, regional Institutes of Public Health and Civil Society Organisations (CSOs) representing specific groups of the population, including vulnerable groups. The purpose of the structured FGDs was, to validate from a community perspective the summary findings of the HCPs. In addition, the community representatives discussed the following questions:

- “What issues are the most important for healthy community in your municipality?”
- “Why are these issues most important/priority for you?”
- “Who (what population) is most affected by this issues?”
- “What should municipal health authorities do to appropriately address these issues?”

### 3.1 Data Collection

The data for healthcare providers was collected between 15<sup>th</sup> and 31<sup>st</sup> October 2018. A self-administered questionnaire (hard copy) was distributed to the healthcare providers through directors of the MFMCs in 12 project municipalities. After completion, questionnaires were collected by the directors of the MFMC and delivered to the AQH/PIU.

For this kind of assessment, opinions are intended to be an additional tool for collecting information about community perceptions, not a method of collecting statistically valid data. In this context, the questionnaires were distributed as widely as possible to the healthcare providers working in PHC institutions, using the following sampling framework.

Size of PHC institutions	Staff sampled
• Municipalities with large number PHC institutions - over 200 staff members (Gjakova and Gracanica)	20%
• Municipalities with medium number of PHC institutions - 100 - 200 staff members (Mitrovica, Vushtrri, Skenderaj, Drenas, Lipjan, and Malisheva)	30%
• Municipalities with small number of PHC institutions - 50 - 100 staff members (F. Kosova, Obiliq, and Rahovec)	40%
• Municipalities with very small number of PHC institutions – below 50 staff members (Junik)	50%

All levels of PHC institutions, including MFMC, FMC and Ambulantas were represented in the sample proportionally to their size. In addition, directors of the MFMC were asked to ensure proper gender balance when they distributed questionnaires to their respective staff members. Altogether 540 healthcare providers from all levels of PHC services in project municipalities were included in the assessment.

The FGDs were conducted between 22<sup>nd</sup> November 2018 and 23<sup>rd</sup> January 2019 by the local consulting company contracted for this purpose “Global Consulting and Development Associates”.

Municipal health authorities in cooperation with the MFMC in each of the 12 AQH municipalities were asked to develop a list of 8 to 12 representatives (depending from the municipality size) of relevant institutions/organizations from public, private and CSOs, sectors in their community, as well as, a list of 8 to 12 community representatives, mainly city district or village leaders, that are elected under the official municipal regulations. Furthermore, project municipalities were asked to provide AQH with the contact information for these representatives which were then contacted and invited by the consulting company to attend FGDs, always ensuring proper gender balance as much as possible.

FGDs were conducted by a team composed of a facilitator and a note taker. Participation in the study was voluntary, therefore, prior to starting discussion participants were asked for their verbal consent. Participants were also informed about how data will be used and that confidentiality will be ensured with no names or identifying personal information linked to the answers they provide.

Facilitator moderated discussions were based on the preliminary findings from the healthcare providers survey. Questions were related to key health issues in the community, most affected groups of the population and recommendations for action by the health authorities to address the identified health needs. Average length of FGDs was 2.5 hours. During discussions an assistant took notes and audio

recorded opinions of the participants. FGD have taken place in “neutral” environment, mostly in conference rooms of hotels located in each respective municipality.

In terms of quality measures PIU participated randomly in 17% of FGDs and listened to around 25% of randomly selected FGDs to check proper reflection of discussions in the reporting document.

A total of 216 representatives of relevant institutions/organisations and community representatives participated in FGDs across the 12 project municipalities.

### **3.2 Data processing and analysis**

Completed questionnaires (hard copies) and the encoding instructions were given to the data-entry consultant, who entered data into the data-base developed by the AQH/PIU.

For the purpose of quality control, AQH/PIU back checked over 25% (130) of completed questionnaires.

Data analysis was performed in SPSS for Windows 20 software program. Microsoft Excel 2012 was also used for creating charts and tables. Data analyses consisted of frequency analyses of variables and data desegregation according to the municipality, level of PHC institution, and position and gender of the healthcare providers.

Regarding the qualitative study, the consulting company was asked to report findings separately for each FGD (24 reports) using the template developed by the AQH. For each of the four questions discussed in the FGD, findings were presented in the form of summarised responses and an overall viewpoint, followed by a conclusion section aiming to provide insight into the overall consensus of the opinions of participants in the FGD.

This report presents key findings from the individual municipal reports that were analysed by the AQH/PIU. Findings are presented for each municipality in addition to an overall summary.

## 4 Results

### 4.1 Overall results for all 12 project municipalities

#### 4.1.1 Healthcare Providers Perspective

In all 12 project municipalities, nearly two-thirds of the respondents (60%) are from the MFMCs.

**Table 1: Distribution of HCP by municipality and facility**

Municipality (n)	MFMC	FMC	Ambulanta
Mitrovica (61)	59% (36)	26% (16)	15% (9)
Vushtrri (65)	42% (27)	50% (33)	8% (5)
Gjakova (57)	59% (34)	25% (14)	16% (9)
Rahovec (48)	56% (27)	31% (15)	13% (6)
Skenderaj (45)	68% (31)	16% (7)	16% (7)
Drenas (47)	57% (27)	36% (17)	7% (3)
Lipjan (44)	75% (33)	16% (7)	9% (4)
Malisheva (33)	61% (20)	24% (8)	15% (5)
Obiliq (31)	58% (18)	19% (6)	23% (7)
F.Kosove (29)	76% (22)	24% (7)	0% (0)
Junik (10)	100% (10)	0% (0)	0% (0)
Gracanica	100% (70)	0% (0)	0% (0)
<b>Overall (540)</b>	<b>66% (355)</b>	<b>24% (130)</b>	<b>10% (55)</b>

Two out of three healthcare providers are women with the majority being nurses (66%), while the majority of male HCP are doctors (59%). Only 1% of respondents hold managerial positions.

**Table 2: Distribution of HCP by sex and position**

	Director	FM Doctor	Other specialist	GP	Nurse	Other*	Total
<b>Female</b>	1% (3)	15% (55)	5% (17)	9% (31)	64% (228)	6% (22)	66% (356)
<b>Male</b>	2% (4)	17% (31)	17% (32)	22% (40)	26% (47)	16% (30)	34% (184)
<b>Total</b>	1% (7)	18% (86)	9% (49)	13% (71)	51% (275)	10% (52)	100% (540)

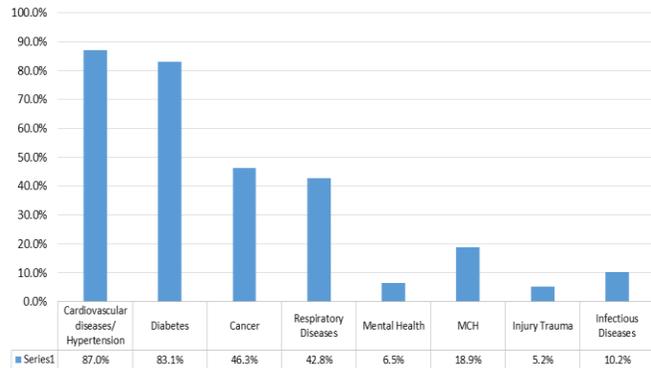
\*Dentist, laboratory technician, admin staff

## Community Health problems

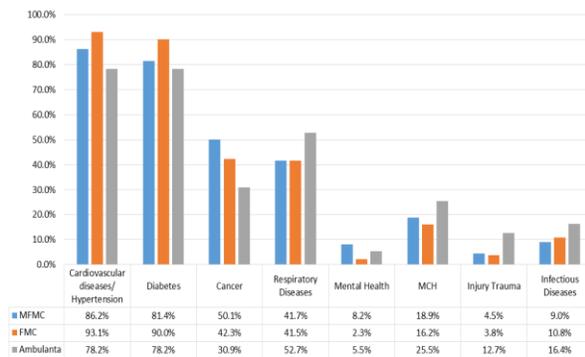
The vast majority of HCP in all municipalities identify **cardiovascular diseases/hypertension** and **diabetes** as main community health issues, followed by **cancer** and **respiratory diseases**. Ranking of community health problems based on the assessment of HCP from all municipalities, is as follows:

1. Cardiovascular diseases/Hypertension (87%)
2. Diabetes (83%)
3. Cancer (46%)
4. Respiratory diseases (43%)
5. Mother and Child Health (19%)
6. Infectious diseases (10%)
7. Mental Health (6%)
8. Injury/trauma (5%)

Graph 1. Community Health Problems, All Municipalities



Graph 2. Community Health Problems, According to Facility



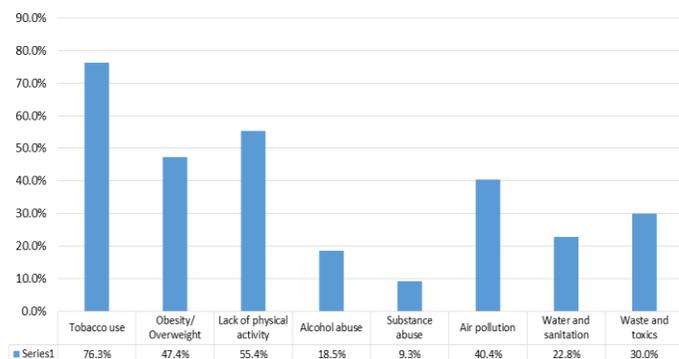
There is no difference noted between male and female HCP, neither between positions, in ranking community health problems, while HCP from ambulantas ranked **respiratory diseases** as the third main community health problem.

## Risk Factors

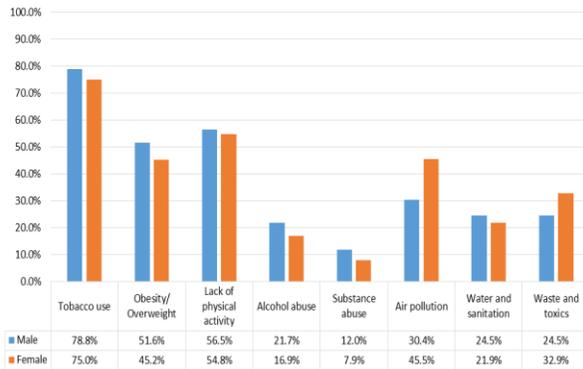
Over three-quarters of HCP recognise **tobacco use** as the most prevalent risk factor among the community. **Lack of physical activity** and **obesity/overweight** are referred to as second and third risk factors among population of the project municipalities. It should be noted that factors related to environment are also ranked high, in particular **air pollution**.

1. Tobacco use (76%)
2. Lack of physical activity (55%)
3. Obesity/overweight (47%)
4. Air pollution (40%)
5. Waste and toxics (30%)
6. Water and sanitation (23%)
7. Alcohol abuse (19%)
8. Substance abuse (9%)

Graph 2. Risk Factors, All Municipalities



**Graph 3. Risk Factors, According to Sex**



Female HCP ranked **air pollution** as a third risk factor, while there is no difference in ranking risk factors according to facility and position.

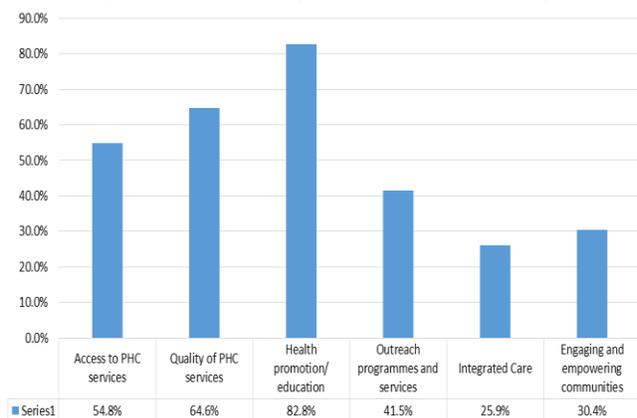
**Aspects of the Health Care to be improved**

Regarding the aspects of health care services that needs to be improved in order to advance the community health status, HCP overwhelmingly quoted **health education and promotion**. Provision of **quality service** is ranked as second and **access to PHC services** as third priority of health care services which should be addressed adequately by the health authorities.

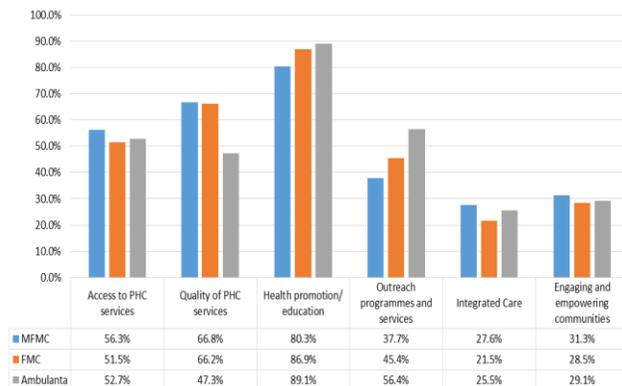
1. Health promotion/education (83%)
2. Quality of PHC services (65%)
3. Access to PHC services (55%)
4. Outreach programmes and services (42%)
5. Engaging and empowering communities (30%)
6. Integrated care (26%)

HCP from ambulantas identified **outreach programmes and services** as a most important aspect of healthcare services that needs to be improved. Directors perceive **engaging and empowering communities**, as top priority for improvement, followed by **integrated care** and **quality of services**. However, directors were only 1% (7 out of 540) of total respondents.

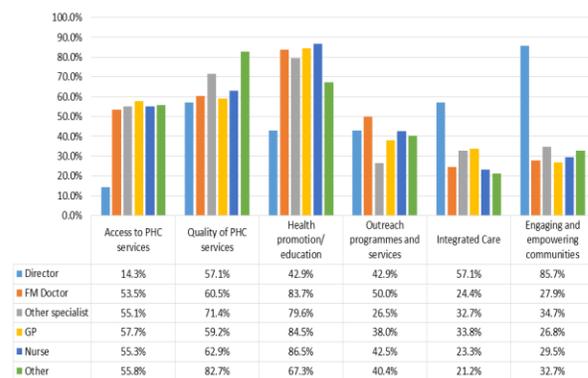
**Graph 4. Areas for Improvement, All Municipalities**



**Graph 5. Areas for Improvement, According to Facility**



**Graph 6. Areas for Improvement, According to Position**



#### 4.1.2 Community Representatives Perspective

Altogether 216 stakeholders representing community and municipal institutions/organisations from public, private and CSOs sectors, participated in the 24 focus group discussions.

**Table 14: Distribution of participants by FGD and Sex**

	Representatives of Institutions/NGOs	Village/district representatives	Total
<b>Female</b>	42% (47)	17% (18)	30% (65)
<b>Male</b>	58% (64)	83% (87)	70% (151)
<b>Total</b>	100% (111)	100% (105)	100% (216)

Each municipality has its own specific health related problems, yet, rather large number of these issues are common for all 12 municipalities. This might be due to Kosovo being a small country covering only around 10 000 km<sup>2</sup> and with no significant diversity in terms of geography and socioeconomic conditions.

In this context, overall health related issues can be classified as following:

- ❖ Environmental; air, soil and water pollution, caused mainly by power plant, factories, mining, coal burning, very old vehicles and poor management of waste and toxics. Subsequently food and drinking water is contaminated.
- ❖ Insufficient health resources: lack of PHC budget, lack of essential medicines and consumables including laboratory reagents, lack of PHC facilities and lack of healthcare providers especially in rural areas, lack of home care services. Consequently, access to and quality of PHC services are limited.
- ❖ Lack of managerial capacities: inefficient administration of already limited health resources leading to more limited access and affecting adversely quality of services,
- ❖ Inappropriate practices: over-prescription of antibiotics, prescription according to pharmaceutical company preferences, asking patient to go to private healthcare institutions owned by the referring doctors, poor doctor-patient communication
- ❖ Poor health literacy of the community; no culture for routine wellness check-ups, lack of awareness for prevention of health problems and potential complications.
- ❖ Unhealthy behaviours; poor diet with high fat and sugar consumption, limited physical activities, tobacco smoking, drug abuse, risky sexual behaviours among youth.
- ❖ Overall poor socioeconomic conditions of the community linked with all the above issues.
- ❖ Specific health problems; diabetes, cardiovascular, cancer, PTSD, dental problems
- ❖ Inconsistent implementation of relevant policies, e.g. Health law, family medicine concept, health insurance fund

With respect to the categories of population/vulnerable groups mostly affected by the above health related issues, all municipalities almost equally quoted:

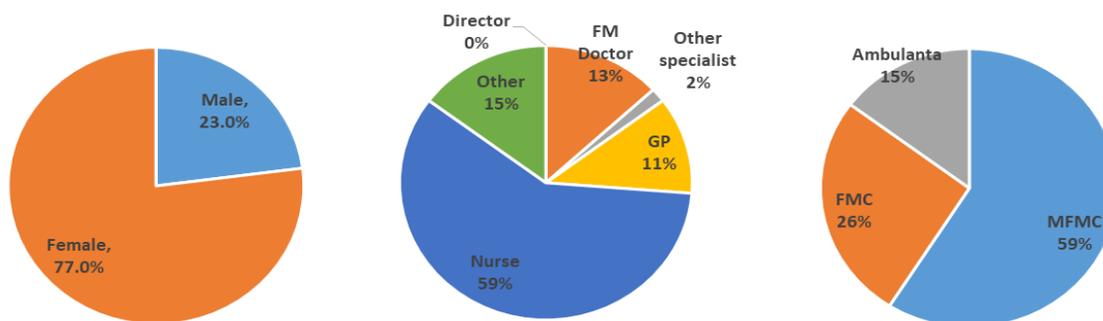
- ❖ Elderly, mothers' and children
- ❖ Roma, Ashkali and Egyptian communities
- ❖ People living in poverty
- ❖ People with chronic health problems
- ❖ People living in rural areas
- ❖ People with lower education
- ❖ People with disabilities

## 4.2 Mitrovica Municipality

### 4.2.1 Healthcare Providers Perspective

Number of HCP from Mitrovica municipality included in this assessment is 61, majority of which are female (77%). In terms of position, over half are nurse (59%) and almost one quarter (24%) are family medicine specialist or general practitioner. Majority of respondents are working at the MFMC (59%) followed by FMC with 26%.

Graph 7: Distribution of HCP by sex, position and facility– Mitrovica

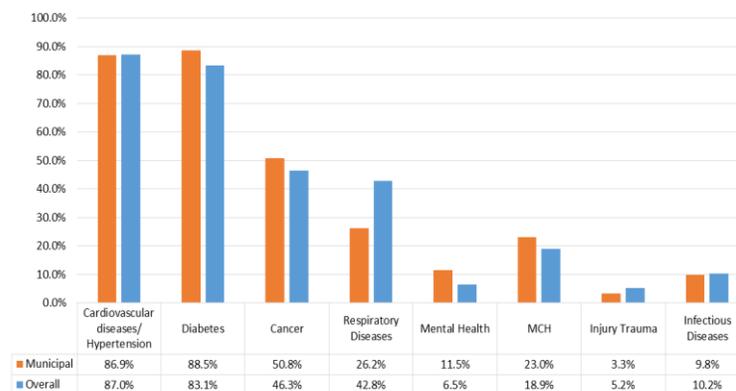


### Community Health Problems

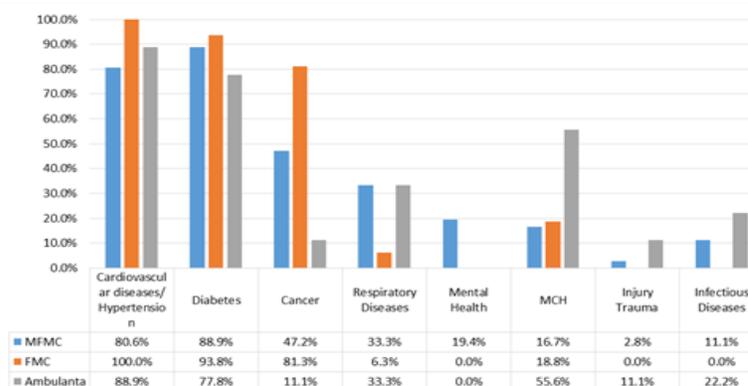
Diabetes and cardiovascular diseases/hypertension followed by cancer, are the top three community health problems identified by the HCP from Mitrovica municipality. Ranking of community health problems is as follows:

1. Diabetes (89%)
2. Cardiovascular diseases/ Hypertension (87%)
3. Cancer (51%)
4. Respiratory diseases (26%)
5. Mother and Child Health (23%)
6. Mental Health (12%)
7. Infectious diseases (10%)
8. Injury/trauma (3%)

Graph 8. Community Health Problems, Mitrovica and All Municipalities



Graph 9. Community Health Problems, According to Facility



HCP from Ambulanta's and other specialists placed **mother and child health** as a third priority.

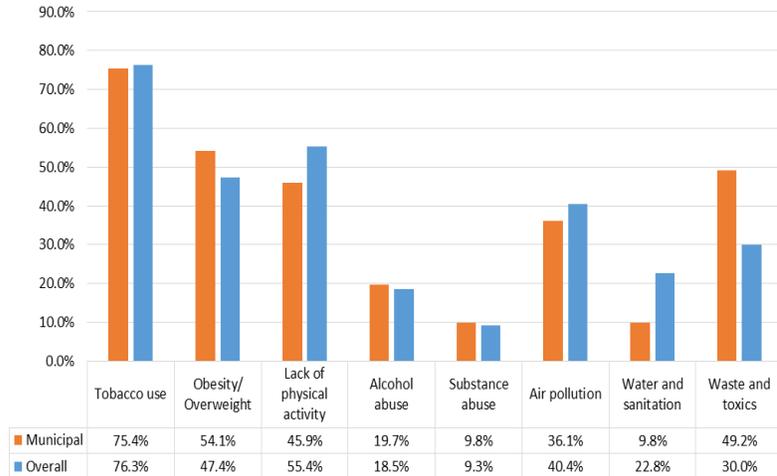
## Risk Factors

Majority of HCP cite **tobacco use**, as first, **obesity/overweight** as second, and **waste and toxics** as third risks factors in their community.

1. **Tobacco use (75%)**
2. **Obesity/overweight (54%)**
3. **Waste and toxics (49%)**
4. Lack of physical activity (46%)
5. Air pollution (36%)
6. Alcohol abuse (20%)
7. Water and sanitation (10%)
8. Substance abuse (10%)

FMCs, GPs, nurses and other specialists point out **lack of physical activity** as a third risk factor.

**Graph 10. Risk Factors, Mitrovica and All Municipalities**

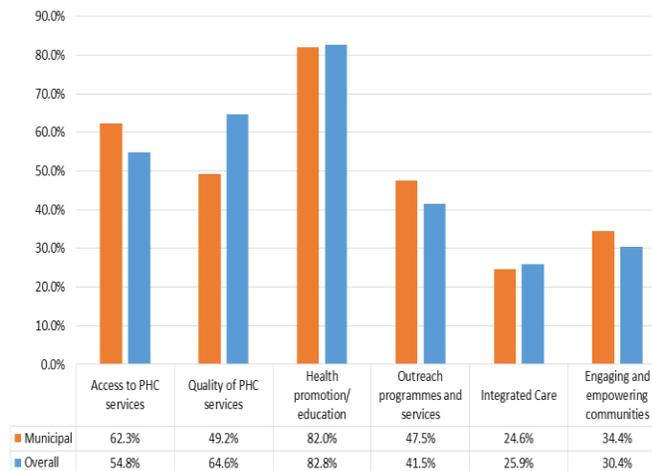


## Aspects of the Health Care to be Improved

**Health education and promotion** is the top priority to be improved, followed by **access to PHC services** and **quality services** and **outreach programmes and services**.

1. **Health promotion/education (82%)**
2. **Access to PHC services (62%)**
3. **Quality of PHC services (49%)**
4. **Outreach programmes and services (48%)**
5. Engaging and empowering communities (34%)
6. Integrated care (25%)

**Graph 11. Areas for Improvement, Mitrovica and All Municipalities**



Female HCP, nurses and ambulanta's identify **outreach programmes and services** as a third priority for improvement, whereas other specialists categorise **integrated care** among the top three priorities. FM doctors ranked **engaging and empowering communities** in the second place together with the **quality of services**.

#### 4.2.2 Community Representatives Perspective

Both categories of stakeholders, representatives of institutions/organisations and community representatives, agree that the main health issues in their municipality relates to the environment, large presence of toxic waste, namely lead, in the soil, water and air. Lack of health knowledge and lack of access to PHC services in rural areas, are also seen as priority health related issues. Findings from the FGDs are summarised as following:

##### ***FGD - institutions/ organizations***

- Air & soil pollution (lead toxic waste – high level of lead in blood)
- Community is not aware about importance of proper nutrition (high fat and sugar intake -> diabetes cardiovascular problems)
- Low socioeconomic conditions resulting in unhealthy nutrition
- Lack of awareness on prevention (importance of taking regularly treatment for hypertension & diabetes)
- Poor health knowledge of children (RAE in specific)
- Low vaccination of RAE children
- Discrimination of RAE population by health staff
- Prescription without lab confirmation of diagnosis by lab tests (lack of reagents in public, high costs in private)
- High rate of metastatic breast cancer (no mammography)
- Lack of doctors and dentist in schools
- No health insurance
- Very high level of smoking, especially among children

##### ***FGD – Community representatives***

- Ambulanta in Shipol village very small, should become FMC with laboratory and work in 2 shifts
- Poor socioeconomic status of population
- Village Vilahi have no clean drinking water. Doctor in this village works only 2 day/week
- Village Vidinric no electricity – intoxication with spoiled food in refrigerators
- Lack of staff in ambulanta in village Kcic i madh - vaccination of children is not regular
- Lack of essential medicines in all Ambulantas
- Village Rahive no ambulanta, no drinking water, soil contaminated with lead and zinc. Same problem of soil contamination in village Lisce
- Ambuanta in Gushavc cover large population (5000), should work in two shifts and have laboratory
- High level of lead in Mitrovica in overall
- No anti snake venom treatment
- Poor management of Ambulantas
- Poor quality of food
- Poor health financing in in overall

Members of the Roma, Ashkali and Egyptian communities, especially children, as well as, elderly and people living in poor socioeconomic conditions are identified as the most vulnerable to the health related issues above.

Key recommendations for the municipal authorities to the identified health issues include the following:

##### ***FGD - institutions/ organizations***

- Conduct awareness raising campaigns on prevention health problems
- Supply regularly with reagents for lab testing, including strips test for presence of lead in blood
- Improve supply with essential medicines (rural areas)
- Increase number of doctors and nurses in PHC facilities
- Invest in research (village Frasher high rate of cancer)
- Awareness raising campaigns regarding breast cancer
- Provision of mammography (even mobile one)
- Health promotion/education on smoking cessation
- Maintenance of health facilities to be privatized

##### ***FGD – Community representatives***

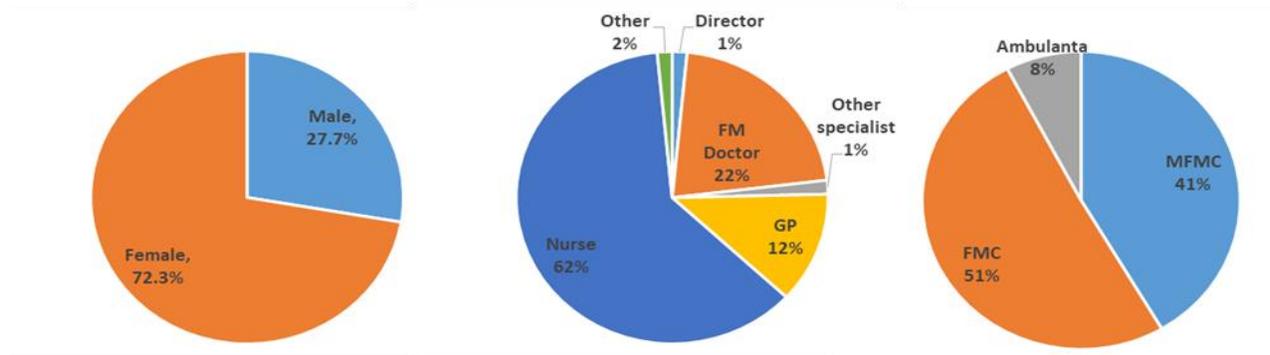
- The municipal authorities should supply villages with drinking water,
- Invest in building/expanding Ambulantas
- Increase the number of HCP in the rural areas,
- Treat properly waste and toxic,
- Supply all Ambulantas with essential medicine (antibiotics, epilepsy, injections, etc),

### 4.3 Vushtri Municipality

#### 4.3.1 Healthcare Providers Perspective

Sixty-five HCP from Vushtri PHC services completed questionnaires for the community needs assessment. Over two-third (72%) are female. Majority of HCP are nurse (62%) and 22% are FM. Around half (51%) of respondents are working in FMC, while two of five in MFMC

Graph. 12: Distribution of HCP by facility, sex and position – Vushtri

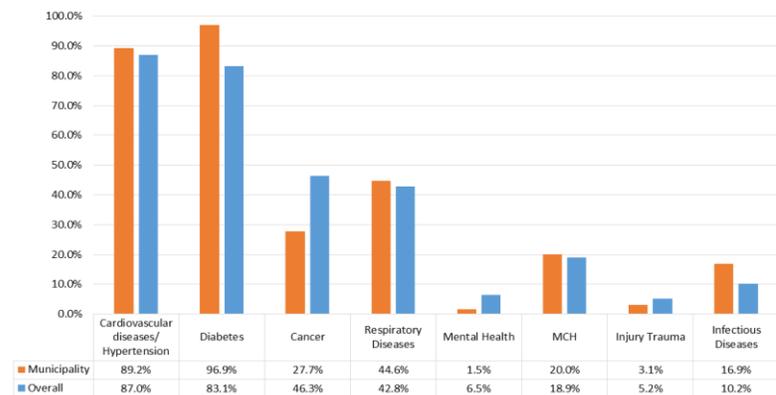


#### Community Health problems

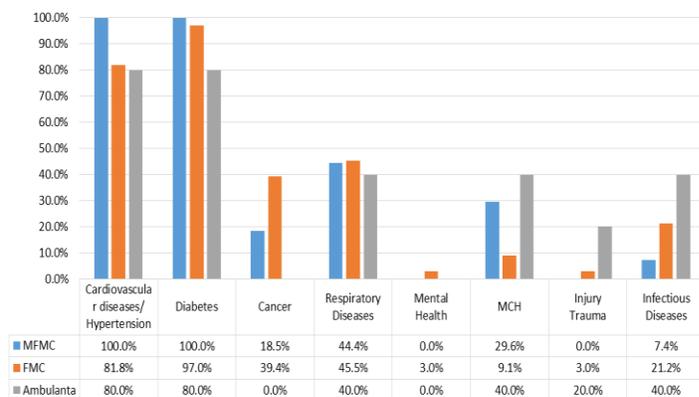
Findings from the assessment revealed that leading community health problems in Vushtri municipality are **diabetes** and **cardiovascular diseases/hypertension** followed by **respiratory diseases**.

1. Diabetes (97%)
2. Cardiovascular diseases/ Hypertension (89%)
3. Respiratory diseases (45%)
4. Cancer (28%)
5. Mother and Child Health (20%)
6. Infectious diseases (17%)
7. Injury/trauma (3%)
8. Mental Health (2%)

Graph 13. Community Health Problems, Vushtri and All Municipalities



Graph 14. Community Health Problems, According to Facility



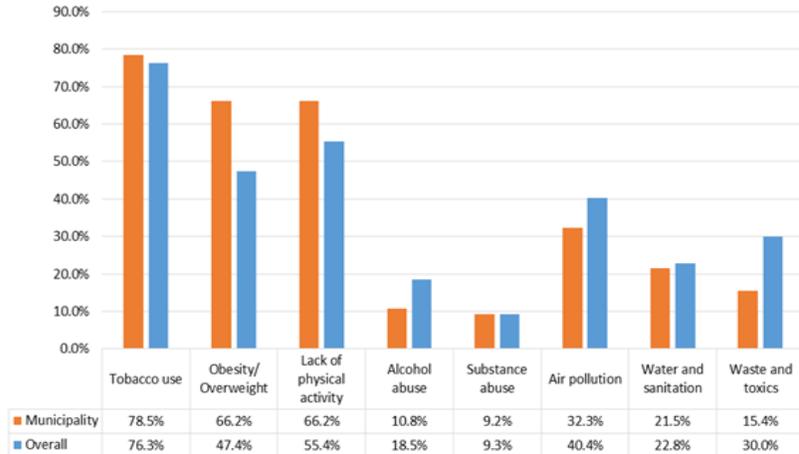
According to facility, HCP from ambulanta’s equally rank as a third priority, **mother and child health**, **cancer** and **infectious diseases**.

**Risk Factors**

**Tobacco use** seems to be leading risk factor in Vushtrri municipality too, followed by the same share of **lack of physical activity** and **obesity/overweight**. Environmental factors are also ranked high by the Vushtrri HCP.

**Graph 15. Risk Factors, Vushtrri and All Municipalities**

1. **Tobacco use (79%)**
2. **Lack of physical activity (66%)**
2. **Obesity/overweight (66%)**
3. Air pollution (32%)
4. Water and sanitation (22%)
5. Waste and toxics (15%)
6. Alcohol abuse (11%)
7. Substance abuse (9%)

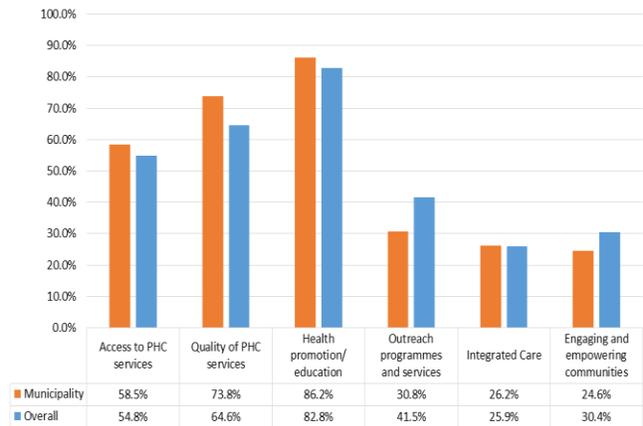


**Aspects of the Health Care to be Improved**

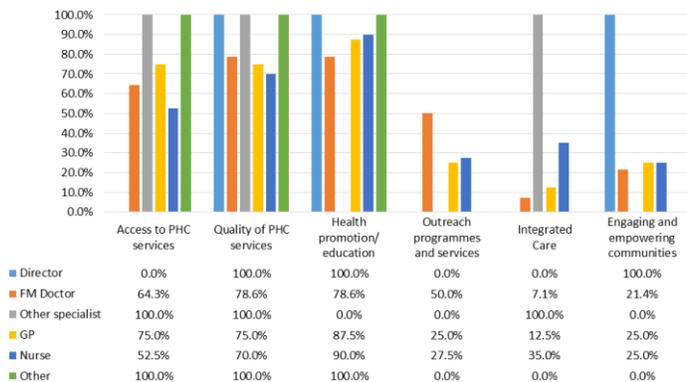
According to the perspective of Vushtrri HCP, three of the most important aspects of the health care that needs improvement include **health education and promotion, quality of services, and access to PHC services**.

**Graph 16. Areas for Improvement, Vushtrri and All Municipalities**

1. **Health promotion/education (86%)**
2. **Quality of PHC services (74%)**
3. **Access to PHC services (59%)**
4. Outreach programmes and services (31%)
5. Integrated care (26%)
6. Engaging and empowering communities (25%)



**Graph 17. Area for Improvement, By Position**



The director of the MFMC in Vushtrri categorised **engaging and empowering communities** among three top priorities, while other specialists prioritised **integrated care**.

### 4.3.2 Community Representatives Perspective

FGDs with the representatives of institutions/organised revealed that majority of health issues are related to the lack and also inadequate management of health resources, including human, medicines, facilities, etc. Community representatives in addition to issues related to resources and management, identified environmental factors as a relevant source of health problems in the municipality.

#### ***FGD - institutions/ organizations***

- Lack of PHC services in rural areas (Village Oshlan)
- Lack of doctors - family medicine specialist
- Inadequate access for people with disabilities
- Lack of essential medicines (people with disabilities)
- Absence of eye specialist in MFMC and in Hospital
- Lack of dentists
- Medical staff getting older, need for young staff
- Budget limitations for hiring new staff
- Improve management of health facilities
- Abuse with essential medicines
- No health insurance
- Employment of new staff not decentralized
- Investments on PHC not discussed with the community
- Poor nutrition (large intake of sugar and salt)
- Poor community education on prevention (elderly)
- Poor health education for children

#### ***FGD – Community representatives***

- Air, soil (garbage) and water pollution (rural-kidney stones)
- Poor monitoring of the health system
- Poor/rude communication of HCP with patients
- Poor quality of health services
- Lack of essential medicines (more in rural areas)
- Irrational prescribing
- Poor socioeconomic status of population
- Lack of implementation of health law
- Poor/inappropriate nutrition due to lack of health education
- No health insurance
- Ambulantas not supplied and working part- time
- Lack of doctors and nurses (more in rural areas)
- Poor health education/promotion

Categories of population mostly affected are children and elderly, people with disabilities, and poor people.

Recommendations for local authorities include:

#### ***FGD - institutions/ organizations***

- Provide eye specialist, at least few days per week
- Implementing awareness raising campaigns to inform community about the services provided by the PHC,
- Have a strategic plan for investment and set priorities
- Proper use of current resources, (proper distribution of essential medicine in all FMC and Ambulantas, based on the population, and proper allocation of human resources in all FMC and Ambulantas in rural areas.
- Implementing community awareness campaigns on prevention (oral health for children)
- Investing on new staff not only building new facilities
- Implementing health insurance fund,
- Decentralization of the budget and employment of new staff, younger staff
- Conduct health check-ups and systematic visits in rural areas (elderly and people with disabilities)

#### ***FGD – Community representatives***

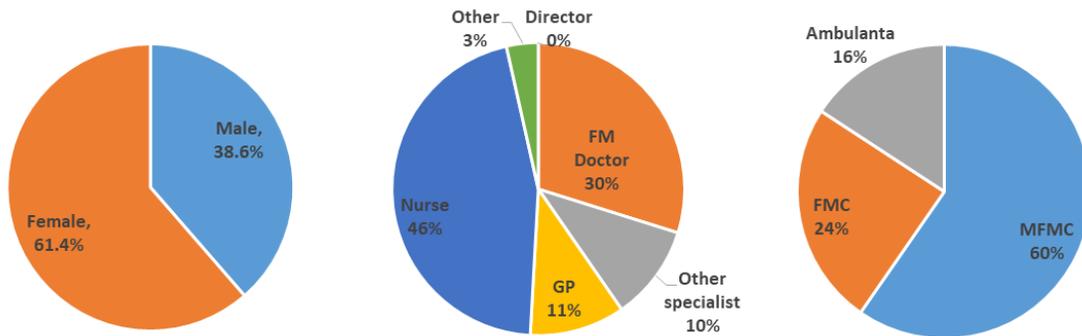
- Conduct food control regularly
- Regularly inspect water quality
- Health staff should respect working hours (particularly in rural areas)
- Health education of students
- Conduct systematic health visits in rural areas,
- Provide sufficient supply with essential medicine
- Increase the health budget,
- Increase number of doctors/family specialist in rural areas
- Conduct awareness rising campaigns (rural areas focused on prevention)
- Improve maintenance of health institutions
- Provide mobile services to citizens (home visiting)

## 4.4 Gjakova Municipality

### 4.4.1 Healthcare Providers Perspective

Majority of the healthcare providers from Gjakova primary healthcare institutions who participated in this assessment are female (61%), and working in the MFMC (60%). In terms of position, nearly half (46%) are nurse and about third (30%) family medicine specialist.

**Graph 18. Distribution of Respondents by Sex, Position and PHC Facility - Gjakova**

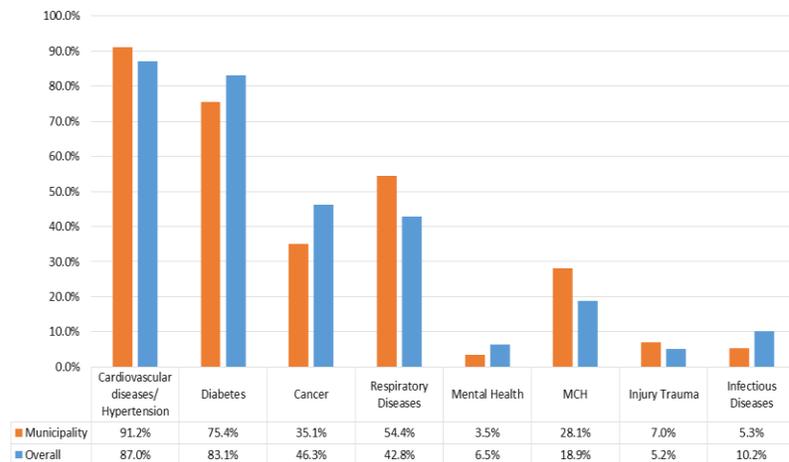


### Community Health problems

Gjakova HCP refer to **cardiovascular diseases/hypertension** as the top health issue of the community, followed by **diabetes** and **respiratory diseases**.

1. Cardiovascular diseases/ Hypertension (91%)
2. Diabetes (75%)
3. Respiratory diseases (54%)
4. Cancer (35%)
5. Mother and Child Health (28%)
6. Injury/trauma (7%)
7. Infectious diseases (5%)
8. Mental Health (4%)

**Graph 19. Community Health Problems, Gjakova and All Municipalities**



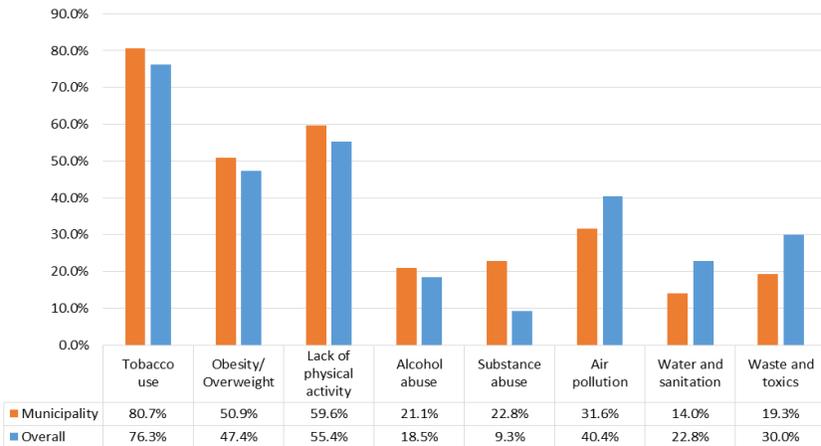
Other specialists identify both, **cancer** and **respiratory diseases**, as third community health problems.

## Risk Factors

**Tobacco use** is also recognised as top risk factor by the HCP from Gjakova. The second and third risk factors include **lack of physical activity** and **obesity/overweight**. Worth noting that substance abuse is placed somewhere in the middle compared to other municipalities where substance abuse is among the least risky behaviours.

Graph 20. Risk Factors, Gjakova and All Municipalities

1. Tobacco use (81%)
2. Lack of physical activity (60%)
3. Obesity/overweight (51%)
4. Air pollution (32%)
5. Substance abuse (23%)
6. Alcohol abuse (21%)
7. Waste and toxics (19%)
8. Water and sanitation (14%)

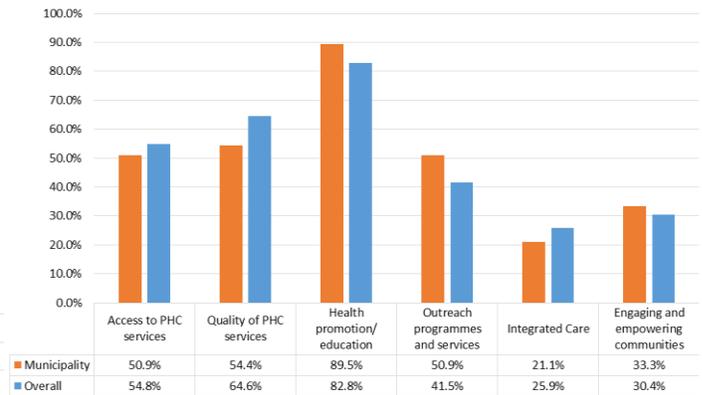


## Aspects of the Health Care to be Improved

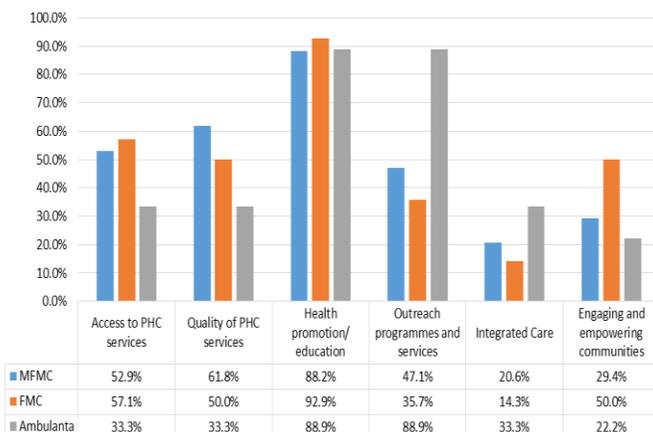
Two main aspects of health care that needs improvement include **health education and promotion** and **quality of services**, while **outreach programmes and services** and **access to PHC services** are equally identified as third area for improvement of healthcare services.

1. Health promotion/education (86%)
2. Quality of PHC services (54%)
3. Outreach programmes and services (51%)
3. Access to PHC services (51%)
4. Engaging and empowering communities (33%)
5. Integrated care (21%)

Graph 21. Areas for Improvement, Gjakova and All Municipalities



Graph 22. Areas for Improvement, By Facility



**Outreach programmes and services** are ranked as a first priority by the HCP from ambulanta's, and as a second priority by the nurses, GPs and other staff.

#### 4.4.2 Community Representatives Perspective

Participants on the FGDs representing institutions/organisations listed many health related issues. However, consensus is reached for two main issues: poor management of health service provision and low level of health education of citizens. Community representatives added to this consensual list, poor infrastructure of health facilities and lack of essential medicines.

##### *FGD - institutions/ organizations*

- Bad management of human resources (refuse to work night shifts or in rural ambulantas)
- Only 2 auto ambulances in the municipality
- Emergency services not well organized
- PHC or FM concept not respected
- Poor infrastructure, no parking place for MFMC
- Insufficient laboratory services
- Young doctors and nurses not well educated
- No space in MFMC for I.V therapy
- Pharmaceutical companies corrupting doctors
- Poor access for people with disabilities
- Poor quality of food –not controlled
- Medical records not used - impossible to monitor care
- Overpopulation of MFMC (no patient zoning & registry)
- Delays of supplies with essential medicines
- People trust private clinics more than public ones
- Poor quality of equipment due procurement rules
- Lack of community awareness about prevention measures (rural)
- No health insurance
- Low health education level of community (when to sick care, use of antibiotics)

##### *FGD – Community representatives*

- Poor health system in overall
- Lack of access in rural areas
- Poor health education level (prevention, check-ups)
- Hesitation to visit psychiatrist (stereotypes)
- Lack of essential medicines in PHC facilities
- Poor socioeconomic condition of population
- Insufficient PHC budget
- Poor access for people with disabilities (rural area)
- Restrictions from central level to hire new staff
- Ambuanta in Skivijan have no heating
- No health insurance
- No home visiting services for people with disabilities and elderly
- Poor communication between doctor and patient
- No health education programs in schools
- High smoking and drug abuse level among youth
- Lack of food control, especially imported food
- Lack of laboratories and pharmacies in rural areas
- Poor investives for people with disabilities, no rehabilitation services
- HCP are leaving Kosovo due to economic reasons
- No ear and eye specialist in Gjakova hospital

Marginalized groups, minorities, elderly, people with chronic disease and with disabilities, people who with poor socio-economic conditions and people who live in rural areas are defined as more vulnerable to the health problems listed above.

Gjakova stakeholders who participated in FGDs gave following recommendations to the municipal authorities in order to appropriately address above health related issues:

##### *FGD - institutions/ organizations*

- Conduct health education/promotion campaigns
- Health education activities in schools
- Create information centre which works 24 hours
- Create mobile health care services 24, hours
- Home visiting services for elderly
- Monitor prescription of medicines (brand names)
- Increase health budget, improve infrastructure
- Improve management of health services
- Implement health insurance
- Improve quality of services

##### *FGD – Community representatives*

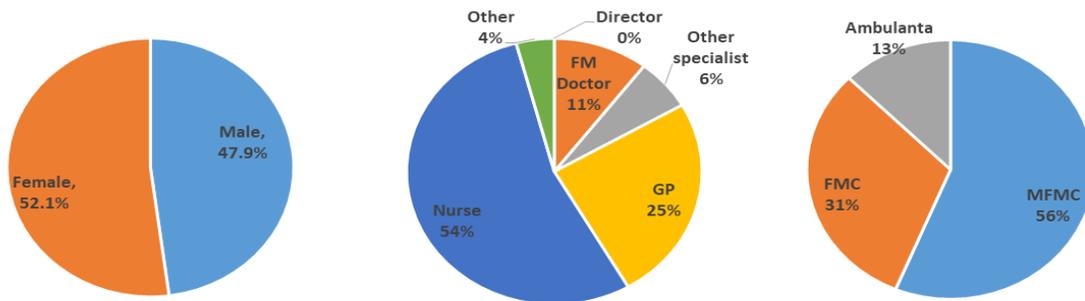
- Increase the budget for the healthcare system,
- Increase the number of HCP
- Supply with essential medicine
- Better management of the healthcare system
- Awareness rising campaign on risk factors
- Meticulous implementation of health law
- Improve monitoring of health services
- Invest in infrastructure, laboratories
- Health education programmes in schools
- Investment in research

## 4.5 Rahovec Municipality

### 4.5.1 Healthcare Providers Perspective

Rahovec municipality is represented in this assessment with 48 healthcare professionals, 51% are female, 54% are nurse and 25% GPs, and majority are working in MFMC, 56%

**Graph 23. Distribution of Respondents by Sex, Position and PHC Facility – Rahovec**

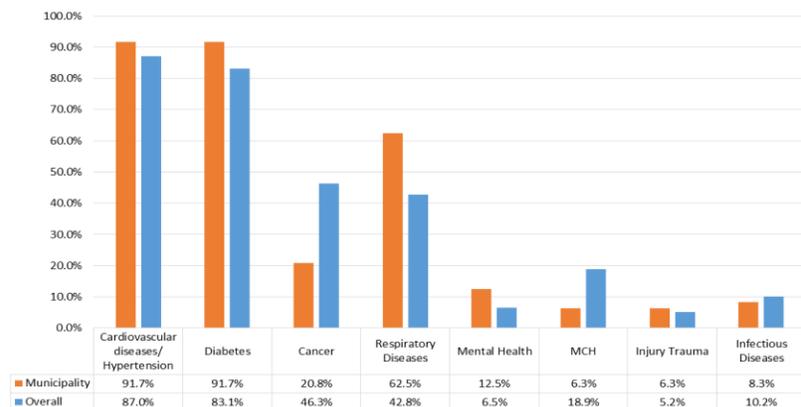


### Community Health problems

**Cardiovascular diseases/hypertension** and **diabetes** are both ranked as first priority regarding community health problems, and **respiratory diseases** and **cancer** are second and third priority.

1. Cardiovascular diseases/ Hypertension (92%)
1. Diabetes (92%)
2. Respiratory diseases (51%)
3. Cancer (21%)
4. Mental Health (13%)
5. Infectious diseases (8%)
6. Mother and Child Health (6%)
6. Injury/trauma (6%)

**Graph 24. Community Health Problems, Rahovec and All Municipalities**

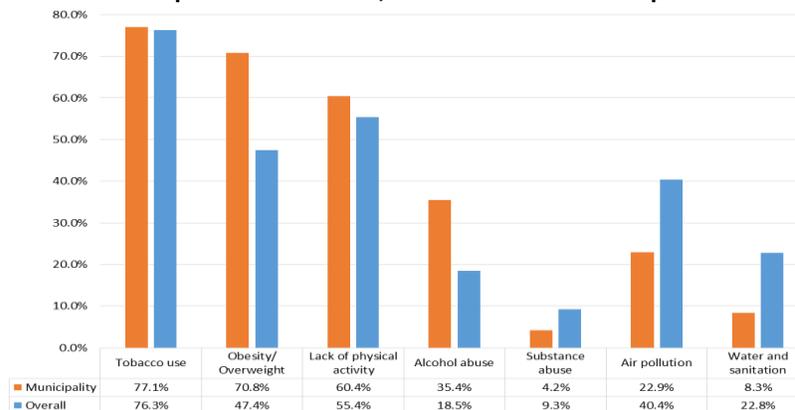


### Risk Factors

**Tobacco use, obesity/overweight, and lack of physical activity**, once more are ranked as top community risk factors. In Rahovec **alcohol abuse** is ranked very high, compared to other municipalities.

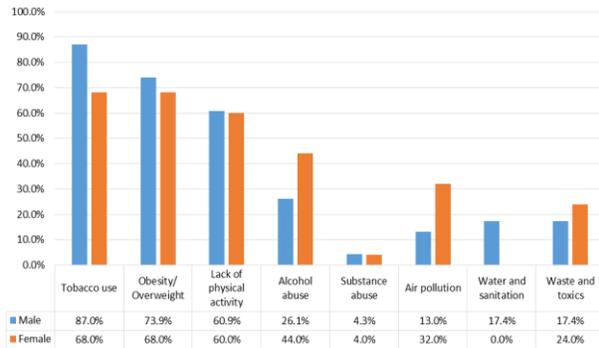
1. Tobacco use (77%)
2. Obesity/overweight (71%)
3. Lack of physical activity (60%)
4. Alcohol abuse (35%)
5. Air pollution (23%)
6. Waste and toxics (27)
7. Water and sanitation (8%)
8. Substance abuse (4%)

**Graph 25. Risk Factors, Rahovec and All Municipalities**

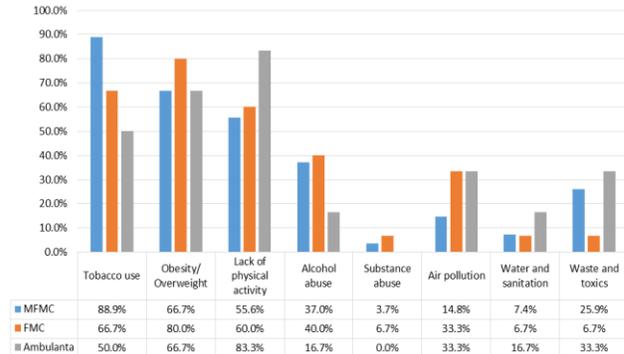


MFMC and male HCP recognise **air pollution** as a second prevalent risk factor, HCP from ambulanta's and the director identify **water and sanitation** among the top three risk factors in this municipality.

**Graph 26. Risk Factors, According to Sex**



**Graph 27. Risk Factors, According to Facility**

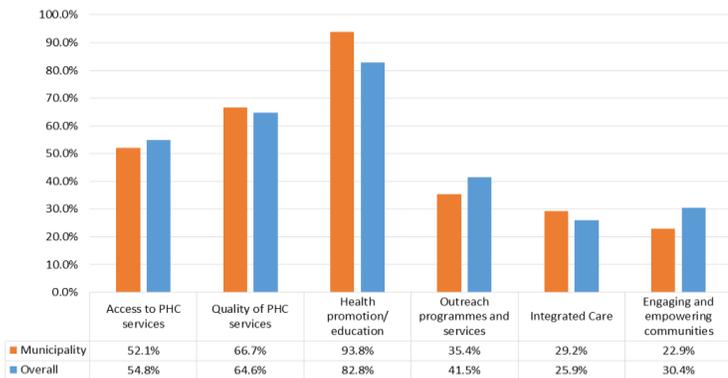


**Aspects of the Health Care to be Improved**

Health education and promotion, quality of services, and access to services, remain top priorities for intervention in Rahovec municipality.

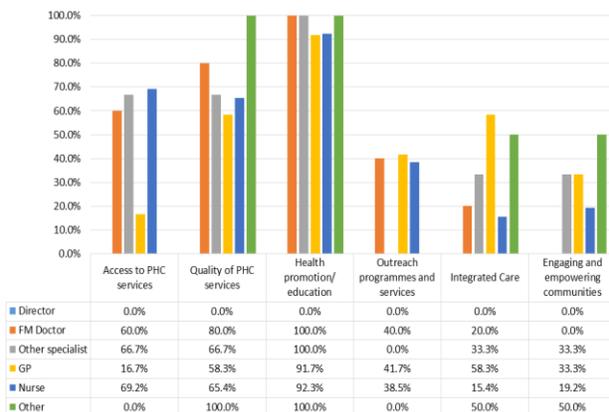
**Graph 28. Areas for Improvement, Rahovec and All Municipalities**

- 1. Health promotion/education (94%)
- 2. Quality of PHC services (66%)
- 3. Access to PHC services (52%)
- 4. Outreach programmes and services (35%)
- 5. Integrated care (29%)
- 6. Engaging and empowering communities (23%)

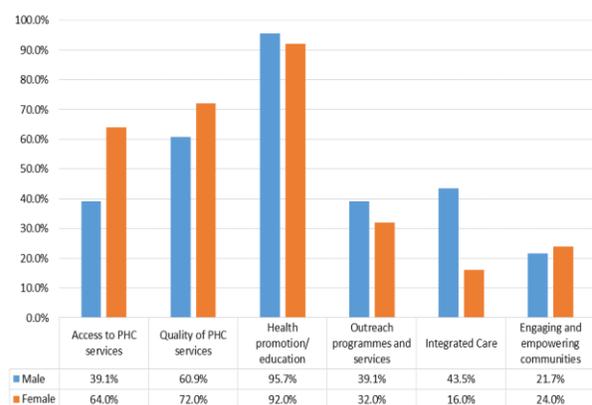


GPs and male HCP pointed out **integrated care** as a third priority for improvement of health care services.

**Graph 29. Area for Improvement, According to Position**



**Graph 30. Area for Improvement, According to Sex**



## 4.5.2 Community Representatives Perspective

Participants of the FGD representing institutions/organisations, agreed that the main problem is lack of health awareness and education. Community lacks basic knowledge about health, and preventive measures, healthy eating and hygiene. Another issue is that there is only one paediatrician in the public sector.

Community representative's opinion is that there are three main problems, including lack of doctors, contamination of soil and water, and poor quality of food consumed. According to the FGDs participants Rahovec lacks at least 35 medical staff based on the number of inhabitants.

### *FGD - institutions/ organizations*

- Poor nutrition of children & adults, food not monitored
- Lack of physical activity in general,
- Poor implementation of the strategy of PHC services
- Only one paediatrician, No neuropsychiatrist,
- Lack of health education/promotion for children
- Lack of strategy for people with disabilities,
- Socio-economic conditions are generally poor,
- Proper access for people with disabilities is lacking
- Poor supply with essential medicine
- Doctors hesitate to take care of children with disabilities,
- MFMC only 1 doctor during the night shift,
- Poor infrastructure of health facilities
- Pharmacies sell medicine without prescriptions
- Lack of awareness among citizens about prevention
- No doctors/dentists in the schools,
- Children lack knowledge on oral hygiene
- No awareness about importance of routine check-ups
- Drinking water not safe because of old pipelines
- Increased number of youth abusing drugs,
- The laboratory in the FMC not functional
- RAE community are not aware about vaccination

### *FGD – Community representatives*

- No laboratories in FMC and Ambulantas
- Lack of reagent for laboratories
- Drinking water is contaminated by waste,
- Low level of medical staff in medical institutions in Rahovec.
- Lack of experienced doctors,
- No competent technicians and doctors to use available equipment,
- Poor diet
- Lack of health education among citizens in general,
- Lack of essential medicines

Populations mostly affected by the health issues include, youth and children, people with poor socio-economic conditions, people with disabilities and RAE communities.

Municipal health authorities should embark on following activities in order to appropriately address these issue:

### *FGD - institutions/ organizations*

- Improve communication with citizens about their needs in order to prioritize health investments
- Conduct awareness campaigns in schools (oral health, drug abuse)
- Sanitary inspectors should inspect food stores
- Mobile routine health check-ups to elderly,
- Improve supplies with essential medicine,
- Health education/promotion interventions (RAE)
- Provide mobile services for vaccination (RAE)
- Implement health insurance fund,
- Inspect pharmacies who sell medicine without prescription.

### *FGD – Community representatives*

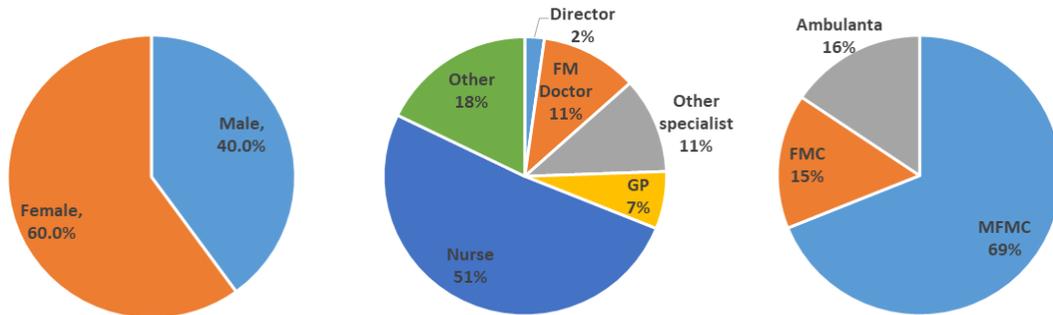
- Conduct food control regularly
- Regularly inspect water quality
- HCP should respect working hours (rural)
- Health education/promotion for students
- Conduct systematic health visits in rural areas,
- Provide sufficient supply with essential drugs
- Increase health budget,
- Increase number of FM specialist (rural)
- Conduct awareness rising campaigns (rural areas focused on prevention)
- Improve maintenance of health institutions
- Provide home visiting services

## 4.6 Skenderaj Municipality

### 4.6.1 Healthcare Providers Perspective

Total number of HCP from Skenderaj municipality participated in the assessment is 45, including 27 or 60% female HCP, 23 or 51% nurse, and 31 or 69% working in MFMC

Graph 31. Distribution of Respondents by Sex, Position and PHC Facility – Skenderaj

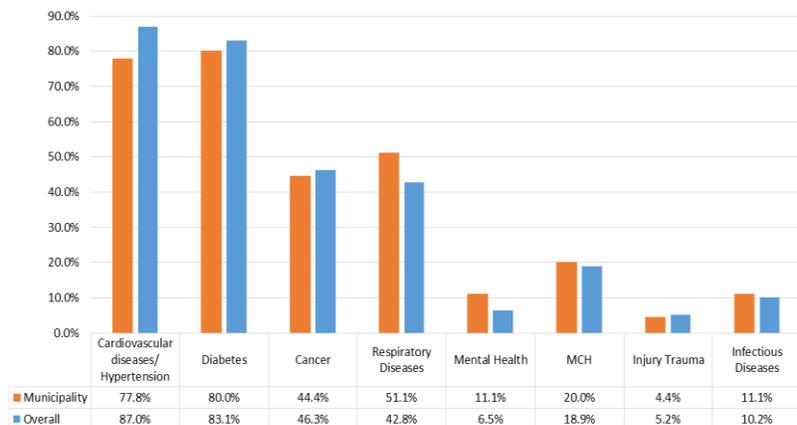


### Community Health problems

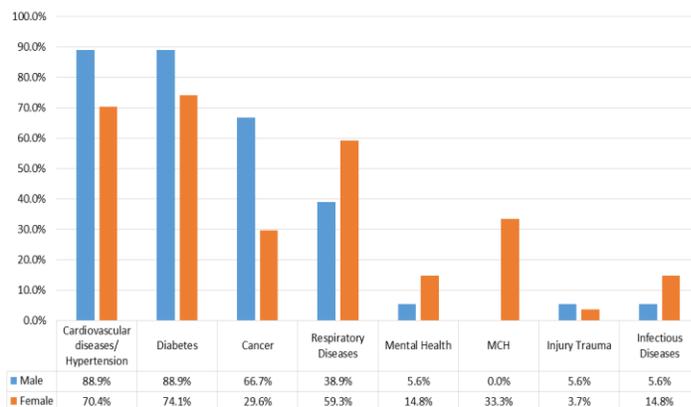
Likewise in most of the municipalities, Skenderaj HCP have also stated the three top community health problems to be **diabetes, cardiovascular diseases/hypertension and respiratory diseases**.

1. Diabetes (80%)
2. Cardiovascular diseases/ Hypertension (78%)
3. Respiratory diseases (51%)
4. Cancer (44%)
5. Mother and Child Health (20%)
6. Infectious diseases (11%)
6. Mental Health (11%)
7. Injury/trauma (4%)

Graph 32. Community Health Problems, Skenderaj and All Municipalities



Graph 33. Community Health Problems, According to Sex



Male staff and FMC cite **cancer** as the third priority, while directors additionally include both cancer and **infectious diseases** among the top three community health problems.

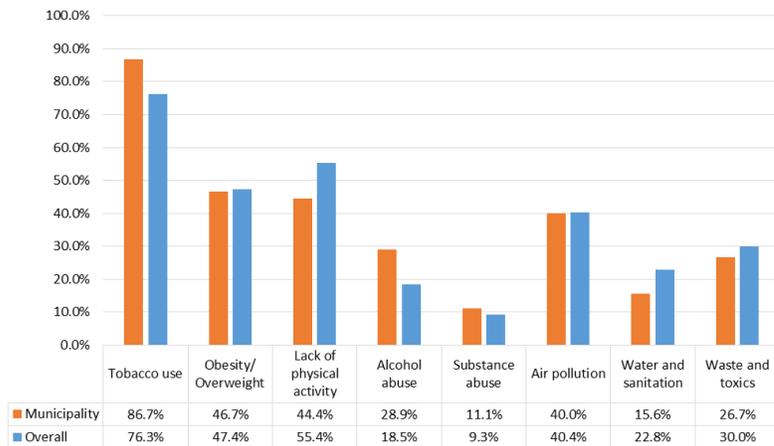
## Risk Factors

Main risks factors as seen by the HCP in Skenderaj include **tobacco use, obesity/overweight, lack of physical activity** and **air pollution**.

1. **Tobacco use (87%)**
2. **Obesity/overweight (47%)**
3. **Lack of physical activity (44%)**
4. Air pollution (40%)
5. Alcohol abuse (29%)
6. Waste and toxics (27)
7. Water and sanitation (16%)
8. Substance abuse (11%)

MFMC and male staff classify **air pollution** as the second most prevalent risk factor, ambulanta's and the director identify **water and sanitation** among the top three prevalent risk factors.

**Graph 34. Risk Factors, Skenderaj and All Municipalities**

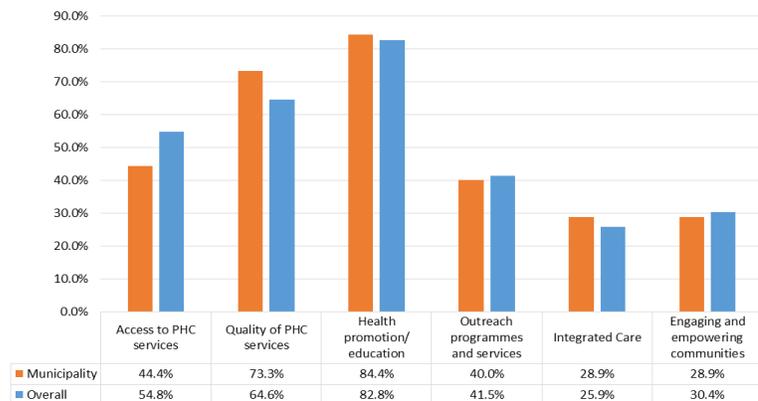


## Aspects of the Health Care to be Improved

The trends seen in other municipalities regarding key areas of health care in need of improvement continues with Skenderaj. **Health education and promotion, quality of services, and access to services,** were reported as the three leading priorities, though, **outreach programmes and services** also received high rankings.

**Graph 35. Areas for Improvement, Skenderaj and All Municipalities**

1. **Health promotion/education (84%)**
2. **Quality of PHC services (73%)**
3. **Access to PHC services (44%)**
4. Outreach programmes and services (40%)
5. Integrated care (29%)
6. Engaging and empowering communities (29%)



FM doctors and FMCs indicated **outreach programmes and services** as secondary priorities for improvement, whereas, the director and ambulanta's place **integrated care** as the second priority for intervention.

## 4.6.2 Community Representatives Perspective

According to the representatives of institutions/organizations health education of the community is one of the biggest issues. Lack of awareness about health and preventive measures is very high. Poor socio-economic conditions is another large problem (inability to consume quality food, bad hygiene, and poor living conditions).

While according to the community representatives, main health related issues include lack of clean water in some villages, polluted air and soil, and lack of the HCP and short working hours of PHC services in rural areas.

### ***FGD - institutions/ organizations***

- Poor nutrition ( a lot of fat and sugar)
- Lack of community health education (minorities)
- Lack of health education among your (sexual health, STI, unwanted pregnancies)
- No culture for routine preventive check ups
- Increased number of autistic children
- Overuse of IT- many health problems in children (mental health, eye, spine)
- Lack of awareness among women about prevention (mammography)
- Health authorities lack of community trust
- High level of stress among community, PTSD-war
- Poor socioeconomic conditions of the community
- Patient do not receive proper explanation from the healthcare staff about their problems and treatment
- Over-prescription of antibiotics
- Sexual health continues to be taboo among women as well as among fathers of young daughters
- Young doctors are not reliable

### ***FGD – Community representatives***

- Bad treatment of waste (Prekaz, Kopiliq),
- Poor quality of drinking water (kidney stones)
- Health facilities very distant in rural areas
- Poor socio-economic conditions
- HCP do not respect working hours
- Lack of essential medicine (supplies to be based on population)
- The absence of pharmacies in the rural areas (Turishevc)
- Lack of water (Turishevc, Kryshevc),
- Lack of staff in rural areas (Kryshevc, Likovc)
- Poor diet due to financial constrains
- No health insurance,
- Poor quality of diagnostics (Laboratory, X-ray)
- HCP requesting patients to visit private clinics
- People lack of awareness for routine check-up
- Lack of services for mental health (PTSD)
- Lack of medicines for people with disabilities,
- No OB/GYN specialist and orthopaedics

Vulnerable groups identified include mothers and children, elderly and middle age (people who have experienced the war as children suffer from PTSD).

Recommendations for improvement include:

### ***FGD - institutions/ organizations***

- Increase budget for home visiting (pregnant women and children 0-3 years)
- Health education for children from 13-18 years old on STI and early pregnancy, drug abuse, smoking, alcohol, and oral health
- More psychologist in in health institution
- Provide CPD for HCP,
- Increase health care budget (equipment, laboratory, medicines)
- Digitalization of health services,
- Provide doctors in schools,
- Improve services for people with disabilities, (accessibility, mobile teams)

### ***FGD – Community representatives***

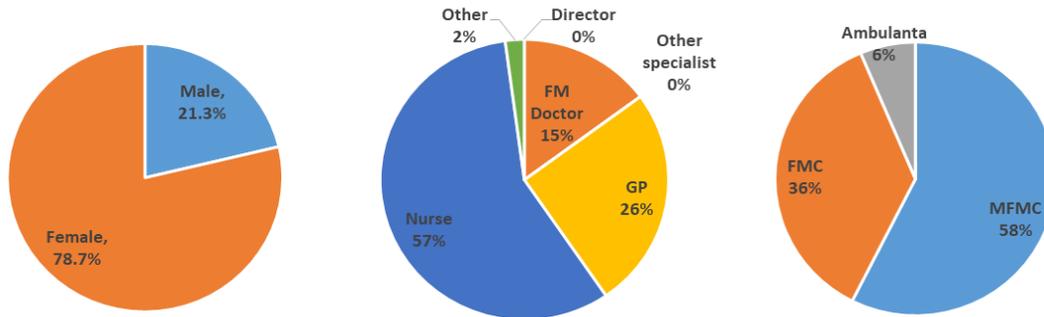
- Health services in rural to work two shifts,
- Increase supplies of essential medicines & equipment
- Increase number of HCP in FMC and Ambulances,
- Improve sewage system,
- Introduce health insurance fund,
- Improve management of health resources,
- Regulate properly public and private health sector
- Increase awareness about healthcare and prevention (schools, villages)
- Supply with waste containers,
- Supply with clean drinking water,

## 4.7 Drenas Municipality

### 4.7.1 Healthcare Providers Perspective

Vast majority of HCP who participated in the community needs assessment from Drenas municipality are female (79%). Above half are nurse (57%) and almost same proportion are working in MFMC (58%).

**Graph 36. Distribution of Respondents by Sex, Position and PHC Facility – Drenas**

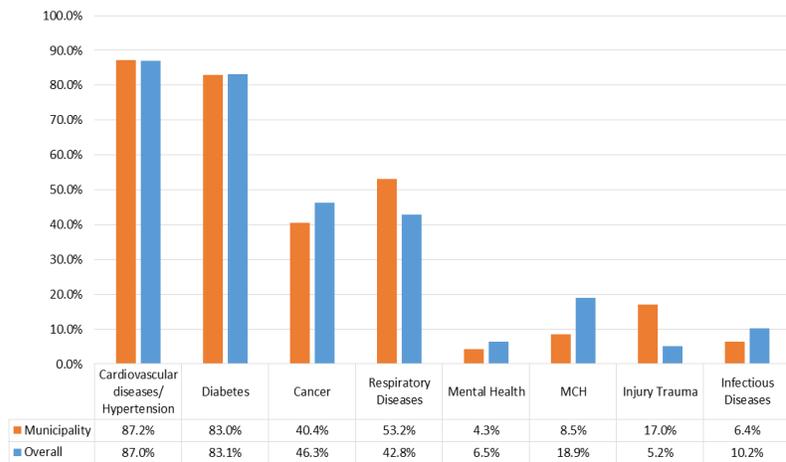


### Community Health problems

As noted in other municipalities, cardiovascular **diseases/hypertension**, **diabetes** and **respiratory diseases** were reported as the three main health issues widespread in Drenas.

**Graph 37. Community Health Problems, Drenas and All Municipalities**

1. Cardiovascular diseases/ Hypertension (87%)
2. Diabetes (83%)
3. Respiratory diseases (53%)
4. Cancer (40%)
5. Injury/trauma (17%)
6. Mother and Child Health (9%)
7. Infectious diseases (6%)
8. Mental Health (4%)



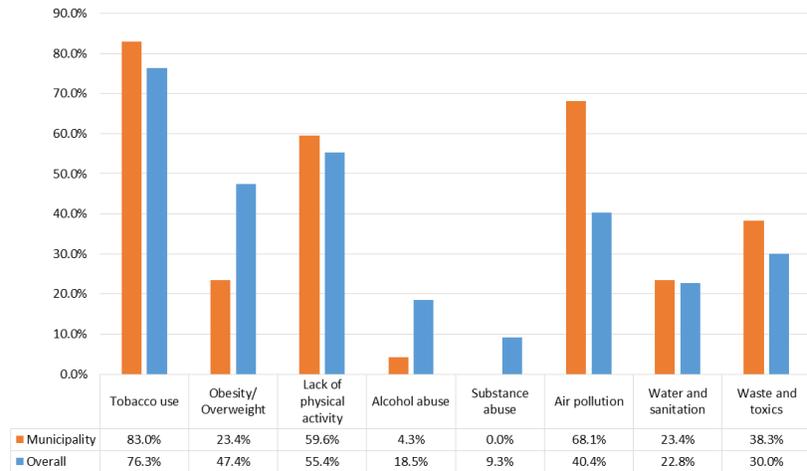
HCP from ambulanta's view **injury/trauma** as the third most important health issue in Drenas.

## Risk Factors

Ranking of the risk factors by HCP in Drenas differs from other municipalities with **air pollution** being identified for the first time as the second most important risk factors followed by **lack of physical activity**.

1. Tobacco use (75%)
2. Air pollution (68%)
3. Lack of physical activity (60%)
4. Waste and toxics (38%)
5. Water and sanitation (23%)
5. Obesity/overweight (23%)
6. Alcohol abuse (4%)
7. Substance abuse (0%)

**Graph 38. Risk Factors, Drenas and All Municipalities**



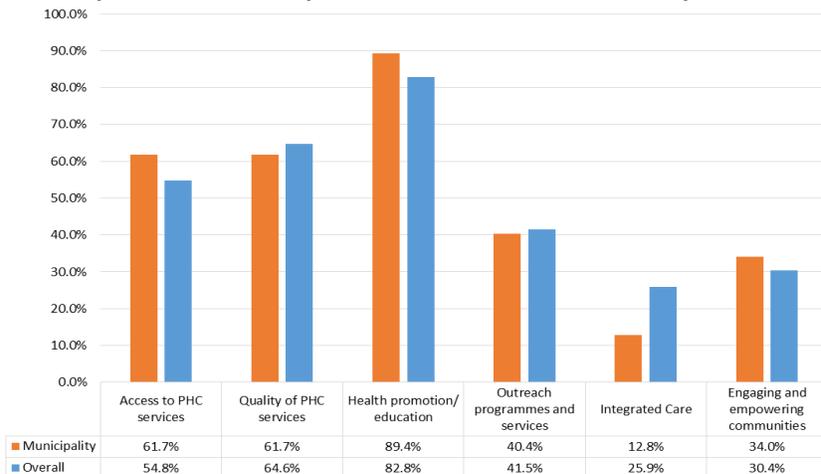
Staff from MFMC gave top priority to **air pollution**.

## Aspects of the Health Care to be Improved

Based on the opinions of HCP from Drenas municipality, **health education and promotion**, is the most important area for improvement, followed by **quality of services** and **access to services**, both identified as a second priority, and **outreach programmes and services**, being the third priority.

1. Health promotion/education (89%)
2. Quality of PHC services (62%)
2. Access to PHC services (62%)
3. Outreach programmes and services (40%)
4. Engaging and empowering communities (34%)
5. Integrated care (13%)

**Graph 39. Areas for Improvement, Drenas and All Municipalities**



## 4.7.2 Community Representatives Perspective

All participants of the FGD representing institutions/organisations agree that the main issues faced by citizens of Drenas are: air pollution caused by the Ferronikel plant and the burning of coal by households, lack of health awareness among citizens, and old water supply pipelines which contain asbestos making the drinking water health hazardous.

Community representatives identified water, soil and air pollution, PTSD and lack of access to PHC services in rural areas, as main health related issues.

### *FGD - institutions/ organizations*

- Air pollution caused by Ferronikel mining factory
- Bad treatment of waste,
- Poor socio-economic conditions, poor diet
- Citizens not aware about the health problems caused as a result of burning coal,
- The water supplier pipes with asbestos
- Lack of health education among citizens in general and among children in particular (oral health)
- Absence of the doctor in the schools,
- Lack of systematic visits in villages (elderly, rural)
- No health insurance,
- Patients tend to visit many doctors for the same problem
- Medical records not used
- Patients do not go to FMC or Amb. they are assigned
- People are not informed for availability of mammography
- Increase level of scabies, around 30%
- Problems with hygiene,
- Lack of essential medicine (even insulin)
- Lack of serum against snakes,

### *FGD – Community representatives*

- MFMC over populated, ambulances in rural are works only one shift
- Lack of essential medicine, (rural areas)
- Air pollution caused by Ferronikel,
- Poor nutrition due to poor socioeconomic
- Food not controlled by authorities (pesticides)
- High cancer rate (depleted uranium)
- Water and soil contamination (waste in rivers)
- Poor hygiene in families with low socio-economic conditions,
- Toxic waste caused during the war is still present,
- PTSD caused by the war (middle age population)
- Lack of doctors in villages,
- HCP in rural areas do not respect the working h
- No doctors in schools, dentists too
- Children/youth using too much internet and smart phones
- Lack of knowledge about health and preventive measures,
- No systematic health visits in schools

People with poor socio-economic conditions, people suffering from chronic diseases, and people living in rural areas, are suggested as mostly affected by the above identified health issues. Specific attention should be paid to those who have survived traumatic war incidents.

Drenas stakeholders who participated in the both FGDs proposed following interventions to be implemented by the municipal authorities in order to improve health status of the community.

### *FGD - institutions/ organizations*

- Address properly air pollution of (Ferronikel and burning coal))
- Provision of systematic medical visits in schools, specific agenda should be done for children in primary schools in order to observe children's' health,
- Distribution of health education materials
- Change the water pipelines
- Supply properly FMC with essential medicine
- Provide psychologist in schools,

### *FGD – Community representatives*

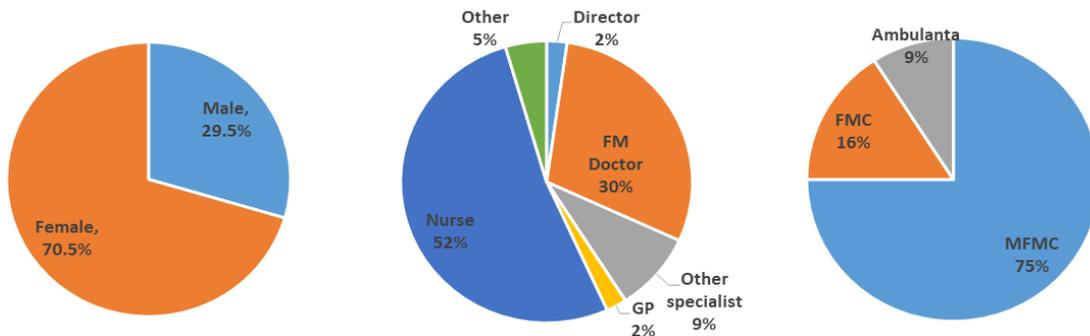
- Ferronikel (air filters to reduce air pollution)
- Supply with clean drinking water,
- Proper treatment of waste
- Conduct health promotion/education campaigns in community and schools
- Monitor quality of food
- Supply Ambulantas with essential medicine,
- Increase the working schedule of Ambulantas ,
- Increase the number of doctors in Ambulantas ,
- Improve the quality of healthcare services in general,
- Build an Ambulanta in village Godanc,

## 4.8 Lipjan Municipality

### 4.8.1 Healthcare Providers Perspective

Overall 44 HCP from the MFMC, FMCs and ambulantas took part in the community needs assessment from the Lipjan municipality. Over two-third are female (71%), about half are nurse (52%) and 30% are family doctors, while majority are working in MFMC (75%)

**Graph 40. Distribution of Respondents by Sex, Position and PHC Facility - Lipjan**

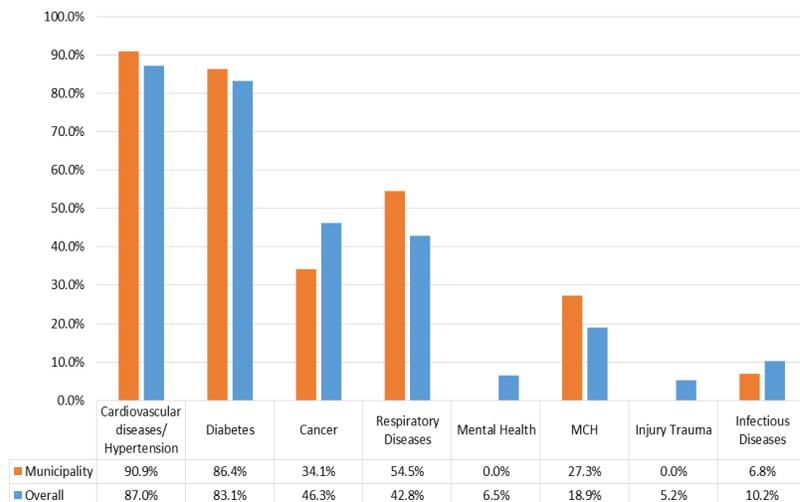


### Community Health problems

Lipjan HCP also selected **Cardiovascular diseases/hypertension, diabetes and respiratory diseases** as the top three health problems in their community. It should be noted that mental health and injury/trauma are not seen as community health problems worth attention.

**Graph 41. Community Health Problems, Lipjan and All Municipalities**

1. Cardiovascular diseases/ Hypertension (91%)
2. Diabetes (86%)
3. Respiratory diseases (54%)
4. Cancer (34%)
5. Mother and Child Health (27%)
6. Infectious diseases (7%)
7. Mental Health (0%)
8. Injury/trauma (0%)



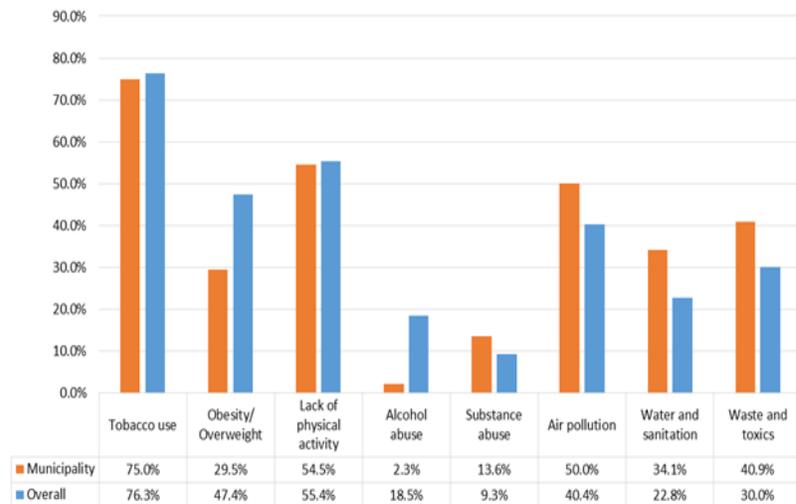
In terms of facilities, HCP from FMCs pointed out **mother and child health** as a third priority.

## Risk Factors

Beside **Tobacco use**, and **lack of physical activity**, factors related to environment are identified among high priority risks factors by the HCP from Lipjan municipality.

1. **Tobacco use (75%)**
2. **Lack of physical activity (55%)**
3. **Air pollution (50%)**
4. **Waste and toxics (41%)**
5. **Water and sanitation (34%)**
6. **Obesity/overweight (30%)**
7. **Substance abuse (14%)**
8. **Alcohol abuse (2%)**

**Graph 42. Risk Factors, Lipjan and All Municipalities**



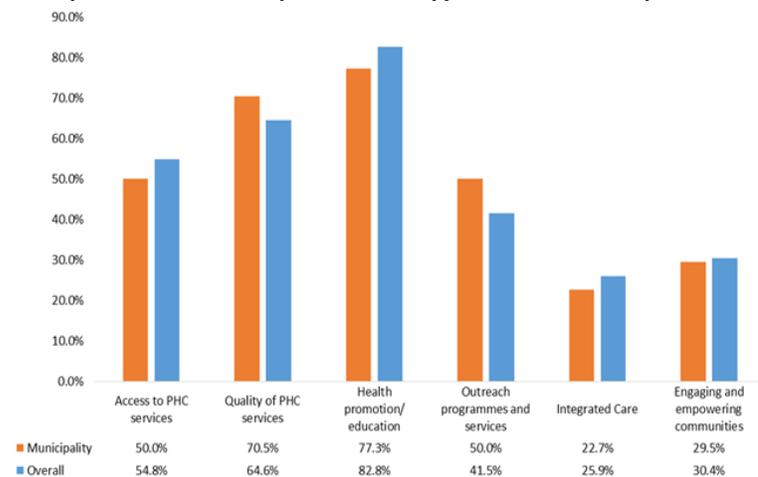
Analysis according to facilities revealed that ambulantas regarded **environmental factors** as a first priority.

## Aspects of the Health Care to be Improved

**Health education and promotion, quality of services, and access to services and outreach programmes and services**, are identified as the most important areas of the healthcare services to be improved.

1. **Health promotion/education (77%)**
2. **Quality of PHC services (71%)**
3. **Access to PHC services (50%)**
3. **Outreach programmes and services (50%)**
4. **Engaging and empowering communities (30%)**
5. **Integrated care (23%)**

**Graph 43. Areas for Improvement, Lipjan and All Municipalities**



GP's rated **integrated care** as an equally high priority for improvement as **health promotion/education** and **quality of services**.

## 4.8.2 Community Representatives Perspective

Representatives of institutions/organisations in Lipjan municipality identified the main health related issue is lack of knowledge/ awareness of the community about health in general. Whereas, community representatives identified poor management of PHC services as a biggest concern.

### *FGD - institutions/ organizations*

- Increased rate of Hypertension and Diabetes
- Increased rate of tuberculosis & hepatitis
- Lack of information among the citizens/patients about health preventive measures and the importance of routine check-ups to the doctor,
- Lack of awareness about healthy food/nutrition's
- Lack of information among minorities about the health and health problems,
- Poor socio-economic conditions,
- Lack of budget, essential medicines
- Poor management of resources (essential medicine, allocation of staff)
- Lack of physical activity among community,
- Large consumption of salt and fat
- Stress due to poor socio economic conditions,
- Acoustic pollution, because of the airport,
- Poor communication/cooperation between institutions with regards to treatment of hazardous waste
- Bad quality of medicine (Insulin, stents),
- Lack of doctors in rural areas,

### *FGD – Community representatives*

- HCP not respecting working hours (2<sup>nd</sup> shifts, rural)
- In Janjeva no driver for ambulance
- Lack of medical staff, (rural areas),
- Too many nurses in MFMC, while they lack in rural areas
- Increased rate of measles among RAE (poor vaccination)
- No dentist in Shala FMC
- Absence of essential medicine, & for dentistry too
- Long waiting time for X-ray services,
- Lack of laboratory equipment
- Bad allocation of human resources,
- Poor nutrition, food not monitored by the authorities
- Prescriptions as per recommendation of pharmaceutical companies
- No doctor in village Babush,
- Patients asked by doctors to visit their private clinics,
- The dentistry in Lipjan has very old equipment,
- Poor health education among the citizens
- No health insurance,

Children, elderly, people with poor socio-economic conditions and people with disabilities constitute the most affected population by the health related issues identified above.

Interventions proposed to the municipal authorities include:

### *FGD - institutions/ organizations*

- Health education/promotion activities
- Health education leaflets in schools
- Systematic visits in schools
- Health awareness campaigns (rural)
- Improve doctor-patient communication
- Investment in supply water in all rural areas
- Better management of waste
- Controlling of the quality of medicines,
- Increase the number of doctors and nurses
- More effective procurement procedures

### *FGD – Community representatives*

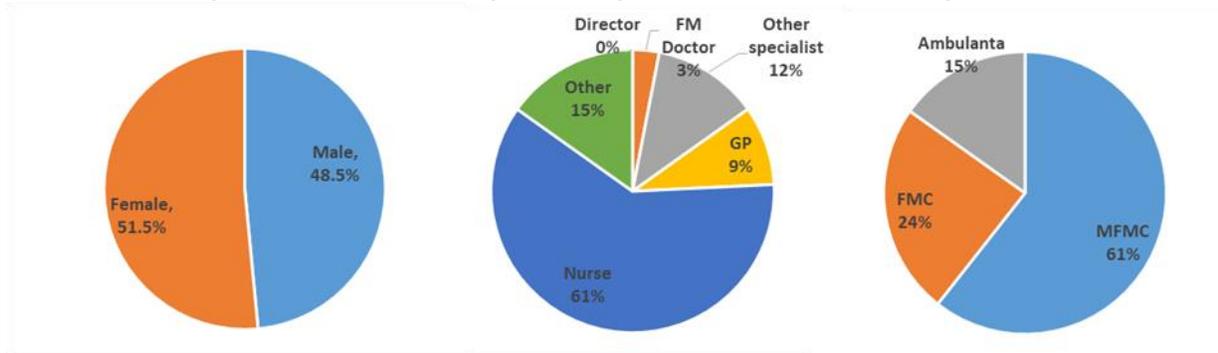
- Doctors and health authorities should rebuild trust from the citizens,
- Implementation of the law on health, regulation for running PHC services, hiring staff per no. of inhabitants
- HCP who do not respect or oppose their duties should be sanctioned, and punished
- Municipal health authorities to monitor health services
- Increase the number of HCP (rural areas)
- Supply with essential medicine, equipment (dentistry, and laboratory)
- Conduct quality control of food
- Better management of financial and human resources

## 4.9 Malisheva Municipality

### 4.9.1 Healthcare Providers Perspective

Thirty-three HCP from Malisheva municipality completed the questionnaire on community health needs. Gender representation of HCP is almost equal, while over half are nurse (61%), and the same proportion are working in MFMC (61%)

Graph 44. Distribution of Respondents by Sex, Position and PHC Facility - Malisheva

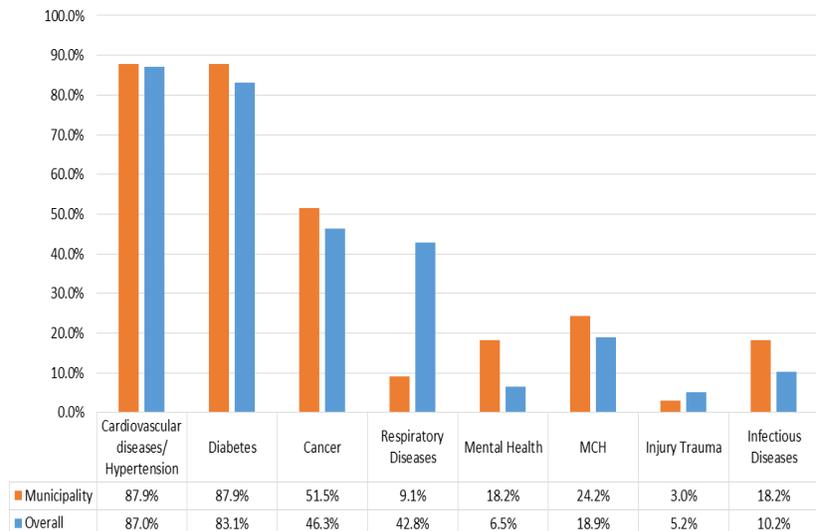


### Community Health problems

According to HCP perspectives **cardiovascular diseases/hypertension** and **diabetes** represent leading health issues of the community in Malisheva, followed by **cancer**.

Graph 45. Community Health Problems, Malisheva and All Municipalities

- 1. Cardiovascular diseases/ Hypertension (88%)
- 1. Diabetes (88%)
- 2. Cancer (52%)
- 3. Mother and Child Health (24%)
- 4. Infectious diseases (18%)
- 4. Mental Health (18%)
- 5. Respiratory diseases (9%)
- 6. Injury/trauma (3%)



No major differences were revealed according to facility, sex and position of the HCP.

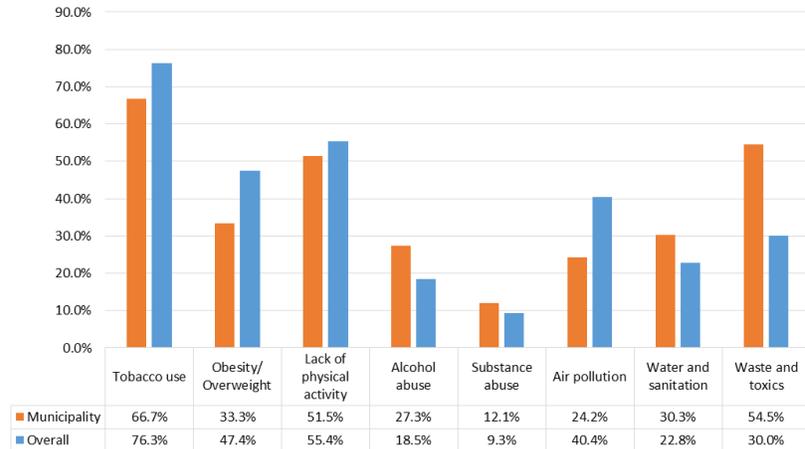
## Risk Factors

Key risk factors as seen by the HCP in Malisheva are **tobacco use, waste and toxics** and **lack of physical activity**. It should be emphasised, the very high ranking of waste and toxics in Malisheva municipality.

1. Tobacco use (67%)
2. Waste and toxics (55%)
3. Lack of physical activity (52%)
4. Obesity/overweight (33%)
5. Water and sanitation (30%)
6. Alcohol abuse (27%)
7. Air pollution (24%)
8. Substance abuse (12%)

GP's included **obesity/overweight** while FM doctors and other specialists included **water and sanitation** among the top three risk factors.

Graph 46. Risk Factors, Malisheva and All Municipalities

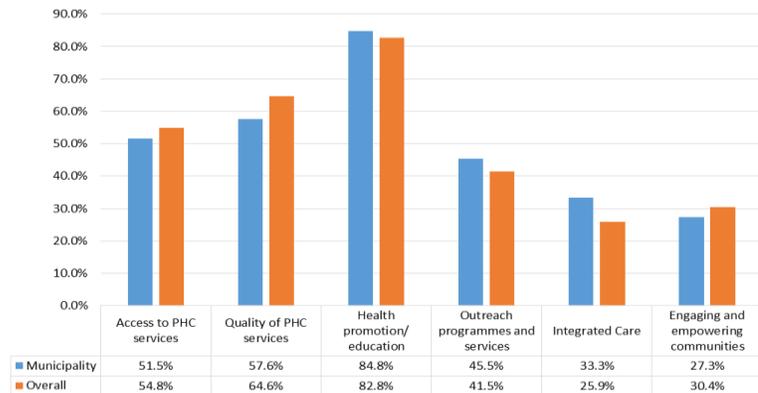


## Aspects of the Health Care to be Improved

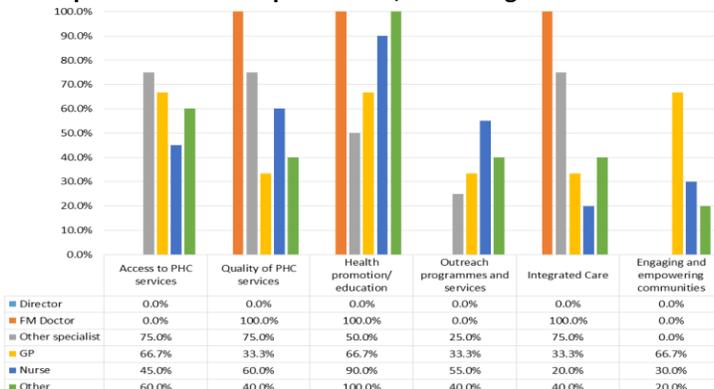
Malisheva joined other municipalities by identifying similar key areas of health care that will contribute to a healthier community, including **health education and promotion, quality of services** and **access to services**.

1. Health promotion/education (85%)
2. Quality of PHC services (58%)
3. Access to PHC services (51%)
4. Outreach programmes and services (45%)
5. Integrated care (33%)
6. Engaging and empowering communities (27%)

Graph 47. Areas for Improvement, Malisheva and All Municipalities



Graph 48. Area for Improvement, According to Position



Nurses and female HCP refer to **outreach programmes and services** as the third priority for improvement, whereas, FM doctors quoted **integrated care** among key priorities for improvement.

## 4.9.2 Community Representatives Perspective

Participants of the both FGDs stated the three main health related issues to be; haemorrhagic fever, lack of access to PHC services in rural areas, and water contamination in rural areas. Summaries of all issues discussed is presented below.

### *FGD - institutions/ organizations*

- Bad treatment of waste
- Increased rate of Haemorrhagic fever
- Lack of essential medicines and bad management of available medicines
- Poor access for people with disabilities,
- Non-inclusion of children with disabilities in schools
- Ambulantas not using medical records,
- Poor management of soil exploitation by construction companies
- No health insurance
- Lack of knowledge among citizens about health and health preventive measures, as well as creation of culture for routine medical check-ups
- Assistance provided to people with mental health problems is very limited,
- Lack of awareness about health care services in general by all citizens.

### *FGD – Community representatives*

- Drinking water contains a large percentage of minerals
- Ambulantas in villages work only one shift (Drenoc)
- One Ambulanta covers three villages, (too far)
- In Ambulantas work only a nurse, doctor ones/week,
- Laboratory in MFMC only few basic tests (lack of reagents)
- Air pollution (burning of coal in households)
- Construction works (rock excavation) contaminating the drinking water, soil and air.
- Very poor waste management (animal carcasses)
- Ambulanta in Drenoc need laryngoscope, pulsoximeter, ECG, emergency aspirator, defibrillator, non-invasive glucometer, portable bed,
- The problem with haemorrhagic fever,
- Lack of essential medicine, including: injections, infusion, etc.
- High cancer rate among young people
- The ambulance car in Malisheva is not allowed to go and pick up the patient.

Similar to other municipalities Malisheva too identified most affected populations being people with poor socioeconomic conditions, children, elderly and people with disabilities.

Following actions are recommend to the municipal authorities in order to address properly health related issues identified by the FGD participants.

### *FGD - institutions/ organizations*

- Provision of health awareness raising campaigns for citizens in general
- Information of citizens about what health services that are provided by each institution and where they can receive each service
- Information of citizens about haemorrhagic fever through empowerment of NGOs (giving them the responsibility to educate citizens on preventive measures, especially children
- Increase number of medical staff in rural areas
- Increase the working hours of PHC in rural areas,
- Improve supply with essential medicines
- Implementation of health insurance fund

### *FGD – Community representatives*

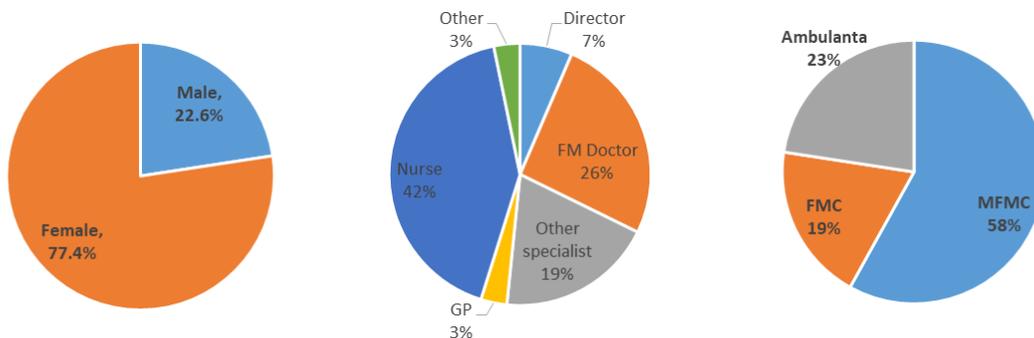
- Conduct routine health check-ups in schools
- Improve access to healthcare services in rural areas,
- Education of citizens about healthcare
- Provide routine mobile health check-ups in rural areas
- Increase working hours in Ambulantas
- Increase supply with essential medicine,
- Provision of other medical specialist in FMC such as paediatrician, gynaecologist, etc.
- Increase the number of doctors
- Supply with medical equipment such as: laryngoscope, hospital pulsoximeter, , ECG, hospital emergency aspirator, defibrillator, non-invasive glucometer, movable bed, mobilization tools

## 4.10 Obiliq Municipality

### 4.10.1 Healthcare Providers Perspective

Altogether 31 HCP from the MFMC, FMCs and ambulanta's of Obiliq municipality participated in the community health needs assessment. Similar to other municipalities, majority of respondent are female (77%), nearly two out of five (42%) are nurse and 26% family medicine doctors. In terms of facility, over half (58%) are working in MFMC

Graph 49. Distribution of Respondents by Sex, Position and PHC Facility - Obiliq

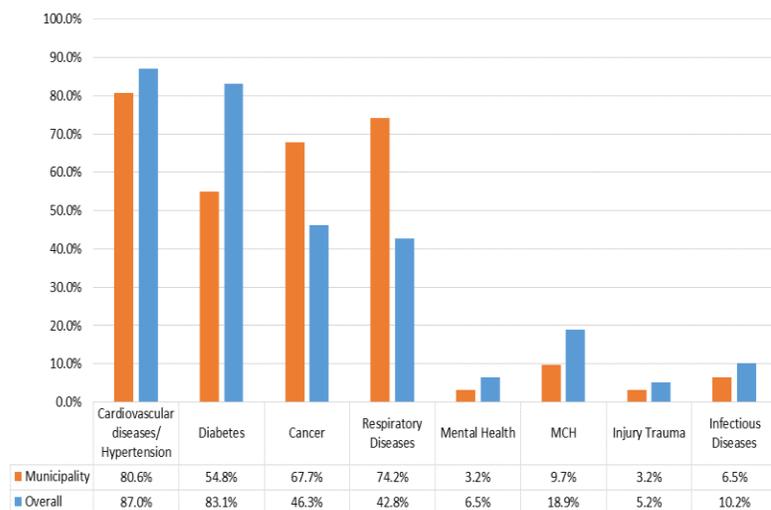


### Community Health problems

Obiliq HCP regard **cardiovascular diseases/hypertension** as a main concern in terms of community health status, and they ranked **respiratory diseases** and **cancer** as second and third respectively, health issue of the community.

1. Cardiovascular diseases/ Hypertension (81%)
2. Respiratory diseases (74%)
3. Cancer (68%)
4. Diabetes (55%)
5. Mother and Child Health (10%)
6. Infectious diseases (7%)
7. Mental Health (3%)
7. Injury/trauma (3%)

Graph 50. Community Health Problems, Obiliq and All Municipalities

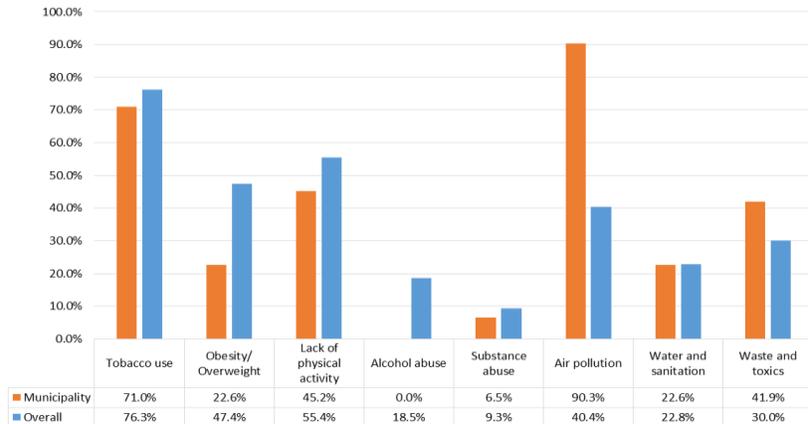


## Risk Factors

**Air pollution** is identified as the main risk factor in Obiliq, which is most probably due to a coal power plant that is located within this municipality in near proximity to the urban area. The next two important risk factors are **tobacco use** and **lack of physical activity**. Other environmental related risk factors such as waste/toxics and water/sanitation, are also ranked high in Obiliq.

1. **Air pollution (90%)**
2. **Tobacco use (71%)**
3. **Lack of physical activity (45%)**
4. **Waste and toxics (42%)**
5. **Water and sanitation (23%)**
5. **Obesity/overweight (23%)**
6. **Substance abuse (7%)**
7. **Alcohol abuse (0%)**

**Graph 51. Risk Factors, Obiliq and All Municipalities**

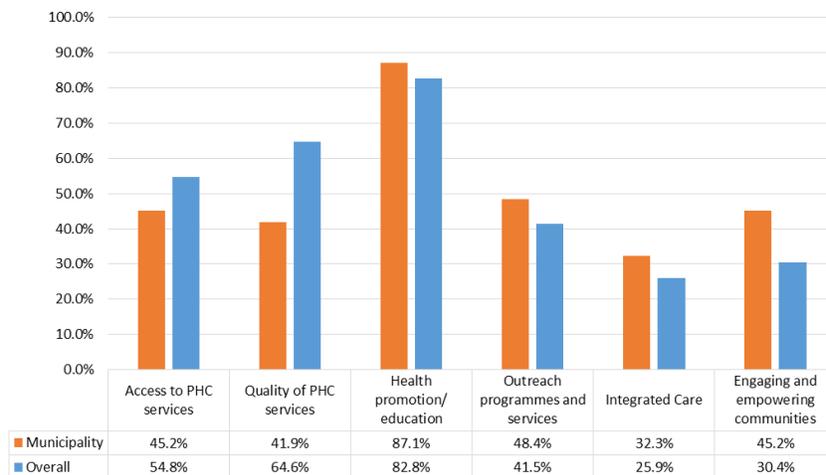


## Aspects of the Health Care to be Improved

Excluding **health education and promotion** which similarly to other municipalities is identified as the most important area for improvement, Obiliq is characterized by giving high importance to **outreach programmes and services** and **engaging and empowering communities** and **access to PHC services**. Other aspects of health care for improvement are also rated high by the HCP of this municipality.

**Graph 52. Areas for Improvement, Obiliq and All Municipalities**

1. **Health promotion/education (87%)**
2. **Outreach programmes and services (48%)**
3. **Engaging and empowering communities (45%)**
3. **Access to PHC services (45%)**
4. **Quality of PHC services (42%)**
5. **Integrated care (32%)**



Male staff and the director have placed **integrated care** among the top three priority areas for improvement, while GPs and MFMC rated **access to and quality of PHC services** among the top three priorities.

#### 4.10.2 Community Representatives Perspective

Air pollution caused by the power plant is the most important health related issue recognised by the community and institution/organisation representatives in Obiliq municipality. Overall issues discussed in FGDs are summarized as following.

##### ***FGD - institutions/ organizations***

- Air pollution (Power Plant) (respiratory problems, cancer)
- Poor socio economic conditions (RAE)
- Lack of health education on prevention
- Soil and water pollution (fruits and vegetables contaminated),
- Non-implementation of the Law for Obiliq municipality
- Lack of awareness among children (children with disabilities) regarding prevention measures
- Poor patient-doctor communication
- Low budget for PHC services (health education)
- Poor infrastructure in FMC and Ambulantas
- Lack of coordination (MoH and PHC)
- Non-implementation of FM concept (medical records, patient lists, HIS, appointment system)
- Non-coordination of organisations working of health education/promotion with the NIPH.
- Citizens lack information on services provided by PHC
- Tobacco and drug abuse (children from RAE, Plemetin)
- Lack of health insurance

##### ***FGD – Community representatives***

- Air, soil, water pollution (power plant)
- Lack of essential medicines
- Insufficient number of HCP
- Low budget for PHC
- No health insurance
- Poor socio-economic conditions of the community
- Poor nutrition of the community
- Lack of knowledge about healthy behaviours

Categories of people mostly affected by above issues include people from Roma, Ashkali and Egyptian communities, especially those living in village Plemetin, children, elderly, and people with poor socioeconomic status. Cancer is increased among middle age people (30 to 50 years old)

Key recommendations for the municipal authorities to improve health status of the community, include:

##### ***FGD - institutions/ organizations***

- Better implementation of health policies (FM Concept, insurance policies)
- Increase budget for PHC
- Improve PHC infrastructure,
- Strengthen services for health education/promotion
- Better coordination between health institutions and other relevant organizations,
- Plan budget line for health education,
- Implementation of the Law for Obiliq
- Encouraging citizens for routine check-ups
- Campaigns on cancer (breast cancer),

##### ***FGD – Community representatives***

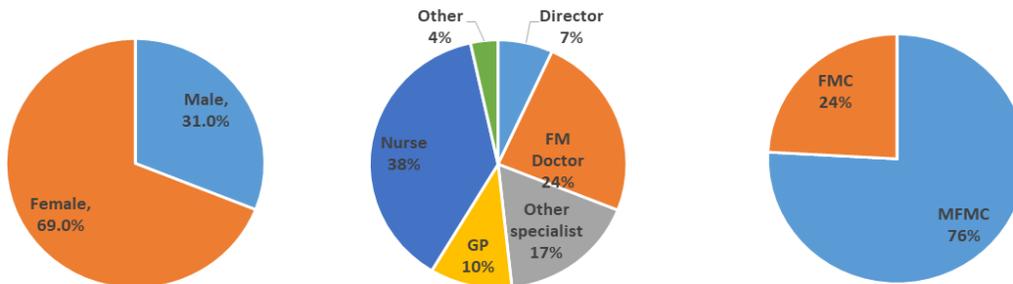
- Improve supply with the essential medicine,
- Allocation of human and capital resources in FMC based on the number of inhabitants
- Increase the budget for the PHC services
- Improve working conditions for the HCP

## 4.11 F. Kosova Municipality

### 4.11.1 Healthcare Providers Perspective

F. Kosova municipality participated in the community needs assessment with 29 HCP from all three levels of primary healthcare. Majority of respondents are female (70%), nurse are 38% and family doctors nearly quarter (24%). Three out of four or 76% of respondents are working in MFMC

Graph 53. Distribution of Respondents by Sex, Position and PHC Facility – F.Kosova

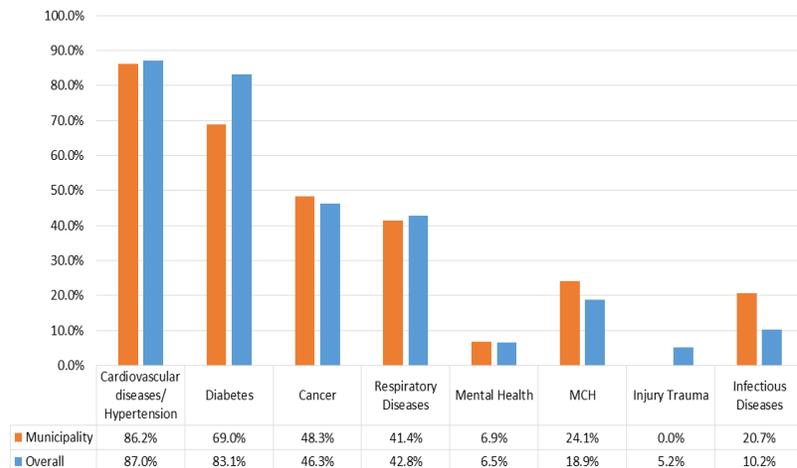


### Community Health Problems

The top three community health problems as identified by the HCP from F. Kosova are **cardiovascular diseases/hypertension, diabetes and cancer**.

Graph 54. Community Health Problems, F.Kosova and All Municipalities

1. Cardiovascular diseases/ Hypertension (86% )
2. Diabetes (69%)
3. Cancer (48%)
4. Respiratory diseases (41%)
5. Mother and Child Health (24%)
6. Infectious diseases (21%)
7. Mental Health (7%)
8. Injury/trauma (0%)



FMC and male HCPf selected **respiratory diseases** as a third community health priority.

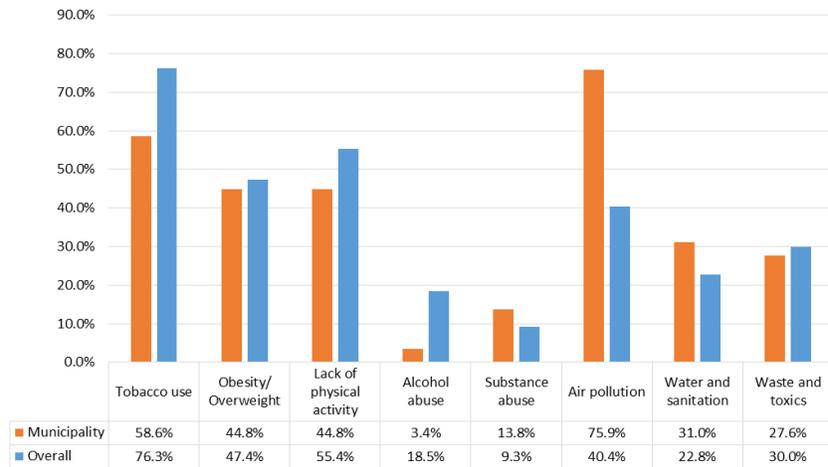
## Risk Factors

Similar to Obiliq municipality, F. Kosova also pointed out **air pollution** as a primary risk factor. This might be because F. Kosova is also located nearby to a coal power plant. **Tobacco use** and **lack of physical activity** are identified as the second and third most important risk factors prevailing among the community.

1. Air pollution (76%)
2. Tobacco use (59%)
3. Lack of physical activity (45%)
3. Obesity/overweight (45%)
4. Water and sanitation (31%)
5. Waste and toxics (28%)
6. Substance abuse (14%)
7. Alcohol abuse (3%)

According to opinions of the director and other staff, **substance abuse** is ranked among the top three risk factors.

Graph 55. Risk Factors, F.Kosova and All Municipalities

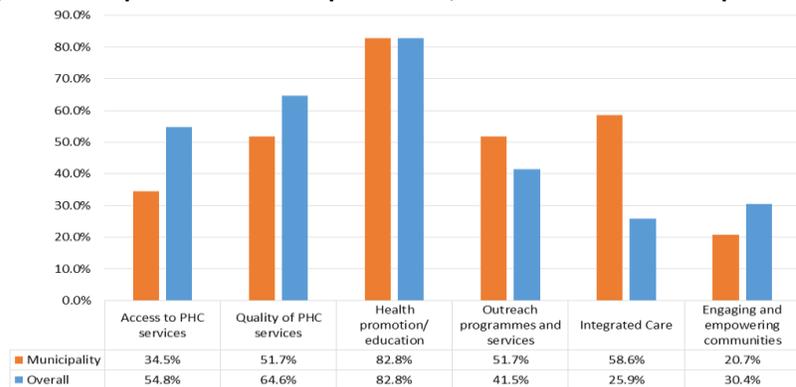


## Aspects of the Health Care to be Improved

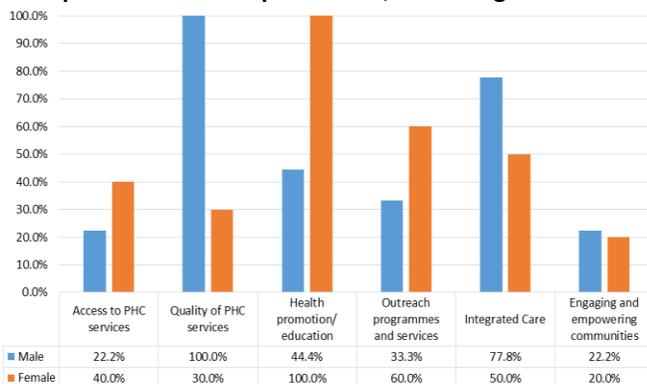
After **health education and promotion** as a first priority area for improvement, F. Kosova HCP prioritized **integrated care** as the second priority area, and both, **outreach programmes and services** and **quality of services** as third priority areas.

1. Health promotion/education (83%)
2. Integrated care (59%)
3. Outreach programmes and services (52%)
3. Quality of PHC services (52%)
4. Access to PHC services (35%)
5. Engaging and empowering communities (21%)

Graph 56. Areas for Improvement, F.Kosova and All Municipalities



Graph 57. Area for Improvement, According to Sex



Male staff identified **quality of care** as a first priority, while female staff prioritised **health education and promotion**.

#### 4.11.2 Community Representatives Perspective

A major concern of the F. Kosova municipality, according to the participants of both FGDs is overpopulation, which reflects in inadequate access to PHC services because of limited capacities of the health authority to provide adequate health services. Below are presented concise responses of the community and institution/organisation representatives.

##### ***FGD - institutions/ organizations***

- Overpopulation of MFMC
- Low level of education/awareness with regards to health and preventive measures (RAE, early pregnancy, low level of vaccination, poor women's and children health)
- FM is not implemented as defined by the law
- Poor quality of services due to overload
- Low number of HCP
- No doctors in the primary schools
- No health insurance
- Poor management of health services and staff
- Smoking and drug abuse
- Over-prescription of antibiotics
- Inability to take sufficient time with each patient individually and focusing on their concerns, due to large number of patients in the MFMC, which hinders provision of good services to the citizens.
- Lack of essential medicines

##### ***FGD – Community representatives***

- Overpopulation of the municipality and MFMC
- Air pollution (power Plant in Obiliq)
- Lack of essential medicines (diabetes)
- Lack of information about FM services,
- Lack of specialist in FMC in rural areas,
- Lack of access to health services in rural areas,
- Lack of health education (non-vaccination RAE),
- Poor socio-economic conditions,
- Chronic diseases, such as: Diabetes, hypertension,
- Poor nutrition/diet,
- Poor infrastructure of health facilities
- Low quality of health services,
- Poor management of resources (in Grabovc facility is available but no doctors, in Bardh i Madh dentistry available but no doctors. On the other hand there are facilities with very low number of patients).
- Absence of the doctor in elementary schools,
- Poor management of health facilities.
- Citizens preference to specific doctor (patient list)

In terms of populations most affected, F. Kosova has no substantial difference to other municipalities and includes people living in poverty, people living in rural areas, minority communities such RAE, people with a low level of education, elderly, mothers and children, and people with chronic health problems.

Municipal health authorities are suggested to implement the following interventions in order to enable a healthier community.

##### ***FGD - institutions/ organizations***

- Increase budget for PHC, improve planning of the budget and distribute budget according to the catchment areas of the health facilities
- Conducting awareness raising activities about the role of PHC services
- Engage the community in budget planning,
- Improve coordination between directorates for better planning of resources and budget,
- Improve working conditions for the doctors and nurses (overwhelmed)
- Implement health education/promotion in schools

##### ***FGD – Community representatives***

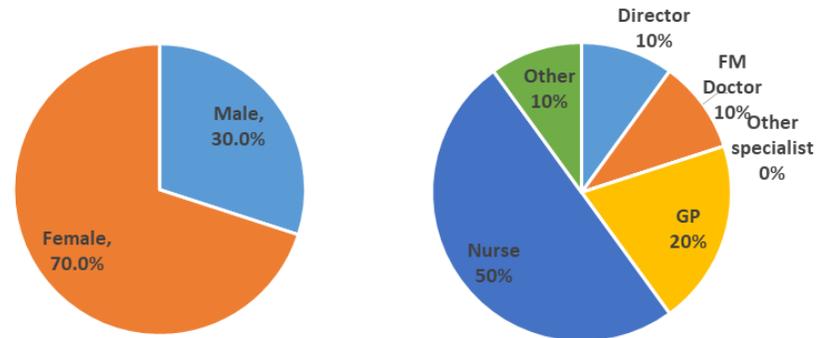
- Increase capacities of PHC services to meet the needs of citizens,
- Provide PHC facilities in rural areas,
- Improve supply with essential medicines,
- Provide health education/promotion activities
- Improve community engagement
- Ensure vaccination of all children, specifically children from the minority communities,
- Provide systematic health controls for children,
- Provide mobile clinics to older people in rural areas

## 4.12 Junik Municipality

### 4.12.1 Healthcare Providers Perspective

Junik is a very small municipality with only one PHC institution, thus the number of HCP professionals who participated in the community needs assessment is small, only 10, though it represents 50% of all its HCP. Again majority of participants in the study are female (70%) with half being nurse, 20% GP and 10% family medicine doctor.

Graph 58. Distribution of Respondents by Sex and Position – Junik

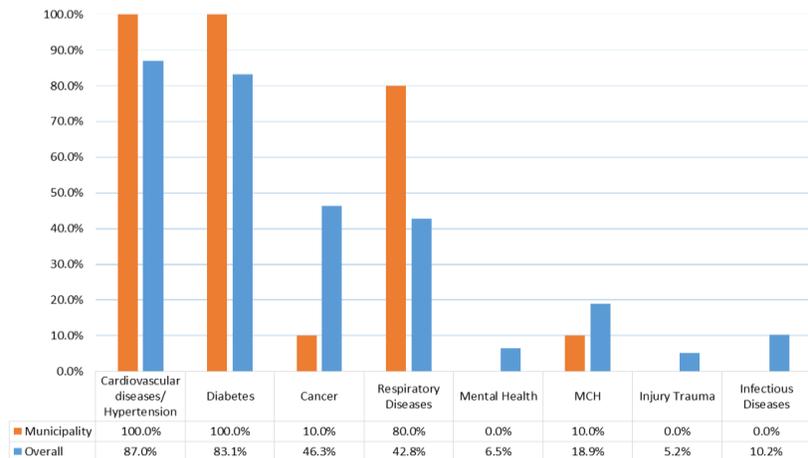


### Community Health Problems

Considerable proportion of HCP referred to **cardiovascular diseases/hypertension, diabetes, and respiratory diseases** as key community health problems:

Graph 59. Community Health Problems, Junik and All Municipalities

1. Cardiovascular diseases/ Hypertension (100%)
1. Diabetes (100%)
2. Respiratory diseases (80%)
3. Cancer (10%)
3. Mother and Child Health (10%)
4. Infectious diseases (0%)
5. Mental Health (0%)
6. Injury/trauma (0%)



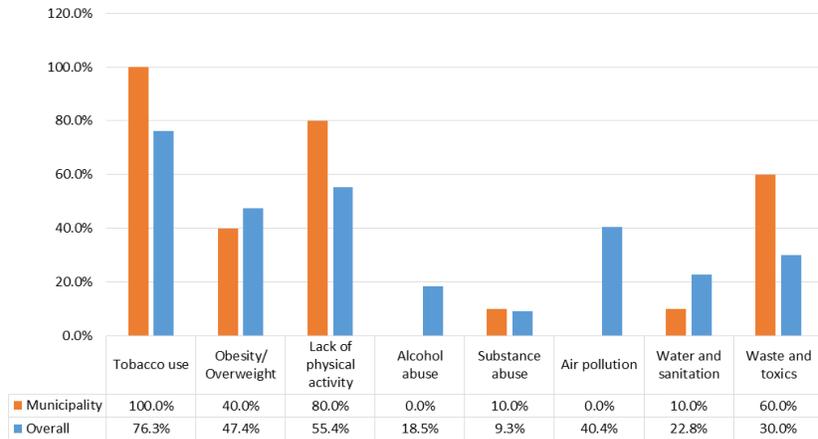
## Risk Factors

**Tobacco use** is the most prevalent risk factor identified in Junik, followed by **lack of physical activity** and **waste and toxics**.

1. **Tobacco use (100%)**
2. **Lack of physical activity (80%)**
3. **Waste and toxics (60%)**
4. **Obesity/overweight (40%)**
5. **Water and sanitation (10%)**
5. **Substance abuse (10%)**
6. **Alcohol abuse (0%)**
7. **Air pollution (0%)**

Male staff pointed out **obesity/overweight** as a second most prevalent risk factor, while female HCP identified **waste and toxics** being the second risk factor.

**Graph 60. Risk Factors, Junik and All Municipalities**

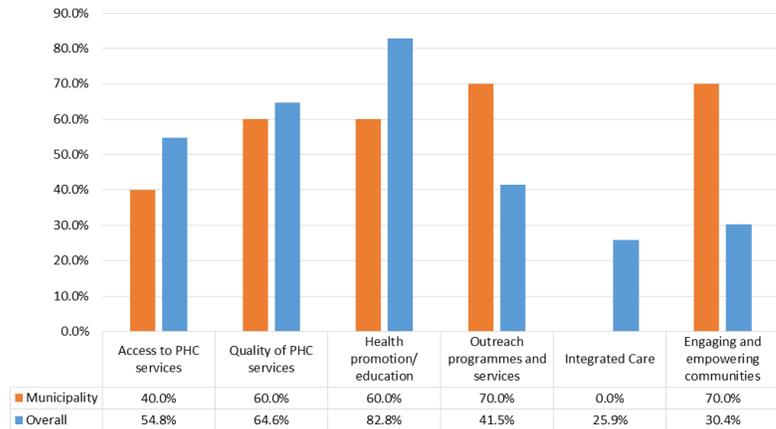


## Aspects of the Health Care to be Improved

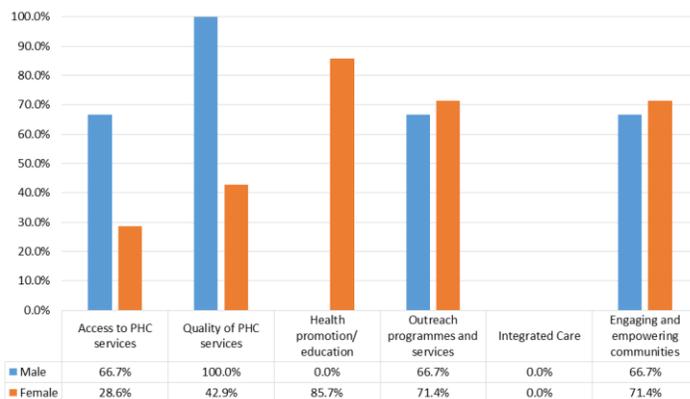
**Health education and promotion** and **engaging and empowering communities**, are equally identified as the main priority area for the improvement, followed by **Health promotion/education** and **Quality of PHC services**

1. **Outreach programmes and services (70%)**
1. **Engaging and empowering communities (70%)**
2. **Health promotion/education (60%)**
2. **Quality of PHC services (60%)**
3. **Access to PHC services (40%)**
4. **Integrated care (0%)**

**Graph 61. Area for Improvement, Junik and All Municipalities**



**Graph 62. Area for Improvement, According to Sex**



Considerably more male staff prioritised **quality of care** and **access to services**, compared to female staff, the majority of whom prioritised **health promotion/education**.

#### 4.12.2 Community Representatives Perspective

Overall, participants of both FGDs agree that the main problem they are facing with respect to health and healthcare in the municipality of Junik is provision of health services 24h/7days, given the fact that the MFMC in Junik is the only facility that provides healthcare services in this municipality. Additional health related issues identified during the FGDs, include.

##### *FGD - institutions/ organizations*

- Lack of 24h/7days services
- Lack of gynecologists and pediatricians
- Insufficient health budget
- Lack of clean drinking water (Agim Ramadani)
- Poor supply with essential medicines
- Villagers from Gjakova and Decan seeking services
- Lack of FM specialists (low interest for this specialty)
- Poor management at the central level
- No serum for snake and dog bites
- Poor awareness among community about prevention of health problems - No culture for routine checkups
- Lack of reagents for laboratory
- X-ray machine not functional due to electricity problem
- Poor quality of food - children and infants are nourished with processed food - food that is imported and produced in the municipality is not controlled,
- Selling medicines in private pharmacies without prescriptions from the doctor
- Socio-economic conditions of the community
- Frequent cuts in electricity

##### *FGD – Community representatives*

- Poor quality of food – uncontrolled production (the origin of the products is unknown and the expiry dates changed, additives)
- Air pollution – old cars
- No nightshifts in the MFMC
- Poor quality of drinking water, some villages
- Contamination of soil, as a result of the war- high presence of uranium
- No medical specialist is available in Junik: gynaecologist, paediatrician etc.
- Lack of knowledge among children about oral health,
- The x-ray in MFMC is not functional
- Delays in supply with essential medicine (insulin)
- Bad management of supply with essential medicine
- Citizens lack of health education in general, they don't visit the doctor unless they are sick or suffering from a health problem,
- Poor community

Junik municipality regards elderly, children and people living in poor socioeconomic conditions to be more vulnerable to health related issues identified above.

Following recommendations are proposed to the municipal authorities;

##### *FGD - institutions/ organizations*

- Provision of mobile mammography a couple of times per year
- Employ gynaecologist, paediatrician
- Provision of awareness campaigns (cancer, infection diseases, seasonal viruses, sexual transmitted diseases,
- Provision of healthcare services 24h/7 days
- Supply with essential medicines
- Provision of routine visits of phycologist in schools,

##### *FGD – Community representatives*

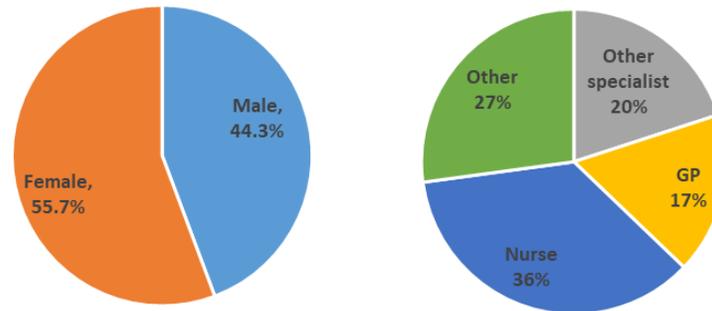
- Systematic health checks visits in schools
- Awareness raising/health education campaigns for children, e.g. oral health
- MFMC should mark World Days of specific diseases (diabetes-measure blood sugar in com),
- Mobile mammography
- Provide health services 24h/days, Increase the number of doctors,
- HCP should respect working hours,
- Inspection of the imported and produced food,
- Increase the budget for the healthcare,
- Increase supplies of essential medicines
- Employ specialist doctors (paediatrics, gynaecologists) in the FMC, at least couple of times per week,
- Better organization of the staff, allocation of the staff based on the number of inhabitants per municipality,
- Supply with drinking water some villages.

## 4.13 Gracanica Municipality

### 4.13.1 Healthcare Providers Perspective

Seventy HCP from Gracanica municipality participated in the survey, with nearly 60% of them being female, 36% nurse, 20% other specialist and only 17% GP.

Graph 63. Distribution of Respondents by Sex, Position and PHC Facility - Gracanica

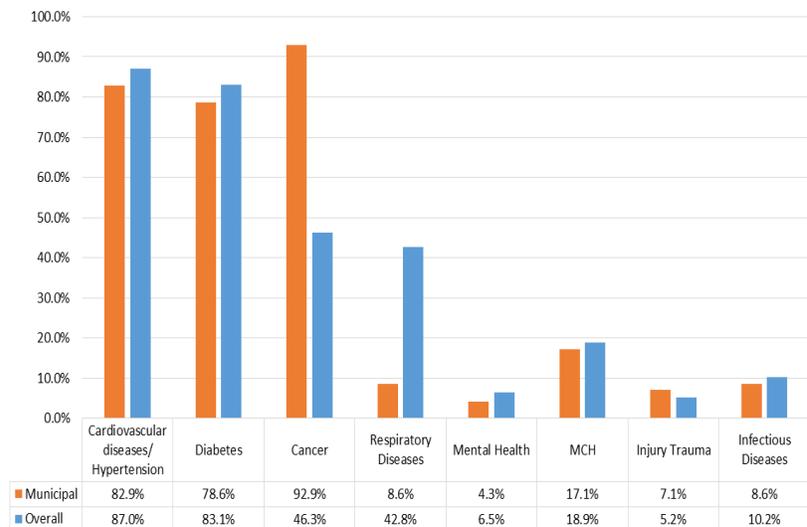


### Community Health Problems

The majority of HCP from Gracanica identified **cancer**, followed by **cardiovascular diseases/hypertension** and **diabetes**, as the top three community health problems.

1. Cancer (93%)
2. Cardiovascular diseases/ Hypertension (83%)
3. Diabetes (79%)
4. Mother and Child Health (17%)
5. Infectious diseases (9%)
5. Respiratory diseases (9%)
6. Injury/trauma (7%)
7. Mental Health (4%)

Graph 64. Community Health Problems, Gracanica and All Municipalities



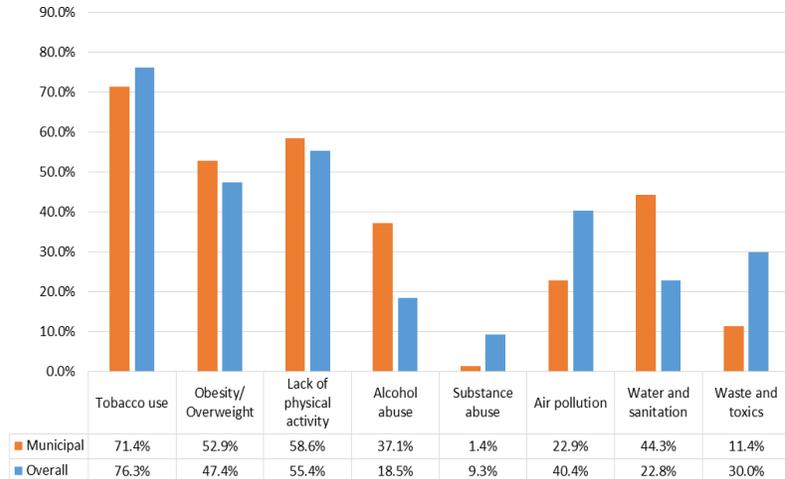
No difference is noted in ranking community health problems according to sex and position of HCPs.

## Risk Factors

According to HCP, **tobacco use** is the most prevalent risk factor in Gracanica, followed by **lack of physical activity** and **obesity**.

1. **Tobacco use (71%)**
2. **Lack of physical activity (57%)**
3. **Obesity/overweight (53%)**
4. **Water and sanitation (44%)**
5. **Alcohol abuse (37%)**
6. **Air pollution (23%)**
7. **Waste and toxics (11%)**
8. **Substance abuse (1%)**

**Graph 65. Risk Factors, Gracanica and All Municipalities**



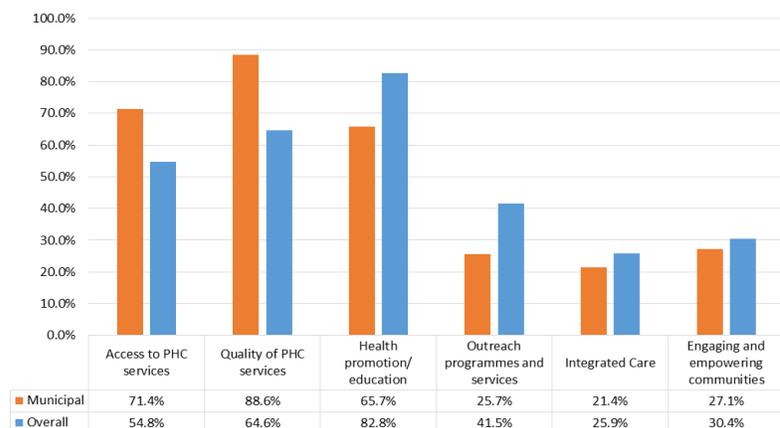
Other HCP such as laboratory technicians and dentists, acknowledged **alcohol abuse** and **waste and toxics** among the top three prevalent risk factors in the community.

## Aspects of the Health Care to be Improved

**Quality of PHC services** is the leading aspect of healthcare services which needs improvement followed by **access to PHC services** and **health education and promotion**.

1. **Quality of PHC services (89%)**
2. **Access to PHC services (71%)**
3. **Health promotion/education (66%)**
4. **Engaging and empowering communities (27%)**
5. **Outreach programmes and services (26%)**
6. **Integrated care (21%)**

**Graph 66. Area for Improvement, Gracanica and All Municipalities**



Other HCP (laboratory technicians and dentists) from Gracanica PHC institutions ranked **outreach programmes and services** as the third most important aspect of the healthcare services to be improved by the relevant authorities.

#### 4.13.2 Community Representatives Perspective

Community and institution/organisation representatives who participated in FGDs have identified a couple of issues as highly important for the wellbeing of community. Air pollution as a result of the mining land field in Gracanica which is causing many respiratory diseases and cancer. Another major health related issue is old water supply pipelines which are made of Asbestos, a very harmful component. In summary FGDs revealed following health related problems.

##### ***FGD - institutions/ organizations***

- Lack of safe drinking water
- Medical waste from Hospital, PHC is not being treated properly,
- The hospital in Gracanica is under very poor conditions,
- Pollution of river Gracanica,
- Absence of waste water collector,
- Absence of waste collection centre,
- Lack of plastic recycling,
- Absence of green areas and parks,
- Lack of awareness among children about hygiene
- Air pollution caused by mines, having a direct impact on the sight of children.
- The medical staff should be better educated and prepared for doing their jobs,
- Waste water in Llapnasella is not properly installed and every time it rains all the waste water goes in the streets,
- Poor nutrition habits, the quality of food consumed is poor

##### ***FGD – Community representatives***

- Stress caused due to political situation
- The dust caused by Kishnica Mine is polluting the air and soil, as a result foods produced are contaminated
- A significant problem is identified the large number of cars traveling through main road Prishtina-Gjilan,
- In the village of Kishnica lack six doctors, there is only 1 doctor working one day per week,
- The healthcare system in Gracanica is based on the system from Serbia. As such, citizens living in the region of Gracanica and are not registered in Serbia, mainly Albanians, because they are not registered in the system cannot access medical services.
- The water supply pipelines are made of Asbestos
- In village Gushterice there are no waste containers (garbage anywhere)
- The RAE community use coal as a heating resource, (respiratory diseases).
- The absence of a laboratory in the FMC
- 

Vulnerable groups of within the population comprise people living under social assistance/poor conditions, who cannot afford to buy bottled water thus they have to drink from the water supply, RAE communities, unemployed citizens, and households close to the mining land fields.

Recommendations for the municipal authorities:

##### ***FGD - institutions/ organizations***

- Provision of containers for proper treatment of medical waste,
- Provision of medical equipment, laboratory equipment – blood count, biochemistry test equipment, mobile defibrillators for EKG.
- Provision of equipment for treatment of emergencies
- Organization of awareness rising campaign in schools for education of children about oral health, and health care in general.
- Make more green areas in the municipality,
- Covering river in Gracanica, because the waste water is being poured in the river.
- Promote proper nutrition

##### ***FGD – Community representatives***

- The mining landfill which is Gracanica needs to be removed urgently, because it is causing many health problems
- Provide waste containers,
- Change of water supply pipe lines,
- Increase the number of doctors and nurses in FMC and Ambulances,
- Train community on stress management since it is causing many health problems

## 5 Conclusions: Community Health Problems

The following can be considered to be a summary of community health problems, risk factors impeding on community health and health service delivery, which were identified within the 12 AQH municipalities. For the purpose of detailed planning, municipality specific findings are of relevance.

### Identified health status in the communities:

- According to the perspective of healthcare providers, eight out of eleven municipalities have identified **cardiovascular diseases/hypertension** to be the main community health problem.
- Over half of municipalities (7/12) viewed **diabetes** as a second most important community health problem.
- **Respiratory diseases** are ranked as a third priority community health problem by seven municipalities, and **cancer** by four project municipalities.
- In addition, the community representatives identified PTSD and dental problems as common.
- Community representatives identified low levels of health literacy within the communities.
- The overall poor socioeconomic condition in some communities was described to directly translate into poorer health conditions.

### Identified risk factors

- **Tobacco use** is regarded as most widespread risk factor in all municipalities, excluding Obiliq and F. Kosova.
- **Lack of physical activity** is identified as the second and/or third most prevalent risk factor in the community by almost all municipalities (11/12).
- **Obesity/overweight** is classified as the second and/or third most dominant risk factor in four municipalities, while **waste and toxics** in three **municipalities**.
- **Environmental pollution** (air quality, water quality and waste management) was identified as influencing the health status of communities.

### Identified aspects of health service delivery

- **Health promotion/education** is considered to be crucial for improvement in all municipalities, except Junik, which prioritised outreach **programmes and services**.
- For most municipalities (8/12) the second most important aspect of healthcare services that needs to be improved is **quality of care**. The remaining four municipalities recommended **outreach programmes and services** or **integrated care**.
- **Access to PHC services** is stated as a third priority area for intervention for the majority of municipalities (8/12).
- Insufficient health resources as well as inconsistent implementation of the policies relevant to the family medicine concept, such as patient zoning and patient list, appointment system, health information system, and referral system, was mentioned to impede on the delivery of quality of health care service.
- With regard to health staff, the lack of managerial capacities and inappropriate practices of HCP were raised to be of concern.

**6 Annexes**

## 6.1 Annex 1 – Questionnaire

### Health Care Professionals Questionnaire for the Community Needs Assessment

Municipality: \_\_\_\_\_

Your name: \_\_\_\_\_

#### A. Health facility

- MFMC
- FMC
- Ambulanta

#### B. Gender

- Male
- Female

#### C. Position

- Director:
- FM Doctor
- Other specialist
- Nurse:
- Other:

#### D. Community health problems

*Please select three top community health problems in your municipality.*

1. Cardiovascular diseases/hypertension
2. Diabetes
3. Cancer
4. Respiratory diseases
5. Mental health
6. MCH
7. Injury/trauma
8. Infectious diseases

*Please select three top risk factors of the community in your municipality.*

1. Tobacco use
2. Obesity/overweight
3. Lack of physical activity
4. Alcohol abuse
5. Substance abuse
6. Air pollution
7. Water and sanitation
8. Waste and toxics

## G. What is needed for healthy community?

Please select the three most important aspects of the health care where improvements are needed for the healthy community in your municipality

1. Access to PHC services<sup>1</sup>
2. Quality of PHC services<sup>2</sup>
3. Health promotion/education
4. Outreach programmes and services
5. Integrated care<sup>3</sup>
6. Engaging and empowering communities

Please write any other suggestion you have regarding community health needs:

1 According to WHO access has three dimensions:

- **Physical accessibility** - availability of good health services within reasonable reach of those who need them and of opening hours, appointment systems and other aspects of service organization and delivery that allow people to obtain the services when they need them.
- **Financial affordability** - people's ability to pay for services without financial hardship. It takes into account not only the price of the health services but also indirect and opportunity costs (e.g. the costs of transportation to and from facilities and of taking time away from work). Affordability is influenced by the wider health financing system and by household income.
- **Acceptability** - people's willingness to seek services. Acceptability is low when patients perceive services to be ineffective or when social and cultural factors such as language or the age, sex, ethnicity or religion of the health provider discourage them from seeking services.

2. The WHO definition of quality of care is "the extent to which health care services provided to individuals and patient populations improve desired health outcomes. In order to achieve this, health care must be:

- **Safe** - Delivering health care that minimizes risks and harm to service users, including avoiding preventable injuries and reducing medical errors.
- **Effective** - Providing services based on scientific knowledge and evidence-based guidelines.
- **Timely** - Reducing delays in providing and receiving health care.
- **Efficient** - Delivering health care in a manner that maximizes resource use and avoids waste.
- **Equitable** - Delivering health care that does not differ in quality according to personal characteristics such as gender, race, ethnicity, geographical location or socioeconomic status.
- **People-centred** - providing care that takes into account the preferences and aspirations of individual service users and the culture of their community.

3. **Integrated care**: "Integrated health services delivery is defined as an approach to strengthen people-centred health systems through the promotion of the comprehensive delivery of quality services, designed according to the multidimensional needs of the population and the individual, delivered by a coordinated multidisciplinary team of providers working across settings and levels of care" – WHO, 2016

## 6.2 Annex 2 – FGD Full Individual Municipal Reports

### Annex 3 – FGD individual municipal reports

#### Focus Group Discussion Reporting Template

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Date: 4.12.2018

Duration: 09:30: 11:30

Facilitator: Arsim Vranovci

Assistant: Delvina Krasniqi

Municipality, City, Village: Mitrovica

Venue: Va Piano

#### Participants:

#	Name	Gender (M/F)	Institution/organisation
1	Berat Jashari	M	Head of Sector
2	Kushtrim Mehaj	M	Social Welfare
3	Milaim Ramadani	M	Director – NGO PRAM
4	Dr. Teuta Fejza	F	Directress QRSH-P-MIL
5	Sanie Nimani	F	QKMF Mitrovicë
6	Meleqe Morina	F	QKMF
7	Hasime Tahiri Hasani	F	NGO Opportunity - Directress

#### Question 1: What issues are the most important for healthy community in your municipality?

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Summarized responses:

The main issues identified by the participants are the following:

- Citizen lack of awareness about the problems that can be caused through bad nutrition. As a result of consumption of a lot of fats many health problems are caused to citizens, including diabetes, blood clots, etc. citizens need to be educated about what food they need to eat in order to be health.
- Poor socio-economic conditions reflect on the diet of citizens, they cannot afford to eat healthy and perceive proper medical assistance,
- General lack of awareness about health and preventive measures on health. E.g. people who suffer from diabetes or hypertension don't understand that they need to take the medicine everyday as prescribed by the doctor and not only when the feel bad.
- Air and soil pollution caused by the mines and toxic waste that is present in Municipality of Mitrovica,
- Children are the least educated about the health and health preventive measures, they do not learn in their families neither in schools
- Citizens in general suffer from the presence of leaden in their blood,
- Children of Roma Ashkali and Egyptian community have been diagnosed with the presence of leaden in their blood, due to contamination of land in the location where the communities live.
- Children of the Communities Roma Ashkali and Egyptian do not get vaccinated.
- Discrimination of citizens of Roma, Ashkali and Egyptian by doctors and nurses,
- Education of the Roma, Ashkali and Egyptian communities about health and hygiene, they are poorly aware of basic hygiene steps,

- Absence of vitamin D in general among citizens, however citizens cannot afford to do the test in order to identify the absence of this vitamin D because the price is 20Euros and citizens cannot afford it.
- Because citizens cannot afford to do tests, which are not done by the public health institution, many times doctors are forced to prescribed medicine without knowing what exactly is the problem with the patient,
- Citizens suffer from severe stress, specifically citizens living in villages who have been completely destroyed during the war,
- Large amount of women diagnosed with breast cancer, and many of them are identified at metastasis. This is because women do not check themselves and there is lack of mammography in medical facilities so women can get their services.
- Lack of the doctor and the dentist in primary schools.
- Lack of health insurance.
- Large consumption of cigarettes among citizens.

Generalized overall viewpoint:

In general, participants have agreed that a significant problem that is present in this municipality is the contamination of land and air with leaden and other toxic metals which are affecting the wellbeing of citizens. This problem is present due to the presence of large amount of industrial waste which has released leaden and other toxic metals. This problem is much more present to the Roma, Ashkali and Egyptian communities since they live in the area very close to the toxic waste, and children are the ones who are mostly prone to it because they play outside and their chance to be infected is much higher.

Another significant problem is lack of basic education about health. Citizens of all groups, but more specifically people of Roma, Ashkali and Egyptian communities, are not aware about the health problems that are caused to them due to their lack of awareness on preventive measure, starting by the food they eat. Most of the time citizens consume food with a large amount of fats and other unhealthy ingredients which are affecting their health (this is also present due to the poor socio-economic conditions). Another significant problem is they lack of culture/habit about routine visits to the doctor. The doctor is visited only when people get sick or are suffering from an illness or diseases.

The problem with education about health is also because of the lack of the doctor and dentist in primary schools. Children do not get the knowledge or the habit to visit the doctor or the dentist.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important to the citizens they have listed the following:

- Direct impact on the wellbeing of citizens,
- Education of citizens can prevent them from suffering from certain health problems and prevent them.

Generalized overall viewpoint:

All issues listed above are highly important because they have direct impact on the wellbeing of citizens. The toxic waste, air pollution, and lack of education are all interfering in living a health life. In addition, the socio economic conditions are also another significant problem since they prevent citizens from getting medical support and live healthy life.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above are:

- Children, specifically children of the Roma, Ashkali and Egyptian communities, who are much more prone to toxic waste,
- People with poor social economic conditions and people living in social support.
- Women of middle ages
- All citizens in general,

Generalized overall viewpoint

According to participants, all citizens are prone to the problems listed above. However, such problems as listed above are much more severe to people with poor socio-economic condition and people living under social support. These groups of people due to financial constraints cannot afford to seek full medical support and due the medicine in order to cure the diseases/illness.

Also, mothers of middle ages are prone to breast cancer and because of their lack of knowledge many times they get diagnosed with breast cancer at metastasis.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities should do in order to appropriately address issues listed above, participants have stated the following:

- Health Authorities should conduct awareness campaign about health preventive measures,
- Health authorities should supply the FMC with reagent for conducting tests,
- Supply with strips for conducting the tests against presence of leaden in blood,
- Increase the supply with essential medicine, specifically in Ambulances in rural areas,
- Low number of doctors, specialist, and nurses in health facilities.
- Invest in research and development in identification of health problems,
- Conduct health awareness campaign about breast cancer,
- Provision of mammography more often, (even if it is mobile),
- Education of citizens about impact of cigarettes in their health.
- In health institutions some services need to be privatised such as: security, cleaning, and maintenance.

Generalized overall viewpoint

What it is expected by the health authority is that they should intervene in education of citizens. Awareness rising campaign should be immediately conducted in order to educate people of all ages. Many health problems are caused by lack of knowledge as such educating citizens about health is highly important. This should be done through activities with citizens, distribution of informative brochures in households and medical facilities, etc.

Another significant step that needs to be done is increase the number of doctors, medical specialist and nurses in all FMC and Ambulances through Mitrovica. The number of medical staff is insufficient for the demand of citizens, as such their quality of work decreases due to lack of time to communicate and check on patient fully.

Health authorities should also invest in research and development. In certain regions there are people diagnosed with specific health problems (village Frasher, many citizens are diagnosed with cancer), as such there should be done some research in order to identify what is the cause of those specific causes of diseases.

Conclusion: Summarize the findings from the FGD. The summary has to include a brief summary of each question response and overall viewpoints of the group towards different topics. The conclusion has to provide insights into the overall consensus of the group's opinion.

Conclusion:

In conclusion participants of the Focus Group have agreed that in the Municipality of Mitrovica there are 2 significant problems. One is the problem with large present of toxic waste and lack of health education. The present of the contamination of land and air with leaden and other toxic metals which are affecting the wellbeing of citizens. This problem is present due to the presence of large amount of industrial waste which has released leaden and other toxic metals. This problem is much more present to the Roma, Ashkali and Egyptian communities since they live in the area very close to the toxic waste, and children are the ones who are mostly prone to it because they play outside and their chance to be infected is much higher. This problem however, cannot be solved by health authorities but the municipality and the Government of Kosovo. Whereas what health authorities should do is conduct routine site visits to people living in such neighbourhoods and conduct regular checkups for children.

The other significant problem is lack of basic education about health. Citizens of all groups are not aware about the health problems that are caused to them due to their lack of awareness on preventive measure, starting by the food they eat, frequent and routine visits to the doctor, and preventive measures to health and healthy living. In order for such problem to be reduced health authorities should conduct awareness campaigns. Awareness rising campaign should be immediately conducted in order to educate people of all ages. Many health problems are caused by lack of knowledge as such educating citizens about health is highly important. This should be done through activities with citizens, distribution of informative brochures in households and medical facilities, etc.

Such problems need to be immediately treated because they are having a direct affect on the wellbeing of citizens. People who are mostly affected by such problems are all citizens in general, with specific focus on the ones living under poor conditions. Socio economic condition are quite poor in Mitrovica, and as a result of this many health problems are caused to them, due to financial constrains in eating health, conducting regular medical checkups, buying medicine, conducting tests, or seeking further medical support. Children living under the area with higher level of presence of leaden in the land are also more prone to health problems, specifically children of Roma, Ashkali and Egyptian communities.

## Focus Group Discussion Reporting Template

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**Date:** 12.05.2018

**Duration:** 09:30: 11:30

**Facilitator:** Delvina Krasniqi

**Assistant:** Arsim Vranovci

**Municipality, City, Village:** Mitrovica

**Venue:** Va Piano

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Naser Shosholli	M	Head of Village Kciq
2	Musa Berani	M	Head of Centre
3	Musa Behrani	M	Vidinriç
4	HashimBehrani	M	Vidinriç
5	ShashivarBegu	M	Vllahi
6	AfrimPeci	M	Head of Council Rahove e Ulët
7	EnverBahtiri	M	Head of Village Lisicë
8	JanuzAbazi	M	Kutllovc
9	SalihMeha	M	Head of Village Shipol
10	JahjaBerani	M	

### Question 1: What issues are the most important for healthy community in your municipality?

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Summarized responses:

The main issues identified by the participants are the following:

- The Ambulance in village of Shipol is very small and does not fulfil the needs of citizens,
- This Ambulance needs to be developed and created a FMC since the number of inhabitants that it covers over 12000 inhabitants,
- The Ambulance in Shipol works only during one shift and the request is much more higher,
- The Ambulance in Shipol needs to have a laboratory
- Poor socio-economic conditions, having an effect in the health of citizens,
- In Village Vllahi they are having a problem with the supply of drinking water,
- Citizens use wells in Village Vllahi and now they are left without water,
- The quality of water in Village Vllahi is very bad and it affects the health of citizens,
- The doctor comes in Ambulance in village Vllahi 1-2 times per week, during the winter season the doctor comes even less than 1 time per week,
- Village Vidinric they are having a problem with electricity. The electricity is not supervised by KESCO. Due to this problem, the food stored in fridges many times goes bad and citizens get poisoned through consuming that food.
- This problem in Village Vidinric is causing many problems with bowel inflammation,
- The Ambulance in Kcic I Mardh lack of staff and other specialists, such as dentistry and laboratory,
- The Ambulance in Kcic I Mardh has 6000 inhabitants and they have only one doctor and two nurses to serve all these citizens,
- The Ambulances in village lack on essential medicine (infusion),
- The management of ambulances by the health department is very bad due to misallocation of human and capital resources,
- The quality of food is poor and it effects the health of citizens,
- Vaccination is not properly done in KcicteMadh,
- Financial problem of not being able to finance the increase of number of employees and supply of FMC and Ambulances with equipment and essential medicine,

- Villagae Rahove does not have an Ambulance at all and there are more than 500 inhabitants,
- Another problem faced by citizens of Rahove is that they don't get supplied with drinking water,
- The Village Rahove has a landfill with lead and zinc and it has a bad impact in the health of citizens,
- These landfills with lead and zinc has a great impact on lungs and respiratory system of citizens,
- The same problem with the landfill is faced by the village Lisice, when the wind blows all the ashes of zinc and lead are throne in the village and they are facing many problems with lungs and respiratory system.
- The Ambulance in Gushavc, covers 5 villages and around 5000 inhabitants and the medical services are offered only during one shift of the day however the demand for medical services is much higher,
- Moreover, the Ambulance in Gushavc needs to have a laboratory,
- In general in municipality of Mitrovica the need for laboratory is very high due to many health problems caused by air and land pollution as well as toxic waste which have contaminated the soil and water.
- Absence of serum against snake,
- All citizens of Mitrovica have some amount of lead in their blood.

Generalized overall viewpoint:

In general the main problem that citizens of Mitrovica are facing is the environmental problems caused by air pollution, water pollution, bad treatment of waste, toxic waste, contamination of soil and water. All these factors are having a direct impact in the health of citizens and their wellbeing. Most of the issues listed above are caused by the environmental problems.

Another important factor is the lack of Ambulances and their staff in villages. The medical services in the villages are offered in only one shift of the day and they lack of staff. As such the services provided to patients are low and of poor quality. Besides the lack of staff the Ambulances and FMC in the Region of Mitrovica are also lacking essential medicine.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important to the citizens they have listed the following:

- Impact on the health of citizens,
- Impact on the wellbeing of citizens,
- Reduction of healthcare costs for patients but also the government,

Generalized overall viewpoint:

Issues listed above are important because they have a direct impact in the health and wellbeing of all citizens of this municipality. Health problems listed above are highly effected by the environmental situation, pollution of air and land and as such they are effecting the lives of citizens.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above are:

- Everyone is affected by the problems listed above, with no exception.

Generalized overall viewpoint

From this situation everyone is affected. This includes children, middle age, and the elderly who are affected by the situation with no exception. However, such situation becomes even more problematic to people with poor socio-economic condition (they cannot seek proper medical services since they cannot buy the medicine prescribed nor can they do test for specific diseases to be diagnosed).

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities should do in order to appropriately address issues listed above, participants have stated the following:

- The municipal authorities should supply villages with drinking water,
- The municipal authorities should invest in building/expanding the Ambulances,
- Increase the number of medical staff in the rural areas,
- Treatment of toxic waste,

- Treatment of waste,
- Supply with essential medicine all Ambulances,
- Supply with medicine (antibiotics, medicine for diseases of epilepsy, injections, etc),

Generalized overall viewpoint

The main intervention that needs to be done by the municipality is treatment of toxic waste caused by zinc and lead. This waste is highly effecting the health of citizens of Mitrovica thus this problem needs to be solved as soon as possible because their affect will live with lives of citizens for many more years.

As far as health authorities they should allocate their current resources better. Management of staff on each FMC and Ambulances in the region of Mitrovica. Allocation of staff should be done based on the number of inhabitants and not where do nurses and doctors like to work.

Moreover, they should supply the FMC and Ambulances with essential medicine, laboratories and other essential equipment which is necessary for provision of qualitative health services to citizens.

Conclusion: Summarize the findings from the FGD. The summary has to include a brief summary of each question response and overall viewpoints of the group towards different topics. The conclusion has to provide insights into the overall consensus of the group's opinion.

Conclusion:

In conclusion, participants have reached a consensus that their main problem facing is the environmental problems caused by air pollution, water pollution, bad treatment of waste, toxic waste, and contamination of soil and water. All these factors are having a direct impact in the health of citizens and their wellbeing. Most of the issues listed under question one are caused by the environmental problems which are having an impact in the health of citizens. Air pollution and soil contamination are on top of the list which is poisoning the air that citizens are breathing and the food produced in this municipality.

Another important factor is the lack of Ambulances and their staff in villages. The medical services in the villages are offered in only one shift of the day and they lack of staff. As such the services provided to patients are low and of poor quality many due to inability to offer proper medical services due to large number of patients that are per day. Such problem is then also reflected to the lack of essential medicine. Even when the Ambulances and FMC are supplied with medicine they still do not fulfil the demand for such medicine.

As far as who are the most affected by such problems, participants consider that everyone is affected. However, such situation becomes even more problematic to people with poor socio-economic condition (they cannot seek proper medical services since they cannot buy the medicine prescribed nor can they do test for specific diseases to be diagnosed. Other affected are people with health problems. Such group of people are much more effected by the environmental problems such as air pollution because there are more week and easier to get sick.

In order for such situation to be treated, participants have requested from the municipal authorities to start with treatment of toxic waste caused by zinc and lead. This waste is highly effecting the health of citizens of Mitrovica thus this problem needs to be solved as soon as possible because their affect will last with lives of citizens for many more years and not just people but also animals, and plants.

## Focus Group Discussion Reporting Template

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**Date: 26.11.2018**

**Duration: 13:00 – 15:00**

**Facilitator: Delvina Krasniqi**

**Assistant: Arsim Vranovci**

**Municipality, City, Village: Vushtrri**

**Venue: Hotel Kalaja**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Ismail Haziri	M	"KALAJA"Vushtrri
2	Murat Ademi	M	Representative ofSkromë
3	Ramadan Imeri	M	Village representative
4	Mehdi Fejzullahi	M	Head ofShalë
5	SabriAvdulli	M	Head of Village - Duboc
6	Ali Zeqiri	M	Head of Village - Verrmicë
7	FehmiBegu	M	Head of Village - Lummadh
8	RidvanPercuku	M	Head of Village – Profesor - Ceceli
9	Mehmet Ferati	M	Head of Village - Sforqoke
10	NexhmedinKlinaku	M	Electro technician
11	IsmetHajrizi	M	Village Sllatine
12	NexhmedinMerovci	M	Head of the Council - Doberlluke
13	HysenAdemi	M	Head of Village - Pestove
14	FeritIbishi	M	Head of Village - Druar
15	BekimMehana	M	Head of Village - Liqej
16	SevdaimSadiku	M	Head of Village - Bukosh
17	AgronLushaku	M	Head of Village - Novolan
18	HamezMakiqi	M	Head of Village - Reznik

### Question 1:

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#### **Question 1: What issues are the most important for healthy community in your municipality?**

Summarized responses:

Below are listed the main issues identified by the representatives of the community with regards to the health:

- Environment, problems with air pollution and contamination of soil,
- Garbage, lighting of fire,
- Un controlled health system,
- Wrong/rude approach by the doctors towards the patients,
- Non qualitative health services,
- Absence of essential medicine,
- Prescription of medicine is not controlled,
- Socio-economic conditions,
- Poor nutrition among most of citizens (mainly because of financial conditions but also because of lack of knowledge about nutrition and the important of having a diverse diet with a lot of fruits and vegetables),
- Lack of implementation of the Law on Health,
- Absence of the health insurance,
- Poor quality of drinking water, high presence of lime stone in the drinking water in the rural areas of Vushtrri,
- Problems with toxic released by bombing during the Kosovo war,

- Politicization of the health issue, starting by employment of doctors/nurses, supply with medicine, infrastructure (depending which Party is in the government, people from that party are supported)
- Health problems caused because of the wastewater being dumped in the rivers,
- Ambulances in rural areas lack of essential medicine (starting by lacking bandage and iodine),
- Ambulances do not work full schedule,
- Waste treatment, wasted is dumped in rivers and in valleys,
- Expensive prices of medicine,
- Lack of doctors in rural areas (Areas with 500 inhabitants and the doctor visits the ambulance only ones per week),
- Lack of knowledge among people with regards to health and causes of health problems,
- Lack of inspection by the health inspectorate in medical facilities,

Generalized overall viewpoint:

Representatives of the community in municipality of Vushtrri are concerned with a couple of issues. Starting with the poor quality of water in rural areas, which has a high level of lime stones. This phenomenon is having a high impact in the health of citizens. Many citizens are suffering from kidney diseases because of the high presence of lime stones in the drinking water.

In addition, people from this municipality have a great problem with the absence of essential medicine. The lack of essential medicines is more pronounced in FMC and Ambulances in rural areas. As a result of these citizens instead of visiting the FMC and Ambulances that are near them they have to travel to the city and get the services required.

Besides the lack of medicine, they are also facing the problem of not having enough doctors and nurses to provide them with the health services. The absence of Family medical doctors is highly present in all rural Ambulances.

Another problem that is being present to this community is environment, pollution, bad treatment of wastewater, large amount of garbage, pouring sewage into the rivers are all having a negative impact in their lives, starting by contaminating the soil, water and air. These factors have direct impact in the health of citizens.

Another significant problem is politization of the health sector. Participants believe that depending on which party is in the government and to which party does the Ministry of Health belong is defined on how much the sector is being supported. The same applies also with employment of staff.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

The issues identified above are important because they:

- Have an impact in the standard of living of citizens and improve their health,
- Reduces the over loads of FMC,
- Prevent diseases,
- Increase awareness among citizens,

Generalized overall viewpoint:

The reason why the issues listed above are important is because all of them have an impact in the standard of living of the community and their health.

With the necessary improvements in the health sector through avoiding and fixing the above mentioned problems, such as employment of staff or allocation of staff in rural areas, supply with essential medicine, fixing the problem with water, citizens will have a better health, spend less money in seeking for medical services, and become aware on how to prevent these health problems before they occur.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

As far as who are mostly affected by the issues listed above, participants have identified the following groups:

- People with poor socio-economic conditions,
- Children and the elderly,
- Middle age (men from 30-40 years old)

Generalized overall viewpoint

In general the ones who are mostly affected by these issues are people with poor socio-economic conditions. Due to the living conditions their health is more prone to diseases and illnesses. Besides, children and the elderly are also affected at higher level by the issues listed above.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities could do to appropriately address the issues listed above, participants have selected the following:

- Food inspectors to inspect the products produced more often,
- Conducting food control,
- Inspection of water/drinking water – Inspectors should make tests for the drinking water and inform citizens if the water that is available to them could be drunk or not.
- Doctors and nurses should respect the working schedule in regional Ambulances,
- Education of students on how they could prevent diseases and take care of their health,
- Conducting systematic health visits in rural areas,
- Supply with essential medicine,
- Increase of the health budget,
- Increase the number of doctors/family specialist in rural areas,
- Conducting awareness campaigns,
- Maintenance of health institutions,
- Offering of mobile services to citizens

Generalized overall viewpoint

With regards to what health institutions should do in order to address the issues listed above, participants have agreed that they first need to supply the regional FMC and Ambulances with essential medicine and increase the number of doctors. In some Ambulances the doctor goes there only once per week or not at all. This fact concerns participants highly, because they cannot get sick when the doctor is there.

In addition to this, they request from authorities to inspect the food they are eating, food produced in Kosovo, and the water. Both of them have a high impact in the health of citizens, as such they should be controlled because the quality of the food and water is poor.

Moreover, participants have requested from the authorities to conduct awareness campaign which will educate the people. These campaigns should be focused more in rural areas than the city, because they are the ones who need it more.

Conclusion: Summarize the findings from the FGD. The summary has to include a brief summary of each question response and overall viewpoints of the group towards different topics. The conclusion has to provide insights into the overall consensus of the group's opinion.

Conclusion:

In conclusion, representatives of the communities from municipality of Vushtrri are concerned with the food they are eating and the drinking water. Other important issues listed by participants are the following:

- Non qualitative health services, lack of doctors in rural areas, absence of essential medicine, absence of medical facilities

- Absence of essential medicine,
- Lack of implementation of the Law on Health,
- Absence of the health insurance,
- Poor quality of drinking water, high presence of lime stone in the drinking water in the rural areas of Vushtrri,
- Ambulances do not work full schedule,
- Lack of doctors in rural areas (Areas with 500 inhabitants and the doctor visits the ambulance only once per week),
- Lack of knowledge among people with regards to health and causes of health problems,

The reasons why these issues are identified by the participants is because they all have a high impact in the lives of citizens and their health. As such all of them require immediate intervention.

The ones who are mostly affected by these issues are people with poor socio-economic condition, which is more present in rural areas, and children and the elderly. The main cause of all these problems is the lack of information they have on how to prevent and treat these problems.

As far as what health authorities could do to prevent these issues they could start by supplying the FMC and Ambulances with essential medicine, that why citizens don't need to travel to the city because they lack bandage for example. Moreover, they should distribute and provide doctors in Ambulances and FMC in the rural areas as well because there is a large number of inhabitants who live in the rural areas as well.

Besides the above, the health authorities should also focus in conducting health awareness campaigns. These campaigns are considered by the participants highly important because they would educate the people and teach them how to prevent illnesses and visit the doctor more often and not only when they are sick or suffering from a diseases or illness.

## Focus Group Discussion Reporting Template

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**Date: 26.11.2018**

**Duration: 09:00-11:00**

**Facilitator: Arsim Vranovci**

**Assistant: Delvina Krasniqi**

**Municipality, City, Village: Vushtrri**

**Venue: Hotel Kalaja**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	ShabanHaliti	M	Chair - Association of War Invalids - UQK
2	NexhmedinRashica	M	Chair - FMC Syndicate
3	IsakHyseni	M	HANDIKOS
4	Mentor Hasani	M	FMC
5	TahirKrasnqi	M	President of the Association of Political Prisoners
6	AvniOsmani	M	Citizen
7	SevdieVoca	F	Association of the Blind
8	MusajTerbunja	M	Education Officer
9	AfrimPantina	M	Gynaecologist
10	TahirKrasniqi	M	Sh.K.Lum.Madh

### Question 1:

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#### **Question 1: What issues are the most important for healthy community in your municipality?**

Summarized responses:

The main issues that have been identified by the representatives of institutions and organizations are the following:

- Lack of FMC and Ambulances of Family Medicine in rural areas,
- Ambulances in Village Oshlan is not functioning at all,
- Lack of doctors - family medicine specialist,
- Education of citizens with regard to health and health preventive measures,
- Lack of knowledge with regards to health and health issues is even higher in rural areas, and they need immediate intervention in improving this phenomenon,
- Poor nutrition among citizens in general,
- Inadequate access for people with disabilities
- Lack of essential medicine, specifically for medicine necessary for people with disabilities (ferobalbitol? requests for blind people)
- Lack of advisory services by medical specialise in rural areas, specifically provided to the elderly,
- Absence of Ophthalmology Specialist in FMC and in the Hospital (the hospital has the equipment but the Specialist is not available)
- Large consumption of sugar, salt and flour, which is considered as very bad for the health of people,
- Increase of the caries diseases among 80% of children, usually caused because of lack of knowledge among children,
- Increase the number of dentists in order to fulfil the needs of the society,
- The medical staff is getting older,
- Budget constrains for employment of new staff,
- No effort made with regards to preventing diseases and educating the society on health preventive measures.
- Misuse of essential medicine within FMC,

- Instead of being involved in construction of Ambulances and FMC the relevant authorities should be more focused on employing more staff and managing the existing FMC's and Ambulances better,
- Education of children with regards to health,
- Absence of health insurance,
- Centralization of all intervention processes, the process of employment, budget and everything else is controlled by the government and not municipalities
- Decision on investment taken by the municipal authorities are taken without communicating with the citizens

Generalized overall viewpoint:

In general participants of the Focus Group have agreed that lack of knowledge and education among the citizens is very poor. Citizens of Vushtrri, lack of general knowledge on what they need to do in order to prevent any kind of health problems that can occur to them and their families. Moreover, participants stated that people of all ages, visit the doctor only after being severely ill, and they don't consult with the doctor in the early phases of illnesses or diseases. The same problem is also present among children. Children are not aware even for the basic steps they need to take in order to keep themselves health, starting by keeping their hygiene, etc.

Besides the lack of knowledge, another significant problem being faced in the lack of staff. The doctors in the municipality of Vushtrri are getting older (about to retire) and they are not very much capable to deliver the services to patients at higher quality. Whereas the young doctors many of them are leaving the country. In addition, they lack of Family Doctors/Specialist in general.

Health insurance is another big problem that is being faced. Socio-economic conditions are poor among citizens thus makes it impossible for them to seek professional check up and buy all necessary medicament. Therefore, implementation of health insurance would be a great step towards improvement of the general health of citizens.

## Question 2

### Question 2: Why are these issues most important/priority for you?

Summarized responses:

Why these issues are important, the following are the answers:

- Direct impact in education of the citizens, if citizens were well educated than they would be able to take preventive measures on health problems,
- Having healthy citizens, the more educated the citizens are the healthier they will live
- Less expenses for the patient and the Government budget, if the patient take preventive measures on their health ,
- Preventive measures can be taken.

Generalized overall viewpoint:

In general the main reason why all the listed problem above are important to citizens is because they have an impact in the health of citizens. In Vushtrri, society is not well educated about health and health preventive measures, as such they are faced with many health problems mainly due to lack of knowledge.

Moreover, handling issues listed above will reduce the cost on provision of medical services and the cost that patients need to spend in order to treat themselves from the diseases they are suffering

Moreover, handling issues listed above will reduce the cost on provision of medical services and the cost that patients need to spend in order to treat themselves from the diseases they are suffering.

### Question 3: Who (what population) is most affected by this issue?

Summarized responses:

The ones who are mostly affected by these issues are:

- People with poor socio-economic conditions,
- People with disabilities,
- People from rural area,
- The elderly

Generalized overall viewpoint

According to the participants the groups that are mostly affected by the problems listed above are people with poor socio-economic condition. The poverty has a negative impact on the health of citizens due to the poor quality of life, poor consumption (citizens don't consume food with a lot of vitamins and minerals because they cannot afford it), the inability to seek proper medical health (they cannot afford to make tests and buy medicine prescribed by the doctors). Others who are also affected by the problems are people with disabilities and people who live in the rural areas. Both these groups most of the time have financial problems, as such they cannot afford to seek proper medical help.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

With regards to municipal health authorities and what they should do to appropriately address the issues listed above, answers of participants are the following:

- Provide the Ophthalmology Specialist in the Hospital of Vushtrri at least a couple of times per week, if not full time,
- Develop and awareness campaign for informing the society about the services provided by the FMC, and what they can do to prevent themselves from getting ill,
- Have a strategic plan for investment and set priorities what needs to be undertaken based on priorities,
- Proper use of current resources, (proper distribution of essential medicine in all FMC and Ambulances, based on the number of inhabitants, and proper allocation of human resources in all FMC and Ambulances in rural areas.
- Increase of health activities/awareness campaigns, in order to educate people about the health preventive measures,
- Employment of new staff and younger staff,
- Increase capacities of the FMC,
- Implementation of the health insurance,
- Organization/management of the staff
- Decentralization of the budget and employment of new staff,
- Conduct health check-up systematic visits in rural areas, specifically to older people and people with disabilities.

Generalized overall viewpoint

In general, the relevant authorities should begun by using their current resources effectively and efficiently. Moreover, they should focus in allocating the resources in financing new staff and not building infrastructure, since with investment in infrastructure without investing in the staff as well is useless.

Moreover, implementation of the health insurance is highly necessary. This process would solve many health problems in all community.

Furthermore, the relevant authorities should be focused on conducting awareness campaigns which will educate children and the society in health preventive measure and education of children about oral health. Such campaigns could have a direct impact on improving the health of the citizens.

Conclusion: Summarize the findings from the FGD. The summary has to include a brief summary of each question response and overall viewpoints of the group towards different topics. The conclusion has to provide insights into the overall consensus of the group's opinion.

Conclusion:

In conclusion, the participants of the first Focus Group in Municipality of Vushtrri, agree that the following are the main problems that this society is facing:

- Lack of FMC and Ambulances of Family Medicine in rural areas,
- Lack of doctors - family medicine specialist,
- Education of citizens with regard to health and health preventive measures,
  - Lack of knowledge with regards to health and health issues is even higher in rural areas, and they need immediate intervention in improving this phenomenon,
- The medical staff is getting older,
- Budget constrains for employment of new staff,
- Absence of health insurance,

The reason why these problems are considered as highly important is because they can directly influence the lives of citizens, their well being, the budget of patients and the budget of the Government as well.

The ones who are mostly affected by these problems are people with poor socio economic conditions, people with disabilities and people who live in rural areas. The circumstances such as: poor living conditions, lack of education and non access to FMC and Ambulances (mainly in rural areas) hinders them the proper access to medical services and makes them more prone to diseases and illnesses.

The overall consensus of the groups opinion is that the health authorities should begun by properly using the current resources that they have. In FMC in the city there is an increased number of nurses and doctors whereas in Ambulances in rural areas there are no doctors at all, because doctors do not want to work on rural areas. This means that the Authorities should put incentives to doctors who will work in rural areas in order to motivate them and work there.

The same problem applies also with essential medicine. Ambulances in rural areas most of the time lack of essential medicine.

In addition, participants required that health authorities should conduct awareness raising campaigns in education about health and health preventive measures. Such campaigns should be delivered mostly to students and to patients in FMC and Ambulances through distribution of leaflets and brochures.

With regards to absence of Ambulances in rural areas and increase in the number of employees in the health sector, participants understand that this is a state matter and that needs to be fixed by the Ministry of Finance and Ministry of Health.

## Focus Group Discussion Reporting Template

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**Date: 12.12.2018**

**Duration: 09:30: 11:30**

**Facilitator: Delvina Krasniqi**

**Assistant: Arsim Vranovci**

**Municipality, City, Village: Gjakove**

**Venue: Hotel Happy**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Pranvera Kershi	F	Zyrtare ne ZKKK Gjakovë
2	Ardiana Cela Baraku	F	Program manager in Shera
3	Përparim Shehu	M	Tarikatet
4	Elmir Tarani	M	Ahed
5	Berat Thaci	M	BSC
6	Genc Shtrezi	M	The Health Union
7	Adelina Puka	F	Nurse
8	Serbez Dana	F	Nurse
9	Erblina Dinarama	F	Safe House

### Question 1: What issues are the most important for healthy community in your municipality?

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Summarized responses:

The main issues identified by the participants are the following:

- Socio-economic conditions have a great impact on the wellbeing of citizens,
- The quality of food, the food which is sold and produced in Kosovo is not controlled by the relevant authorities,
- The FMC do not have a database or health card in order to track diseases or individual and their health,
- Citizens have to be organized where each of them goes in what FMC otherwise services cannot be performed well, because the Main FMC is overpopulated,
- Delays in supply with essential medicine,
- People choose private clinics instead of public because they trust them more,
- Equipment in the public health institutions are of lower quality, this is because the government chooses suppliers with the lowest price and not the quality,
- Citizens, specifically the ones in rural areas, lack of knowledge on health, health care, preventive measures,
- Citizens lack of general information about health and diseases, including seasonal viruses,
- The consequences of the war, post war trauma,
- Citizens lack awareness and culture to respect the distribution of patients on specific regional FMC or Ambulance,
- Lack of health insurance,
- Health education is a significant problem: mothers don't know when to take their children to the doctors, they usually take them to the doctor when it is too late; citizens don't understand that they need to consult with doctors before illnesses happen; e.g. they don't know that the antibiotics need to be taken fully, in many cases, parents stop giving their children antibiotics after they feel a little better,
- Lack of knowledge on consumption of medicine (highly significant on consumption of antibiotics and their strict rule of consumption),
- Bad management of human resources, doctors are working on FMC during one shift and they refuse to work on the night shift or in the Ambulances in rural areas,
- FMC in Dardania in the second shift there is no doctor,

- Because of the bad management of human resources the main FMC is overpopulated and the regional FMC and Ambulances they don't have patients,
- The Ministry of Finance is not allowing municipalities to create a tracking record of patients; they are implementing the strategy for organization of patients.
- There are only 2 auto ambulances in Gjakova and the region and they cannot reach the demand of citizens,
- The main problem in the municipality is the emergency system, this system is well not organized and lack of technical and human resources in order to provide good services,
- It is not respected the Family Medical system, the health care is divided in primary, secondary and tertiary medical services, thus citizens don't respect this process,
- The infrastructure of the FMC is bad, they lack of partaking, beds, etc.
- The municipality of Gjakova has only one laboratory, and they need at least 3 laboratory
- Education of young doctors/nurses is poor, they lack of knowledge and experience (the level of their education is low)
- Lack of access for people with disabilities
- Pharmaceutical companies are bribing doctors to prescribe a specific medicament,
- The central FMC does not have the facility of give (infusion) to patients,

Generalized overall viewpoint:

In general participants have agreed that one of the biggest problems is bad management/organization of Family Medicine System, and lack of awareness of citizens about healthcare. The organization system of FMC is in a vey bad conditions starting by not having an organized program of citizens/patients. Citizens are not organized where each region to what medical facility they should require the services. As a result of this citizens visit the main FMC in Gjakova and the centre itself gets overpopulated and becomes incapable in providing the services to patients. Moreover, organization of doctors is another problem. Most of the doctors/nurses are appointed during the morning shift (this is because it is the preferable shift) whereas the second shift from 13:00 they refuse to work. These problems are caused by the bad management of people in charge, as a consequence of which the quality of services decreases and we have unsatisfied patients. The other significant problem is the lack of knowledge/awareness among citizens. Citizens lack of general knowledge on healthcare, health preventive measures, consumption of medicine, education of children and the elderly. This lack of knowledge is the cause of many diseases that occur to citizens and they wait until the diseases/illnesses become sever before they go and visit the doctor. Poor infrastructure in regional/rural Ambulances, delays in the supply with essential medicine, prescription of medicaments based on the agreements with pharmaceutical companies are other problems which are affecting the health of citizens.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important to the citizens they have listed the following:

- They affect the health of citizens,
- The wellbeing of patients,
- More successful organization or the medical system,
- You keep track of the patient and their health,
- Increase the access to health services,

Generalized overall viewpoint:

The reason why participants have listed these problems as important and are a priority for them is because they interfere in the quality of services provided to patients and their wellbeing. As a result of bad management the entire chain of the family medical system is effected and this services is not being offered to patients because of the irregularities that are causes.

In addition, the problem with education about health of citizens is highly important because if we have an educated population then the possibility for them to get sick decreases because they know how to take preventive measures and act before the problem has developed even more.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above are:

- Everyone is affected,
- Marginalized groups
- The elderly,
- People with chronically diseases and people with disabilities,
- People who with poor socio-economic conditions and people who live in rural areas,
- Minorities,

Generalized overall viewpoint

Participants consider that everyone is affected by the problems listed under question 1. However the ones who are more prone to problems listed above are the marginalized groups and people with socio-economic conditions. These groups of people lack the financial support in order to make a solution to their health as such they are always dependent on the services provided by the public institution which in most of the cases cannot provide the full support or medical treatment due to lack of equipment/facilities or even medicine; whereas the patient cannot afford to go and buy the medicine or seek other support. These groups of people are also the ones with the lowest level of education, making them even more prone to diseases and illnesses.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities should do in order to appropriately address issues listed above, participants have stated the following:

- Educate people through health awareness campaign,
- Organize activities that engage citizens and inform them about healthcare and health preventive measures,
- Educate children in school through sending the doctor in routine visits and teach them about healthcare,
- Creation of mobile FMC in the rural areas which work 24 hours
- Creation of information centre which works 24 hour in order to inform patients about different issues/problems that they have,
- Conduct routine mobile visits to the elderly,
- Motive the doctors and the medical staff,
- The work inspectorate should inspect the sale of medicine and prescription of specific brand of medicament,
- Doctors should prescribe only the generic name of the medicament and not the brand,
- Increase the budget for the health sectors in general,
- Improve the infrastructure in FMC and Ambulances,
- Improvement of the management of human resources,
- Implementation of health insurance system,
- Implementation of the primary, secondary and tertiary healthcare system,
- Improve the quality of the services, (the health institutions should conduct continues survey's by asking the patients what they think about the healthcare services in order to understand the constrains and improve the quality of services),
- Change of the management of the health authorities completely, the management staff is inefficient and incapable to perform their duties,
- Increase the budget for essential medicine in order to reach the demand,

Generalized overall viewpoint

The health authorities should begin by changing the management, organization of the FMC centre and the staff. The management is poor thus causing many technical problems and irregularities. Implementation of the healthcare, application of the primary, secondary and tertiary healthcare system is highly important because the system will be fixed.

Moreover, education of citizens is another significant intervention that needs to be done by the health authorities. They should conduct awareness raising campaigns in order to educate children, youth, middle ages, and the elderly. The campaigns should be directed to the target audience with specific topics that are relevant to them, such as children should be educated about something specific to their age.

The working schedule in Ambulances in rural areas must increase. Services should be provided 24 hours specifically in large villages with large number of inhabitants.

Conclusion: Summarize the findings from the FGD. The summary has to include a brief summary of each question response and overall viewpoints of the group towards different topics. The conclusion has to provide insights into the overall consensus of the group's opinion.

Conclusion:

In conclusion participants have reached consensus in three main issues: bad management of the medical system, lack of awareness about health and health care and, poor infrastructure in medical facilities and lack of essential medicine.

According to participants one of the biggest problems that they are facing in the health sector is bad management/organization of Family Medicine System, and lack of awareness of citizens about healthcare. The organization system of FMC is in a very bad condition starting by not having an organized program of citizens/patients. Citizens are not organized where each region to what medical facility they should require the services. As a result of this citizens visit the main FMC in Gjakova and the centre itself gets overpopulated and becomes incapable in providing the services to patients. Moreover, organization of doctors is another problem. Most of the doctors/nurses are appointed during the morning shift (this is because it is the preferable shift) whereas the second shift from 13:00 they refuse to work. These problems are caused by the bad management of people in charge, as a consequence of which the quality of services decreases and we have unsatisfied patients.

As such health authorities must increase the number of medical staff. The current staff cannot provide services based on the needs of citizens.

The other significant problem is the lack of knowledge/awareness among citizens. Citizens lack of general knowledge on healthcare, health preventive measures, consumption of medicine, education of children and the elderly. This lack of knowledge is the cause of many diseases that occur to citizens and they wait until the diseases/illnesses become severe before they go and visit the doctor. Therefore, health authorities should conduct awareness raising campaigns in order to educate children, youth, middle ages, and the elderly. The campaigns should be directed to the target audience with specific topics that are relevant to them. Topics that are relevant to children should be provided to children and different topics should be provided to the middle ages and the elderly.

The third issue they have agreed is the poor infrastructure in regional/rural Ambulances, low working hours, delays in the supply with essential medicine. The health authorities should increase the number of medical staff in rural areas as well as the working hours because citizens need to be provided with medical services 24 hours.

## Focus Group Discussion Reporting Template

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**Date: 13.12.2018**

**Duration: 09:30: 11:30**

**Facilitator: Arsim Vranovci**

**Assistant: Delvina Krasniqi**

**Municipality, City, Village: Gjakove**

**Venue: Hotel Happy**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Dr.Bleta Këpuska	F	Psychiatrist
2	Dafina Kazazi Olloni	F	Leader - DSHMS
3	Dr. Lendita Thaqi Berisha	F	Ophthalmologist
4	Fllanza Lama	F	Red Cross
5	Lumnije Shllaku	F	Head of the DND-BO sector
6	Besart Gashi	M	Coordinator for Quality of Health Services
7	Nuredin Shala	M	Nurse QMF
8	Gjon Luli	M	Director DPS
9	Bernard Frrokaj	M	Director I DKA
10	Dr. Shkelzen Kurti	M	QRSHP - Gjakovë
11	Dr. Nexhat Rexha	M	Urologist

### Question 1: What issues are the most important for healthy community in your municipality?

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Summarized responses:

The main issues identified by the participants are the following:

- Organization of the Health system, primary, secondary and tertiary healthcare, because they are not well organized,
- Access to healthcare services in rural and regional areas, people have to travel long distances in order to receive the service,
- Lack of knowledge among citizens about healthcare and health preventive measures,
- Citizens are not aware about health diseases and illnesses, thus they cannot take preventive measures towards them,
- Citizens do not frequent medical health checkups in routine visits, they visit the doctor only when they are sick and the diseases/illnesses has developed,
- The supply with medicine from the essential list does not fulfil the demand,
- Socio-economic conditions are poor among a large number of citizens thus it has a huge impact on the wellbeing of citizens,
- People hesitate to visit the psychiatrist due to stereotypes,
- Lack of registration of patients, this makes it a problem in order to track the history of the patients and understand from what they are suffering as well as track the history of the patient,
- Lack of budget in order to finance increase the number of employees in the medical sector,
- Lack of accessibility for people with disabilities in medical facilities (Ambulances and FMC),
- Change in the policies for employment of medical staff, there is a high demand to increase the number of medical staff in FMC and Ambulances, however the law allows only a specific number of employees which is not enough,
- The Ambulance in Skivijav had to reduce the number of working hours due to absence of heat in the second shift,

- Medical staff in ambulances is not supporting the patients and provide them with other services besides of giving them medicaments or sending the food (therefore, relatives of patients are required to stay with the patients in the hospital in order to support them for anything they need),
- The FMC in Rogova have received a laboratory equipment from AQH however, this equipment is not functional due to the absence of the employee/technician who can use the equipment,
- The absence of health insurance,
- Lack of mobile routine healthcare visits for people with disabilities and the elderly,
- Lack of database for identification of people with disabilities in order to be able and identify each cases that needs medical support that could be provided through mobile healthcare visits,
- Doctors prescribe medicine and check the patients, however, there is a lack of in-depth communication between the doctor and patient, such communication/conversation results in low level of education of patients because they don't understand why the disease occurred and what they can do to prevent this, however, patients just receive a prescription and that's it,
- Lack of health education provided in schools, pupils should be taught about health education in schools,
- Lack of physiologists in order to educate students/pupils with disabilities in schools, this results on lack of inclusion of students with disabilities in school activities,
- Education in schools should be regulated by low and specific topics about health should be taught in schools,
- Children have access to internet and they are allowed to see and search anything they want without the supervision of parents,
- Air pollution caused by power plants, old cars, and other factories causing respiratory problems,
- Consumption of cigarettes and drugs among children and young adults has increased, making them depended on them,
- Food imported in Kosovo is not controlled and the origin of the imported goods in many cases is unknown,
- The FMC and Ambulances in the region should increase their capacities and provide all services in order for citizens in rural areas to receive all services required at least for basic issues,
- There are lack of laboratories and pharmacies in the rural areas, citizens are required to travel to the city in order to get one medicine or do a test,
- According to the law for people with disabilities who receive social support by the government, the financial support is very low (100 Euros per person), however the main problem is that this law divided people with disabilities only with three categories and this discriminates many of them and the support is not provided to all the people in need,
- The law for supporting people with disabilities or children that were abandoned is incomplete, there are cases where a child who was abandoned and is with disabilities after they turn 18 years old the government does not support them anymore,
- The health institutions do not have essential medicine, including infusion of needles, in many cases citizens are required to go and buy everything,
- A large number of doctors and nurses have left the country due to lack of satisfaction,
- Absence of information healthcare system,
- Lack of communication between relevant institutions, Ministry of Finance, FMC and Hospital. this lack of communication results in many irregularities such as ordering of medicine and employment of staff based on the needs
- Lack of ORL and ophthalmologist specialist in the hospital of Gjakove,
- Absence of respecting that each patients should follow the cycle of Primary health care and then continue to secondary and tertiary, lack of application of this system brings many irregularities
- Prescription of medicine on their brand name and not on the generic name of the medicine,
- Selling of medicine in pharmacies without prescription,
- Lack of health inspectors,
- Increase in the number of consumptions of antibiotics (prescribed by doctors but also consumed by the patients)
- Lack of rehabilitation centres for people with disabilities, people with mental problems or people with addiction,

- Society is not educated for preventive measures about healthcare,

Generalized overall viewpoint:

In general participants have complained that the main problem in their municipality is poor management of medical system. Starting by implementation of the family medical system, systematization of FMC and Ambulances in region and inhabitants they cover, digitalization of the healthcare system, provision of patients cards, system for tracking the history of the patient, bad distribution of doctors and nurses (some Ambulances, depending on the location, are overpopulated with medical staff and other, because they are in more distance areas, lack of medical staff), and so on. All these issues are preventing the medical system to provide qualitative services to the citizens.

On the other hand, the population is highly unaware about the health and health preventive measure. Lack of education is causing them many health problems because citizens do not know how to prevent and treated health problems.

Distribution of ambulances in the rural areas is not done properly. There are villages under the region of Gjakova which have to travel for long distance in order to receive medical help. For them it is easier to go in Junik than in their municipality. Such problem makes it impossible for citizens in rural areas to receive healthcare services. Besides the lack of ambulances and FMC they also lack of essential medicine. The supply with essential is limited and in many times it gets delayed, making it impossible for medical staff to provide the service to the citizens.

Lack of medical staff is another significant problem. The law on FMC has a specific number of personal that it covers financially as such they are not allowed to increase the number of doctors and nurses, making them work long hours and sometimes incapable to provide services to patients due to overpopulation of Ambulances and FMC with patients and limited number of staff.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important to the citizens they have listed the following:

- The change of the law for people with social support is essential because there are irregularities for identification of these cases and their treatment, the law needs to change immediately,
- Improvement of the management and the medical system will have an impact in the quality of healthcare services provided,
- Such factors have an impact in the general wellbeing of citizens,
- Improvement of the quality and quantity of services provided by healthcare institutions,

Generalized overall viewpoint:

The issues listed above are all important because they reflect o the medical services provided to citizens. The lack of proper implementation of Family Medical System has broken the chin of the service provided as such many irregularities occur and the quality of services decrease. All fctors listed above are important because all of them have a direct impact on the quality of life of citizens and their wellbeing.

With improvement of issues listed above, specifically with ones related to bad management, the quality of services will increase as well as the quantity.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above are:

- People who belong to poor socio economic conditions, people who are depended on social support,
- People with disabilities,
- People with chronic diseases,

Generalized overall viewpoint

The ones who are mostly affected by the issues listed above are people with poor socio-economic condition and people who are listed as social cases who receive support from the government. This group of people are highly affected because they cannot afford to get medical support, have bad living conditions, poor diet.

All these factors have an impact in their health. Similar problems are also faced with people with disabilities and people with chronic diseases, who besides of all the social problems they also lack of access to healthcare facilities and healthcare services,

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities should do in order to appropriately address issues listed above, participants have stated the following:

- Increase the budget for the healthcare system,
- Increase the number of medical staff,
- Supply with essential medicine
- Better management of the healthcare system (primary, secondary, tertiary),
- Supply with medicine is not regulated based on the needs of FMC or Ambulances but as the Ministry of Finances wished, E.g. supply with Metoformy (diabetes) is very low whereas there are some medicine which is supplied and it is not necessary,
- Education of citizen about health,
- Conduct awareness rising campaign, increase awareness about the consequences of: consumption of cigarettes, drugs, breast cancer, heart attack, infection diseases, etc,
- Better cooperation between the Municipality, Ministry of Health and FMC, in order to identify the needs of the FMC and provide the services as needed,
- Implementation of the law for not provision of medicine without prescription,
- Health inspectorate should control the medical facilities and pharmacies,
- Provision of health education as a subject in schools,
- Investment research and development in diagnostics of diseases,
- Investment in medical equipment: laboratories,
- Authorities should conduct curricula's for health education based on the age of children and on specific topics,
- Private clinics should report to public intuitions about their patients in order to increase cooperation and quality of services provided,

Generalized overall viewpoint

In general, the health authorities should begun by implementing the law of Family Medicine, and fictionalization of the primary medical services because most of the problems are caused under the medical primary services. The management of human and resources should be done properly. Distribution of staff and essential medicine should be based on the number of inhabitants covered by the FMC or Ambulances.

Education of citizens in another significant intervention that needs to be done by the health authorities. Many health problems are caused due to lack of education, however, through awareness rising campaign such issue will be reduced and there will be healthier people.

Implementation of the health insurance fund is highly essential. Majority of the citizens cannot afford to pay for the medical services; as such many times they refuse to get the medical services because they cannot afford to pay for it. With its implementation the entire process of healthcare will be improved.

Development of health awareness campaign is another significant step that health authorities should do. Education of citizens is highly important in order to prevent many health problems thus they should invest in this direction a lot.

Conclusion: Summarize the findings from the FGD. The summary has to include a brief summary of each question response and overall viewpoints of the group towards different topics. The conclusion has to provide insights into the overall consensus of the group's opinion.

Conclusion:

Participants of this Focus Group have listed many issues. However participants have reached consensus in two issues: Mismanagement of the medical system and staff and lack of education among citizens.

Many irregularities and problems are caused due to bad management. Municipality of Gjakova has large number of inhabitants and not having a system in place which regulates the services provided, where should each patient seek for medical help and proper distribution of staff is causing many problems and decreasing the quality of services provided.

Participants have listed that implementation of the family medical system, systematization of FMC and Ambulances in region and inhabitants they cover, digitalization of the healthcare system, provision of patients cards, system for tracking the history of the patient, bad distribution of doctors and nurses (some Ambulances, depending on the location, are overpopulated with medical staff and other, because they are in more distance areas, lack of medical staff), are key issues that they are facing.

Moreover, distribution of ambulances in the rural areas is not done properly. There are villages under the region of Gjakova which have to travel for long distance in order to receive medical help.

Lack of medical staff is another significant problem. The law on FMC has a specific number of personal that it covers financially as such they are not allowed to increase the number of doctors and nurses, making them work long hours and sometimes incapable to provide services to patients due to overpopulation of Ambulances and FMC with patients and limited number of staff. From these issues all citizens are equally affected and the health authorities should immediately intervene in improvement of this problem and arrangement of the services provided.

Moreover, lack of education is causing them many health problems because citizens do not know how to prevent and treated health problems. Development of health awareness campaign is highly important in order to prevent many health problems thus they should invest in this direction a lot. Such campaign should be done in all regions of the municipality and to all groups of people.

## Focus Group Discussion Reporting Template

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**Date:** 10.12.2018

**Duration:** 13:00 – 15:00

**Facilitator:** Arsim Vranovci

**Assistant:** Delvina Krasniqi

**Municipality, City, Village:** Rahovec

**Venue:** Restaurant Haxhi Jaha

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Skender Krasniqi	M	village representative
2	Vllaznim Canziba	M	Chairman of the neighbourhood "V"
3	Beqa Shala	M	Chairman of the village
4	Nazim Veliu	M	Chairman of the neighbourhood
5	Adriana Delija	F	Nurse
6	Alma Kryeziu	F	
7	Munib Durguti	M	Assembly member
8	Shemsie Deliu	F	Health official

### Question 1: What issues are the most important for healthy community in your municipality?

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Summarized responses:

The main issues identified by the participants are the following:

- Absence of laboratories in FMC and Ambulances,
- Absence of reagent for laboratories,
- In village with 8000 inhabitants there is an Ambulance but they don't have the doctor or the specialist.
- The drinking water is contaminated by waste,
- Sewage and waste is dumped in rivers,
- Present of three metal collection points, which contaminate the land with toxic released by the metals,
- Consumption of fast food,
- Low level of medical staff in medical institutions in Rahovec. According to the participants they lack around of 35 medical staff, based on the law which sets the number of doctors based on the number of inhabitants per municipality,
- Lack of experienced doctors,
- FMC have the equipment necessary however, they don't have the technicians nor the doctors to use such equipment,
- Poor diet, consumption of food with high level of cholesterol, and food with high level of vitamins and minerals is not consumed.
- Contamination of water from waste,
- Air pollution during the winter season caused by burning of coal,
- Lack of knowledge among of citizens on treatment of waste and eating healthy,
- Lack of health education among citizens in general,
- Lack of essential medicine,
- Pollution of land and water through non treatment of animal waste

Generalized overall viewpoint:

A significant problem identified by participants is the lack of doctors and nurses in this municipality. According to participants the Municipality of Rahovec lacks at least 35 medical staff based on the number of inhabitants. As such medical services provided to patients and other clients are limited because they cannot offer qualitative services due to lack of time and large number of patients.

Another significant problem is contamination of land and water. There are many metal collection points in Rahovec, which are never treated and they remain there while contaminating the soil and the water. Moreover, consumption of food with high calories and unhealthy food from fast food. Many health problems such as diabetes, high blood pressure are caused by consumption of inappropriate and unhealthy food.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important to the citizens they have listed the following:

- Impact in the health and quality of lives of citizens,
- Improve the lifestyle and way of eating healthy,
- Increase in the number of doctors, better quality of services are provided to citizens

Generalized overall viewpoint:

All issues listed above are highly important to participants because they all affect the wellbeing of citizens. The low number of medical staff makes it impossible for them to offer qualitative services to patients and give the time to educate them properly.

Moreover, treatment of waste is also very important because the metal collection points in this municipality are contaminating the soil, which contaminates the land, food produced in the land and animals which eat the grass.

Consumption of unhealthy food is another significant problem in this municipality. This is mainly because of socio-economic conditions which make it impossible for citizens to eat health and because lack of knowledge on eating healthy.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above are:

- All citizens,
- People with poor socio-economic conditions

Generalized overall viewpoint

According to participants the ones who are mostly affected by the issues listed above are all citizens. Everyone is affected by the problems identified in question number one. However, people living in poverty of course that they suffer from much more health problems due to their lack of finances to support their living and their health.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities should do in order to appropriately address issues listed above, participants have stated the following:

- Increase the number of medical staff in FMC and Ambulances,
- Conduct awareness campaign in protection of environment, education of children about health and health preventive measures,
- Education of citizens about health habits, and what types of food are unhealthy,
- Inspection of water supply, and the quality of drinking water,
- Better treatment of metal waste,
- Education of children about health,
- Education on recycling of waste and its important,
- Supply with essential medicine,
- Provision of at least on pharmacy which works 24 hours,

#### Generalized overall viewpoint

The health authorities need to immediately increase the number of medical staff in FMC and Ambulances in rural areas. The medical facilities have the equipment, however, they lack of specialist in order to perform the duties and offer the services to the patients, therefore this issue needs to be addressed immediately. Education of citizens is another important action that needs to be tackled. Awareness rising should be done in the field of health, eating healthy food, treatment of waste, and not throwing waste in the rivers. As far as the medicine, supply with essential medicine should be done properly, on time (sometimes supply with essential medicine delays) and with the amount which is sufficient to the citizens needs.

Conclusion: Summarize the findings from the FGD. The summary has to include a brief summary of each question response and overall viewpoints of the group towards different topics. The conclusion has to provide insights into the overall consensus of the group's opinion.

#### Conclusion:

In conclusion, all participants have agreed that there are three main problems that are present in this municipality, including: lack of doctors, contamination of land and water, and poor quality of food consumed. According to participants the Municipality of Rahovec lacks at least 35 medical staff based on the number of inhabitants. As such medical services provided to patients and other clients are limited because they cannot offer qualitative services due to lack of time and large number of patients. From this problem everyone is affected. As such the health authorities should invest in increasing the number of medical staff in FMC and Ambulances. They should also create new cadres with specialization in areas where they lack and provide incentives to citizens to get educated on specific area of specialization in the field of medicine, because the low number of medical staff makes it impossible for them to offer qualitative services to patients and give the time to educate them properly.

Another significant problem is contamination of land and water. There are many metal collection points in Rahovec, which are never treated and they remain there while contaminating the soil and the water. The contamination of soil is contaminating the land, food produced in the land and animals which eat the grass. As such health authorities should invest in proper treatment of waste and their recycling.

Moreover, consumption of food with high calories and unhealthy food from fast food. Many health problems such as diabetes, high blood pressure are caused by consumption of inappropriate and unhealthy food. However, consumption of unhealthy food is mainly caused because of socio-economic conditions which make it impossible for citizens to eat health. However, there is also the problem that people are not aware about the health problems that can be caused due to lack of knowledge.

## Focus Group Discussion Reporting Template

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**Date: 11.12.2018**

**Duration: 09:30: 11:30**

**Facilitator: ArsimVranovci**

**Assistant: DelvinaKrasniqi**

**Municipality, City, Village: Rahovec**

**Venue:Restaurant HaxhiJaha**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Mehrije Hamza	F	SHL Kosova
2	Anduena Shtavica	F	SHPG Hareja
3	Mirsije Bekeri	F	SHPG Hareja
4	Ramadan Rama	M	NGO Humaniteti
5	Xhylferije Bytyqi	F	Shoqata e teVerberve
6	Elvana Uruqi	F	Shoqata e teVerberve
7	Remzije Cama	F	Director
8	Ylfete Kryeziu	F	QPS Rahovec
9	Leonora Kocinaj	F	QPS Rahovec

### **Question 1: What issues are the most important for healthy community in your municipality?**

Summarized responses:

The main issues identified by the participants are the following:

- Poor nutrition of children and adults,
- Un controlled food by the Food and Veterinary Agency,
- Sanitary inspection should be conducted more often because there are many problems caused in the health,
- Lack of physical activity by everyone,
- Poor implementation of the strategy of FMC, organization of staff and resources,
- The paediatrics is absence, there is only one paediatrics for the entire municipality and they cannot fulfil the demand of citizens,
- Education of children about health and health preventive measures,
- Municipality lack of Municipal Strategy for people with disabilities,
- Socio-economic conditions are generally poor,
- Infrastructure for people with disabilities is absence in most institutions,
- Poor supply of essential medicine in FMC and Ambulances,
- Doctors hesitate to take care of children with disabilities,
- The main FMC has only 1 doctor during the night shift and they cannot offer the services based on the demand,
- Infrastructure in FMC is poor,
- The pharmacies should not sell medicine without the prescription from the doctors,
- Lack of awareness among citizens about health preventive measures,
- Lack of education about health and health problems in general,
- Lack of education about hygiene,
- The dentistry is absence in the elementary schools,
- Children lack of oral hygiene knowledge,
- Citizens lack of knowledge about their health and conducting routine health checkups and not wait until they get sick in order to go to the doctor,
- In most of the cases the water is not drinkable because the pipelines are very old and sometimes the sewage and the water are mixed, causing many health problems,

- Neuropsychology is absence, they should come at least ones per week and check the patients,
- Absence of the doctors in schools,
- Increase in the number of youth consuming drugs,
- Lack of essential medicine in Ambulances in rural areas,
- Poor socio-economic conditions, who cannot afford to buy medicaments,
- The laboratory in the FMC does not function,
- The doctors lack of qualification and they do not have the expertise to do his/her job,
- Roma, Ashkali and Egyptian community are not aware about vaccination of children,
- Minority community lack of knowledge about health and health preventive measures,
- Absence of health insurance fund,

Generalized overall viewpoint:

In general the main problem that this municipality is facing is the problem with health awareness and health education. Citizens suffer from lack of education about health, health preventive measures, healthy eating, and hygiene. All these factors are having a high impact in the health of citizens and their wellbeing. The FMC in Rahovec, lack of the paediatrics. There is only one paediatric who is offering the services to the citizens. The FMC does not offer services like: laboratory, doctors are not well prepared, sometimes they lack of knowledge and experience, lack of essential medicine (much more present in rural areas).

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important to the citizens they have listed the following:

- To have healthy people,
- Have educated citizens,
- Better wellbeing,
- Prevent diseases and illness through education,

Generalized overall viewpoint:

The reason why these issues are important is because they have an impact in the health of citizens. If citizens, specifically children, are well educated they will know what to do in order to prevent themselves from diseases, illnesses. The more educated the citizens are the more likely they will have a healthier life and have a better wellbeing.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above are:

- Youth and children, - parents don't deal a lot with children and they don't learn everything in the schools they should get educated in their families as well,
- People with poor socio-economic conditions,
- People with disabilities,
- Roma, Ashkali and Egyptian communities,

Generalized overall viewpoint

Children and youth are the ones who are mostly affected by the issues listed above. Parents now days do not spend time with their children and educating them. They don't educate their children about their health, nutrition, and hygiene. As such many problems are caused because of it.

People with poor socio-economic conditions are another group of people who are affected by the issues listed under question one. Because of the financial conditions they cannot afford to receive any private healthcare.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities should do in order to appropriately address issues listed above, participants have stated the following:

- Municipality should build a part for citizens,
- They should do their job and be honest about it,
- Health authorities should communicate more with citizens and about their needs in order to prioritize their investment,

- Health authorities should conduct awareness campaign in schools in order to educate children and the youth about health, health problems, oral health, abusive drugs, etc,
- Education of children about not abusing with drugs,
- Sanitary inspectors should inspect the stores which sell food,
- Health authorities should provide mobile routine visits to the elderly,
- Supply FMC and Ambulances with essential medicine,
- Education of RAE community about health and health preventive measure,
- Providing mobile services for vaccination of the children of minority communities,
- Application of health insurance,
- Inspect pharmacies who sell medicine without prescription.

#### Generalized overall viewpoint

The municipal health authorities should start by doing their jobs. People, need to build trust on health authorities and as such they should start by doing their jobs correctly.

Moreover, education of children and citizens in general is highly essential. Authorities should conduct awareness campaign in schools in order to educate children about the health, health preventive measures, and common diseases/infections and how they can prevent themselves from such diseases, with drug abuse, hygiene and oral health. This segment is considered as highly important and could have a direct affect in the wellbeing of citizens.

Moreover, health authorities should supply the FMC and Ambulances with essential medicine and provide adequate doctors, doctors with experience and knowledge to do their jobs. Health authorities should provide mobile routine visits to the elderly who are incapable to go and visit the doctor when they need it.

With regards to the Roma, Ashkali and Egyptian community authorities should invest on their education and vaccinating their children.

Finally the inspectorate department should visits the stores who sell food and inspect the quality of food and the expiry date. Besides the stores, pharmacies and pharmacist should also be controlled whether they sell medicine without prescription of the doctors because this is a concerning problem to citizens.

Conclusion: Summarize the findings from the FGD. The summary has to include a brief summary of each question response and overall viewpoints of the group towards different topics. The conclusion has to provide insights into the overall consensus of the group's opinion.

#### Conclusion:

In conclusion, participants of this Focus Group have agreed that the main problem that they are facing is the problem with health awareness and health education. Citizens suffer from lack of basic knowledge about health, health preventive measures, healthy eating, and hygiene. All these factors are having a high impact in the health of citizens and their wellbeing. Such problem is much more present to young generations and the elderly. These groups of people are the ones who are also mostly affected by the health problems and this is mainly because of the lack of knowledge they have in order to prevent any diseases or illnesses and then cure them if it happened.

The FMC in Rahovec, lack of the paediatrics. There is only one paediatrics who is offering the services to the citizens. The FMC does not offer services like: laboratory, doctors are not well prepared, sometimes they are too young and lack of knowledge and experience and of course they cannot not offer qualitative services to citizens.

As far as what health authorities do in order to improve such situation they should began by conducting awareness campaign in schools in order to educate children about the health, health preventive measures, and common diseases/infections and how they can prevent themselves from such diseases, with drug abuse, hygiene and oral health.

## Focus Group Discussion Reporting Template

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**Date:** 05.12.2018

**Duration:** 13:00 – 15:00

**Facilitator:** Arsim Vranovci

**Assistant:** Delvina Krasniqi

**Municipality, City, Village:** Skenderaj

**Venue:** Restaurant Freskia

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Vlora Vojvoda	F	DKRS Official
2	Fatmire Lushtaku	F	ZA Official
3	Pajazit Isufi	M	Representative
4	Egzna Muharremi	F	Village Representative
5	Fitore Mangjulli	F	Member of the Skenderaj Assembly
6	Abdulla Gashi	M	Village Representative
7	Fadil Beqa	M	Village Turiqec
8	Faik Geci	M	Representative of Village Llaushe
9	Arsim Jusufi	M	B.L. Likoc

### **Question 1: What issues are the most important for healthy community in your municipality?**

Summarized responses:

The main issues identified by the participants are the following:

- Bad treatment of waste, much more present in Prekaz,
- Because of the large amount lime in the water, many people are facing the problem with stones in kidney,
- Many neighbourhoods in village Prekaz the FMC is in long distance,
- Socio-economic conditions are poor as well as the living conditions
- The Ambulances and FMC should work in longer schedules,
- Doctors and nurses do not respect the working schedule even on the first shift of the work
- Lack of essential medicine,
- The absence of pharmacies in the rural areas, specifically in Village Turishevc which covers 5 villages,
- Lack of water in Village Turishevc,
  - This situation is having an impact in hygiene of schools and households,
  - Many diseases are caused due to lack of water,
- Village Kryshevc lack of water, in this village the situation is quite concerning because it effects a large number of inhabitants: due to this many diseases are caused (not specified which diseases)
- The Ambulance in Kryshevc are not working full schedule
- Lack of nutrition's consumed due to poor diet and financial problems,
- Lack of health insurance,
- Laboratory in the hospital does not provide accurate data,
- X-rays produced in the hospital are not visible,
- The orthopaedics is not available in the hospital,
- Doctors working in the hospital and FMC are requesting patients to visit their private clinics,
- People in this municipality are not well aware of preventive measures in respect to their health, they lack of knowledge on how to take preventive measures
- Sewage is not well treated in Village Kopiliq. It pours in the rivers and it is exposed to the citizens,
- Air pollution,
- Soil pollution due to contaminated land as a result of bombing,
  - This has an effect in the food produced in those areas,

- Post-traumatic stress caused as a result of the war,
- Lack of knowledge in mental health and its treatment, especially concerning the fact of the trauma caused during the war,
- In village Likovc, more than 7000 inhabitants, and there is only one doctor that could provide the services to citizens. As such, citizens lack of healthcare services provided to them,
- People with disabilities are not provided the support or the medicine required for their health,
- The sewage pours in the roads of village Likovc and goes by the school and the Ambulance in this village,
- Distribution of medicine should be done based on the number of inhabitants,
- The health sector does not provide any support for invalids,
- The hospital lack of gynaecological doctor and department,
- More frequent visits by doctors in schools in order to check children and their health,
- Large amount of the citizens are not aware about health preventive measures,
- Delays in medical treatment, citizens wait until their illnesses become severe before they go to the doctor and get checked.
- People lack of awareness to do routine check up to the doctor,

Generalized overall viewpoint:

One of the biggest problems that the municipality of Skenderaj and its villages is the lack of water, lack of waste water treatment and contamination of land. These environmental problems are having a large impact in the health of citizens and factors that are causing many diseases and infections in the society.

Besides the environmental factor, the problem remains also with the lack of doctors and nurses in Ambulances and FMC in the rural areas. They work only during one shift (14:00) and for the other part of the day no healthcare services are provided in the rural area.

Awareness about healthcare and preventive measures is also another concerning problem. A large amount of citizens live in poor socio-economic conditions, and as such they lack of awareness and conditions to prevent and have a better health.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important to the citizens they have listed the following:

- Improve the wellbeing of the health,

Generalized overall viewpoint:

The reason why these issues are important is because all of them have a direct impact on the wellbeing and the health of citizens. Water and sewage are part of the daily lives of citizens as such their impact is present in everyone's life

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above are:

- Children,
- The entire society without exception,

Generalized overall viewpoint

The ones who are affected by the issues listed above are the entire citizens of Skenderaj. Problems listed above are problems which affect the lives of all, thus no group of people are spared by such issues.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities should do in order to appropriately address issues listed above, participants have stated the following:

- Provide two shifts of medical services in rural areas,
- Increase the supply of essential medicine,
- Increase the number of doctors and nurses who work in FMC and Ambulances,
- Better treatment of sewage and its recycling,
- Development of the health insurance fund,
- Better management of current resources of the health department,

- Health care services should be provided at least for a period of 12 hour per day,
- Between management of private clinics and the working schedule of doctors working on the public health institutions and private clinics,
- Awareness raising of citizens about healthcare and preventive measures,
- Supply with waste containers,
- Supply with drinking water,
- Organization of awareness campaigns in schools for health awareness,
- Conducting awareness campaign in the village and educate citizens in rural areas specifically about healthcare,
- The health authorities should equip their public institutions with required equipment,

Generalized overall viewpoint

In general health authorities should address issues list provision of medical survives in rural areas at least for 2 shifts. The Ambulances in rural areas work only during one shift. However the demand is for 24 hours or at least two shifts. This problem needs to be fixed because citizens are then obliged to seek for medical support in other distance FMC.

Development of awareness rising campaigns is another important intervention. Education of citizens about healthcare is highly important thus health authorities should prepare informative brochures and distribute them to the public in order to educate them about common diseases, seasonal viruses, and other important issues.

Conclusion: Summarize the findings from the FGD. The summary has to include a brief summary of each question response and overall viewpoints of the group towards different topics. The conclusion has to provide insights into the overall consensus of the group's opinion.

Conclusion:

In conclusion, participants find it as highly important the problem of the lack of water in some villages, low working hours of Ambulances in the rural areas, and lack of education about health among citizens.

One of the biggest problems that the municipality of Skenderaj and it villages is the lack of water, lack of waste water treatment and contamination of land. These environmental problems are having a large impact in the health of citizens and factors that are causing many diseases and infections in the society. As such the municipality should invest in the pipelines of sewage and their treatment, and should supply all villages with drinking water.

With regards to health authorities and the medical services, the main concerns of participants are the lack of doctors and nurses in Ambulances and FMC in the rural areas as well as the working schedule. The Ambulances in rural areas work only during one shift (14:00) and for the other part of the day no healthcare services are provided in the rural area. This working schedule needs to be increased as well as the number of medical staff that will be working during the second shift.

Awareness about healthcare and preventive measures is also another concerning problem. A large amount of citizens live in poor socio-economic conditions, and as such they lack of awareness and conditions to prevent and have a better health. The health authorities should invest in development of awareness rising campaigns about healthcare. Education of citizens about healthcare is highly important thus health authorities should prepare informative brochures and distribute them to the public.

## Focus Group Discussion Reporting Template

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**Date: 06.12.2018**

**Duration: 09:30: 11:30**

**Facilitator: Arsim Vranovci**

**Assistant: Delvina Krasniqi**

**Municipality, City, Village: Skenderaj**

**Venue: Restaurant Freskia**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Gentiana Zeqiri	F	Civil Society Organization
2	Mentor Mehmeti	M	HANDIKOS
3	Afredita Rama	F	FMC
4	Fatmir Osmani	M	FMC
5	Hajdin Loshaj	M	
6	Shkendije Idrizi	F	DKA Official
7	Dibran Jashari	M	Director of ZP Skenderaj
8	Ismet	M	Official
9	Hajdin Beka	M	Director of High Schools Hamez Jashari
10	Osman Veliu	M	Director

### **Question 1: What issues are the most important for healthy community in your municipality?**

Summarized responses:

The main issues identified by the participants are the following:

- Nutrition, a good diet has a great impact in the health of people,
- The diet consumed by citizens contains a large amount of calories and fat
- The community is not well educated about the health and what they should do in order to keep themselves healthy,
- Lack of awareness about health, much more present in the minority community due to their level of education and financial problems,
- Un educated youth about the health in general, with specific attention to sexual transmitted diseases and early pregnancies,
- Increase number of diseases (scamnes) more prone to families with poor economic conditions,
- People neglect their health and health problems, and they visit the doctor only after they are suffering from it,
- Increase in the number of children with autism,
- Large usage of technology, causing many health problem to children (problems with eye, spinal cord),
- Women do not conduct systematic visits with regards to checking their health (mammography). This is mainly due to lack of knowledge,
- Problems with trusting health authorities,
- A considerable number of people suffer from stress,
- Poor socio-economic conditions among the citizens,
- Post-traumatic stress caused from the war is highly present to citizens in this municipality,
- Doctors do not communicate with the patients, they only prescribe medicine without knowing what is really happening with the patient,
- Large prescription of antibiotics,
- People suffer from poor immune system, due to bad food consumption, large consumption of antibiotics and environmental problems (air pollution),
- Women are not educated about breast cancer, much more present in rural areas

- Sexual transmitted diseases, early pregnancies, and contraceptives continue to be a taboo subject,
- Parents do not take responsibility over their children's health, in cases where a female child is required a gynaecological visit they do not send them to the doctor because they consider it that the gynaecologist provide healthcare services only to pregnant women, so they don't like to create that bad image for their daughters,
- Young mothers are not well educated about their health and their children health and what they should do,
- Absence of culture/habit for conducting health checkups,
- Young doctors are not reliable and there is a large number of them who quit their jobs

Generalized overall viewpoint:

According to participants education of the society is one of the biggest problems that they are facing. Lack of awareness and education about health and preventive measures is very high. Many health subjects are considered as taboo such as: Sexual Transmitted Diseases, early pregnancies, breast cancer, regular visits to gynaecologist, etc.

Socio-economic condition is another big problem which attacks the health of citizens, through not consumption of qualitative food, bad hygiene, and living conditions. All these factors have a great impact in the health of citizens.

The youth is not educated about their health and healthcare and they are prone to many diseases and health problems (as listed above).

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important to the citizens they have listed the following:

- Education of young mother can influence the health of a child
- People would be healthier,

Generalized overall viewpoint:

The issues listed above are highly important is because they have a direct impact on the health of citizens and their well being.

Moreover, education of young mother and women has a higher impact on the lives of citizens because they educate their children as well and develops the chain of education of the society in general.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above are:

- Mothers and children,
- The elderly,
- The middle age (people who have experienced the war as children)

Generalized overall viewpoint:

Everyone is affected by the issues listed above. Based on the identification of problems listed above, mothers and children are the ones who are mostly affected.

In this municipality there is another group of people who is suffering from post traumatic consequences and they are the middle age.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities should do in order to appropriately address issues listed above, participants have stated the following:

- Increase the budget for conducting mobile visits to households and provide medical services to pregnant women and children from the age of 0-3 years old,

- Conducting health education lessons to children from 13-18 years old on sexual transmitted diseases and early pregnancy,
- Awareness raising campaign on health and preventive actions,
- There should be more physiologists provided,
- Conduct education lessons in high schools in education about different topics including: Education about drugs, smoking and alcohol,
- Provision of education lessons to pupils on oral health,
- Training of medical staff,
- Increase of health care budget,
- Increase the number of equipment: laboratory,
- Digitalization of health services,
- Provide doctors in schools,
- Better services for people with disabilities, provision of mobile teams to visit these groups of people,
- Provision of the physiologist in FMC,
- FMC should be accessible for people with disabilities,

#### Generalized overall viewpoint

What the health authorities should do to begin with they should start educating the society. Awareness rising should be one of the main activities, this includes education of children, mothers, healthcare officials, and everyone else, because only this way the healthcare will be improved.

Moreover, the infrastructure should be improved; they should invest in equipment, increase number of essential medicine, and digitalization of the health services.

Conclusion: Summarize the findings from the FGD. The summary has to include a brief summary of each question response and overall viewpoints of the group towards different topics. The conclusion has to provide insights into the overall consensus of the group's opinion.

#### Conclusion:

In conclusion, participants have reached consensus in three topics.

According to participants education of the society is one of the biggest problems that they are facing. Lack of awareness and education about health and preventive measures is very high. As such health authorities must intervene in education of citizens through provision of awareness rising campaign. Awareness rising campaigns' should be done in schools and in the public through distribution of leaflets and other information tools so the citizens are educated and are aware about their health and preventive measures.

Socio-economic condition is another big problem which attacks the health of citizens, through not consumption of qualitative food, bad hygiene, and living conditions. All these factors have a great impact in the health of citizens. Bad nutrition is a problem in general no matter the financial condition. This is mainly because of the culture in the region of eating unhealthy food, rich in carbohydrates and lack in vitamins. As such many health problems are caused.

## Focus Group Discussion Reporting Template

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**Date (DD/MM/YY): 07.12.2018**

**Duration: 09:30- 11:30**

**Facilitator: Arsim Vranovci**

**Assistant: Delvina Krasniqi**

**Municipality, City, Village: Drenas**

**Venue: Restaurant City Grill**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Laura Vrellahu Pasjaqa	F	Head of DKA
2	Ruzhdi Lestrani	M	ZEPP DBF
3	Jeton Prokshi	M	Official SAS
4	Alberta Raci	F	Nurse
5	Lumnije Bublaku	F	Nurse
6	Daut Gj	M	Nurse
7	Ardita Leku	F	Head of nurses
8	Mihrije S	F	Bliri NGO

### Question 1 What issues are the most important for healthy community in your municipality?

Summarized responses:

Community representatives have listed the following:

- Air pollution caused by Ferronikel, when Ferronikel was not working the air was much cleaner,
- Ferronikel switches the filters during the night shift in order to increase their productivity, as such polluting the air at higher level,
- Bad treatment of waste,
- Heating in households done by coal, burning of coal pollutes the air,
- Due to poor socio economic conditions citizens are obliged to use coal as their source of heating,
- Poor socio-economic conditions,
- Citizens are not aware about the health problems caused as a result of burning coal,
- The water supplier pipes, are old and contain a material which releases a substance (asbestos) which is harmful and smells bad,
- Lack of knowledge among citizens in general and specifically among children with regards to health education and health preventive measures,
- Lack of knowledge among children for oral health,
- Absence of the doctor in the schools,
- Lack of medical visits in schools in order to observe the health of children and educate them,
- Poor diet consumed by citizens, this problem is much more present in families with poor socio-economic conditions,
- Lack of systematic visits in villages in order to visit the elderly in the rural areas,
- Absence of health insurance,
- Patients tend to visit many doctors for the same problem, e.g. they visit one doctors and if they believe that the doctor did not satisfy them they go and visit the other doctor in the same FMC,
- Absence of patients card, (patients don't have a healthcare card in order to register all their visits to the FMC assigned to them,
- Patients do not go the FMC or Ambulance they are assigned to visit because of the location, but they change the FMC and Ambulances based on their personal wills,
- The mobile mammography was present in the municipality but citizens were not informed at all about its presence, as such only a few people knew about it and only a few people received the medical check,
- Increase level of people diagnosed with (scabies), around 30% increase,

- Problems with hygiene,
- Lack of essential medicine, from time to time the lacked even insulin,
- Lack of serum against snakes,

Generalized overall viewpoint:

A significant problem faced by citizens of Drenas is the air pollution caused by Ferronikel. This plant is polluting the air and soil due to the old machinery used and the gases released by the plant. As such many health problems are caused in this municipality, including respiratory diseases. Air pollution in this municipality is also caused by citizens who are burning coal as a source of heat in their homes. Coal is the cheapest way of heating the houses as such families with poor socio-economic conditions use coal as their main source of heating.

Lack of knowledge among citizens in general about health education is a problem which is faced by many citizens. Citizens lack of knowledge about health preventive measures, health problems caused by consumption of specific food, and absence of habit to visit the doctor before their disease/illness becomes sever. The doctor is considered as an option only after the patients' health conditions become sever.

Lack of health education is also present among children. Children lack of health education and health preventive measures. Such information they don't even receive in schools.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why are these issues important to participants the answers are the following:

- The air polluted by Ferronikel and coal is highly important because it is having a direct impact on the wellbeing of citizens, contamination of soil and water,
- Poor socio economic conditions prevent citizens to access proper medical support and purchase of medicine prescribed,
- The presence of asbestos in water (at higher level in the morning) is harming the health of citizens in general and specifically among pregnant women and children,
- Lack of knowledge among citizens, creates many health problems because citizens are not aware on how they can prevent disease and what they can do to best cure them.

Generalized overall viewpoint:

In general citizens have agreed that air pollution and contamination of soil due to gases released by Ferronikel and household burning coal is having a significant negative impact in the wellbeing of citizens. Such issue is considered as highly important because it is affecting the health of all citizens of Drenas. Lack of health education and lack general knowledge among citizens about health and health preventive measures has caused many diseases and illnesses to be present, including the seasonal viruses, respiratory diseases, hypertension, gynaecological diseases, viruses etc.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues are:

- People suffering from chronically diseases,
- People with poor socio economic conditions,
- People living in rural areas,

Generalized overall viewpoint

In general citizens have agreed that the ones who are mostly affected by the situation are people suffering from chronically diseases, people with poor-socio economic conditions and people who are living in rural areas. These groups of people are more fragile and they are more prone to illnesses but also lack of financial capacities to receive proper medical support.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

- Municipality should investment in treatment of heat and pollution of Ferronikel, and convert it to central heating system (the same as it is in Prishtina, where the city is provided with central heating through Obiliq power plant)
- Punishment of people who burn coal as a heating resource,
- Provision of systematic medical visits in schools, specific agenda should be done for children in primary schools in order to observe children health,
- Education of children in primary and high school about health,
- Provision of lessons about specific topics in high schools,
- Distribution of informative leaflets and brochures in schools in order to educate the youth,
- Change the water pipelines which contain asbestos,
- Supply properly FMC with essential medicine and them to be received in time and not come late,
- Provision of psychologist in schools,
- Media do not give attention to the health sector at all,

#### Generalized overall viewpoint

In general participants have agreed that education of citizens should be a priority among health authorities. As such it is required from them to invest in education of citizens through awareness raising campaigns, in schools, FMC and in the rural areas. With education of citizens many health illnesses will be prevented.

Other than health education, authorities should monitor the filters in Ferronikel and oblige them to use them all the time. Moreover, authorities should punish people who burn coal and which are causing air pollution.

Conclusion: Summarize the findings from the FGD. The summary has to include a brief summary of each question response and overall viewpoints of the group towards different topics. The conclusion has to provide insights into the overall consensus of the group's opinion.

#### Conclusion:

In conclusion, all participants have agreed that the main issues faced by citizens of Drenas are: air pollution caused by the Ferronikel plant and the burning of coal, lack of health awareness among citizens, and old water supply pipelines which contain asbestos and make the water undrinkable.

These three factors are considered as highly important because they are having a negative impact on the wellbeing and the health of citizens. The air pollution becomes much more sever during the winter season due to climate conditions and the increase number of households brining coal for heating. As a result of this many health problems such as, respiratory problems, hypertension are caused. Besides the diseases caused directly from the air pollution, such issues is also contributing in contamination of soil and water. Ferronikel releases many hazardous gases and minerals which besides contributing to the air pollution they are also having an effect on contamination of soil, where a lot of food is produced and animals are feed.

Besides the air pollution another significant problem is lack of general knowledge about health and health preventive measures. Citizens in general, not excluding any generation, lack of health education. They have not being taught in schools about health education and the culture in this municipality as well as in Kosovo with regards to health is quite primitive. Citizens consider the doctor only when they are suffering from an illness or a diseases and only when that is at a sever stage. Regular medical check-ups are very rarely done, if not at all by citizens, as such in many cases diseases and illnesses are diagnosed on a later stage making it harder to be cured. Children on the other hand, they lack of basic knowledge about health; including knowledge about oral health and infection seasonal viruses. This issues is important because if the citizens were educated about health and create a culture/tradition for regular check-ups many illnesses could be prevented, making it much easier and cheaper to be cured or completely prevented.

The problem with water is another important issue which participants have listed. Water in some neighbours of Drenas is supplied from old pipe lines which release a substance such as asbestos, making the water stink and unhealthy to be drank.

The citizens who are mostly affected by such issues participants have listed people with disabilities, people who suffer from chronically diseases and people with poor socio-economic conditions. These groups are more fragile due to technical conditions and their financial situation. As such even when the medical assistance is provided for free purchase of medicaments is still a great expense for them, as a result of which many times they choose not to take the medicine prescribed by the doctor.

As far as what the municipal authorities should do in order to improve such situation they should began by monitoring Ferronikel and making them to use the air filters all the time. Citizens have noticed that in the night shift Ferronikel stops the air filters, because it increase the production capacities and reduces costs, as a result of this, the gases released on the air are not filtered at all, causing major air pollution. Besides Ferronikel, the municipal authorities should also inspect households who burn coal. Burning of coal during the winter season is forbidden by the government hover because it is cheaper for citizens to burn coal for heating many of them use it, causing air pollution.

Another important factor that municipal authorities and health authorities should do is develop awareness raising campaigns in order to educate citizens. They should began by educating children in schools, through regular health visits, provision of regular health lessons, and development and distribution of brochures with specific topic which can educate children. Similar brochures should also be delivered to citizens of all ages in order to increase the awareness about health.

Moreover, health authorities should also implement the full requirements of Family Medical System. They should begin by application of patients cards. Each patient should be scheduled in which FMC or Ambulance can receive their primary healthcare and they should have their healthcare cards which specify their history and visits that they made. This system will make it much easier for doctors and patient to track the history of the patient and provide better services to them. In addition, supply with essential medicine should be managed better. There are many cases where the supplier supplies FMC and Ambulances after 1 or 2 weeks later than the scheduled date. Each FMC should be supplied on the 1<sup>st</sup> of each month, however in many times during the year the supplier postpones the date of supply with a week or two.

## Focus Group Discussion Reporting Template

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**Date: 06.12.2018**

**Duration: 13:00 – 15:00**

**Facilitator: Delvina Krasniqi**

**Assistant: Arsim Vranovci**

**Municipality, City, Village: Drenas**

**Venue: Restaurant City Grill**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Lavdim Plakaj	M	Nekoc
2	Kadri Ajazi	M	Sankoc
3	Florim Kiqina	M	Baice
4	Albert Nika	M	Gllanaselle
5	Xhevdet Demaku	M	Arbi e Eperme
6	Afrim Berisha	M	Vasileve
7	Qerim Berisha	M	Godanc
8	ZeneHalilaj	M	Terrdec
9	Liridon Sadiku	M	Drenas
10	Nysret Prenku	M	Dobroshec

### Question 1: What issues are the most important for healthy community in your municipality?

Summarized responses:

The main issues identified by the participants are the following:

- In municipality of Drenas (Center) there is only one FMC which is over populated,
- The Ambulances in the region they work only during one shift as a result of this the FMC in Centre is overpopulated,
- Absence of essential medicine, specifically in rural area,
- Air pollution caused by Ferronikel,
- Healthy food is absence in the community, this is mainly because families live under poor socio-economic conditions and they cannot afford to buy and consume healthy food with nutrition's,
- The food is not controlled by the Agency of Food and Veterinary thus the quality of food produced in the country is poor,
- Consequences of the War in 1999, during NATO bombing there is more than 3000 ton of depleted uranium and other toxic material, as such the number of people diagnosed with cancers is high and heart attack,
- Water is not drinkable due to contamination of soil,
- Hygiene is at low level in families mainly in families with poor socio-economic conditions,
- Ultra violet rays, caused as a result of the war in Kosovo, are having a negative impact in the health of citizens and increased number of people being diagnosed with cancer,
- Toxic waste caused during the war is still present and they are harming the health of citizens,
- Post-traumatic stress caused by the war and still affecting the current medium generation,
- Food inspection is not done by the relevant authorities,
- The soil is contaminated by iron scrap,
- Lack of doctors in villages,
- Pouring of waste water in rivers, as such the water is contaminated and not drinkable,
- Most of the villages in Drenas do not get supplied with drinking water,
- The ambulances in rural areas do not respect the working schedule,
- Absence of doctor in elementary schools,
- Food produced contains a lot of pesticide and it is not bio,
- Long time spent on internet and smart phones among children and youth,

- Citizens in Drenas lack of knowledge about health and preventive measures,
- Absence of doctors and dentistry in schools,
- Besides that the doctor is not provided in school, doctors do not visit schools at all to provide random visits and educate children about their health.

**Generalized overall viewpoint:**

The main problem that his municipality if facing is the consequence caused by the War in Kosovo, the bombing causing contamination of soil and water. Because of these problems, the food produced is contaminated and is harming the lives of citizens, moreover the post traumatic consequences is also having a great impact in the mental health of citizens.

Another significant problem is the lack of water and absence of drinking water. Water is elementary good for a healthier live; however people lacking this are facing many health problems caused by the absence of hygiene.

Another problem identified by participants is the working schedules in Ambulances. Ambulances in the rural areas do not respect the working schedule, the doctors should be there and respect the working schedule, and they should be equipped with essential medicine and equipment in order to provide health services to citizens.

Finally can be stated that citizens of Drenas lack of knowledge about health and preventive measures. They do not have the culture of visiting the doctor unless they are sick or have a severe health problem.

**Question 2: Why are these issues most important/priority for you?**

**Summarized responses:**

Why these issues are important to the citizens they have listed the following:

- Improvement of the health of citizens,
- Improve the quality of life,

**Generalized overall viewpoint:**

All factors listed above have an impact in the health of citizens and the quality of their health. With improvement of issues listed above the quality of life would improve.

**Question 3: Who (what population) is most affected by this issue?**

**Summarized responses:**

The ones who are mostly affected by the issues listed above are:

- All groups of people,
- Specific attention to the ones who have experienced the war in Kosovo and are affected by it,
- Age 30-50 among men and women,
- People with poor socio-economic conditions,

**Generalized overall viewpoint**

Citizens are highly concerned with groups of people who have experienced the war. They are experiencing many health and mental problems as a consequence of the war and its problems.

People with poor socio-economic conditions are also highly affected by the problems identified above. The lack of financial support in order to receive any medical services and other essential factors such as healthy food and shelter.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

**Summarized responses:**

What municipal health authorities should do in order to appropriately address issues listed above, participants have stated the following:

- Ferronikel should implement the air filters in order to reduce air pollution,
- Supply with drinking water,
- Good treatment of water,
- God treatment of waste water,
- Conduct awareness campaign in educating citizens about their health,
- Conduct awareness campaign in schools in order to educate children,
- Monitoring and supervision of food produced in this municipality and control their quality,

- Supply Ambulances with essential medicine,
- Increase the working schedule of Ambulances in rural areas,
- Increase the number of doctors in Ambulances in rural areas,
- Improve the quality of health services in general,
- Construction of the Ambulance in village Godanc,

Generalized overall viewpoint

Citizens are concerned with supply of water and treatment of sewage. As such citizens are requiring from the municipal authorities to improve the infrastructure with the supply of water.

With regards to health authorities they should intervene in increasing the working hours of Ambulances in rural areas. Citizens get sick all the time, so the working schedule should be longer as well as the number of doctors in the Ambulances. Doctors visit Ambulances a couple of times per week however the demand for doctors is much higher.

Essential medicine is another problem. They lack most of the time in Ambulances in the rural areas. As such health authorities should supply these Ambulances with medicine.

Moreover, citizens are requested construction of Ambulance in village Godanc.

Conclusion:

The overall consensus of the participants in Drensa is that the war of 1999 has had a great negative impact in the lives of citizens in this municipality. As a result of the war many health problems are still being faced such as: contamination of soil, radioactivity released by bombing, and post-traumatic stress (much more present to youth and the middle age).

Besides the problems caused as a result of the war another big problem present in the lives of citizens is the access to medical facilities. Medical facilities, Ambulances and FMC in rural areas they work only during one shift, from 07:00 until 15:00/14:00 (according to participants even this time is not being respected); whereas the demand for medical services is much higher. Besides the timeframe Ambulances in rural area most of the time lack of essential medicine, which makes it impossible for citizens to receive any service there. This being said majority of citizens are obliged to attend the main FMC in Drenas, which gets overpopulated and as a result of this services offered there are of poor quality.

Other problems, such as: lack of knowledge on health preventive measures, poor nutrition food, and contaminated water are other problems which have a great impact in the health of citizens.

All these issues listed above are highly important for the citizens since they are affecting their lives and their health. In order for a person to be healthy they need to have access to healthcare services, eat healthy food, and live in healthy environment, such factors are prevented to these citizens.

The ones who are mostly affected by this situation are people of the age 30-50, people who have experienced the war in Kosovo. This group of people is having a severe post-traumatic stress. Others affected are people who live in poor socio-economic conditions, who lack of healthy food and proper shelter for a healthy life.

With regards to what the authorities should do in order to address the issues listed above they should began by requiring Ferronikel to put filters in the pipes which are releasing a large amount of dust and are polluting the air. Other than that municipal authorities should provide drinking water to all citizens, which is essential for a healthy life.

As far as the health authorities they should increase the number of working hours in the Ambulances in rural areas and increase the number of doctors and nurses as well as increase the supply with essential medicine.

## Focus Group Discussion Reporting Template

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**Date:** 04.12.2018

**Duration:** 09:30: 11:30

**Facilitator:** Delvina Krasniqi

**Assistant:** Fjolla Thaçi

**Municipality, City, Village:** Lipjan

**Venue:** Restaurant Centrum

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	FatlumLuma	M	Economist
2	Ahmet Zeqiri	M	Village Hallaq Vogel
3	IdrizSopa	M	Teacher
4	BesimAzemi	M	Lipjan
5	MefailBajraktari	M	Village Baincë
6	BehxhetKongjeli	M	Village Janjeve
7	Ali Sopa	M	Head of village Grackë
8	ElmiQeriqi	M	Head of village Krojmir
9	Agron Shala	M	Head of village Kleqk and Divjakë

### Question 1:What issues are the most important for healthy community in your municipality?

Summarized responses:

The main issues identified by the participants are the following:

- Doctors and nurses do not respect the working schedule (specifically the second shift), in Ambulances in rural areas,
- In Janjeva, the FMC was offered an ambulance car by the Croatian Government, however do to the limited number of employees, and in availability to provide a driver and the doctor for this ambulance car, the car was taken away by the Ministry of Health – Citizens of Janjeva are highly concerned about this because they believe that his ambulance car is highly important since there are 4000 inhabitants covered by the FMC in Janjeva.
- Lack of medical staff, nurses and doctors (this problem is more pronounced in FMC and Ambulances in rural areas),
- Participants state that the number of nurses in the FMC in Lipjan is high whereas they lack of nurses in FMC in the rural areas,
- Janjeva lack of 2 nurses (one has retired and the other one works part time)
- Increase of the number of people from Roma, Ashkali and Egyptian community diagnosed with measles (the main cause of this is because this community is not vaccinated and poor socio-economic conditions)
- In FMC in Shala, they lack of doctors and nurses, including the dentist. They have the dentistry but the dentist does not work there (unknown reasons),
- Absence of essential medicine,
- In order for a patient to get X-ray they need to make appointments up to 6 month before in order to get the service,
- Lack of equipment to make tests, only some basic tests can be made in FMC other need to be done in private laboratories,
- Bad allocation of human resources, the FMC in Lipjan is overloaded with employees where FMC and Ambulances in rural areas they lack of medical staff,
- Poor nutrition, reflecting on the health of citizens in general,
- Consequences on the health of citizens due to the bombing during 1999,
- The food is not controlled by the Food Agency, the food produced in Kosovo is of poor quality and contains a lot of pesticides,

- Doctors reach agreement with pharmaceutical companies in order to prescribe specific medicaments, and in many cases such medicaments are much more expensive (which medicaments were not specified by the participant)
- In village Babush the doctor does not go at all, only nurses provide services to citizens,
- Patients are requested to visit the private clinics of doctors who work in FMC,
- The dentistry in Lipjan has very old equipment,
- Lack of essential medicine in dentistry,
- Air pollution,
- Poor awareness among the citizens on taking care of their health and preventing themselves on being prone to diseases,
- Absence of health insurance,

Generalized overall viewpoint:

The main concern that the participants were stressing it out the problem with offering medical services in the rural areas. The villages covered by the Municipality of Lipjan lack of medical staff, nurses and doctors. The FMC in the centre of Lipjan has many nurses whom they believe are not necessary whereas the Ambulances in the region they don't have any. The absence of medical equipment, laboratories, as well as essential medicine makes it impossible for citizens to receive medical support. Citizens are obliged to travel to Lipjan in order to get the proper services and medicaments necessary.

Another concern was the poor quality of food, the food that is produced lack of nutrition and has a large amount of pesticides, as such has a bad impact on the health.

With regards to awareness of citizens about the health participants believe that they lack of it. People, specifically children and the elderly lack of basic information on preventive measures on diseases and illnesses, as such they are more often diagnosed with diseases and illnesses.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important to the citizens they have listed the following:

- Have a direct impact in the wellbeing of citizens,
- Provide better health services to the citizens,
- Could prevent diseases for occurring,

Generalized overall viewpoint:

The main reason why these issues are important is because all of them have a direct impact in the wellbeing of the citizens. If issues listed above are addressed citizens will live healthier. Besides, the problems listed above relate to the quality of services offered. If they are tackled citizens of the Region of Lipjan will have better services offered by the FMC and Ambulances.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above are:

- People with poor socio-economic conditions,
- Minorities, and
- People with disabilities

Generalized overall viewpoint

According to participants people who are mostly affected by these issues are people with poor socio-economic conditions. This is because of their financial conditions which prevent them from seeking medical services and purchase of medicine.

From these group of people the ones who are suffering the most are minorities which are living in poor conditions and people with disabilities.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities should do in order to appropriately address issues listed above, participants have stated the following:

- Doctors as well as health authorities should rebuild trust from the citizens, citizens don't believe that they will accomplish their duties and take the responsibility over their actions,
- Implementation of the law on health, regulation on how FMC are run and employment of staff based on the number of inhabitants per FMC and Ambulance,
- Doctors/nurses who do not obey the working schedule or oppose their duties should be sanctioned, and punished
- Municipal health authorities should go and visit the FMC and observe what they are doing,
- Increase the number of doctors and nurses in FMC and Ambulances in rural areas,
- Supply with essential medicine,
- Supply with new and better equipment, specifically in the dentistry, and laboratory
- Conduct quality control on the food being produced,
- Better management of financial and human resources,

Generalized overall viewpoint

The main concern of participants is that health authorities don't take responsibility over their power and their duties. They are concerned with the fact that they have lost trust in them and what they could do. Moreover, participants request from authorities to be better organized in allocation of their human and capital resources based on the needs of citizens.

In addition, they are requesting for new equipment in FMC and more accuracy provided by doctors and nurses. Supply with essential medicine and provision of laboratory services.

Conclusion:

In conclusion, participants require responsibility from the health authorities and doctors and nurses. Their biggest concern is that the staff, including doctors and nurses, should be more punctual. They should respect the working schedule and they should accept working in the rural areas as well. The health services provided in the rural areas is poor, lack of staff, medicine and even facility. This being said the services are not being offered to the citizens in the Ambulances in rural areas, and they have to travel to the main FMC in Lipjan, which sometime is impossible for some citizens with poor financial conditions.

Besides the health sectors in general should be better regulated. Doctors should not request from patients to visit their private clinics and they should not prescribe medicine which brings them financial interest, instead they should prescribe only the generic medicine and then it should be up to the patient to choose the brand they can afford to buy.

Such problems are considered as highly important to participants because it affects their financial status and their access to medical health. Moreover it affects their health and their wellbeing as such should be treated with importance.

Participants believe that everyone is affected by such problems. However, people with poor socio-economic conditions are much more affected, because they cannot afford to receive payable health services, therefore they are left to what is being offered in the Ambulances and FMC which in many cases is not enough in order to cure their illnesses and diseases.

The health authorities should begin by allocation of human resources as regulated by the law, where each Ambulances and FMC should have the specific number of staff in order to operate and provide services to the patients. Supply with essential medicine should be also done based on the needs of FMC and Ambulances.

The budget of FMC and Ambulances should increase in order for them to be able and be supplied with the necessary equipment and medicine. Most of Ambulances lack of basic laboratory tools where they can make basic tests. The FMC in Lipjan in many cases lack of necessary materials/equipment to do tests, as such patients are required to do them in private laboratories. This problem should be fixed by the health authorities.

## Focus Group Discussion Reporting Template

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**Date:** 03.12.2018

**Duration:** 09:00 – 11:00

**Facilitator:** Arsim Vranovci

**Assistant:** Sokol Krasniqi

**Municipality, City, Village:** Lipjan

**Venue:** Restaurant Centrum

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Valmire Marevci	F	Coordinator
2	Fitim Sadiku	M	Executive Director
3	Dr. Agim Krasniqi	M	QKMF - Doctor
4	Dr. Nuhi Ahmeti	M	QKMF- Chief
5	Besarta Trolli	F	Psychologists in High Schools
6	Vlora Limani Hajnuni	F	Director of DSHPS
7	Linda Shahini	F	Office for European Integration
8	Albert Mustafa	M	DSHPS - Chief

### Question 1: What issues are the most important for healthy community in your municipality?

Summarized responses:

The main issues identified by the participants in the Municipality of Lipjan are the following:

- The problem with hypertension and diabetes have increased due to living conditions and socio economic problems
- An increase in the number of illnesses with tuberculoses (infectious diseases),
- Lack of information among the citizens/patients about health preventive measures and the important of routine visits to the doctor,
- Lack of awareness about healthy food and nutrition's,
- Lack of information among minorities about the health and health problems,
- Poor socio-economic conditions,
- Low budget of FMC and Ambulances,
- Poor management of current resources, essential medicine and allocation of doctors and nurses on all FMC and Ambulances,
- Lack of physical activity among people, people are passive and they don't interact on physical activity,
- Large consumption of food that contain sodium and large amount of calories
- Stress caused as a result of poor socio economic conditions,
- Air pollution,
- Problems caused by sewage and its treatment, since the sewage is dumped in rivers and is not being treated,
- Not all rural areas have access to water and drinking water,
- Acoustic pollution, because of the airport,
- Waste Incineration, because waste is not treated or collected most of the time people burn it,
- Poor waste management, specifically in location inhabited by the minorities,
- Increase number of people diagnosed with Hepatitis, specifically among minorities and people with poor socio-economic condition,
- Bad treatment of medical waste/hazardous waste,
- Poor communication/cooperation between institution with regards to treatment of hazardous waste
- Bad quality of medicine (e.g. Insulin, has been change the supplier of insulin and the new insulin supplied has had a negative reaction on patients due to poor quality and not being in compliance with international standards ),

- Lack of essential medicine
- Lack of doctors in FMC and Ambulances in rural areas,
- Implant of stands with poor quality to patients who are suffering from hear diseases,

Generalized overall viewpoint:

The health problems identified by the participants in this focus group were highly focused on the issue of awareness with regards to health. Citizens of Lipjan are facing the highest problem with lack of knowledge about health, healthy food and healthy environment. This problem is even more present in the Roma, Ashkali and Egyptian community, which results with an increase in the number of people being ill with different diseases.

Besides the lack of knowledge, citizens are facing also environmental problem mainly due to pollution, bad treatment of sewage, and management/treatment of waste. Bad management of waste is considered as highly important because it is not being treated and as such is having a huge impact in creation of diseases,

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important, participants have listed the following factors:

- They could prevent the disease,
- Mange the illness and not allow it to influence the health,
- Have a direct impact on the health of citizens,

Generalized overall viewpoint:

The reasons why these issues are considered as important is because they have a direct impact on the lives of citizens. They can influence the quality of their lived and the health of all citizens.

Moreover, participants believe that if citizens are aware of the issues that are causing their problem then they can prevent them from happening or manage the illness better and not allow it to develop and then become much more difficult and expensive to cure it.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

As far as who are most affected by these issues, participants have selected the following:

- Children,
- People with poor socio-economic conditions,
- The elderly,

Generalized overall viewpoint

The ones who are mostly affected by the issues listed above are people with poor socio economic conditions, children and the elderly. These groups are the most vulnerable groups toward health problem; as such they are the ones who are the most effected by.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What the municipal health authorities should do to address these issues, participants have listed the following:

- Organization of debates/meetings in order to educate the citizens for their health,
- Distribution of leaflets in schools in order to educate children and teach them how to prevent diseases,
- Provision of systematic visits in schools in order for children to get familiar with doctors and the process of getting themselves checked,
- Provision of health awareness campaign with specific focus on rural areas and among people from the minority group,
- Creation of friendly relationship between the doctor and children,
- Investment in supply of water in all rural areas,

- Better management in waste treatment,
- Education of citizens for treatment of waste,
- Management of waste collection,
- Controlling of the quality of medicine,
- The doctor should communicate better with patients and speak the language they understand,
- Increase the number of doctors and nurses,
- More effective procurement procedures, specifically for issues related to medicine and health,

#### Generalized overall viewpoint

In general, due to the fact that the main problem is lack of awareness among citizens, the same is requested by the municipal health authorities. What the authorities should do is develop awareness campaign which will educate the children and the society in general about the health and he

Moreover, it is requested by the doctors and the medical staffs to work together with patients and treat them with kindness and at the same time educate them on what each department offers and where they can get the services needed.

As far as waste, the municipal authorities should imply procedures for treatment of waste and not allow it to become a problem for the citizens.

#### Conclusion:

In conclusion, according to participants of this focus group the main problem being faced by the citizens of Lipjan is lack of knowledge and awareness about the health. Below are listed the main issues that participants have reached consensus that are being faced by the citizens:

- An increase in the number of illnesses with tuberculosis (infectious diseases),
- Lack of information among the citizens/patients
- Lack of health education,
- Lack of awareness about healthy food and nutrition's,
- Lack of information among minorities about the health and healthy problems,
- Poor socio-economic conditions,
- Pollution,
- Problems caused by sewage and its treatment, since the sewage is dumped in rivers and is not being treated,
- Waste management, specifically in location inhabited by the minorities,

The reason why these issues are important is because all the issues listed above of them have a direct impact in the lives of citizens and their wellbeing. The problems that have been identified by participants is affecting the health of citizens therefore they are considered as important.

The ones who are the most affected by these issues are people with poor socio economic conditions, children and the elderly. These groups are the most vulnerable groups toward health problem due to lack of knowledge and access to healthcare as such they are the ones who are the most effected by them.

As far as what needs to be done by the health authorities, due to the fact that the main problem is lack of awareness among citizens, the same is requested by the municipal health authorities. What the authorities should do is develop awareness campaign which will educate the children and the society in general about the health and health problems. They should supply the FMC and Ambulances with essential medicine and make proper allocation of doctors and nurses in Ambulances in rural areas.

## Focus Group Discussion Reporting Template

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Date (DD/MM/YY): 07.12.2018

Duration (e.g. 09-11am): 13:00 – 15:00

Facilitator (first name/family name): Arsim Vranovci

Assistant (first name/family name): Sokol Krasniqi

Municipality, City, Village: Malisheva

Venue: Restaurant Keshtjella

Participants:

#	Name	Gender (M/F)	Institution/organisation
1	Argjen Kastrati	M	Village Chairman
2	Armend Krasniqi	M	Village Chairman
3	Bajram Shabani	M	Vice Chairman
4	Fehmi Zogaj	M	Village Chairman
5	Kapllan Krasniqi	M	Village Chairman
6	Besart Berisha	M	Member
7	Amrush Helshani	M	Member
8	Lavdim Kelmendi	M	Representative

### Question 1: What issues are the most important for healthy community in your municipality?

Summarized responses:

Citizens of the focus group have indicated the following issues as important for the healthy community:

- The drinking water contains a large percentage of lime as such harming the health of citizens,
- The Ambulance in villages work only one shift
- One Ambulance covers three villages, making it far away for citizens,
- The Ambulances work only with a nurse and the doctor comes only once per week,
- The laboratory in FMC can make only few basic tests, even then they cannot make most of the time because of the lack of reagent,
- The air pollution caused by burning of coal, used to heat households,
- Development of lime holes which are distributed throughout the entire municipality and are contaminating the drinking water,
- Air pollution caused by quarries, the whole mountain is cut and creates a quarry as such polluting the air,
- Waste treatment is not conducted nor waste collection. Collection of waste which was not treated and just left on the field has created an epidemic in the municipality, specifically affecting the communities living under poverty.
- Treatment of animal waste (dead animal) is not done at all. All that waste is dumped in the field and is not buried.
- In village Drenoc the Ambulance works only in one shift, until 14:00. However the needs of citizens are much higher and the working schedule needs to be increased.
- Participants declared that the Ambulance in Drenoc need the following medical equipment: laryngoscope, hospital pulsometer, ECG, hospital emergency aspirator, defibrator, non invasive glukometer, movable bed, mobilization tools
- The problem with haemorrhagic fever,
- In Ambulances they lack of essential medicine, including: injections, infusion, etc.
- People at early ages are diagnosed with cancer, this is mainly caused as a result of radioactivity released during the bombing in Kosovo war.

Generalized overall viewpoint:

According to the participants the main problem faced by citizens is the contamination of drinking water. Throughout the municipality, citizens have opened lime holes where they extract lime and sell it in the market. However, through this process they are contaminating the drinking water and making it undrinkable.

The other significant problem in this municipality specifically is infection with haemorrhagic fever. Latterly citizens are more educated and aware about it and its preventive measures, however, this problems remains still a worryingly problem, specifically for children who are not aware on how to prevent it.

As far as the medical facilities and services, participants are not satisfied with the working schedule of Ambulances in the rural areas. All of them work only during one shift as such; they do not fulfil the needs of citizens. Moreover, Ambulances lack of essential medicine and patients are obliged to go and buy even an injection or infusion before receiving the medical support.

Air pollution is another problem which is mainly caused by the quarries. There mountain on top of the municipality is developed into a quarry as such it releases a lot of dust and every time the wind blows all that dusts is brought in the municipality polluting the air. Besides the quarries, the air is also polluted by burning of coal. Because coal is the cheapest way for households to be heated, as such citizens use it a lot, however this is polluting the air.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why are these issues important and a priority for citizens the responses are the following:

- Absence of medicine in FMC and Ambulances has a huge impact in the lives of citizens, because of their absence the lives of citizens are threatened because they cannot provide the urgent intervention even if someone is bitten by a bee or snake.
- Such problems they endanger the health of citizens.

Generalized overall viewpoint:

Such problems as identified above are highly important because they affect the lives of citizens, and are endangering their health. The lack of medicine in Ambulances and FMC as well as the lack of services provided during the night makes it impossible for citizens to receive healthcare.

As far as the air pollution and water contamination, both of them have a direct impact on the health of citizens and their wellbeing as such are considered as important.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above, participants have listed the following:

- Everyone is affected by the issues listed above,
- People with poor socio economic conditions are more fragile as such more prone to health problems

Generalized overall viewpoint

According to participants everyone is affected by the problems listed above, children, the elderly and everyone else because the problems are of the nature that affect everyone. However, people living under poverty, due to their living condition they are more prone to diseases and illnesses and are unable to receive healthcare because of financial constraints.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

The health authorities should do the following in order to address the issues listed above:

- Conducting routine health check-ups in schools,
- Access to healthcare services in rural areas,
- Education of citizens about health and healthcare,
- Provision of routine mobile health checkups in rural areas,
- Increase the working hours of Ambulances in rural areas,
- Increase supply with essential medicine,
- The working schedule of Ambulances should be done 24 hours,
- Provision of other medical specialist in FMC such as paediatrician, gynaecologist, etc.
- The ambulance car in Malisheva does not go in rural areas and provide assistance to citizens in need unless there is an accident however for people who are at home and have felt sick or have any health problems the ambulance care from Malisheva is not allowed to go and pick up the patient.
- Increase the number of doctors.

- Supply with medical equipment such as: laryngoscope, hospital pulsometer, ECG, hospital emergency aspirator, defibrator, non invasive glukometer, movable bed, mobilization tools

Generalized overall viewpoint

The prior intervention that the health authorities should do is increase the working schedule in Ambulances in rural areas. They work only during one shift and this is not sufficient for the needs of citizens. As such participants are requesting for the service to be provided 24 hours. With the increase in the number of working hours they also need to increase the number of medical staff and specifically doctors and specialist who are also absent during the morning shift in most Ambulances in rural areas.

Moreover, participants have requested that health authorities should also conduct awareness raising campaign. Education of people is low in the municipality and they need to be educated about health, health problems, and causes of problems, preventive measures and curing. Moreover participants need to be educated about the important for conducting routine health checkups and not visit the doctor only when they are sick.

Conclusion:

In conclusion participants have reached an overall consensus about three specific problems in their municipality, such as: lack of medical services provided in rural areas, infection with haemorrhagic fever, and contamination of water and air pollution.

The working schedule of Ambulances in rural areas is very short, all Ambulances work only during one shift as such; they do not fulfil the needs of citizens. Moreover, Ambulances lack of essential medicine and patients are obliged to go and buy even an injection or infusion before receiving the medical support. From this problem everyone is affected all citizens with no exception. Therefore health authorities should increase the working schedule in Ambulances in rural areas and the services must be provided 24 hours as well as Ambulances need to be supplied with essential medicine, because it is insignificant their working schedule if they don't have even the essential medicine to support the patient.

The other significant problem in this municipality specifically is infection with haemorrhagic fever. Latterly citizens are more educated and aware about it and its preventive measures; however, this problem remains still a worryingly problem, specifically for children who are not aware on how to prevent it. As such health authorities should invest in awareness campaign and educate everyone about the risk and what they can do if they are infected.

The last significant problem according to the participants is contamination of drinking water and air pollution. Throughout the municipality, citizens have opened lime holes where they extract lime and sell it in the market. However, through this process they are contaminating the drinking water and making it undrinkable. Air pollution caused by the quarries is another problem. There mountain on top of the municipality is developed into a quarry as such it releases a lot of dust and every time the wind blows all that dusts is brought in the municipality polluting the air. With regards to this the Municipality should intervene and apply the laws in place in order to prevent these issues from not happening.

## Focus Group Discussion Reporting Template

Date (DD/MM/YY): 10.12.2018

Duration (e.g. 09-11am): 09:30 – 12:00

Facilitator (first name/family name): Arsim Vranovci

Assistant (first name/family name): Sokol Krasniqi

Municipality, City, Village: Malisheva

Venue: Restaurant Kështjella

Participants:

#	Name	Gender (M/F)	Institution/organisation
1	FatimeLimaj	F	Sh.G Fatjona
2	DritaTelaku	F	Sh.G Fatjona
3	Mehdi Januzaj	M	Police Station
4	Sinan Gegaj	M	Official – DSHMS
5	EkremKryeziu	M	Official - DSHMS
6	ShyhreteMorina	F	Health Officer
7	ElfeteZogaj	F	Helath Officer
8	JanuzMazreku	M	ZKKK –Malishevë
9	AmrushHelshani	M	Director – Youth Center
10	FerideHoxha	M	Director – “Handikos”
11	ValonGashi	M	Director of Defense Directorate
12	BlertaKrasniqi	F	Head of the Cabinet of the Mayor
13	LiridonHoti	M	Director of DSHMS
14	EnverMazreku	M	Senior Officer for Budget and Finance MED

### Question 1:What issues are the most important for healthy community in your municipality?

Summarized responses:

The main issues which have been identified by the participants are the following:

- Bad treatment of waste water,
- Increase in number of people diagnosed with Haemorrhagic fever
- Bad management of essential medicine. The municipality has supported FMC in supply with essential medicine, however they were not used for unknown reason and they were through away because of the expiry date.
- Lack of essential medicine,
- Poor access for people with disabilities,
- Inclusion of children with disabilities in schools, there are no proper programs in inclusion of children with special needs,
- Lack of education of citizens about health and health preventive measures,
- Ambulances should implement the cards of patients in order to track diseases of patients,
- Development of lime holes which are made by citizens in order to extract lime and sell it,
- Activation of Ambulances in rural areas, e.g. Baje in Malisheve, which has 6000 inhabitants does not have an Ambulance.
- Lack of implementation of health insurance,
- Lack of knowledge among citizens about health and health preventive measures, as well as creation of culture for routine check-ups to the doctor,
- Assistance provided to people with mental problems is very limited,
- Lack of awareness about health care in general by all citizens.

Generalized overall viewpoint:

The main problem in Municipality of Malisheva is the problem with people infected with haemorrhagic fever. This issue is present only in this municipality and in some cases has resulted with the death or patients. Lack

of knowledge among citizens on how to prevent these diseases and the cure it has been the cause of many deaths.

Health services provided by the regional Ambulances and FMC do not fulfil the needs of citizens. Distribution of Ambulances is not done based on the number of inhabitants they cover and they are not located close to the citizens. People have financial problems as such visiting a doctor is always a financial constraint to them, because they have to pay for transportation, service and the medicine. Most of the cases this is impossible for a large number of citizens because they cannot afford it.

Due to financial problems many citizens open lime holes and sell them in the market. However this process of digging lime is causing health problems to citizens, as well as contaminating the underground rivers as well as the drinking water.

Another significant problem is implementation of the Family Medical System. The FMC and Ambulances are not always close to the citizens, moreover, citizens do not have their health cards, as such they don't have a history saved in the Ambulance they receive services and as a result of this they can choose in which Ambulance or FMC they can get a check-up. Such irregularity makes impossible for doctors to track the history of the patients and understand the real causes of their health problems.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

The reason why these problems are important for participants are the following:

- Lack of information among citizens has increased the presence of haemorrhagic fever in this municipality. As such it is highly important for citizens to know the causes and how they can prevent and cure it.
- Other problems such as lack of essential medicine and bad management of health sector in general have an impact on the quality of health services provided to the citizens.

Generalized overall viewpoint:

In general the main problem in this municipality is Haemorrhagic fever. This disease is caused by infection through insect (ticks), which poisons the blood and causing many health problems until the death of people. As such this problem is the most important in this municipality and it needs to be treated, people need to be educated on how they can prevent it and cure it.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are affected by the issues listed above are the following:

- People with poor socio economic conditions,
- Children and the elderly,

Generalized overall viewpoint

From the problems listed above the ones who are mostly affected are people with poor socio-economic conditions. People living under poverty are unable to receive proper healthcare due to financial constraints. Poor living condition also affects nutrition, standard of living, and the health of citizens. Thus they are much more prone to illnesses and diseases.

Children and the elderly also are much more affected, and this is mainly because they lack of knowledge on how to prevent illnesses and treat them.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

- Provision of awareness campaign of citizens in general,
- Information of citizens about what health services are provided by each institution and where they can receive each service,
- Education of children about haemorrhagic fever,
- Information of citizens about haemorrhagic fever through empowerment of NGOs and giving them the act on education the citizens on preventive measures and what to do next,
- Increase in the number of medical staff in rural areas,
- Increase the working schedule of Ambulances in rural areas,
- Supply with essential medicine,
- Implementation of health insurance fund,

#### Generalized overall viewpoint

Education of citizens, education of children about the health is a great indicative in order to prevent most of the diseases listed above and health problems. As such they need to invest in awareness campaign which will be distributed throughout the city and rural areas. Awareness campaign should be also conducted in schools and educate children about different topics and health issues.

Considering the haemorrhagic fever is present in this municipality the health authorities should promote vaccination of citizens, and education of them on how they can prevent it and what they need to do if they are infected.

Moreover, health authorities should also increase the working schedule of Ambulances in rural areas, and supply with essential medicine in all Ambulances and FMC in Malisheva. Besides the working schedule the number of doctors and nurses should be increased in order to provide the service.

Conclusion: Summarize the findings from the FGD. The summary has to include a brief summary of each question response and overall viewpoints of the group towards different topics. The conclusion has to provide insights into the overall consensus of the group's opinion.

#### Conclusion:

In conclusion, participants have agreed that the main problem in their municipality is the problem with people infected with haemorrhagic fever. This issue is present only in this municipality and in some cases has resulted with the death of patients. Lack of knowledge among citizens on how to prevent this disease and the cure it has been the cause of many deaths. From this problem, all citizens are affected however, children have a higher percentage of being infected because they play in the field where they can be bitten by ticks and are not aware of its risks and health problems. Therefore, health authorities should invest in development of awareness campaign in order to educate all citizens, but with specific attention to children.

Another significant problem is health services provided by the regional Ambulances and FMC do not fulfil the needs of citizens. Distribution of Ambulances is not done based on the number of inhabitants they cover and they are not located close to the citizens, besides the working schedule of the Ambulances in rural areas is very short, making it impossible for citizens to receive medical support most of the day. As such health authorities should make a plan on provision of health care services at least until 19:00 and supply the Ambulances and FMC with essential medicine.

Water contamination from extraction of lime in villages in Malisheva is another problem which is affecting the wellbeing of citizens. Due to financial problems many citizens open lime holes and sell them in the market. However this process of digging lime is causing health problems to citizens, as well as contaminating the underground rivers as well as the drinking water. The municipality should intervene and not allow citizens to do this because they are poisoning the water, which is affecting on the health of citizens and their wellbeing.

## Focus Group Discussion Reporting Template

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**Date: 23.11.2018**

**Duration: 09:00 – 11:00**

**Facilitator: ArsimVranovci**

**Assistant: Delvina Krasniqi**

**Municipality, City, Village: Obiliq**

**Venue: Training Centre Katana**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	FitimSadiku	M	Secretary of the Red Cross
2	SabriKlinaku	M	Head of QKMF, Administration
3	MevlydeRestelica	F	Chief Nurse
4	GentianëHasani	F	HANDIKOS
5	HakiJashari	M	Director of FMC
6	IbushMjekiqi	M	Director of DSHMS
7	Miranda Fondaj	F	Centre Coordinator BSKF
8	BurimGërguri	M	Chairperson of the Assembly
9	VjollcaHoti	F	Chief of Department of MoF-FMC

### Question 1:

#### **Question 1: What issues are the most important for healthy community in your municipality?**

Summarized responses:

The main responses of participants with regards to issues related to healthy community in the Municipality of Obiliq are the following:

- Pollution, health problem caused as a result of pollution caused by Power Plant,
- Poor socio economic conditions,
- Lack of health education/knowledge and preventive measures on being healthy,
- Very poor living conditions of the Roma, Ashkali and Egyptian communities within the municipality,
- Soil, air, and water degradation,
- Production of unhealthy fruits and vegetables due to degradation of soil and water,
- Non-implementation of the Law for Obiliq No. 05/L-044 on Environmentally Endangered Zone for Obiliq and its Surroundings,
- Lack of awareness among children, specifically children with disabilities, with regards to preventive measures on their health,
- Lack of communication between the patient and doctor, doctors and patients do not communicate well, doctors do not listen to the complains of the patients and they do not ask question about the history of the patients, instead they make a prescription without having enough information about their problem and the history of the problem.
- Poor budget of MGMC and of FMC,
- Poor infrastructure in FMC and Ambulances,
- Very low budget, if not no budget at all for implementation of health awareness activities among children and the citizens of Obiliq, such as: education of children on preventive measures, seasonal illnesses, oral health, etc,
- Lack of coordination between institutions and relevant stakeholders: Ministry of Health and Family Medical Centres. ,
- Non-application of family medicine system, the family medicine system is not being applied as requested due to technical problems such as: absence of patients card, absence of electronic system for tracking of patients history, distribution of patients in FMC based on their location, scheduling of patients visit in FMC,

- Bypassing of the National Institute of Public Health, many local and international organization have arrange awareness rising activities in the municipality but they have not cooperated with NIPH. This institute serves as an information tool for health and is being bypassed by organization.
- Lack of information about the services offered by the FMC by the citizens.
- Consumption of cigarettes and drugs, specifically among children (not specified) (Village of Plemetin is mostly attacked by this phenomenon, this village is populated by the Roma, Ashkali and Egyptian communities)
- Lack of health insurance

Generalized overall viewpoint:

In general the main problem that citizens of municipality of Obiliq are facing is air pollution and all the health problems that are caused as a result of which, such as: cancer, respiratory diseases, poor immune system (mainly among children and the RAE communities).

Participants have complained that because of the pollution, mainly caused by the Power Plant, have spoiled the soil and the water, and as a result of which the food produced is full of harmful minerals which cause many diseases (cancer and respiratory diseases) to the citizens who consume that food and water.

The other highly important problem is lack of knowledge of citizens about their health, what keeps them healthy and how they can take preventive measures to live a healthier life. This problem is much more present in the Roma, Ashkali and Egyptian community, who besides that lack of knowledge they also live in very poor living conditions, which cases many diseases and health problems to them, such as cancer and respiratory diseases.

The socio economic conditions, is another important problem. People consume poor diet and they do not take the daily nutrition's for a healthy life.

The last problem identified by the participants, is lack of coordination between stakeholders. Health authorities and other organization do not coordinate their activities with each other. Activities are not coordinated and as such, there are no results achieved. In many cases organization and institutions have bypasses the National Institute of Public Health. NIPH should be empowered and coordinated with other organizations in order to provide long term services and coordinate all awareness campaigns and activities.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Below are listed the main reason why these issues are important:

- They have a direct impact on the health of citizens of Obiliq,
- Health costs will be reduced, if citizens are aware of preventive measures for their health and through application of Family Medical System, which applies an efficient way of dealing with patients.

Generalized overall viewpoint:

Health education is highly important because it has a direct impact on the lived of citizens. This education should start by educating the children, and then continue with other generations including and focusing highly as well on the elderly.

If the society is educated about their health and what to eat it can have a direct impact on living a healthier and longer life. For example: people who are diagnosed with diabetes and hypertension they are not aware about what they are allowed to eat and what not.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by these issues are the following:

- People with poor socio-economic conditions,
- The Roma, Ashkali and Egyptian Communities,
- Children and the elderly,
- Citizens from village Plemetin,
- Middle age (30-50 years old)

Generalized overall viewpoint

The ones who are mostly affected by these issues are people with poor socio-economic conditions. Due to financial problems, many other health problems are caused. The others who are highly affected are the Roma, Ashkali and Egyptian communities. Their living conditions are very poor as well as their awareness and education about the health.

Children and the elderly are also highly affected, mainly because they are the least aware about the causes of diseases and the preventive measures they can take .

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What should the municipal health authorities should do to address these issues, the answers are the following:

- Implementation of better health policies, such as insurance policies, personal healthcare policies
- Increase the budget on health services,
- Improve the infrastructure,
- Strengthening the structures for health education,
- Coordination between health institutions and organizations,
- Planning of the budget line for health education,
- Implementation of the Law for Obiliq No. 05/L-044 on Environmentally Endangered Zone for Obiliq and its Surroundings,
- Promotion of health education,
- Encouragement of citizens for visiting more often the doctor,
- Implementation of the Family Medicine concept

Generalized overall viewpoint

In general the main problem is the lack of budget. Due to this problem, most other problems are caused. Therefore, this problem should be fixed by increasing the budget for FMC.

Besides this problem, participants are stating that the health institution should cooperate more with each other. Allocation of resources should be done in a more efficient way, and cooperation with other international and local organization should be done in order to provide health education services to the citizens of Obiliq. This lack of cooperation/communication has caused that the same campaign, campaign in breast cancer (participants did not want to identify the names of organizations) is offered by two or more organizations at the same time to the same group of people; therefore, they are suggesting that such activities should be coordinated and they should be organized in cooperation with the National Institute of Public Health.

Moreover, implementation of the family medicine concept is another highly important tool in order to provide qualitative health services to the citizens. Thus this concept should be fully implemented in all Kosovo as soon as possible.

Conclusion:

The main problem that citizens of Obiliq are facing is the problem with air pollution, caused by the Power Plant. This has been listed as the top issue with regards to the health of the citizens, since it is having a direct impact in the wellbeing of citizens. The other highly important issues listed by the participants are the following:

- Poor socio economic conditions,
- Lack of health education/knowledge and preventive measures on being healthy,
- Very poor living conditions of the Roma, Ashkali and Egyptian communities within the municipality,
- Soil, air, and water degradation,
- Lack of coordination between institutions and relevant stakeholders,
- Non-application of family medicine system,

All these issues have been listed as significant due to the fact that each and every one of them has a direct impact in the lives of citizens and their health. Air pollution, poor education and knowledge level of citizens, contamination of soil, air and water, have a negative impact on the health of citizens.

The ones who are mostly affected by these problems are people who belong to poor socio-economic conditions, minority community in municipality of Obiliq, and children and the elderly. These groups are highly affected by these problems since their immune system is weaker and they are more prone to diseases and illnesses.

With regards to what the municipal health authorities should do, they should start by cooperating with each other. Lack of cooperation has caused many problems in this municipality and many services are not being offered as they should be done due to lack of communication and coordination. The chain of cooperation between, the Ministry of Health, Municipality and the FMC and Ambulances is not effective. The needs of FMC and Ambulances are not prioritized based on the number of inhabitants they cover, as such elementary conditions such as essential medicine and provision of doctors and nurses are not provided to all FMC and Ambulances.

Another highly important issue is implementation of the family medicine concept. This concept has started to be implemented however; it is not being implemented to its full capacities and requirements. The family medicine system is not being applied as requested due to technical problems such as: absence of patients card, absence of electronic system for tracking of patients history, distribution of patients in FMC based on their location, scheduling of patients visit in FMC Therefore, the chain of providing qualitative and systematic services to the citizens is broken and problems in provision of health services are caused.

In general, can be concluded, that the main problem in this municipality is pollution and diseases caused by it. Such problem needs to be tackled in the central level and they can start by implementation of the Law for the Municipality of Obiliq, No. 05/L-044 on Environmentally Endangered Zone for Obiliq and its Surroundings.

## Focus Group Discussion Reporting Template

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**Date:** 23.11.2018

**Duration:** 13:00 – 15:00

**Facilitator:** Delvina Krasniqi

**Assistant:** Arsim Vranovci

**Municipality, City, Village:** Obiliq

**Venue:** Training Centre Katana

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Florije Nasufi	F	Nurse
2	Bashkim Ismajli	M	Director of School "Migjeni" Sibovc
3	Ragbeta Gashi	F	Director of School "Naim Frasheri"

### **Question 1: What issues are the most important for healthy community in your municipality?**

Summarized responses:

The issues that are the most important for the healthy community in municipality of Obiliq according to the participants are the following:

- Pollution,
- Absence of essential medicine,
- Insufficient doctors and nurses to cover all the region/villages of Obiliq,
- Low budget,
- Absence of health insurance,
- Contamination of water and soil,
- Poor socio-economic conditions,
- Bombing during the war of Kosovo,
- Poor nutrition,
- Lack of knowledge about the health,

Generalized overall viewpoint:

The main problem that the citizens of Obiliq are facing with regards to their health is pollution. Air pollution caused by Power Plant in Obiliq is the main factor of many health problems that are present in this municipality. This plant is having a direct impact on contamination of soil and water, due to which many health problems are being caused and their affect in the lives of citizens will remain for a very long period in time. Besides the pollution, they are also facing the problem with absence of essential medicine. Essential medicine is lacking in many FMC in villages of Obiliq. In addition the poor infrastructure and the absence of doctors and nurses in the Family Medical Centres in the villages of Obiliq remains a great challenge that citizens need to face every day.

The other highly important issue that participants have identified is the lack of knowledge among citizens about the health and health problem, specifically the ones living in rural areas.

### **Question 2: Why are these issues most important/priority for you?**

Summarized responses:

With regards to why are these issues are important the answer is the following:

- Impact on the quality of life,
- Impact on health, due to poor nutrition,

Generalized overall viewpoint:

In general, the main reason why these issues are important is because all of them have an impact in the lives of citizens. In order for citizens of Obiliq to live a healthier life these factors need to be tackled and improved as soon as possible.

### **Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

People who are mostly affected by these problem are:

- Children and the elderly,
- Citizens of the Roma, Ashkali and Egyptian communities,
- People who belong to poor socio-economic conditions,

Generalized overall viewpoint

In general, the ones who are mostly affected by these problems are children and the elderly. More specifically such problems are more present in the Roma, Ashkali and Egyptian communities and people with poor living conditions.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

As far as what the municipal health authorities can do in order to address these issues, participants have listed the following activities:

- Improving the working conditions,
- Supply with essential medicine,
- Allocation of human and capital resources in FMC based on the number of inhabitants per region,
- Take responsibility over their role,
- Increase the budget for FMC.

Generalized overall viewpoint

What the municipal health authorities should do in order to improve the current situation is increase the budgets for FMC's, supply FMC with essential medicine, and increase the number of doctors and nurses in the municipality. Such problem is much more present in rural areas than in the city.

Conclusion:

In conclusion, the main problem that citizens of municipality of Obiliq are facing is pollution and poor living conditions of inhabitants.

Pollution has been identified as the main cause of many health problems in this municipality. The other important factors are the following:

- Pollution,
- Absence of essential medicine,
- Insufficient doctors and nurses to cover all the region/villages of Obiliq,
- Low budget,
- Contamination of water and soil,
- Poor socio-economic conditions,
- Lack of knowledge about the health,

All these factors are highly important because all of them have a direct impact in the quality of life of citizens and the health services that are being provided to the citizens of Obiliq.

The ones who are mostly affected by the situation have been identified as children and the elderly, as well as people with poor socio economic conditions and the Roma, Ashkali and Egyptian Communities.

As far as what the relevant intuitions do to improve such situation they should increase the budget for FMC's, supply FMC with essential medicine, and increase the number of doctors and nurses in the municipality. Such problem is much more present in rural areas than in the city.

## Focus Group Discussion Reporting Template

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**Date:** 22.11.2018

**Duration:** 13:00 – 15:00

**Facilitator:** Delvina Krasniqi

**Assistant:** Arsim Vranovci

**Municipality, City, Village:** Municipality of Fushë Kosova

**Venue:** Hotel Semitronix

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Haki Gojnovci	M	Village representative
2	Agim Hykolli	M	Village representative
3	Ali Zogiani	M	MP
4	Hasan Krasniqi	M	Doctor
5	Fatime Kadriu	F	School teacher
6	Nexhmedin Rexhepi	M	School teacher
7	Adem Hasolli	M	School teacher

### Question 1: What issues are the most important for healthy community in your municipality?

Summarized responses:

The main problem identified by the representatives of villages from the Municipality of Fushë Kosova:

- Overpopulation of the municipality,
- Overpopulation of FMCs in the municipality,
- Pollution, caused from Power Plant in Obiliq,
- Absence of essential medicines (medicine for patients with diabetes),
- Lack of information about medical services,
- Lack of medical specialist in FMC in rural areas,
- Lack of access in medical services in rural areas,
- Lack of education/knowledge about the health from the Roma, Ashkali, and Egyptian community,
- Non-inoculation of children, specifically from the Roma, Ashkali, and Egyptian community,
- Poor socio-economic conditions,
- Chronic diseases, such as: Diabetes, hypertension,
- Poor consumption of nutrition's/poor diet,
- Absence of FMC in rural areas (the facilities are there, but there are no doctors and nurses available to work on the medical centres,
- Poor infrastructure for provision of health services,
- Low quality of health services,
- Poor organization of FMC's, there are buildings/medical centres in some areas (with large number of inhabitants) and no doctors, such as: Village Grabovc: facility is available but no doctors, Bardh i Madh – Dentistry facility is available but there are no doctors, etc. On the other hand there are medical centre where there are frequented by a couple of patience per day. In general bad management of medical centres.
- Provision of mobile medical assistant to older people in rural areas,
- Chronically diseases carried by mosquitoes, specifically during the summer season,
- Absence of the doctor in elementary schools,
- Bad governance in medical centres,
- Citizens select specific doctors, and they do not accept being provided with the service from other doctors rather than the ones they are used to visit or know them personally.

Generalized overall viewpoint:

In general, the citizens of Fushë Kosova are mainly concerned about the issue of having overpopulated MFC, which makes them unavailable in provision of proper qualitative services, absence of MFC in rural area, absence of essential medicines, and proper coordination of the medical facilities with the needs of the inhabitants.

What is considered as highly worrying in this municipality is the bad management of medical facilities. Fushë Kosova is facing the problem of overpopulation, and this problem is present in all sectors not just in the health sector. Being so, the health services are not provided to citizens at the quality deserved. This problem is even more present in villages which are under the Municipality of Fushë Kosova. In many cases they have the medical centred facilities, however, they lack of staff (doctors/medical specialist and nurses) in order to provide the services and/or they lack of essential medicine. This makes it impossible for citizens in the rural area attend those medical centres, and as a result of which they need to travel and receive the medical help in the medical centres within the municipality.

Such effect increases the number of patients in the FMC in Fushë Kosova, and the services provided are poor. This problem creates a large chain of problems, which leaves citizens of Fushë Kosova, highly dissatisfied with the health services provided.

Another significant problem is lack of knowledge within citizens about the health factors, how to prevent diseases, and what the community can do in order to live healthier. This problem is even more present within the Roma, Ashkali and Egyptian communities within the municipality.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important for the respondents, the answers are listed below:

- They have a direct impact in the quality of health of the citizens,
- Lack of education and knowledge with regards to health issues prevents taking preventive measures before the disease has spread and become more serious
- In ability to take time in dealing with each patient individually and focusing in their concerns, due to large number of patients in the FMCs, hinders provision of good services to the citizens.

Generalized overall viewpoint:

Why these issues are important to be tackled is because they have a direct impact in the lives of citizens, the health of citizens. All issues listed above, are directly linked with the wellbeing of citizens.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by these issues, according to participants are the following:

- Children and the elderly,
- Minorities, specifically, Roma, Ashkali and Egyptian communities,
- People with poor socio-economic conditions,

Generalized overall viewpoint

Based on the general responses of participants, the ones who are mostly effected by the issues raised above are the elderly and children. Specific focus is given to people with poor socio-economic conditions and minorities.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

As far as what the municipal health authorities should do in order to address these issues, the answers are as follows:

- Increase the medical capacity in order to confront the needs of the citizens,
- Provide the infrastructure in the rural areas where there are no medical facilities,
- Supply with essential medicine,
- Education of the society about the health issues,

- Increase of cooperation with the citizens and their needs,
- Get more involved in vaccination of children, specifically to children of the minority community,
- Provision of systematic health controls for children,

#### Generalized overall viewpoint

In general, the viewpoint of citizens of Fushë Kosova, with regards to what the health authorities should do is focused in proper management of their medical facilities, reduction of the large number of patients per medical centre, distribution of inhabitants in medical centres based on the place they live.

In addition to this, citizens are expecting from the municipal health authorities, to cooperate more with them, and conduct activities which will educate the society and make them aware of what they need to do in order to live healthier and increase their wellbeing.

#### Conclusion:

Municipality of Fushë Kosova has a specific demographic problem. This municipality is overpopulated with residents that have emerged from other cities or countries and they have come and live in this municipality. Such issue raises many health issues, due to the large number of inhabitants in this municipality and the lack of proper institutions that could provide health services to them.

The main problem that are listed by the participants are the following:

- Overpopulation of FMCs in the municipality,
- Absence of essential medicines,
- Lack of medical specialist in FMC in rural areas,
- Lack of education/knowledge about the health from the Roma, Ashkali, and Egyptian community,
- Poor organization of FMC's, there are buildings/medical centres in some areas (with large number of inhabitants) and no doctors. On the other hand there are medical centre where there are frequented by a couple of patience per day. In general bad management of medical centres.
- Bad governance in medical centres,

As far as why these issues are a priority for the citizens of Fushë Kosova, is because they hinder provision of qualitative health care services, and makes citizens more prone to diseases and illnesses.

With regards to who is mostly affected by these issues/problems, the answer is similar to the one in the first group. People with poor socio-economic conditions are mostly prone to this problems (in this group most of them belong to Roma, Ashkali and Egyptian communities, and people living in the rural areas), as well as the elderly and children within this municipality.

The municipal health authorities are responsible for provision of adequate health services to citizens. Therefore, they should be more involved in proper management of their resources. The lack of doctors and nurses is a problem that needs to be solved, and their allocation should be properly managed based on the number of inhabitants per municipality/village in order to cover the entire municipality. If they cannot provide the doctors in the rural areas during the entire week days, they should at least manage to have the doctor ones or twice per week and the FMC should be equipped with the essential medicaments in order to be able and cure minor injured and common diseases.

In addition to this, the municipal health authorities should conduct awareness campaigns in order to education the population, starting by educating children and then others.

## Focus Group Discussion Reporting Template

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**Date): 22.11.2018**

**Duration: 09:00-11:00**

**Facilitator: Arsim Vranovci**

**Assistant: Delvina Krasniqi**

**Municipality, City, Village: Municipality of Fushë Kosova**

**Venue: Hotel Semitronix**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Mustafa Gashi	M	Director of FMC
2	Osman Maxhera	M	Director of FMC
3	Remzi Shala	M	Director of FMC
4	Hysen Sllamniku	M	DShMS Officer
5	Maliq Thaqi	M	Secretary
6	Elmie Grajqevci Zymberi	F	Director of DKA
7	Fitnete Simnica	F	Family Physician
8	Artan Asllanui	M	Health Coordinators BSFK
9	Donika Deri	F	Social Worker
10	Ekrem Kutllovci	M	Obstetor - Gynecologist

### **Question 1: What issues are the most important for healthy community in your municipality?**

Summarized responses:

Below are listed the responded of participants with regards to question 1:

- Poor level of education/awareness with regards to personal health, and preventive measures of having a healthy society/family
- Overpopulation of Family Medicine Centres (FMC) in Municipality of Fushe Kosova
- Empowerment of the role of FMCs in general, they do not implement their role and duties as defined by the law
- Improvement of health services (usually poor services are provided due to overload of FMC)
- Increase in the number of health specialists and nurses on FMCs
- Having the doctor in the primary schools (schools are overpopulated and doctor is necessary)
- Absence of health insurance
- Poor management of health services and staff, this is mainly caused as a result of overpopulation of FMC within the municipality,
- Low educated community (Roma, Ashkali and Egyptian)
  - Early pregnancy
  - Poor health of women and children
  - Non-inoculation of children, specifically from the Roma, Ashkali, and Egyptian community,
- Low level of awareness among the society with regards to taking preventive measures on early stage of the diseases
- Smoking and drug consumption
- Overwhelming prescription of antibiotics

Generalized overall viewpoint:

In general, in municipality of Fushë Kosova, the main problem is overpopulation of FMCs with patients. The Municipality itself is overpopulated, as such, the FMC in the municipality are also overpopulated, which makes it very difficult for the personnel to be able and offer qualitative services to the citizens.

In addition, a considerable number of citizens in the municipality belong to the Roma, Ashkali, and Egyptian Community. This community has a low level of general education as well as poor knowledge on health and health measures. Moreover, the community itself belongs to a poor socio-economic level. All these factors

have a direct impact in their health and as such it is considered as a big problem that is being faced in the Municipality of Fushë Kosova.

Besides the above, the representatives of institutions and organizations, believe that the main problem in their municipality is the lack of knowledge among citizens with regards to health, their engagement in decision making activities about health, poor management of FMC and their distribution to citizens.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important for the respondents, the answers are listed below:

- They have a direct impact in the quality of health of the citizens,
- The current infrastructure has an impact in the quality of services provided,
- Lack of education and knowledge with regards to health issues prevents taking preventive measures before the disease has spread and become more serious
- In ability to take time in dealing with each patient individually and focusing in their concerns, due to large number of patients in the FMCs, hinders provision of good services to the citizens.

Generalized overall viewpoint:

As listed above, the issues that are listed above are highly significant because they have a direct impact in the health of citizens and the quality of services that are provided to them. Therefore, each and every issue listed above, are highly important because all of them directly affect the lives of citizens.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected through the issues listed under question 1 are:

- Citizens who have a poor social economic condition,
- Citizens of the rural areas,
- Minorities, mainly Roma, Ashkali and Egyptian communities,
- Citizens with low education level,
- Older people
- Mothers and children,
- People who suffer from chronic diseases,

Generalized overall viewpoint

In general, the ones that are mostly affected by the issues listed under question one are people who have poor socio economic conditions. Living in large and poor families makes it difficult to live a healthy life, mainly because of the lack of food quality, people do not consume the daily doses of nutrition's and they live in poor environmental conditions. As such, the quality of their lived is low which makes them prone to diseases. In municipality of Fushë Kosova, this problem is more significant in the Roma, Ashkali and Egyptian communities. Besides, people who live in rural areas, they are also facing health problems, due to low quality of living standards, and access to health services.

Others groups of citizens who are more prone to health problems are older people, mothers and children, and people who suffer from chronic diseases.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

With regards to what should the municipal health authorities do to appropriately address these issues, participants have listed the following actions:

- Cooperate more with other intuitions and citizens,
- Proper planning of their budget,
- Increase the budget of FMCs,
- Conduct awareness activities in order to inform the citizens about disease, services that are provided by the FMCs, and other relevant information,
- Distribution of the budget based on the number of inhabitants that a FMC covers,
- Engagement of the community in budget planning,
- Coordination between directorates for better planning of resources and budget,
- Provision of good working conditions, doctors and nurses are overwhelmed with work in this municipality,
- Conducting education activities in schools in order to educate pupils and students about their health.

#### Generalized overall viewpoint

In general, representatives of institutions and organizations that were present in the Focus Group Discussion, agree that communication, management, and proper allocation of human and capital resources would be done in a more efficient and effective way by the health authorities. They are aware about the budget constraints; but, their complain and request is focused on the proper management of the resources available in the health sector.

Moreover, what is considered as lacking with regards to authorities is cooperation between relevant stakeholders. Coordination between institutions is considered as very important in order to provide effective services to the citizens; therefore, this should be strengthened between all parties.

In addition they also request from municipal health authorities to conduct information session about health in schools and conduct other activities with the society in order to inform them about the importance of being health and what they can do to prevent diseases that could occur to them. This is important, because having an educated society about the health, has many positive results, starting by having a healthier society, reduction of costs in this sector and many other.

#### Conclusion:

Participants of the Focus Group have all agreed on a couple of issues, including:

- Overpopulation of Family Medicine Centres (FMC) in Municipality of Fushë Kosova
- Absence of health insurance
- Poor level of education/awareness with regards to personal health, and preventive measures of having a healthy society/family
- Poor management of health services and staff, this is mainly caused as a result of overpopulation of FMC within the municipality,

These issues have a domino effect on the wellbeing of citizens of Fushë Kosova, because all of them are related to each other and can have an impact. Specifically overpopulation of FMCs with patients, which remains a constant problem in this municipality, since it is very difficult for the personnel to be able and offer qualitative services to the citizens. Overpopulation of the municipality and of FMC remains one of the biggest problems that this municipality is facing.

The main reasons why these issues are important are because all of them have a direct impact on the health of citizens, and the quality of health services provided to the citizens. Therefore, tackling these issues is highly important.

The health problems that are faced within the municipality of Fushë Kosova, from the point of view of institution representatives and organization, are mainly faced by the people who have poor socio-economic conditions, Roma, Ashkali and Egyptian communities, and citizens from rural areas. These groups of people are mostly affected by the issues raised.

In order for such issues to be reduced or prevented, municipal health authorities should primary focus in proper management of the resources that are available. It is understood that the budget is limited and that employment of staff is responsibility of the Ministry of Health and the Ministry of Finances and not of the municipality, however, what participants are requesting from municipal health authorities is proper management of human and capital resources that are available.

Moreover, they are requesting from the intuition to conduct information activities with regards to health issues and educate children in elementary school, since children are the future and the future needs to be healthy.

## Focus Group Discussion Reporting Template

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**Date): 12.12.2018**

**Duration: 13:00 – 15:00**

**Facilitator: Delvina Krasniqi**

**Assistant: Arsim Vranovci**

**Municipality, City, Village:Junik**

**Venue: Restaurant Oda e Junikut**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Zeqë Gaxherri	M	
2	Hysen Isufaj	M	
3	Sadri Krasniqi	M	
4	Mehdi Kuqi	M	
5	Xhevahire Krasniqi	F	ZBGJ
6	Qëndrim Knushi	M	Municipal Officer
7	Leonita Jasiqi	F	Director for Administration

### Question 1:What issues are the most important for healthy community in your municipality?

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Summarized responses:

The main issues identified by the participants are the following:

- The poor quality of food and lack of nutrition consumed,
- Un controlled food, food produced in Kosovo but also food imported (the origin of the products is unknown and the expiry date changed),
- The air pollution caused by quarry, old cars and factories,
- The FMC needs to work 24 hour, it is the only health care facility that provides healthcare services, thus needs to work 24 hours,
- The night shift is absence,
- The poor quality of drinking water,
- Contamination of soil, as a result of the war,
- No medical specialist is available in Junik: gynaecologist, paediatrician etc.
- Lack of knowledge among children about oral health,
- The x-ray in FMC is not working, (it was broken and since then it was never fixed)
- Delays in supply with essential medicine,
- Insulin is absent in this municipality – (the supply with insulin was delayed for 11 days this month)
- Bad management of supply with essential medicine (there are some medicine that FMC are supplied with but they are not necessary whereas the FMC lack of needles)
- Citizens lack of health education in general, they don't visit the doctor unless they are sick or suffering from e health problem,
- Citizens lack of culture when it comes to health education,
- Poor socio-economic conditions,
- High presence of uranium in the soil,
- The imported vegetables are not bio and they are not healthy,
- Usage of additive on production of bread

Generalized overall viewpoint:

One of the main problems that this municipality is suffering is the access to health services during the night shift. The FMC in Junik is the only health institution that is providing health services to citizens, as such the services should be provided 24 hours 7 days a week.

The other problem is delays with supply with essential medicine. The FMC should be supplied one the 1<sup>st</sup> of every month but often there are delays in supply.

The other problem is the environmental problems, contamination of soil (as a result of bombing during the war in Kosovo), contamination of water and air pollution caused because of the factories, old cars, and quarry. Another significant problem is lack of education, citizens and children specifically lack of knowledge about health, and health preventive measures.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important to the citizens they have listed the following:

- Have an impact on the wellbeing of citizens,
- Could prevent diseases,
- Being aware about any diseases and having the knowledge they could prevent it,

Generalized overall viewpoint:

The problems listed above are highly important because they have a direct impact on the health and well being of citizens. Lack of knowledge/education makes people more prone to diseases/illnesses, as such it is highly important for them to be educated.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above are:

- Everyone is equally affected,
- People who live under social support,
- Children and the elderly,

Generalized overall viewpoint

In general participants have agreed that based on the problems listed under question 1 all citizens of Junik are equality affected by. People with poor living conditions are slightly more prone to the health problems identified above since the financial constrains make it much more difficult for them to seek proper medical assistance and consume healthy food.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities should do in order to appropriately address issues listed above, participants have stated the following:

- Provide systematic check in schools for health education and oral education for children,
- Awareness raising campaign to education children,
- The FMC should participate in the World day of specific diseases (e.g. the day against diabetes the FMC should participate by going in the public and measure the diabetes to citizens who pass by),
- The mobile mammography should visit the villages/cities much more often,
- Provide health services 24 hours,
- Respect the working schedule,
- Inspection of the imported and produced food,
- Increase the budget of the healthcare,
- Increase the supply of essential medicine,
- Provision of specialist doctors in the FMC, at least they could visit the FMC a couple of times per week,
- Better organization of the staff, allocation of the staff based on the number of inhabitants per municipality,
- Provision of paediatrics at least one time per week to provide services to citizens,

- Supply with drinking water some neighbourhoods of Junik.
- Increase the number of doctors,

Generalized overall viewpoint

The main request that citizen have for the health authorities is to provide medical services 24 hours 7 days a week. Considering that the FMC in Junik is the only health facility that provides health care services to this municipality, including the villages and come distance villages which are in the region of Gjakova, provision of health services 24 hour is more than necessary.

Besides the increase in time, participants requested to increase the number of doctors and nurses in order to be able and provide the 24 hours service, increase the number of essential medicine since they do not reach the demand for such medicine, and request from the medical staff to respect the working schedule.

Moreover, participants have requested that a paediatrics should be provided to the FMC in Junik, if not full time at least for them to be available ones per week.

Another significant intervention requested by health authorities is development of awareness rising campaign in order to educate children about common diseases and infections and health preventive measures. Such campaign could be done in schools but also through different information activities in the city which could educate the society in general.

Conclusion:

Participants of the Focus Group have reached an overall consensus that the main problem that they are having with regards to health and healthcare in the municipality of Junik is provision of health services 24 hour per day. The FMC in Junik is the only facility that provided health care services as such participants need to have access to such services. This is also the main request that they have towards the health authorities, together with the increase in number of doctors and nurses as well as increase the number of essential medicine, since the amount provided does not supply the demand that is in this municipality.

Another significant problem identified by participants is lack of awareness about healthcare and health preventive measures. The older generation as well as children as among the least educated about health. As such they are much more prone to health problems that are caused because of lack of knowledge. In order for this issue to be solved, it is requested by the health authorities to develop awareness rising campaigns which should start by educating the students and then the society in general.

Other problems identified by participants include: poor quality of food and lack of nutrition consumed, import of uncontrolled food – food with unknown origin, contamination of soil as a result of the war, etc. Such problems are much more intents to people with poor socio-economic conditions since they cannot afford to get other options of seeking medical support or buying better quality food.

## Focus Group Discussion Reporting Template

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**Date:** 13.12.2018

**Duration:** 13:00 – 15:00

**Facilitator:** Arsim Vranovci

**Assistant:** Delvina Krasniqi

**Municipality, City, Village:** Junik

**Venue:** Restaurant Oda e Junikut

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Sali Kuqi	M	Examiner
2	Beqë Knushi	M	Philosopher, sociologist
3	Arton Krasniqi	M	Senior Officer for AKRS
4	Sinavere Hoxha	F	Technical Pharmacy
5	Jehona Pajazitaj	F	Doctor
6	Safete Shehu	F	NGO – Qershiza
7	Behar Fetaj	M	Officer at QPS - Junik

### Question 1: What issues are the most important for healthy community in your municipality?

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Summarized responses:

The main issues identified by the participants are the following:

- Lack of health services should be provided 24 hours, 7 days per week,
- Lack of gynaecology, and paediatrics department,
- Lack of budget,
- Neighbourhood Agim Ramadano does not have access to drinking water,
- The supply with essential medicine is not sufficient for the needs of citizens, this is mainly because the FMC in Junik provides services to inhabitants from villages from Municipality of Gjakova and Decan, which receive services in Junik,
- Lack of essential medicine,
- Lack of family medicine specialist (they have an open position but no one is applying as internist and paediatrics),
- Absence of kindergarten in the Municipality of Junik,
- Management from the central level is poor,
- Absence of serum where bitten from the snakes and dogs,
- Lack of knowledge among citizens about health awareness and health preventive measures,
- Absence of routine visits of citizens to the doctor,
- Absence of reagent in the laboratory,
- Absence of x-ray function, (x-ray exist but it is unable to be put in the function due to the problems with electricity),
- Poor quality of food,
- Nutrition of children and infants with processed food,
- Uncontrolled food, food that is imported and produced in the municipality is not controlled,
- Selling of medicine in private pharmacies without prescription from the doctor,
- Socio-economic conditions,
- Cuts in electricity,

Generalized overall viewpoint:

In general participants have agreed the medical services provided by the FMC in Junik are of good quality and the health problems are not severe.

Participants have agreed that a significant problem is absence of essential medicine, medicine supplied gets delayed or is not sufficient for the needs of the patients. Moreover, supply with serum against snakes and dogs is permanently absence.

Another significant problem is provision of health services only until 21:00, whereas citizens require healthcare services to be provided 24 hours,

Other problems specified by participants are lack of health education. Health education among children but also the society in general is absence, thus many health problems are caused because of lack of information and preventive measure,

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why these issues are important to the citizens they have listed the following:

- Provision of health services 24 hours is especial because citizens get sick all the time and they don't choose when they get sick, otherwise if the service is not offered at night, then citizens are obliged to travel to other municipalities.
- Direct impact on the wellbeing of citizens,
- Access to healthcare services is essential for the wellbeing of citizens,

Generalized overall viewpoint:

The reason why these issues are important because 24 hours access to healthcare is obligatory to be provided in every municipality. This is an essential need for all citizens, as such it is a priority that needs to be solved. Also the supply with essential medicine is highly important in order to receive qualitative services. Absence of these elementary services contributes to the wellbeing of citizens.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above are:

- People with poor socio-economic conditions,
- The elderly,

Generalized overall viewpoint

People with poor socio economic conditions are the ones who are mostly prone to diseases due to living conditions and poor quality of food, moreover they are unable to purchase medicine, and in cases where they even have to travel to another municipality to get healthcare this makes it even more impossible for them. The same applies to the elderly. Many old people now are living alone and they are unable to get to health services.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities should do in order to appropriately address issues listed above, participants have stated the following:

- Provision of mobile mammography a couple of times per year in order to provide the services to women in the municipality,
- Provision of gynaecologist,
- Provision of awareness campaigns for health education, including diseases like cancer, infection diseases, seasonal viruses, sexualtransmitted diseases,
- Employment of health specialist in the department of gynaecology and paediatrics,
- Provision of healthcare services 24 hours per day,
- Supply with essential medicine.
- Provision of routine visits of the phycologist in schools,

Generalized overall viewpoint

The health authorities should begin by provision of health services 24 hours per day, 7 days per week. This is an essential need and needs to be tackled immediately.

Moreover, the gynaecologist and the paediatrics is absent in the FMC in Junik as such this issue needs to be filled.

With regards to health education, health authorities should conduct awareness campaigns in order to educate children but also the society in general through delivering of education lectures in schools and distribution of leaflets to citizens in order to educate them about a specific issues/health problem.

The awareness campaign should be done about breast cancer, other types of cancer, oral health, and young mothers and how to behave with infants, HIV /AIDS etc.

Moreover, health authorities should also increase the budget for supply with essential medicine.

#### Conclusion:

In general participants of the Focus Group from the first group have reached an overall consensus that the main problem that they are having with regards to health and healthcare in the municipality of Junik is provision of health services 24 hour per day. The FMC in Junik is the only facility that provided health care services as such participants need to have access to such services. This is also the main request that they have towards the health authorities, increase the budget for Junik in order for them to increase the number of doctors and nurses who will cover the night shift as well. In addition participants have requested an increase the number of essential medicine, since the amount provided does not supply the demand that is in this municipality.

Another significant problem identified by participants is lack of awareness about healthcare and health preventive measures. The older generation as well as children as among the least educated about health. As such they are much more prone to health problems that are caused because of lack of knowledge. In order for this issues to be solved, it is requested by the health authorities to develop awareness rising campaigns which should start by educating the students and then the society in general.

Other request from participants is provision of other medical special in their municipality, such as gynaecology, paediatrics, ORL. If they cannot provide these specialist for full time, at least they should come and make appointments ones per week in this municipality.

Other problems identified by participants include: poor quality of food and lack of nutrition consumed, import of uncontrolled food – food with unknown origin, lack of drinking water in neighbourhood Agim Ramadani, absence of serum where bitten from the snakes and dogs, absence of reagent in the laboratory, absence of x-ray function. Such problems are having an impact on the wellbeing of citizens and their access to medical services, thus are requested from the health authorities to fix such issues.

## Focus Group Discussion Reporting Template

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**Date:** 23.01.2019

**Duration:** 09:30 – 12:00

**Facilitator:** Arsim Vranovci

**Assistant:** Sokol Krasniqi

**Municipality, City, Village:** Municipality of Gracanica

**Venue:**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Mihajlovic Danijela	F	NGO
2	Vladimir Petkovic	M	Director of Health
3	Boban Marinkovic	M	Education Representative
4	Aleksandar Todorovic	M	Community office
5	Dragan Nacic	M	Center for Social Work
6	Jelena Mitic	F	Director of Health
7	Milos Kristic	M	Director of Health
8	Goran Mikic	M	Center of medicine

### Question 1: What issues are the most important for healthy community in your municipality?

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Summarized responses:

The most important issues listed by the participants are the following:

- The absence of water is a significant problem. The water which comes after the shortages come in brown colour and as such is considered as harmful for citizens.
- Medical waste from Hospital, FMC and Ambulances is not being treated properly,
- The hospital in Gracanica is under very poor conditions,
- Pollution of river Gracanica,
- Absence of waste water collector,
- Absence of waste landfill,
- Lack of plastic recycling,
- Absence of green areas and parks,
- Lack of awareness among children about hygiene
- Air pollution caused by mineral landfill, which is having a direct impact on the eye sight of children.
- The medical staff should be better educated and prepared for doing their jobs,
- Waste water in Llapnasella is not properly installed and every time it rains all the waste water goes in the streets,
- Poor eating habit, the quality of food consumed is poor with poor nutrition,

Generalized overall viewpoint:

In general participants of this focus group have identified municipal issues as the most significant. Pollution of air, water and bad treatment of waste water are the three main problems that citizens of this municipality have been complaining. The air polluted by the mining landfill is considered as highly threatening to the lives of citizens, mainly in causing of respiratory diseases. Moreover, pollution of the waster, drinking water, is also considered as significant, because from it not only human are affected but also animals and the food produced in their lands.

Another problem listed by participants is lack of awareness among citizens about health care and proper eating. Citizens in general but mostly children are not aware about health care and health preventive measures as such they are prone to many infections and season diseases.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

Why the issues listed above are important participants have listed the following:

- Because of pollution of the river and the drinking water many health problems are caused, such as stomach cancer,
- Issues listed above have a direct impact on the health care of citizens,

Generalized overall viewpoint:

The issues listed above are highly important because they all have a direct impact on the lived of citizens. Air pollution caused by the mineral landfill and pollution of the water are directly affecting the wellbeing of citizens, because the damage caused affects humans by breathing the polluted air and drinking the water, animals and the soil. Such issues are considered as highly serious and need to be treated urgently.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

According to participants the ones who are mostly affected are:

- People living under social assistance/poor conditions, who cannot afford to buy water but they have to drink from the water supply,
- All citizens of Municipality of Gracanica,

Generalized overall viewpoint

According to participants every one living in Municipality of Gracanica is affected by issues listed above. However a higher potential for affection are people living under poor living conditions, who cannot afford to buy water and seek proper medical support.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

What municipal health authorities should do in order to appropriately address issues listed above are the following:

- Provision of waste containers for proper treatment of medical waste,
- Provision of medical equipment, laboratory equipment – Hemogram, biochemical test equipment, mobile defibrillators for EKG.
- Provision of sanitary equipment for treatment of emergent cases,
- Organization of awareness rising campaign in schools for education of children about oral health, and health care in general.
- Planting of seedlings in the Municipality,
- Covering of the river in Gracanica, because the waste water is being poured in the river.
- Proper consumption of food, food which contains a lot of vitamins and minerals,

Generalized overall viewpoint

Considering that the main concern of citizens is the air pollution and water they have requested from municipality to treat these issues with priority by covering the river in Gracania, and properly managing the waste. Provision of waste container will make it possible for citizens to through the waste in the containers and not in the river and streets.

As far as the municipal health authorities it is requested for them to supply the FMC and Ambulances with laboratories and laboratory equipment such as Hemogram, biochemical tests, defibrillators, etc. Such equipment are highly important because without them people cannot be properly diagnosed of what they are suffering from.

Moreover, awareness rising campaigns are also very important because they need to educate the people by starting with education of children.

#### Conclusion:

In conclusion, citizens of the municipality of Gracania have identified a couple of issues as highly important in their municipality. Pollution of air, water and bad treatment of waste water are the three main problems that citizens of this municipality have been complaining. Such problems are affecting all citizens of this municipality but are being even more significant to people with poor living conditions. As such citizens are requesting from their municipality to invest in proper treatment of waste, closer of the mining landfill and cleaning of water.

Moreover, citizens have identified lack of awareness about health care as another significant problem in their municipality. Citizens in general but mostly children are not aware about health care and health preventive measures as such they are prone to many infections and season diseases. As such, health authorities should develop awareness rising campaign which will educate the youth and the society in general, at least for the basic information about health care and health preventive measures.

## Focus Group Discussion Reporting Template

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**Date:** 23.01.2019

**Duration:** 13:00 – 15:00

**Facilitator:** Arsim Vranovci

**Assistant:** Sokol Krasniqi

**Municipality, City, Village:** Municipality of Gracanica

**Venue:**

**Participants:**

#	Name	Gender (M/F)	Institution/organisation
1	Demir Osmani	M	GLC Coordinator BSKF
2	Saip Ramic	M	The Idea Partnership
3	Sladjan Mitic	M	Representative of Village Gusterica
4	Skender Thaqi	M	Albanian community
5	Sinisa Dordevic	F	Representative of Gracanica
6	Miroslav Trajkovic	M	Representative
7	Dejan Popovic	M	Representative of Gracanica
8	Ivana Jovic	F	Administration

### Question 1: What issues are the most important for healthy community in your municipality?

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Summarized responses:

Issues that we listed as important by participants are the following:

- Stress caused due to political situation influencing their health,
- The dust caused by Kishnica Mine is polluting the air when the wind blows, because if blows all the mining minerals which except that they pollute the air they also pollute the soil, as a result of which the foods produced in Gracanica is poisoned by the mining dust,
- A significant problem has also been identified the large number of cars the travel on the main road Prishtina-Gjilan, due to which they release monoxide carbon that is damaging the health of citizens,
- In the village of Kishnica, they lack of six doctors, in the Ambulance in Kishnica there comes only 1 doctor one time per week and not every day as they are supposed to,
- The healthcare system in Gracanica does not apply the Kosovo system, but they work and apply the system of Serbia. As such, citizens living in the region of Gracanica and are not registered in Serbia, mainly Albanian, they cannot receive medical assistance because they are not registered in the system and cannot access medical services.
- The water supply pipelines are made of Azbest, a component which is considered as hazardous and as a result of this, the water the citizens consume is contaminated.
- In village Gusherice there are no waste containers and citizens are obliged to throw the garbage anywhere they can.
- Citizens need to be trained about stress management, since it is causing many health problems.
- The Roma, Ashkali and Egyptian community use coal as a heating resource, as such this mineral when burned releases the gas which increases the people being diagnosed with respiratory diseases.
- The absence of a laboratory in the FMC makes it difficult for citizens to seek proper health care.
- The health problems caused by Depleted Uranium which was released during the war in Kosovo.

Generalized overall viewpoint:

The most important issues for a healthy community that have been identified by participants are: air pollution caused by the mining land field in Gracanica, old water supply pipelines which are made of Azbest, a very harmful component, and the lack of doctors in FMC and Ambulances.

The air pollution is causing many respiratory diseases and cancer to citizens as such needs to be treated as soon as possible.

Another significant problem is the healthcare system in general. The health care facilities in Gracanica function under the laws and structure of Serbia, as such citizens from the Albanian community who are not registered in the system in Serbia cannot receive medical support in the medical facilities. Besides, this in the FMC and Ambulances in Gracanica there is lack of doctors and medical specialists, thus the services are not provided to the conforming quality.

Stress have also been caused as an important issues that is having a negative impact in the wellbeing of citizens.

**Question 2: Why are these issues most important/priority for you?**

Summarized responses:

According to participants the issues listed above are important because:

- Proper treatment of mining waste could prevent it from polluting the air, which is causing many health problems.
- With pollution of the water it can cause a chain problem in the health of citizens. The animal in that region drink water from the river, as such having polluted water can harm the animal and then the humans who consume the products of those animals such as caws, chicken, etc.
- In general, citizens believe that all factors listed above have a direct impact on their wellbeing.

Generalized overall viewpoint:

All factors listed under question one are important to citizens of Gracanica, however, pollution of air and water are two significant issues which have a direct impact on the wellbeing of citizens and need to be treated with a priority.

**Question 3: Who (what population) is most affected by this issue?**

Summarized responses:

The ones who are mostly affected by the issues listed above are:

- People living under social assistance,
- Roma, Ashkali and Egyptian community,
- Unemployed citizens,
- Households which are close to the mining landfills.

Generalized overall viewpoint

According to participants the ones who are mostly affected by the issues listed above are people with poor living conditions. Such group of people because of the financial problems cannot buy drinking water, cannot seek proper medical support, are not well educated about health preventive measures and are more prone to health problems. To the group of people the Roma, Ashkali and Egyptian are highly affected, as well as unemployed citizens and people living close to mining landfills.

**Question 4: What should the municipal health authorities do to appropriately address these issues?**

Summarized responses:

The municipal health authorities should tackle issues listed above through:

- The mineral landfill which is Gracanica needs to be removed urgently, because it is causing many health problems
- Purchase of waste containers,
- Change of water supply pipe lines,
- Increase the number of doctors and nurses in FMC and Ambulances,

#### Generalized overall viewpoint

Participants have stated that what they request from municipal authorities is removal of the mining landfill in their municipality. This landfill is affecting them on daily basis and needs to be removed immediately.

Moreover, municipality should provide waste containers in order to citizens to throw waste in containers and not in the river and the streets.

As far as health authorities they should increase the number of doctors and nurses in the health providing facilities.

#### Conclusion:

In conclusion, participants have stated that their main problem is air pollution caused by the mining land field in Gracanica. The air pollution is causing many respiratory diseases and cancer to citizens as such needs to be treated as soon as possible and this landfill needs to be removed from the area it currently is.

Moreover, the old water supply pipelines which are made of Azbest, a very harmful component, is bothering citizens. The pipelines for water supply need to be changed so that the water could be drinkable.

Besides the above, another significant problem is the healthcare system in general in municipality of Gracanica and the lack of doctors and nurses. The health care facilities in Gracanica function under the laws and structure of Serbia, as such citizens from the Albanian community who are not registered in the system in Serbia cannot receive medical support in the medical facilities. The health authorities should change the system so all citizens can receive medical support and they should increase the number of doctors in FMC and Ambulances.