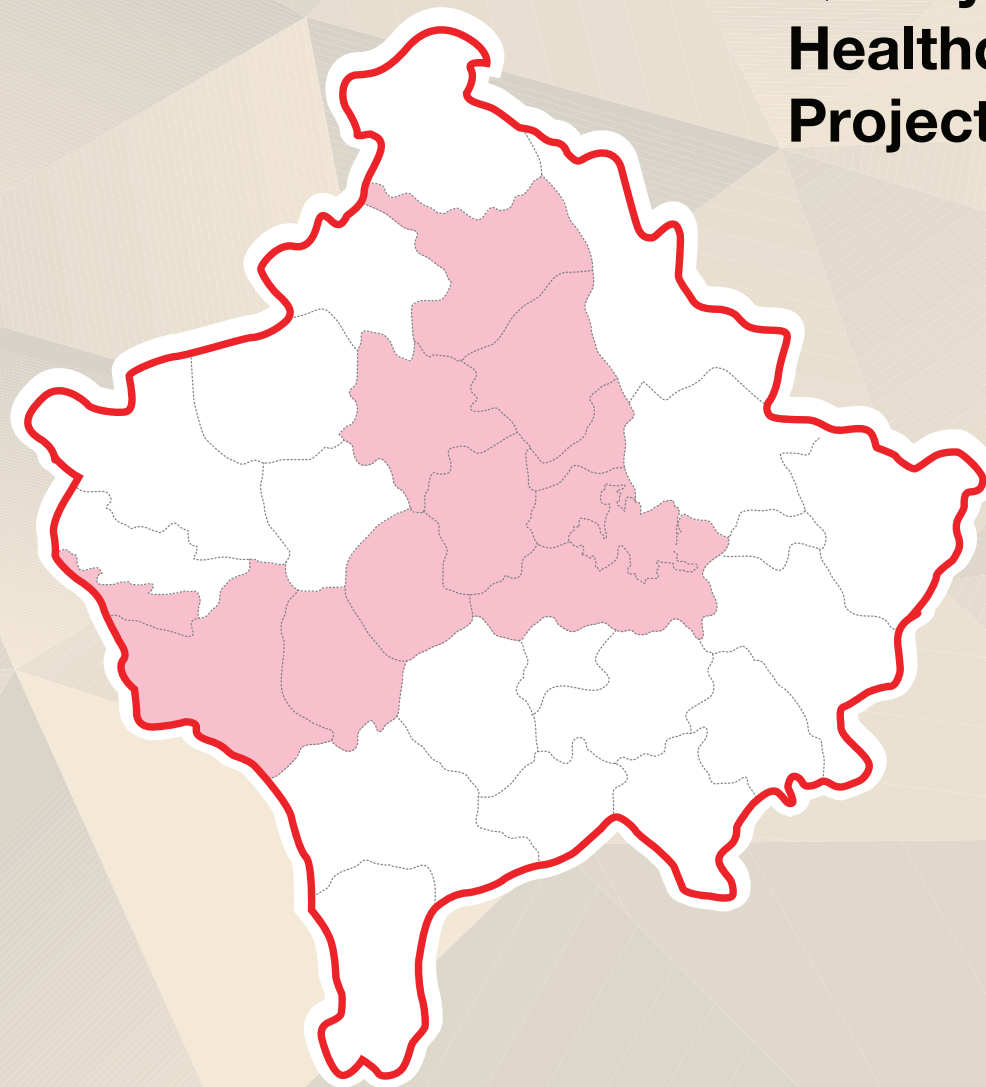


**AQH project is funded by Swiss Agency for Development and Cooperation (SDC) and implemented by Swiss TPH and Save the Children.**

**Key working principles for AQH are:**

- Partnership working with municipalities
- Harmonisation, complementarity and national ownership of the project
- Participatory planning and implementation through existing national and decentralised partners
- Mainstreaming gender equality and social inclusion of the most vulnerable, especially Roma, Ashkali and Egyptian communities
- Ensure functional governance through improved modalities of decision-making, participation and accountability
- Knowledge sharing for replication, scale-up and sustainability
- Knowledge sharing through peer-learning
- Building on the existing transition experience from other SDC-funded health projects

# Accessible Quality Healthcare Project



Photos: Ms. Layla Barake

**Project phase duration:  
01.01.2016 – 31.12.2019**



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Cooperation Office Kosovo



**Accessible  
Quality  
Healthcare**

Kujdesi Shëndetësor i Qashtëm dhe Cilësor  
Kvalitetna i Dostupna Zdravstvena Zaštita

SDC project implemented by Swiss TPH and Save the Children

## INTRODUCTION

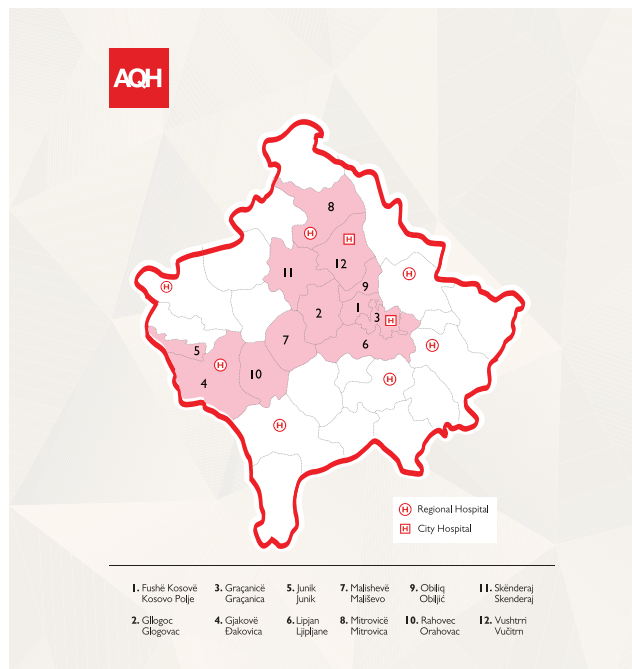
The Accessible Quality Healthcare (AQH) project is designed to support the implementation of the national reform agenda and complement other donor-supported programmes with a focus on the Primary Health Care (PHC) level and non-communicable diseases (NCDs).

With its three outcomes the project aims to stimulate use of quality primary health care services by all Kosovo citizens, with particular attention to the needs and inclusion of socially vulnerable populations.

Better targeting of clients' needs and improved management of services will raise the quality of primary health service delivery on the one side, while on the other side, generating demand for quality primary health services, by involving populations in shaping the services, will together lead to increased rational utilisation of all health services and improved health status of the population.



## AQH selected Municipalities



## OBJECTIVE

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.

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



## Target groups of the AQH

- Doctors and nurses from 12 Main Family Health Centres (MFMCs)
- Doctors and nurses from 60 Family Medicine Centres (FMCs)
- Managers from 12 Municipalities (Directorates of Health and Social Welfare and their support staff)
- Managers from 12 MFMCs and selected FMCs
- Selected community based organisations from 12 Municipalities
- Ministry of Health officials
- National PHC institutions
- Patients' Rights organizations

## Key Partner Institutions

- Ministry of Health
- Centre for Development of Family Medicine
- National Institute for Public Health
- Association of Kosovo Municipalities