# Accessible Quality Healthcare Project:

## Novo Brdo / Artanë

2018-2023



**AQH** Accessible Quality Healthcare
Kujdesi Shëndetësor i Qasshëm dhe Cilësor
Pristupačna i Kvalitetna Zdravstvena Zaštita

**SDC project implemented by Swiss TPH**

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

**Swiss Agency for Development
and Cooperation SDC**

**Swiss TPH**
Swiss Tropical and Public Health Institute
Schweizerisches Tropen- und Public Health-Institut
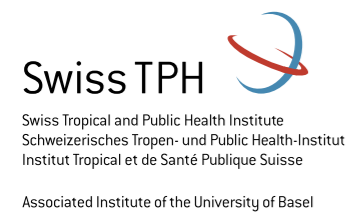Institut Tropical et de Santé Publique Suisse

Associated Institute of the University of Basel

# Accessible Quality Healthcare Project:
## Artanë / Novo Brdo Quality of Care in Primary Health Care Trends across

### 2018-2023

# Contacts

# Acknowledgements

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**This study assessed the three dimensions of Quality of Care in health facilities:**

(i) Quality of the facility infrastructure (structural attributes)

(ii) Quality of provider-patient interactions (process attributes); and

(iii) Patient satisfaction after consultation (outcomes)

**To cover these three dimensions, data was collected through the following approaches:**

(i) At the health centre through a health centre assessment tool;

(ii) At the health care provider through provider-client observations; and

(iii) Patients exiting a health facility reporting satisfaction through exit interviews.

## Results

For details of the methodology and the country-wide comparative results, please refer to the main report. [1]

● Exit Interview Score (%)　● Infrastructure Score (%)　● Clinical Consultation Score (%)

## Novo Brdo Artanë
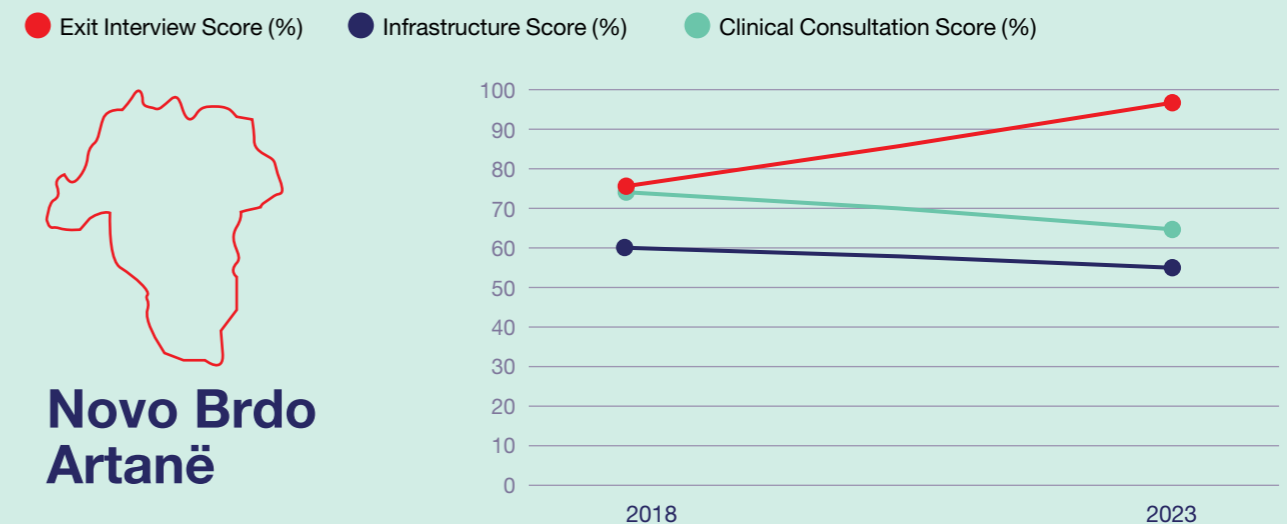
The Infrastructure Score has seen a modest decline over the five years, moving from slightly above 60% to just below that mark. This downward trend suggests a need for investment or policy changes to halt and reverse the decline.

The Clinical Consultation Score exhibits a steeper decrease, falling from around 80% to below 70%. Such a significant drop could be a cause for concern, indicating potential issues with the quality of clinical consultations that warrants a closer look.

Most notably, the Exit Interview Score has surged upwards, indicating a very positive trend. Starting at about 80%, it has climbed to just under 100%. This sharp increase reflects exceptionally well on the MFMC leadership and organization's ability to address concerns, implement feedback, and other measures that improve the overall patient experience and ultimately satisfaction.

1  Rajkumar S, Knoblauch AM, Ramadani Q, Bytyci-Katanolli A, Fota N, Shehu M, Gerold J. Quality of Care Study 2023. Summary Report of AQH Phase I Rajkumar S, Knoblauch AM, Ramadani Q, Bytyci-Katanolli A, Fota N, Shehu M, Gerold J. Quality of Care Study 2023. Summary Report of AQH Phase I and II Project Municipalities. Accessible Quality Healthcare Project, Basel: Swiss Centre for International Health, 2023. https://aqhproject.org/publications-2/for-health-providers/

Taken together, the graph presents a mixed picture for Novo Brdo/Artane. While the success reflected in the Exit Interview Score is commendable, the decline in both Infrastructure and Clinical Consultation Scores warrant attention to identify root causes and develop strategies for improvement.

No doubt that joint efforts from MFMC leadership, municipal directorates, health staff, and citizens, will further improve available healthcare infrastructure, expanded clinical services, and prioritize patient satisfaction in the municipality of Novo Brdo.

## 1. Infrastructure assessment: Status of general medical equipment

The data is only available for the period when the municipality has become one of the project municipalities and hence only provides the current status and no information on time based trends.

| Equipment | Facility type (Availability, Functionality)[2] | |
|---|---|---|
| | 2018 | 2023 |
| Microsurgery | ↑↑ | ↑↑ |
| Nebulizer | ↑↑ | ↑↑ |
| Ambu mask | ↑↑ | ↑↑ |
| Strong source of light in good condition (portable) | ↑↑ | ↑↑ |
| Nasal speculum | ↑↓ | ↑↑ |
| Otoscope | ↑↑ | ↑↑ |
| Ophthalmoscope | ↑↑ | ↑↑ |
| Doppler | ↓ | ↑↑ |
| Glucometer | ↑↑ | ↑↑ |

[2] ↑ = Available; ↑ = Functional, ↓ = Not available, ↓ = Not functional

| Equipment | 2018 | 2023 |
|---|---|---|
| Peak flow meter | ↑↑ | ↓ |
| Tape measure | ↑↑ | ↑↑ |
| Pen light | ↑↑ | ↑↑ |
| Head light | ↑↑ | ↑↑ |
| Neurological hammer | ↑↑ | ↑↑ |
| Weight scale for adults | ↑↑ | ↑↑ |
| Weight scale for children (over 2 years old) | ↑↑ | ↑↑ |
| Weight scale for infants and toddlers (up to 2 years old) | ↑↑ | ↑↑ |
| Sphygmomanometer for children | ↑↑ | ↑↑ |
| Sphygmomanometer for adults | ↑↑ | ↑↑ |
| Stethoscope for children | ↑↑ | ↑↑ |
| Stethoscope for adults | ↑↑ | ↑↑ |
| Obstetrical stethoscope/ Fetoscope | ↓ | ↑↑ |
| Pelvimeter | ↓ | ↑↑ |
| Sterilization equipment and anti-septical protocol | ↑↑ | ↓ |
| Pulse oximeter | ↑↑ | ↑↑ |
| Refrigerator | ↑↑ | ↑↑ |
| Vaccine refrigerator/portable | ↑↑ | ↑↑ |
| Height meter board for children (up to two years old) | ↑↑ | ↑↑ |

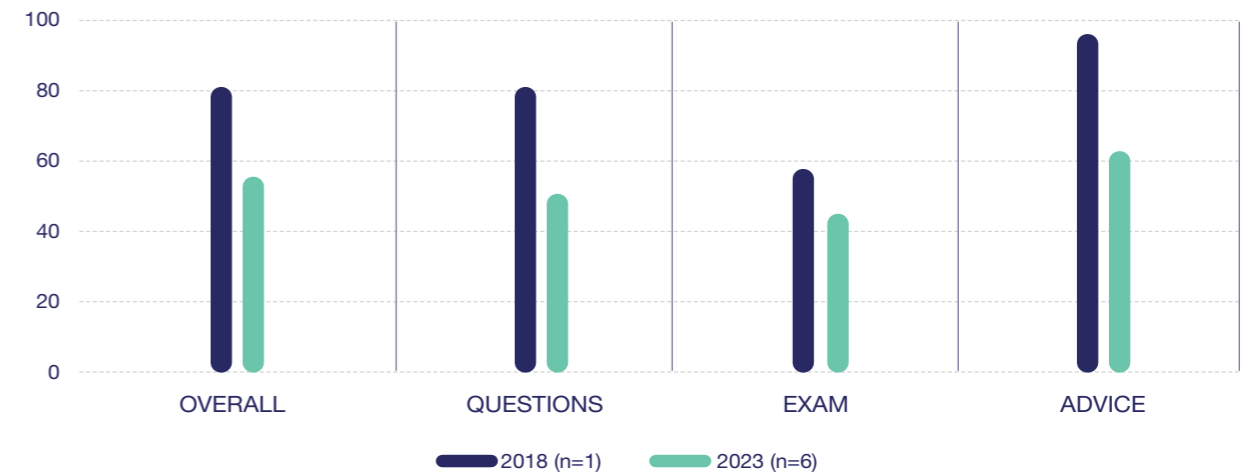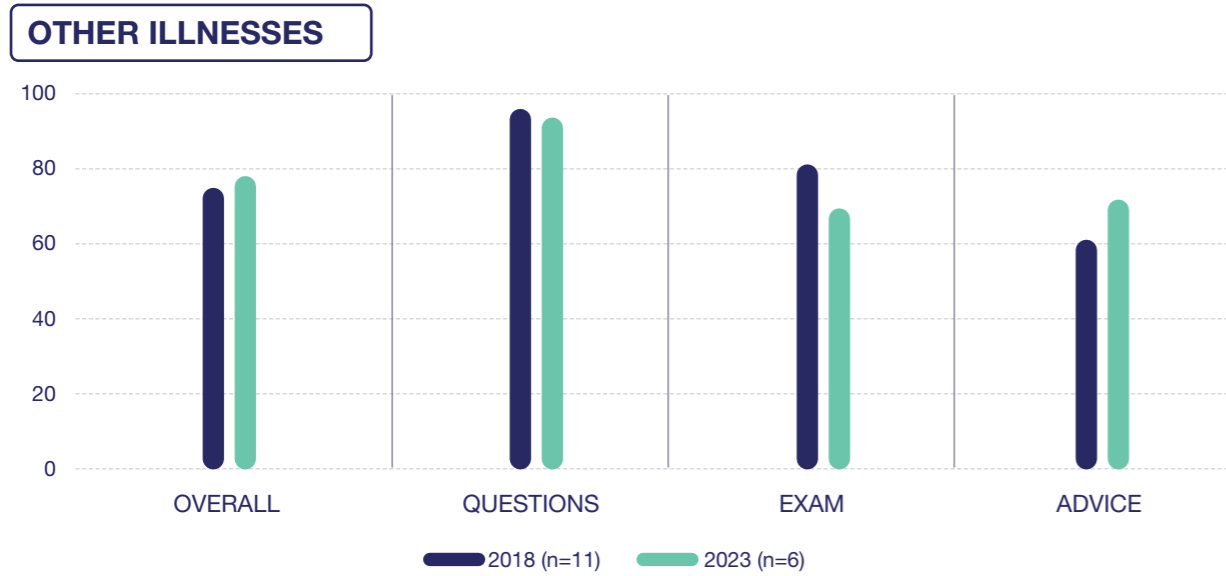| | | |
|---|---|---|
| **Meter for height measuring (children over two years of age)** | ⬆⬆ | ⬇ |
| **Thermometer** | ⬆⬆ | ⬆⬆ |
| **Tuning fork** | ⬆⬇ | ⬇ |
| **Table for vision testing** | ⬆⬆ | ⬆⬆ |
| **Ear syringe** | ⬆⬆ | ⬇ |
| **Scissors** | ⬆⬆ | ⬆⬆ |
| **Timer** | ⬆⬆ | ⬆⬆ |
| **Snellen eye chart** | ⬆⬆ | ⬆⬆ |
| **Children growth chart** | ⬆⬆ | **NA** |
| **Tongue depressor** | ⬆⬆ | ⬆⬆ |

## 2. Clinical Observations

The three graphs collectively provide performance overview of MFMC Novo Brdo/Artane healthcare services over the years, particularly focusing on diabetes, hypertension, and other illness.

### DIABETES



2023 (n=2)

### HYPERTENSION



2018 (n=1)　　2023 (n=6)

## OTHER ILLNESSES



Legend: 2018 (n=11), 2023 (n=6)

## 3. Exit Interviews

## OVERALL SATISFACTION



Legend: 2018 (n=7), 2023 (n=9)
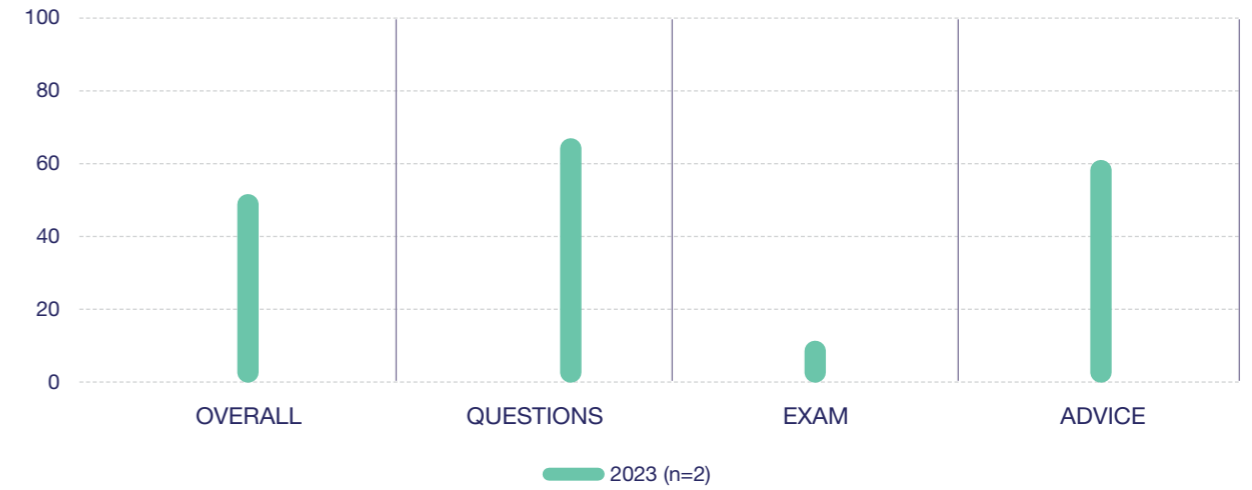
For diabetes, since there are only available data for 2023, no trends can be reported over time. Questions and the Advice categories show the highest percentage amongst all areas. However, the graph indicates a small percentage in the Exam category, which warrants attention. This change occurs within the context of a small sample size for the year 2023 (n=2), which should be considered when drawing conclusions.

The hypertension graph demonstrates a decrease in all the categories from 2018 to 2023. This is especially notable in the Overall, Questions and Advice categories. The sample size in 2023 is larger (n=6) compared to 2018 (n=1), and hence to be kept in mind while interpreting results.

For other illnesses, while the sample size decreases from 2018 (n=11) to 2023 (n=6), there is a consistency in performance across the board,

with slight variability between the categories and across the years. The consistent level of care and patient interaction suggests a stable approach to managing a range of health conditions.

Combining these observations, it can be noticed that from 2018 to 2023, there is a decrease observed in all categories over the years and each type of illness seems to have the lower score in the Exam category (except Other illness). The data, especially for 2023, seems to align with the timing of interventions from the AQH project, suggesting that such initiatives can further influence the enhancements in service delivery. However, certain areas, specifically the thoroughness of examinations for diabetes, do not align with this general pattern and would need targeted attention to ensure a comprehensive approach to patient care.
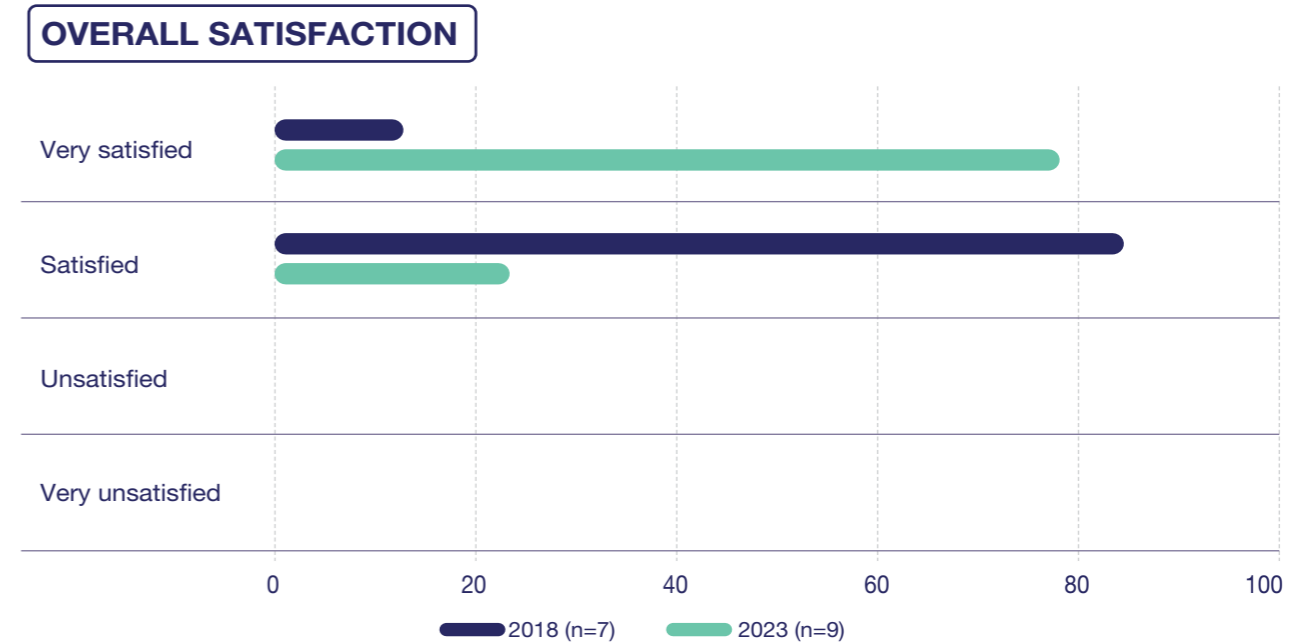
This bar graph shows the levels of overall patient satisfaction at MFMC Artane/Novo Brdo, depicted for the years 2018 and 2023, as there's no data available for 2016.

In 2018, with 7 respondents, all patients reported being "Satisfied" and "Very satisfied" indicating a uniformly positive perception of the healthcare services at that time. None of the patients felt "Unsatisfied" or "Very unsatisfied".

In 2023, the sample size increased slightly to 9 respondents. "Very Satisfied" this year was the most common response followed by the "Satisfied" category, with no respondents in the "Unsatisfied" and "Very unsatisfied" categories. The shift of the majority responses to the "Very satisfied"

responses suggests that some aspects of service or care have improved to the point of exceeding certain patients' expectations.

The data implies that MFMC Artane/Novo Brdo generally provides satisfactory healthcare services, with some patients experiencing notable higher level of satisfaction in care by 2023. The lack of any "Very unsatisfied" patients is positive, suggesting that negative perceptions of the services are not present.

Despite the overall improvement in self reported patient satisfaction in Artane/Novo Brdo, a variation in the patient experience during the consultations were observable, as shown below in more detail.
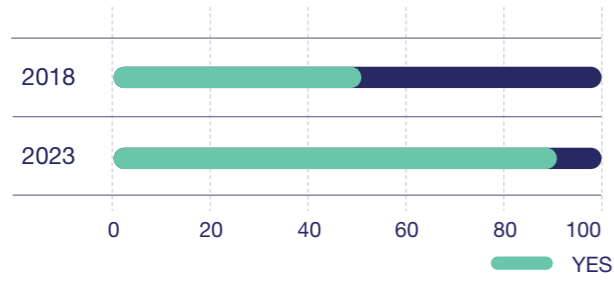
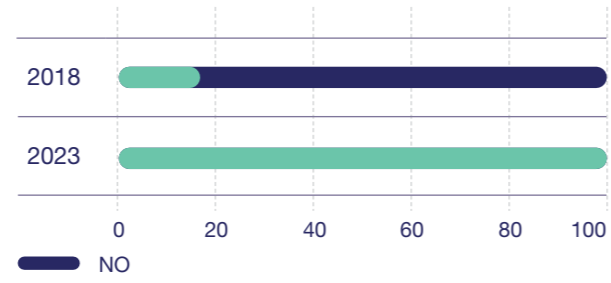Patient given the opportunity to explain the health problem
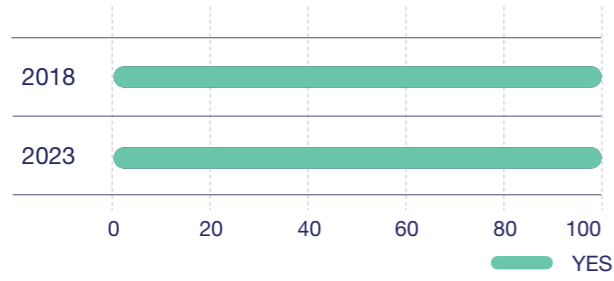


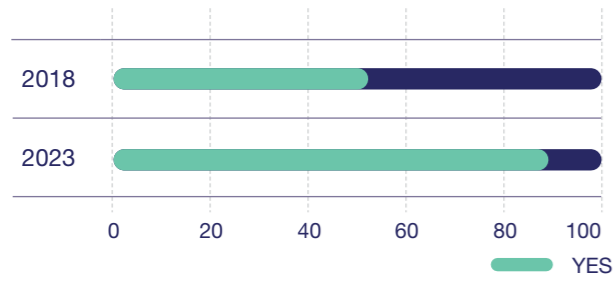Medical doctor/nurse ensured privacy during the visit
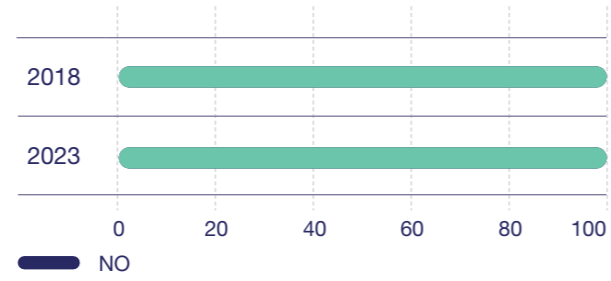


Medical doctor explained the questioning, physical examinations and health problems
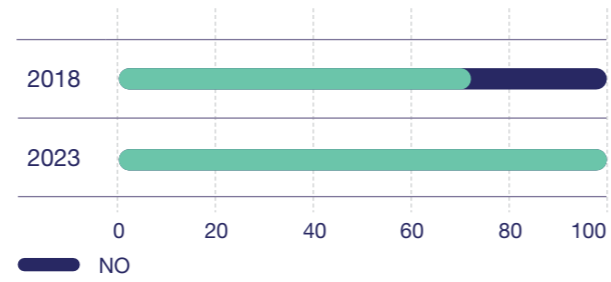


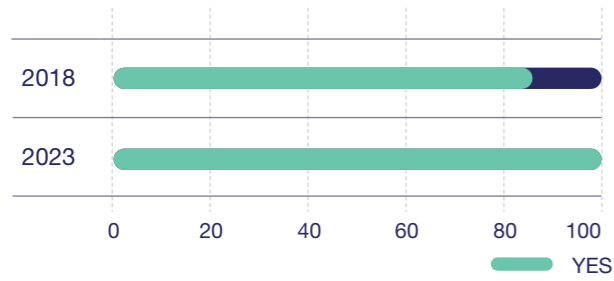Medical doctor clearly explained the intake of prescribed medicines



Medical doctor asked the patient if they are currently taking any prescriptions



During consultation the patient had a chance to ask questions about the investigations, the health problems and treatment



Medical doctor listened carefully to patient concerns and questions and gave satisfactory answers



Medical doctor/nurse was in general polite during consultation

# Novo Brdo / Artanë – Quality of Care in Primary Health Care Trends across 2018-2023