

Accessible Quality Healthcare Project:



Deçan

2018-2023



**Accessible
Quality
Healthcare**

Kujdesia Shëndetësore | Kvalitetin dhe Qëllor
Pristupačno i Kvalitetno Zdravstvena Zaštita

SDC project implemented by Swiss TPH



Schweizerische Eidgenossenschaft
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Swiss Agency for Development
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Swiss TPH



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

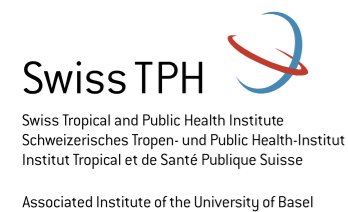
Associated Institute of the University of Basel

Swiss Agency for Development and Cooperation (SDC)

**Accessible Quality
Healthcare Project:
Deçan
Quality of Care
in Primary Health Care
Trends across**

2018-2023

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SDC project implemented by Swiss TPH

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Contributions

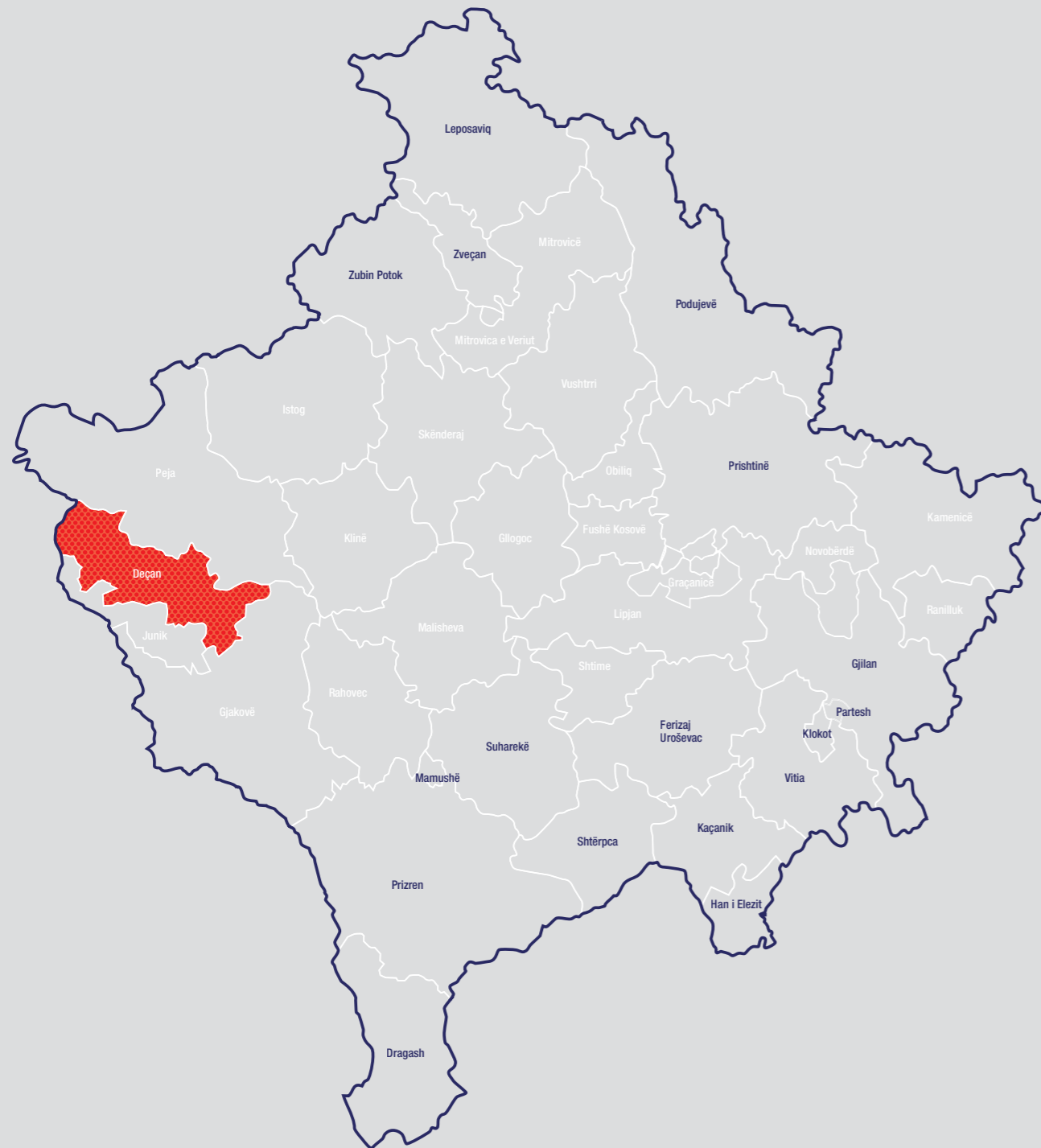
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

Valid Apuk interpreted and wrote the findings. Dr. Siddharth Srivastava and Dr. Jana Gerold critically reviewed and edited the reports.

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Further, we are grateful to Applicable Research Solutions and its staff for ensuring a smooth implementation of data collection and field supervision. Specifically, we would like to highlight the excellent work from our data collectors. Lastly, we would like to express our gratitude to all participants in our survey including facility managers, doctors and patients.



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

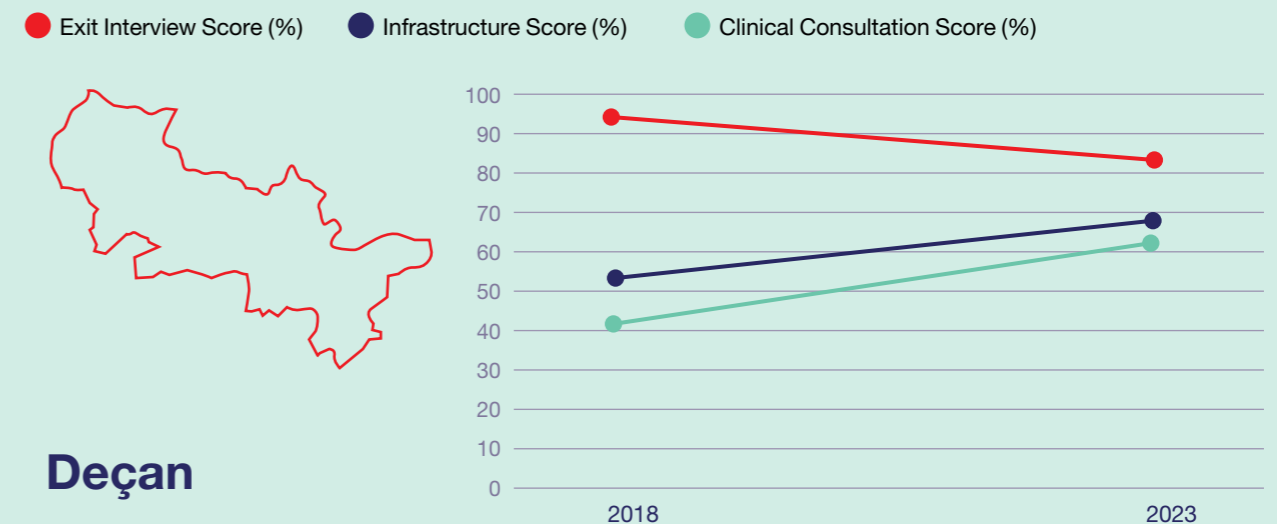
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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



The performance for the municipality of Decan between 2018 and 2023, shows several noteworthy trends emerging across the assessed three key dimensions: infrastructure, clinical consultation, and exit interviews, each offering valuable insights into the region’s healthcare landscape.

Firstly, the infrastructure score experienced a significant uplift during this period, rising from

49% in 2018 to 67% in 2023. This improvement is primarily attributed to the dedicated leadership and collaborative efforts of municipal partners, supported by the comprehensive initiatives facilitated by the AQH project.

Secondly, the clinical consultation score exhibited a noteworthy increase, climbing from 40% in 2018 to 62% in 2023. This positive trajectory underscores

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 and II Project Municipalities. Accessible Quality Healthcare Project, Basel: Swiss Centre for International Health, 2023. <https://aqhproject.org/publications-2/for-health-providers/>

the concerted efforts to expand consultation services, enhance healthcare accessibility, and foster greater patient engagement. The growing interest and participation of patients in seeking medical advice further contributed to this positive trend, highlighting the effectiveness of initiatives provided by AQH project aimed at improving healthcare access and delivery.

Lastly, while the exit interview score witnessed a decline from 95% in 2018 to 81% in 2023, it's essential to contextualize this shift within the broader context of patient satisfaction. Despite the decrease, this score continues to reflect a high level of patient contentment, underscoring Decan's commitment to patient-centered care. Factors contributing to this variation may include evolving patient expectations, changes in service

delivery, or other healthcare dynamics. Nevertheless, the overarching trend underscores Decan's ongoing dedication to prioritizing patient satisfaction and delivering quality healthcare services.

In summary, the observed trends highlight the positive impact of collaborative efforts between the MFMC leadership, municipal directorates, health staff, and citizens, along with support from the AQH project. These joint efforts have focused on enhancing healthcare infrastructure, expanding clinical services, and prioritizing patient satisfaction in the municipality of Decan. These achievements are a testament to the collective commitment of all involved parties to advancing healthcare outcomes and improving the overall well-being of Decan's residents.

1. Infrastructure assessment: Status of general medical equipment

The infrastructure available at key facilities in Decan has also shown a positive trend within the project time frame with more and more needed equipment being available and in functional condition

Equipment	Facility type (Availability, Functionality) ²			
	MFMC		FMC - Strelca	
	2018	2023	2018	2023
Microsurgery	↑↑	↑↑	↑↑	↑↑
Nebulizer	↑↑	↑↑	↓	↑↑
Ambu mask	↑↑	↑↑	↓	↑↑
Strong source of light in good condition (portable)	↑↑	↑↑	↓	↑↑
Nasal speculum	↓	↑↑	↓	↓

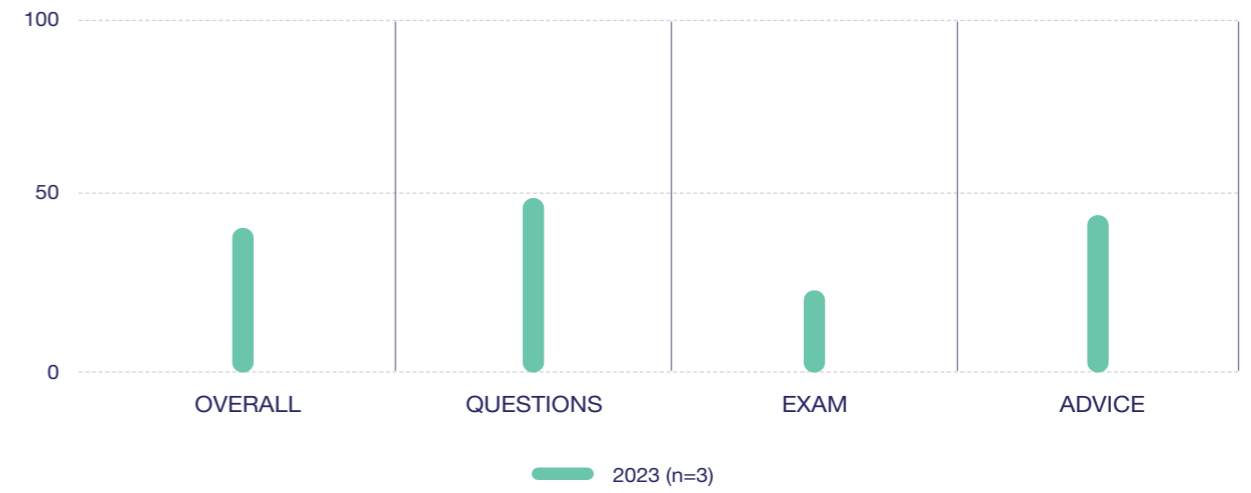
² ↑ = Available; ↑↑ = Functional, ↓ = Not available, ↓↓ = Not functional

Otoscope	↓	↑↑	↓	↑↑
Ophthalmoscope	↓	↑↑	↓	↑↑
Doppler	↓	↓	↓	↓
Glucometer	↓	↑↑	↓	↓
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	↓	↓	↓	↓
Tongue depressor	↑	↑↑	↑	↑↑

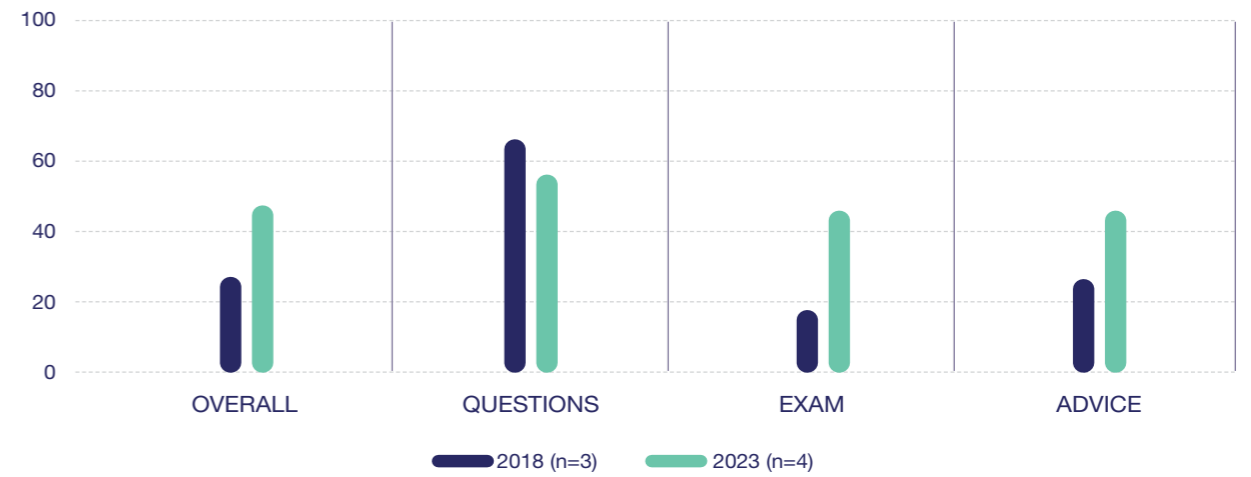
2. Clinical Observations

DIABETES

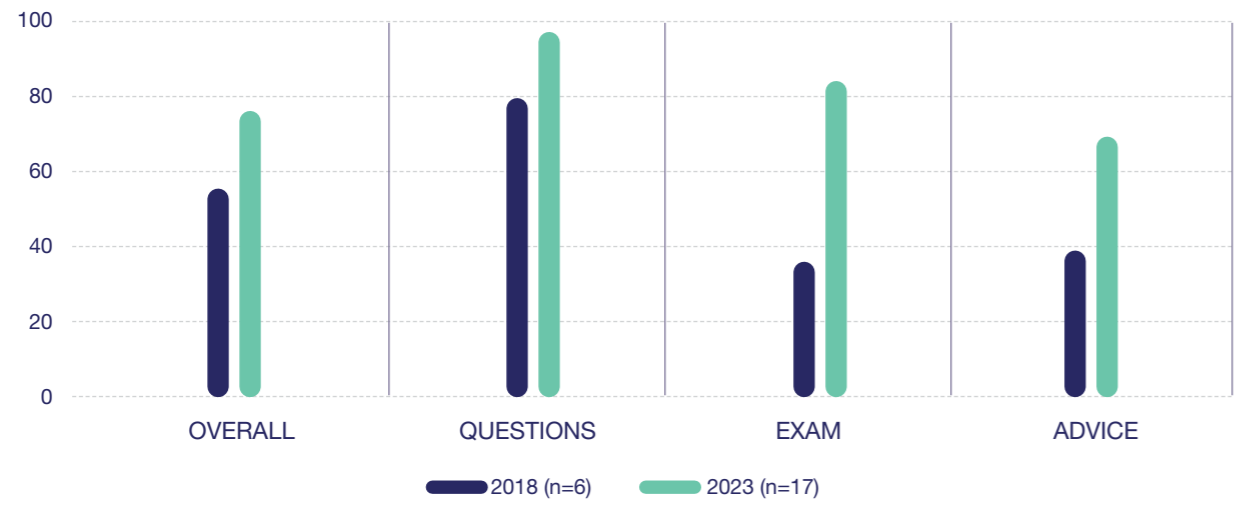


In 2018, there were no assessments of a patient with diabetes.

HYPERTENSION



OTHER ILLNESSES



The clinical observation data for Decan municipality demonstrates an improvement in healthcare services, particularly evident in the progression from 2018 to 2023.

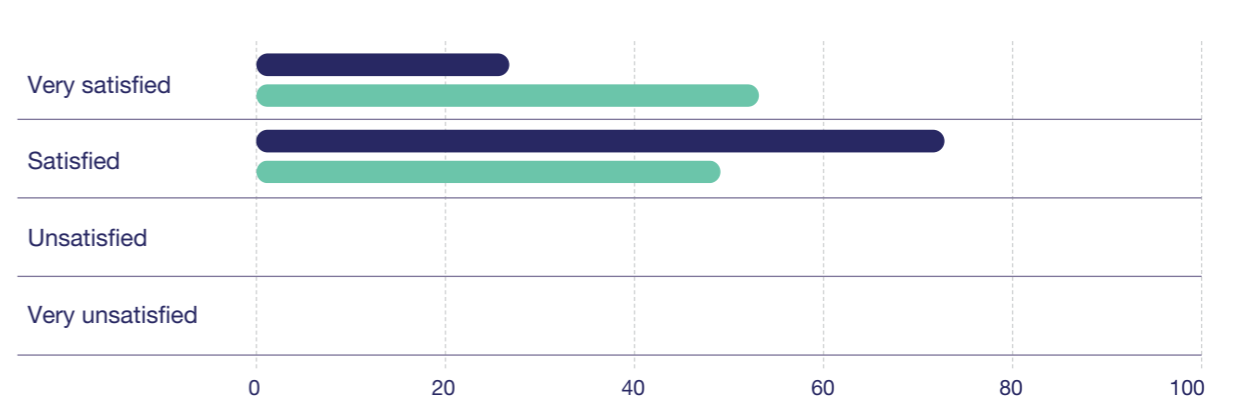
In 2023, there is a general upward trend in the scores for hypertension, and other illness management compared to 2018. This indicates an overall improvement in the quality of healthcare delivery, with patients receiving better diagnosis, examination, and advice. The increase in patient engagement, as reflected by higher question rates by the patient (except for hypertension), suggests improved communication between healthcare

providers and patients, fostering a more collaborative approach to treatment and management of the diseases.

The improvements in clinical observation scores are aligned with the timeframe of interventions implemented by AQH project. This suggests that the project’s efforts have contributed to better clinical management practices. While some areas like advice provision may vary, overall, it looks like quality of provided healthcare services has improved. This likely means satisfied patients and better provision of healthcare services for them, ultimately leading to better health outcomes.

3. Exit Interviews

OVERALL SATISFACTION

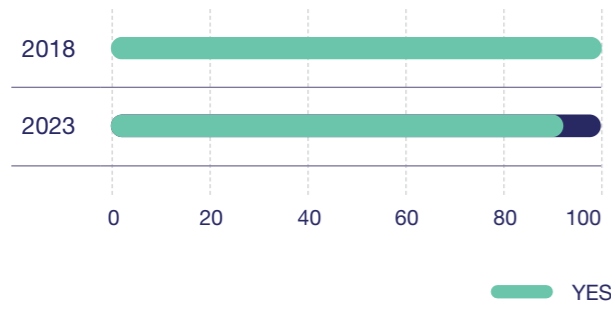


The data reveals a marked improvement in self reported patient satisfaction levels over the years. In 2018, 28% of patients reported being very satisfied after their consultation, while 72% expressed satisfaction. By 2023, these figures had notably risen, with 52% reporting being very

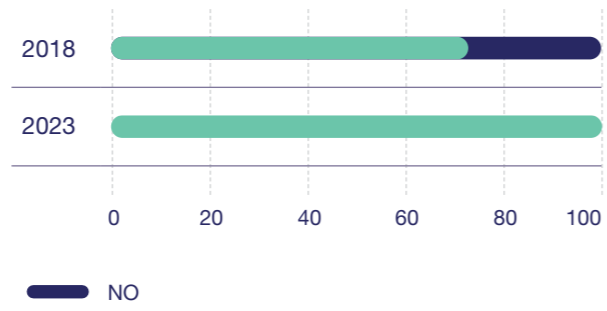
satisfied and 48% expressing satisfaction.

Despite the overall improvement in self reported patient satisfaction in Decan, a variation in the patient experience during the consultations were observable, as shown below in more detail.

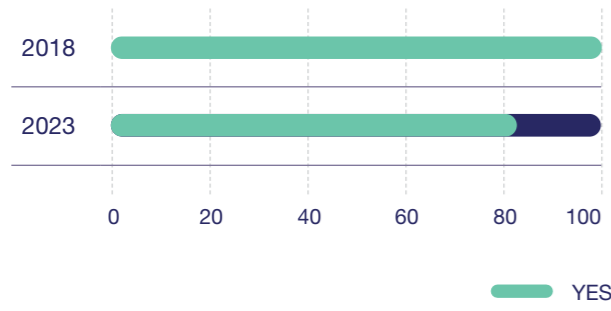
Patient given the opportunity to explain the health problem



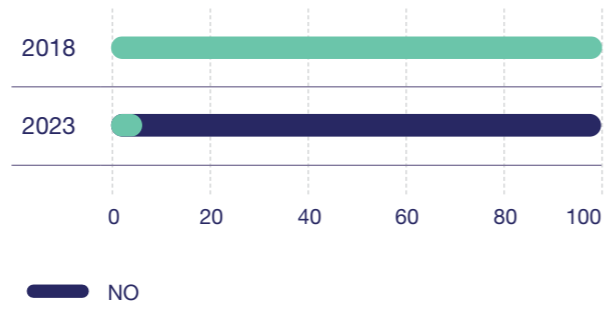
Medical doctor/nurse ensured privacy during the visit



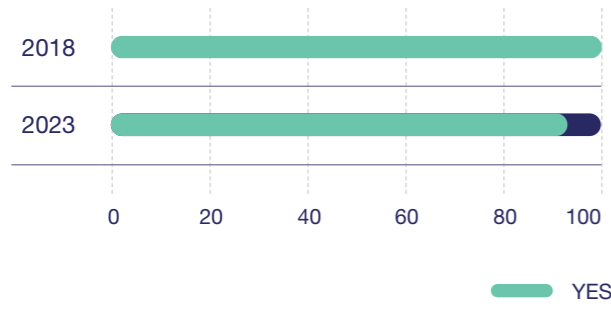
Medical doctor explained the questioning, physical examinations and health problems



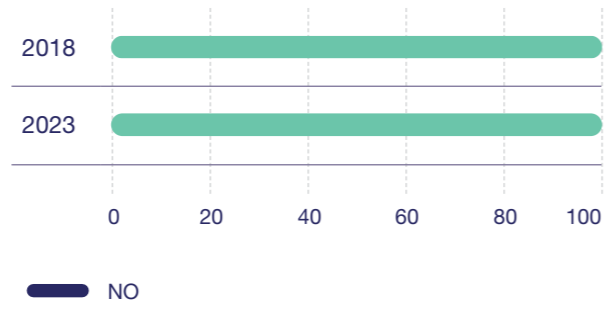
Medical doctor clearly explained the intake of prescribed medicines



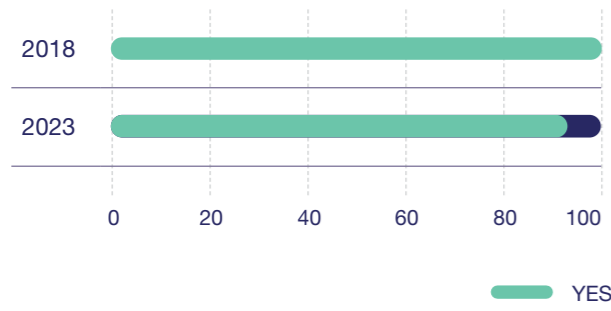
Medical doctor asked the patient if they are currently taking any prescriptions



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

