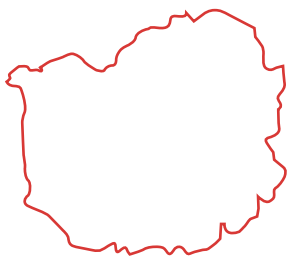


Swiss Agency for Development and Cooperation (SDC)

Accessible Quality Healthcare Project:



Istog

2018-2023



**Accessible
Quality
Healthcare**

Najbolja Kvalitetna i Dostupna Zdravstvena Zastita
Prístupna i Kvalitetna Zdravstvena Zastita

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

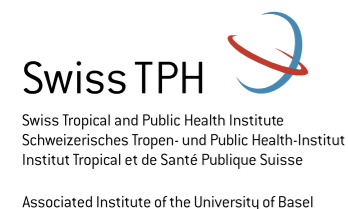
Associated Institute of the University of Basel

Swiss Agency for Development and Cooperation (SDC)

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

2018-2023

Contacts



Swiss Tropical and Public Health Institute

P.O. Box
Kreuzstrasse 2
4123 Allschwil
Switzerland

www.swisstph.ch

Dr. Jana Gerold
Project Director
Swiss Center for International
Health (SCIH)
Tel: +41 61 284 87 61

Email:
jana.gerold@swisstph.ch



SDC project implemented by Swiss TPH

AQH Accessible Quality healthcare Project (AQH)

Tirana str. Prime Residence, C
4/3 Entrance D, Flats no. 15, 16,
17 & 18, 10000
Pristina
Kosovo

<https://aqhproject.org/>

Shegë Bahtiri
M&E Data Analyst
AQH
Email:
shege.bahtiri@aqhproject.org

Acknowledgements



Contributions

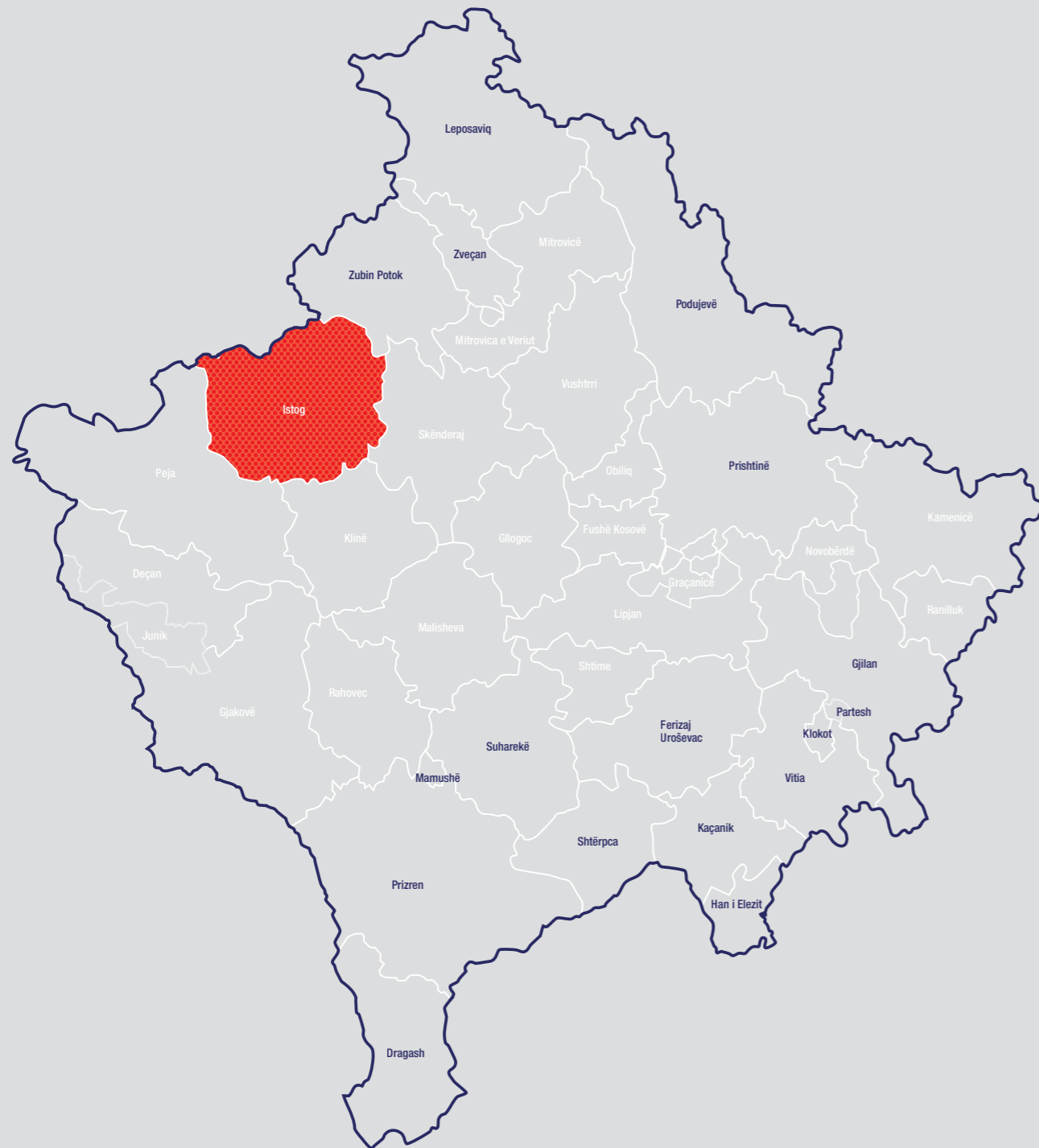
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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

Acknowledgements

We are very thankful to Nicu Fota, Dr. Qamile Ramadani and Dr. Merita Shehu and all the AtQH staff for providing overall support to the study. We warmly thank our local study coordinators Dr. Pranvera Krasniqi and Dr. Myvedete Tershnjaku from the National Institute of Public Health Kosovo for their commitment and support in the implementation and quality assurance of the study.

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:

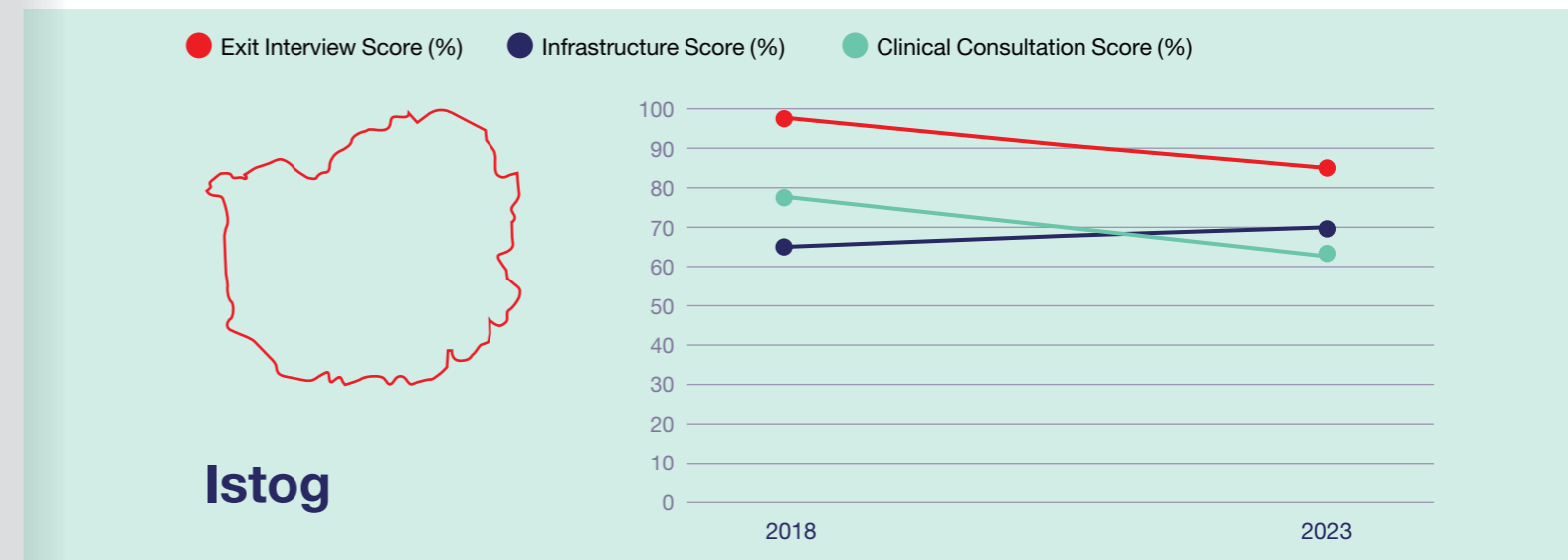
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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



Notably, the Infrastructure Score, represented in green, has seen a positive trajectory, increasing from just above 60% to approximately 70%. This suggests that there has been an improvement of the physical infrastructure at MFMC Istog. Such an enhancement could imply an expansion in capacity, modernization of facilities, or simply a better maintenance regime, all of which can positively influence the organization’s operations and service delivery.

Conversely, the Clinical Consultation Score, in blue, has shown a decline, dropping from about 80% to nearly 65%. This downward trend may indicate challenges in the quality of patient consultations at MFMC Istog.

Lastly, the Exit Interview Score, depicted in yellow, has seen a marginal decrease from above 90% to just below 90%. While the decline is not as steep as that seen in clinical consultations, it does continue to be high.

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/>

For MFMC Istog, the mixed trends pose both opportunities and challenges. The increase in infrastructure quality is certainly commendable and provides a solid foundation for delivering high-quality services. However, the institution may need to investigate the reasons behind the declining scores in clinical consultations and exit interviews to address potential issues in service quality. Addressing these concerns promptly could help to leverage the improved infrastructure into enhanced overall performance and patient care outcomes.

Given the substantial increase in the Infrastructure Score, one might conclude that there have been positive results achieved through the collaborative efforts between the MFMC leadership, municipal directorates, health staff, and citizens, along with the support from the AQH project. These concerted efforts seem to have had a particularly beneficial impact on how services are received by the patients, which is a critical aspect of healthcare delivery.

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 trend analysis cannot be undertaken. The infrastructure available and their respective state at key facilities in Istog in 2023 is presented below.

Equipment	Facility type (Availability, Functionality) ²	
	MFMC Mullinjët e Istogut n.52	FMC Istog/Banjë
	2023	2023
Microsurgery	↑↑	↓
Nebulizer	↑↑	↑↑
Ambu mask	↑↑	↑↑
Strong source of light in good condition (portable)	↑↑	↑↓
Nasal speculum	↑↑	↑↑

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

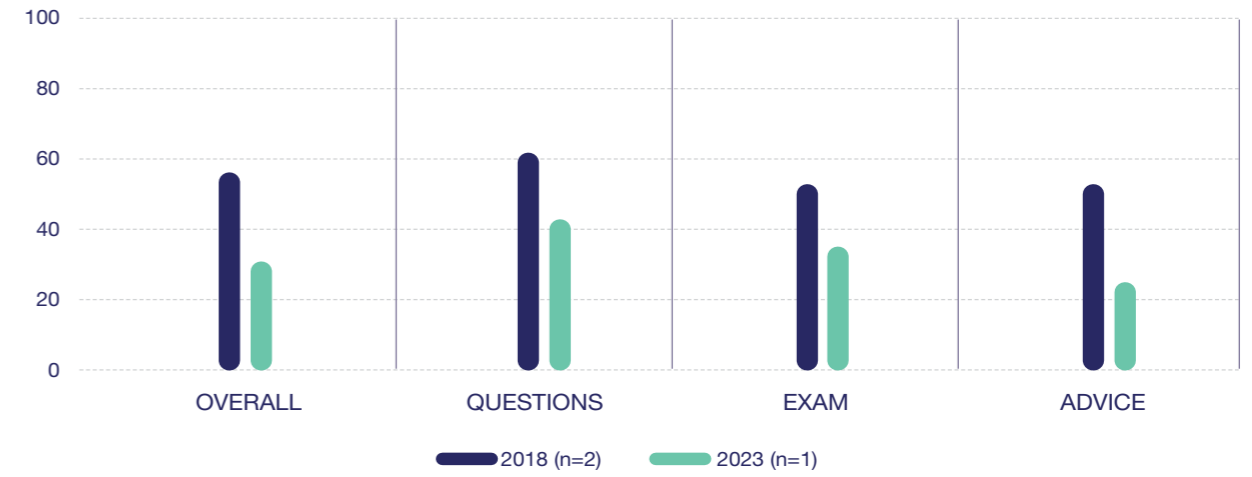
Otoscope	↑↑	↑↑
Ophthalmoscope	↑↑	↓
Doppler	↑↓	↓
Glucometer	↑↑	↑↑
Peak flow meter	↑↓	↓
Tape measure	↑↑	↑↑
Pen light	↑↑	↑↑
Head light	↓	↑↑
Neurological hammer	↑↑	↓
Weight scale for adults	↑↑	↑↑
Weight scale for children (over 2 years old)	↑↑	↑↑
Weight scale for infants and toddlers (up to 2 years old)	↑↑	↑↑
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	↑	↑

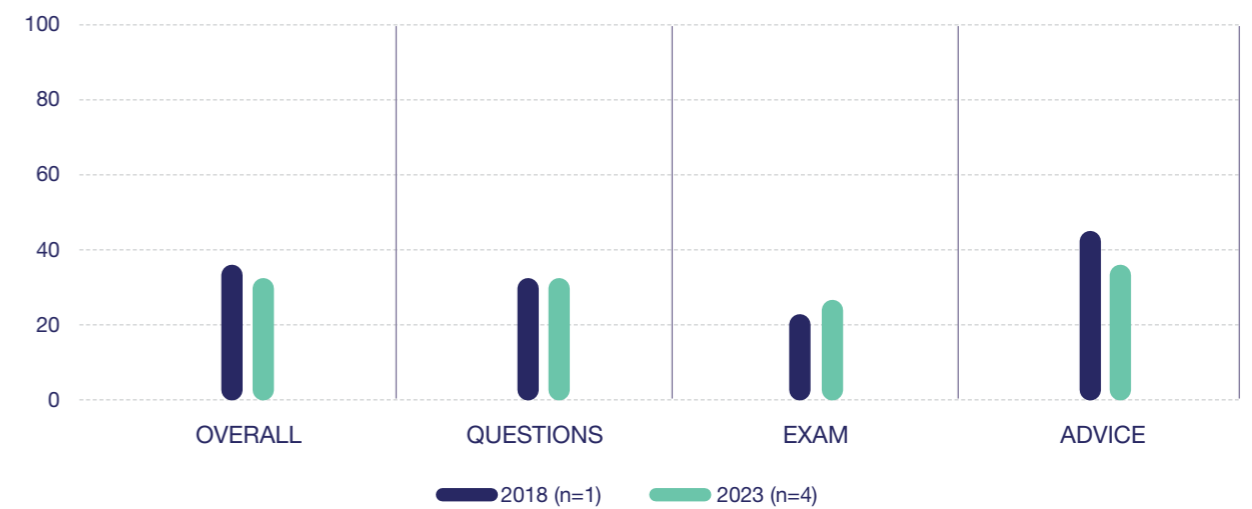
2. Clinical Observations

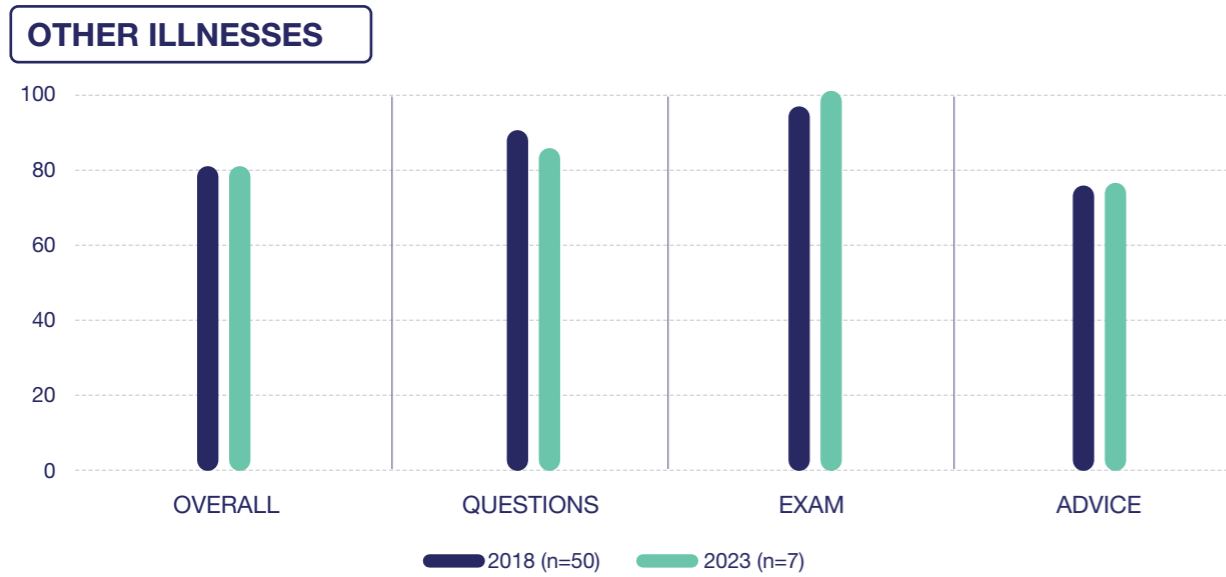
Analyzing the provided graphs, each represents a different aspect of patient care assessments for Diabetes, Hypertension, and Other Illnesses over two time points, 2018 and 2023, at MFMC Istog.

DIABETES



HYPERTENSION





For Diabetes, keeping in mind the very small sample sizes (n=2 for 2018 and n=1 for 2023), there is a noticeable decrease across all categories. This suggests that there may have been a reduction in the quality of clinical consultations within the diabetes care domain.

In the case of Hypertension, the sample size increased from 1 in 2018 to 4 in 2023. Keeping in mind the small sample size, particularly in 2018, it seems that there was a marginal rise in the scores for 'Exam', while the other categories have marked a decline, besides 'Questions' which remained same. All areas though show relatively lower scores.

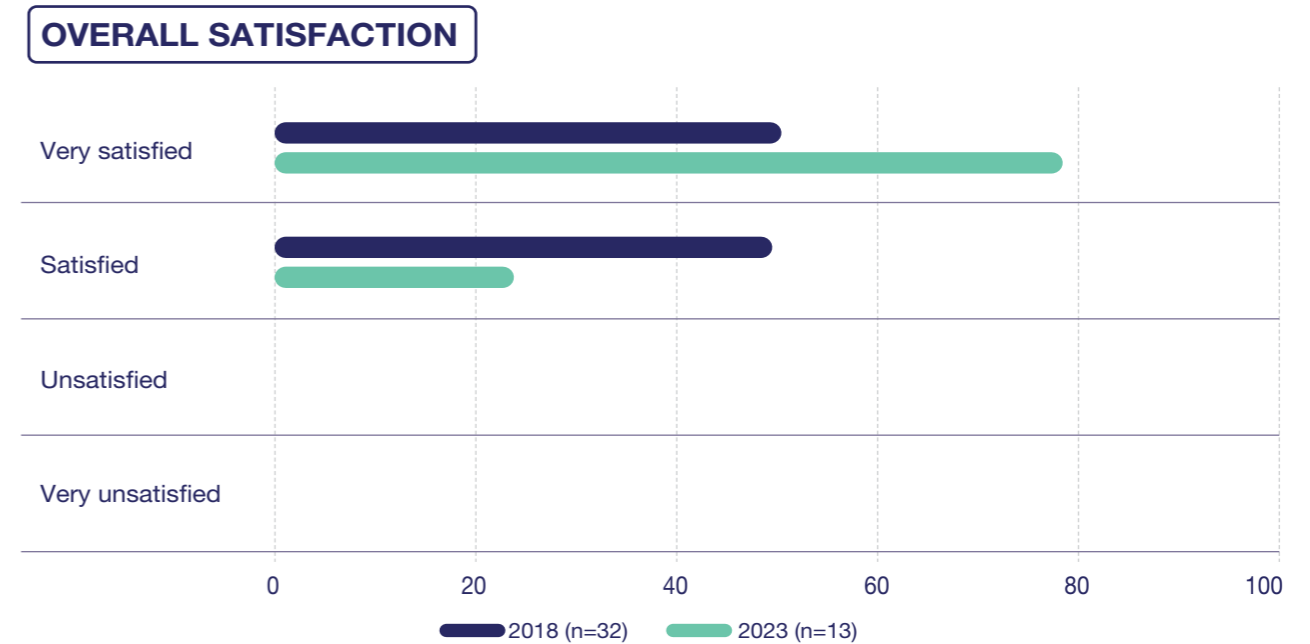
Lastly, the 'Other Illnesses' graph with 50 cases in 2018 and 7 in 2023, shows that scores in 'Overall,' 'Advice,' and 'Exam' remain relatively unchanged and with a small increase, while 'Questions' shows a slight more significant decrease.

For MFMC Istog, these graphs could indicate where to focus improvement efforts. The data

suggests that while certain aspects of patient care are maintaining a standard, there are declines in other areas that warrant attention. In diabetes care, the decline across all metrics, although based on very limited data, should prompt a review of the clinical care process. The hypertension data suggests a mixed outcome where improvements in examination practices may be offset by declines in other areas of patient care. Though overall scores for hypertension are comparatively lower Diabetes and Other Illnesses. The consistent performance in the 'Other Illnesses' category is encouraging, yet the institution should investigate the slight decrease in patient 'Questions'.

Overall, the graphs suggest areas of success and opportunities for focused improvements in patient care practices.

3. Exit Interviews



The data depicts the overall satisfaction levels among patients or stakeholders at MFMC Istog, comparing data from 2018 and 2023. Notably, there are no recorded responses in the 'Unsatisfied' and 'Very Unsatisfied' categories for either year, which is a positive indicator of patient or stakeholder satisfaction.

In 2018, with a sample size of 32, most respondents are in the 'Very Satisfied' and 'Satisfied' categories, with similar share of responses.

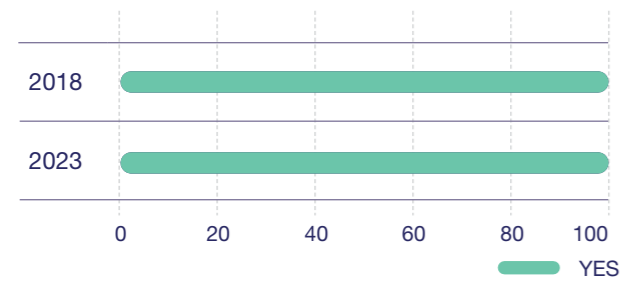
In 2023, the sample size is smaller, with 13 respondents, but the distribution shows shift in response share to the 'Very Satisfied' group.

The absence of responses in the lower two categories ('Unsatisfied' and 'Very Unsatisfied') in both years suggests that MFMC Istog is consistently meeting or exceeding expectations in the areas evaluated by the satisfaction survey. This implies a high level of patient or stakeholder satisfaction with the services or care provided by the institution.

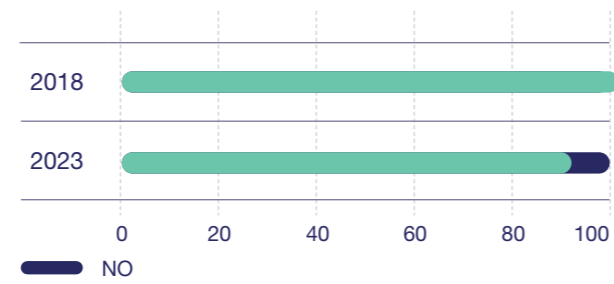
For MFMC Istog, these results could be a testament to the quality of care or services they provide. It would be beneficial for the institution to maintain the reforms that have led to this high level of satisfaction.

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

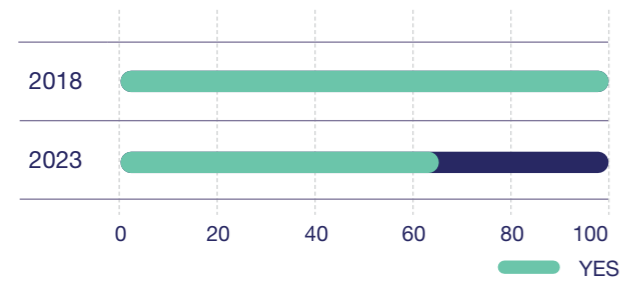
Patient given the opportunity to explain the health problem



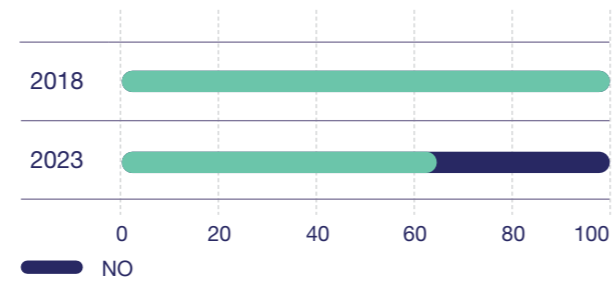
Medical doctor/nurse ensured privacy during the visit



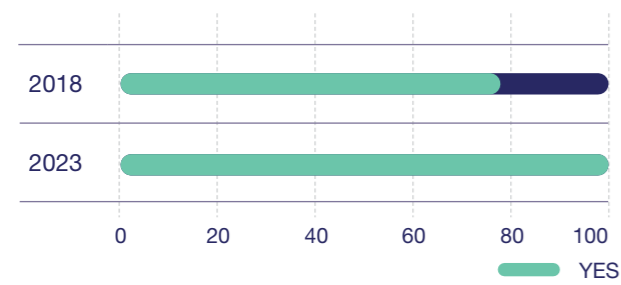
Medical doctor explained the questioning, physical examinations and health problems



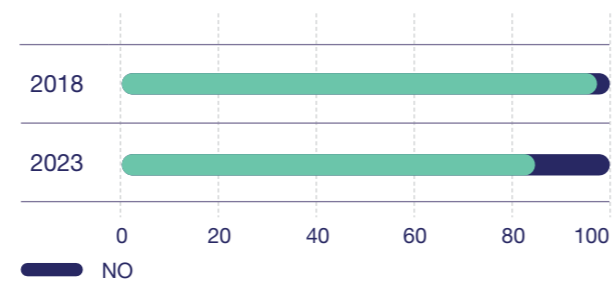
Medical doctor clearly explained the intake of prescribed medicines



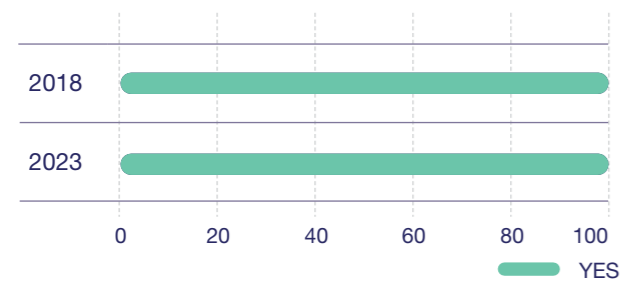
Medical doctor asked the patient if they are currently taking any prescriptions



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

