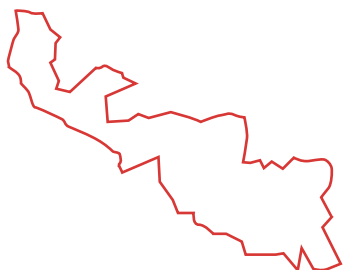


Swiss Agency for Development and Cooperation (SDC)

Accessible Quality Healthcare Project:



Junik

2016-2018-2023



**Accessible
Quality
Healthcare**

Kvalitetno i Pristupačno Zdravstvo
Kvaliteta i Kvalitetno Zdravstveno 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

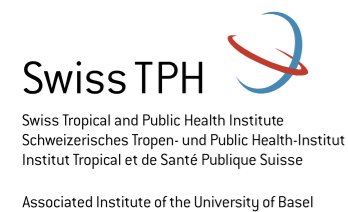
Associated Institute of the University of Basel

Swiss Agency for Development and Cooperation (SDC)

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

2016-2018-2023

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:

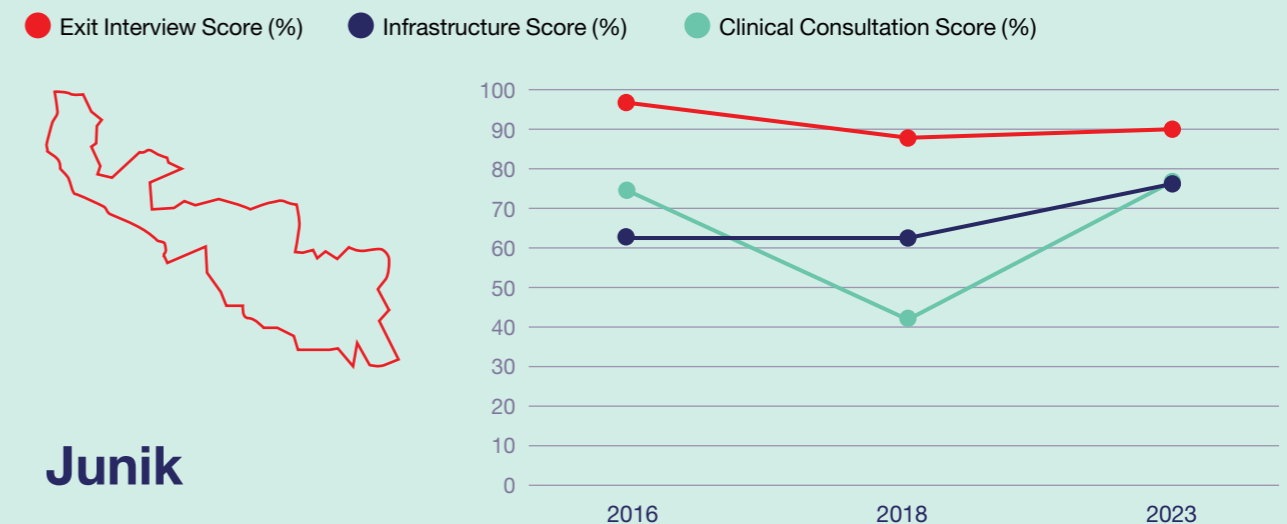
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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



The graph depicts three distinct trend lines representing different performance scores for MFMC Junik from 2016 to 2023.

The Infrastructure Score has shown a positive trend, ascending from just above 60% in 2016 to nearly 80% in 2023. This steady increase suggests consistent improvements or investments in the facilities infrastructure, which is a foundational aspect of healthcare delivery.

Conversely, the Exit Interview Score has demonstrated a decline, starting from a high of around 90% in 2016 and falling to below 85% in 2023. This drop could reflect a range of issues from patient dissatisfaction though scores still remain relatively high.

The Clinical Consultation Score initially experienced a dip from around 70% in 2016 to approximately 40% in 2018. However, it rebounded by 2023 to

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/>

levels observed in 2016. This recovery and sustained high performance, particularly in patient satisfaction, can be attributed to the collective efforts of the MFMC leadership, municipal directorates, health staff, and citizens, supported by the AQH project. Their collaboration appears to have successfully addressed the interim challenges and maintained a high standard of service. Such an upswing in the Clinical Consultation Score is indicative of effective interventions and improvements in the quality of clinical care provided to patients.

For MFMC Junik, the mixed outcomes across these metrics suggest that while there has been success in developing the physical infrastructure, there have been challenges in maintaining consistent patient satisfaction as measured by exit interviews. The

decline in this area may overshadow the gains made in infrastructure and clinical consultations if not addressed. MFMC Junik should delve further into the underlying causes of the patient dissatisfaction reducing as suggested by the exit interview scores and take corrective action.

Moreover, the resurgence in the Clinical Consultation Score from 2018 to 2023 underscores the institution's capacity for corrective measures and improvement. This turnaround is likely the result of focused efforts by the institution's leadership to enhance the patient's experience and care quality. MFMC Junik should continue these collaborative efforts to ensure that the high standards are not only maintained but also built upon for future excellence in healthcare service delivery.

1. Infrastructure assessment: Status of general medical equipment

The infrastructure available at key facilities in Junik has also shown a positive trend within the project time frame with more and more needed equipment being available and in functional condition. The data is not available for 2018.

Equipment	Facility type (Availability, Functionality) ²	
	MFMC Dr Ali Hoxha / Junik	
	2016	2023
Microsurgery	↑↑	↑↑
Nebulizer	↑↑	↑↑
Ambu mask	↑↑	↑↑

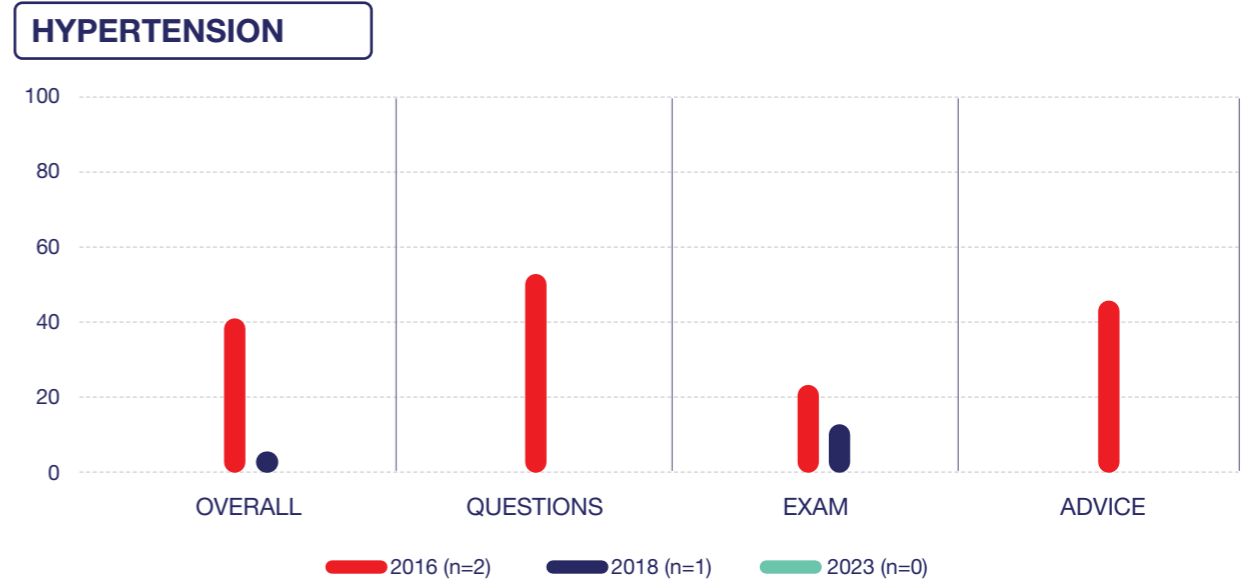
² ↑ = Available; ↑↑ = Functional, ↓ = Not available, ↓↓ = Not functional

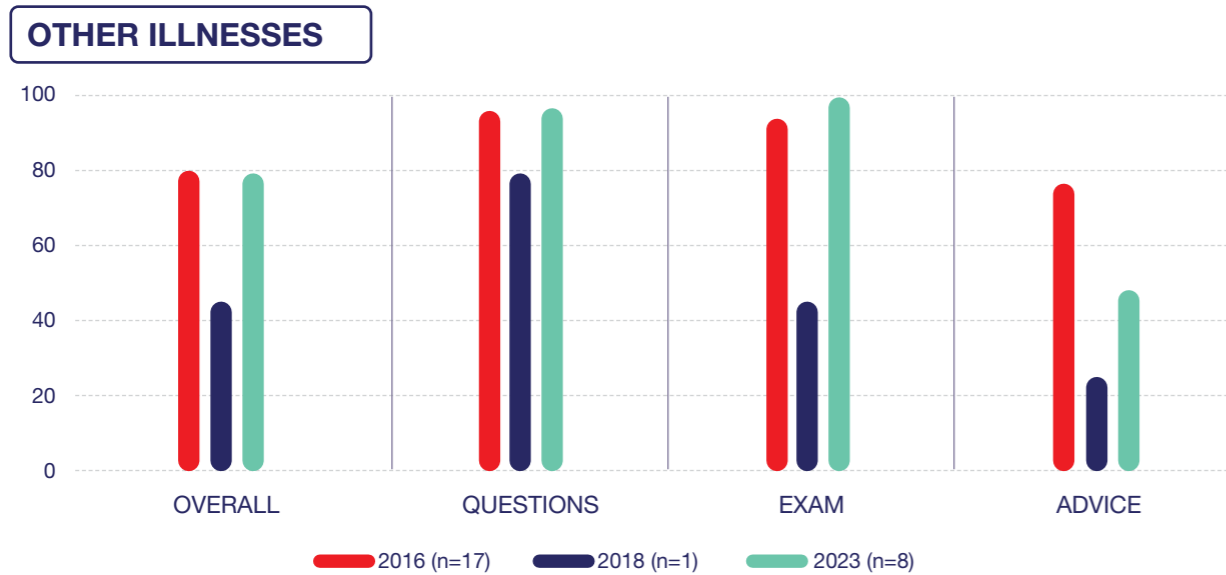
Strong source of light in good condition (portable)	↓	↑↑
Nasal speculum	↓	↑↑
Otoscope	↑↑	↑↑
Ophthalmoscope	↑↑	↑↑
Doppler	↓	↓
Glucometer	↑↑	↑↑
Peak flow meter	↓	↓
Tape measure	↑↑	↑↑
Pen light	↓	↑↑
Head light	↓	↑↑
Neurological hammer	↓	↑↑
Weight scale for adults	↑↓	↑↑
Weight scale for children (over 2 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

The provided graphs illustrate assessments of patient care in three categories: Diabetes, Hypertension, and Other Illnesses at MFMC Junik over the years 2016, 2018, and 2023. Each category is assessed on four metrics: Overall, Questions, Exam, and Advice. No diabetes patient consultations were observed during any of the studies.





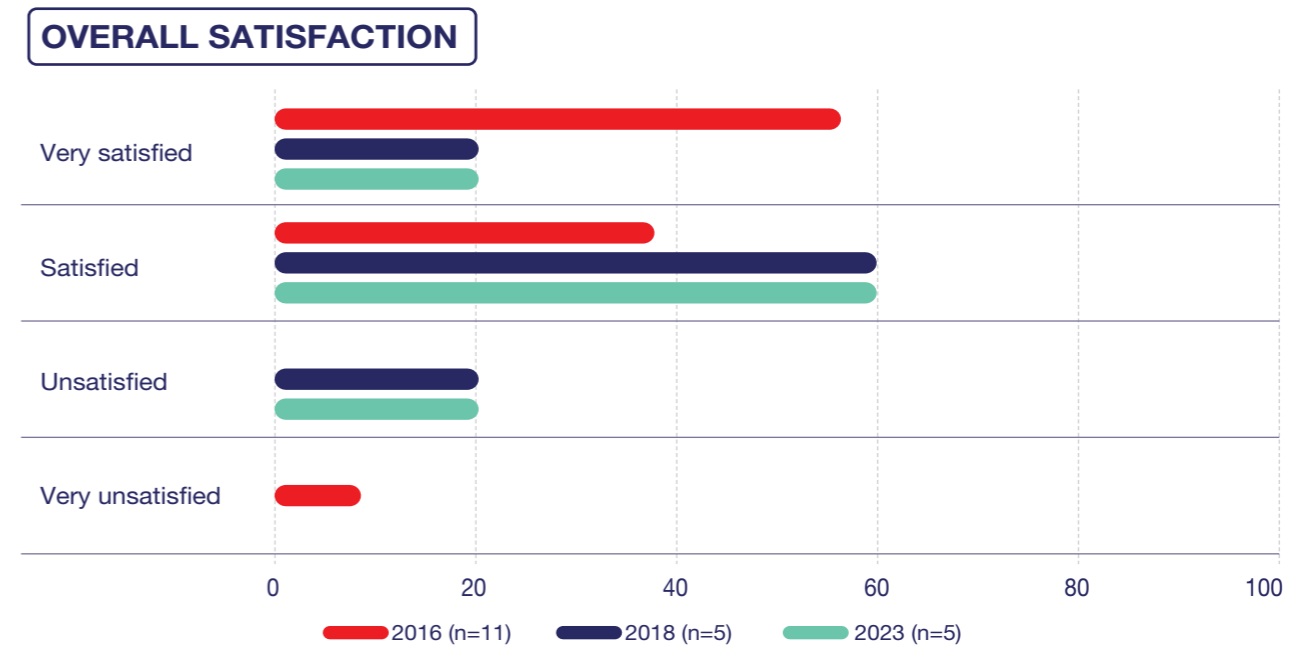
In the Hypertension category, there is a notable decrease in the number of assessments from 2016 to 2018, and no data is available for 2023. The assessments that do exist show fluctuations across the board, with a higher initial score for 'Questions' in 2016. The 'Exam' category shows a significant drop from 2016 to 2018. The small sample sizes make it challenging to draw definitive conclusions about the performance.

The graph for Other Illnesses presents more data, especially for 2016 and 2023, allowing for a slightly more clearer picture. While the scores in 2016 were relatively high across all four metrics, there is a noticeable dip in 2018, followed by rebound in 2023 for all areas. The 'Exam' score in 2023, however, remains higher than the 2016 score. This pattern could indicate a transient

challenge in 2018 that was addressed by 2023 across all areas. It's also important to note that the sample size in 2018 is significantly smaller than in the other years, which might distort the apparent severity of the dip in performance.

Considering the fluctuations in performance and the very small sample sizes, especially for Diabetes and Hypertension, these graphs highlight the necessity for MFMC Junik to engage in a detailed review of the factors impacting patient care across different medical conditions. Such analysis would be essential to fully understand the patient care dynamics and to guide improvements in service quality as limited data reduces the room for interpretation.

3. Exit Interviews



In 2016, with 11 respondents, the majority reported being 'Very satisfied,' with a smaller yet substantial portion indicating they were 'Satisfied.' A minimal number of respondents were 'Very unsatisfied.' This distribution suggests a high degree of contentment among patients with the services they received.

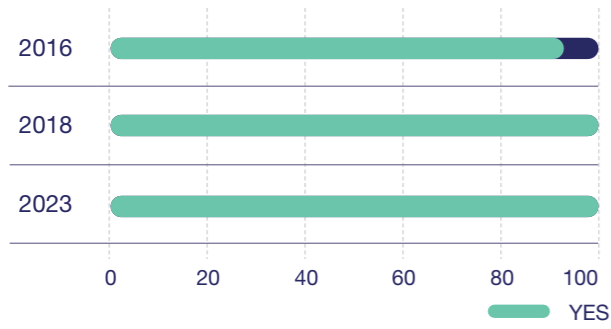
By 2018, the sample size reduced to 5 respondents, which makes year-to-year comparisons less reliable. However, it's noticeable that the proportion of 'Very satisfied' respondents decreased slightly from 2016, with an increase in the 'Satisfied' category (compared to 2016). There was also a slight increase in the 'Unsatisfied' category, while the 'Very unsatisfied' category has no responses. This could imply a slight shift in patient sentiment, perhaps due to changes in service delivery or patient expectations.

The data from 2023, with a sample size equal to that of 2018, shows exactly the same level of responses in all categories as 2018. This suggests a maintained level of satisfaction among the majority.

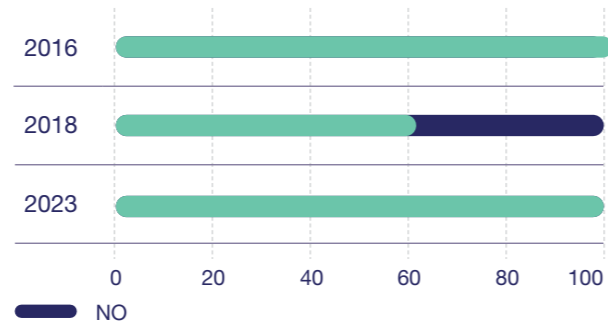
What these satisfaction levels indicate for MFMC Junik is an overall consistent performance in patient satisfaction over the years. Despite the fluctuating proportions in satisfaction categories since 2016, the fact that most patients remain in the satisfied to very satisfied range is encouraging. Maintaining open channels for patient communication and feedback will be vital for understanding and addressing the concerns underlying patient satisfaction.

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

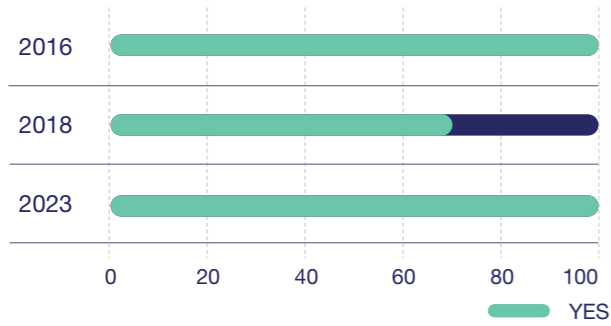
Patient given the opportunity to explain the health problem



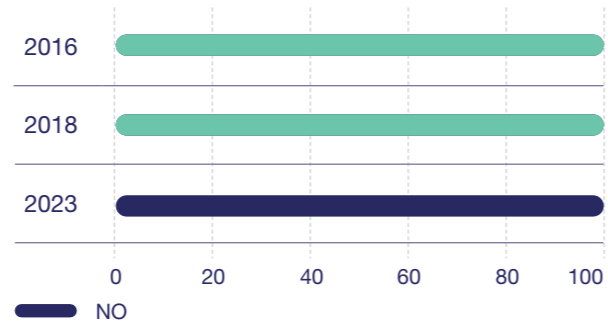
Medical doctor/nurse ensured privacy during the visit



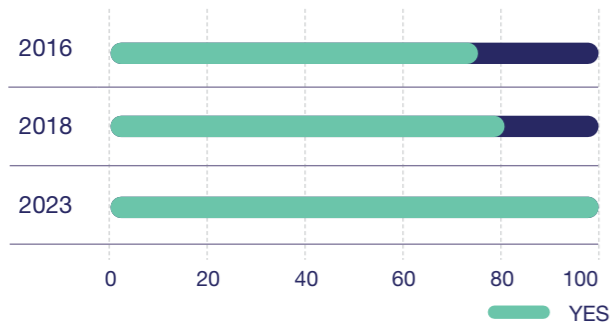
Medical doctor explained the questioning, physical examinations and health problems



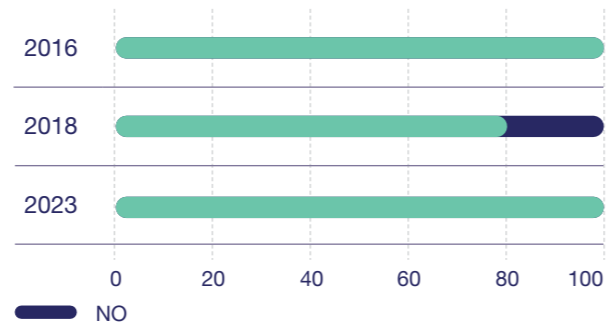
Medical doctor clearly explained the intake of prescribed medicines



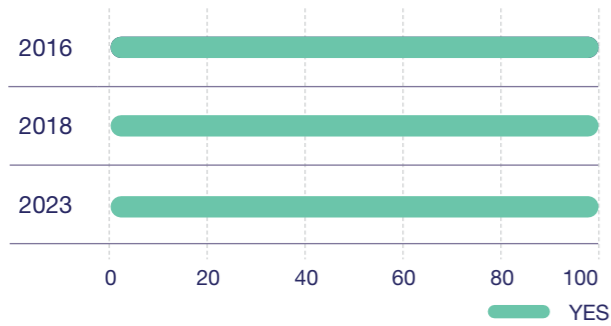
Medical doctor asked the patient if they are currently taking any prescriptions



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

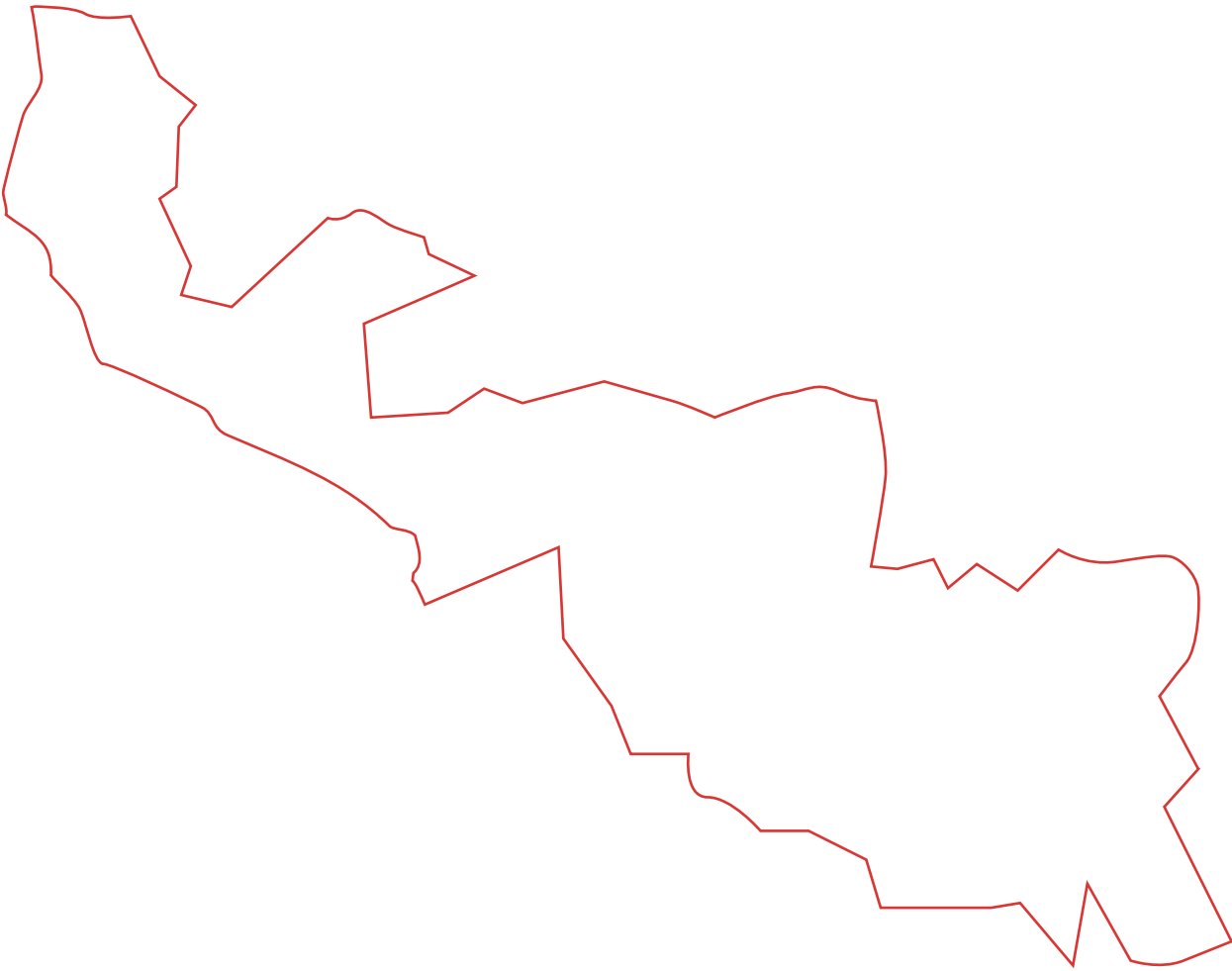


Medical doctor listened carefully to patient concerns and questions and gave satisfactory answers



Medical doctor/nurse was in general polite during consultation





**Junik – Quality of Care in Primary Health Care
Trends across 2016-2018-2023**