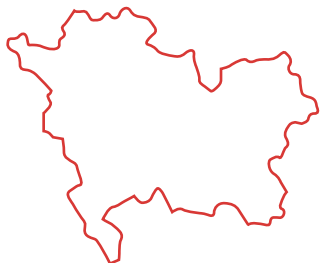


Swiss Agency for Development and Cooperation (SDC)

Accessible Quality Healthcare Project:



Dardanë/Kamenica

2018-2023



**Accessible
Quality
Healthcare**

Najbolja Školska Učionica u Bosni
Pristupačno i Kvalitetno Zdravstveno Zaštita

SDC project implemented by Swiss TPH



Schweizerische Eidgenossenschaft
Confédération suisse
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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

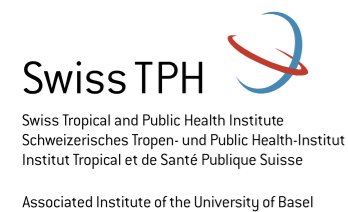
Associated Institute of the University of Basel

Swiss Agency for Development and Cooperation (SDC)

**Accessible Quality
Healthcare Project:
Dardanë / Kamenica
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

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Contributions

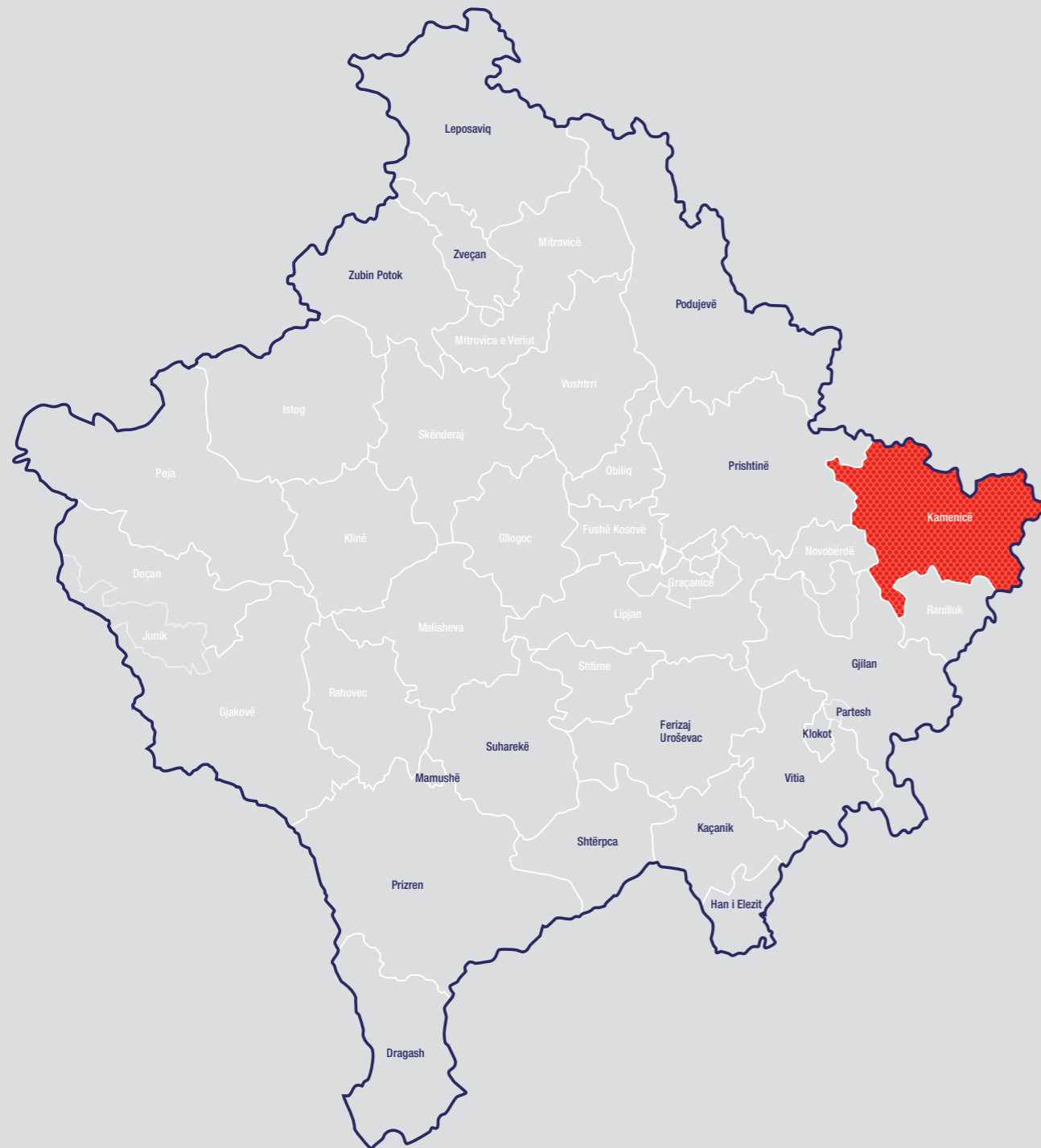
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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

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

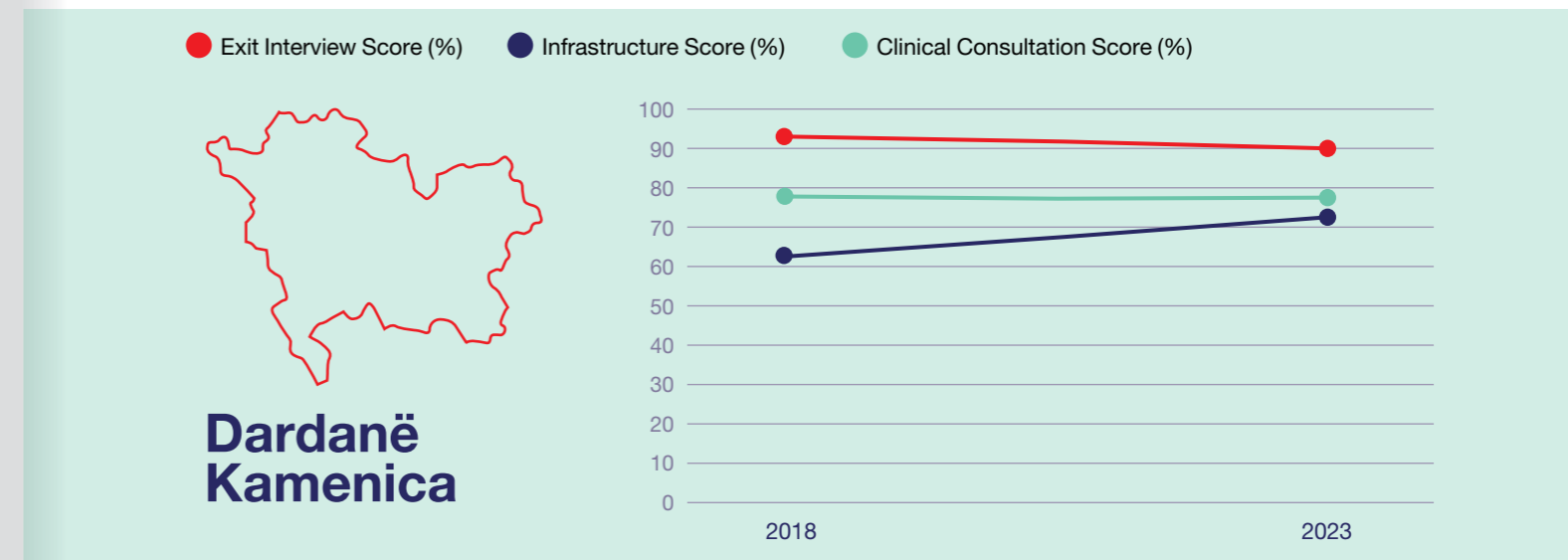
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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 Infrastructure Score has seen a moderate increase from just above 60% to approximately 75%. This suggests that there have been improvements in the physical infrastructure

The Clinical Consultation Score has remained relatively stable, with only a slight decrease. This indicates consistency in the quality of clinical interactions between healthcare professionals and patients.

The Exit Interview Score, similar to overall patient satisfaction at the end of their visit or treatment, has remained consistently high and stable, hovering around 90%. This denotes a continuous perception of high quality of care from the patient’s perspective upon concluding their interaction with the facility.

In summary, MFMC Kamenice exhibits a solid performance in terms of infrastructure and patient satisfaction, with both areas either improving or

¹ Rajkumar S, Knoblauch AM, Ramadan 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/>

maintaining high scores. The steady performance in clinical consultations suggests that patients are consistently receiving good quality clinical care. The positive results, particularly the improvements in infrastructure and sustained patient satisfaction, can likely be credited to the collaborative efforts of

the MFMC leadership, municipal directorates, health staff, and the community, bolstered by support from the AQH project. This collective endeavor appears to have been effective in enhancing the facility's operations and maintaining a high standard of patient care.

1. Infrastructure assessment: Status of general medical equipment

With data available only for 2023, below is the status of infrastructure available at key facilities in Kamenice.

Equipment	Facility type (Availability, Functionality) ²	
	MFMC Dardanë/Dardanë	FMC Str.Te Kisha
	2023	2023
Microsurgery	↑↑	↑↓
Nebulizer	↑↑	↑↑
Ambu mask	↑↑	↑↑
Strong source of light in good condition (portable)	↑↑	↑↑
Nasal speculum	↑↓	↑↑
Otoscope	↑↑	↑↑
Ophthalmoscope	↑↑	↑↑
Doppler	↑↑	↑↓

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

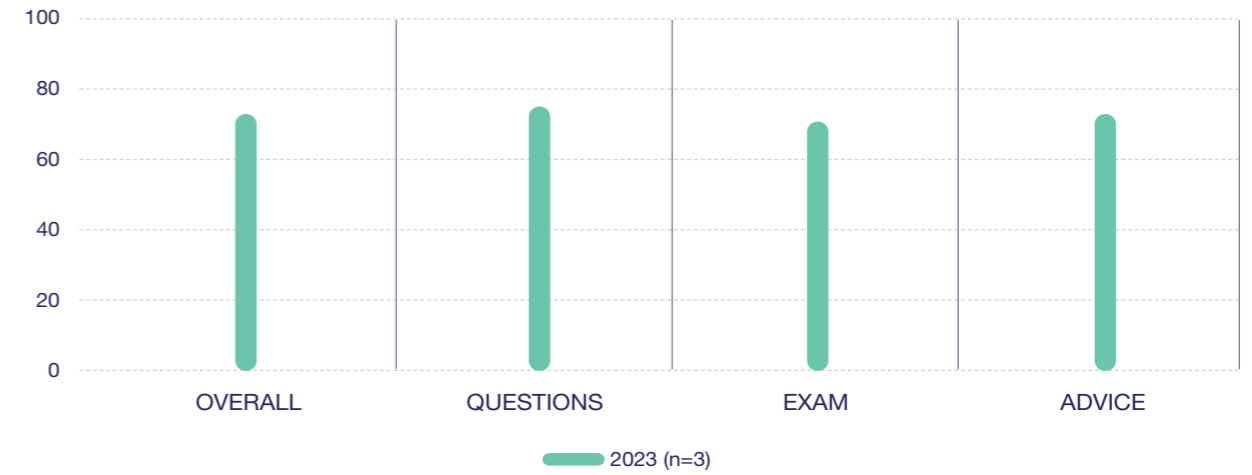
Glucometer	↑↑	↓
Peak flow meter	↑↓	↑↓
Tape measure	↑↑	↑↑
Pen light	↑↓	↑↑
Head light	↑↓	↑↑
Neurological hammer	↑↑	↑↓
Weight scale for adults	↑↑	↑↑
Weight scale for children (over 2 years old)	↑↑	↑↑
Weight scale for infants and toddlers (up to 2 years old)	↑↑	↑↑
Sphygmomanometer for children	↑↑	↑↓
Sphygmomanometer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

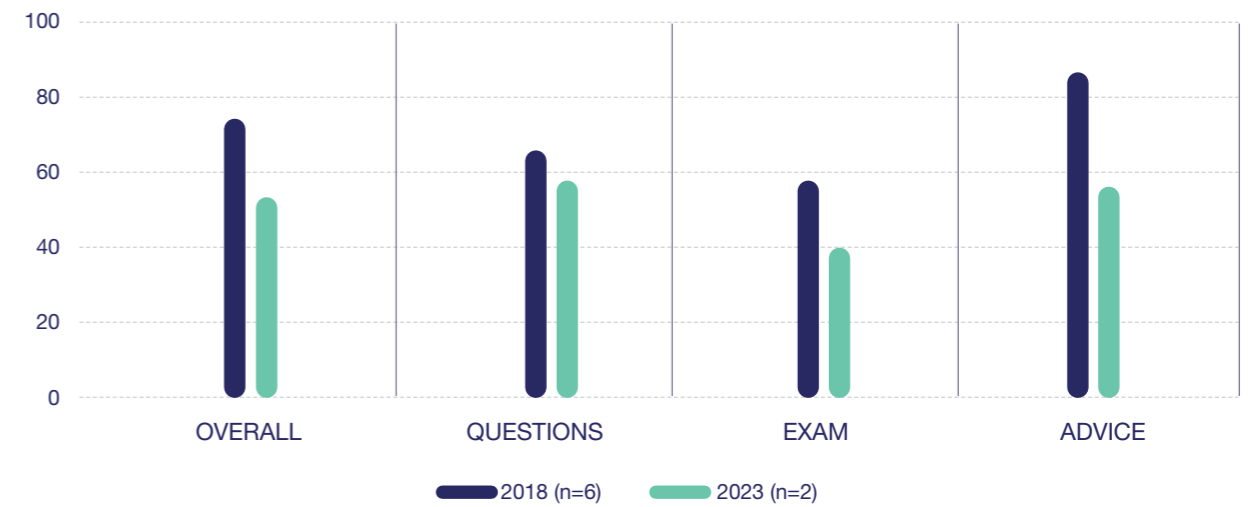
2. Clinical Observations

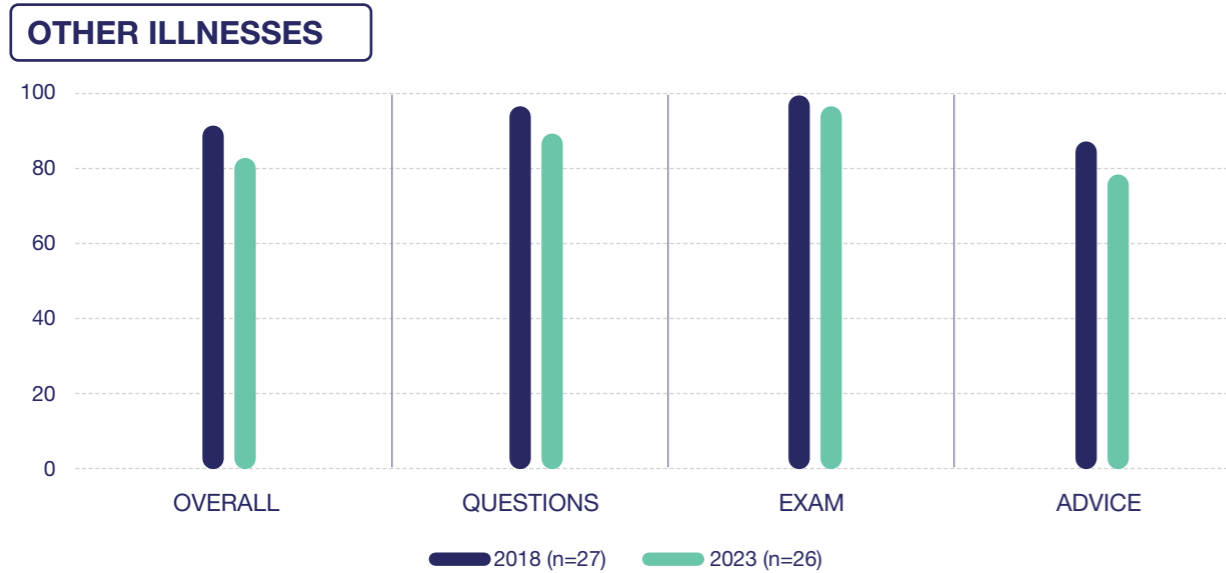
The graphs reflect patient care assessments for Diabetes, Hypertension, and Other Illnesses at MFMC Kamenice, comparing the years 2018 and 2023 across various care dimensions: Overall, Questions, Exam, and Advice.

DIABETES



HYPERTENSION





For Diabetes care in 2023, we see uniform scores across all dimensions, which are all presented for the first time, given there were no data points in 2018. The lowest scoring area was “Exam”.

For hypertension, the sample size decreased from 6 in 2018 to 2 in 2023, which is a significant reduction and should be considered when interpreting the data. Across the four metrics — Overall, Questions, Exam, and Advice — there is a noticeable downward trend from 2018 to 2023. This suggests a decline in all aspects of clinical consultations provided for Hypertension patients at MFMC Kamenice. The drop across all categories indicates that need to be better understood and addressed by the institution.

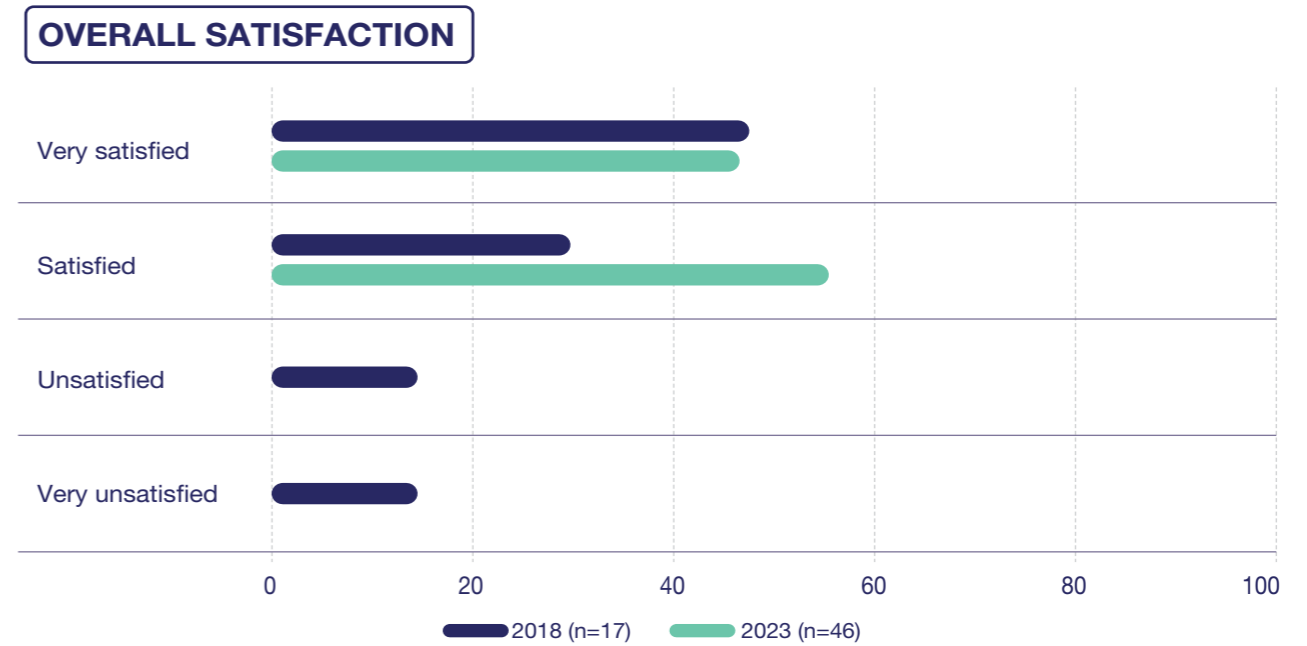
For other illness, the sample size is much larger and nearly consistent, with 27 in 2018 and 26 in 2023, providing a more stable basis for comparison. Here too, all the metrics show a decrease over the five-year period. While the sample size is robust, the consistent downward trend across all areas

though marginal might warrant better understanding of the reasons

For MFMC Kamenice as an institution, these graphs suggest a need to critically assess the internal processes and patient care strategies, especially considering that the decrease is evident even with a larger sample size for Other Illnesses. This broad decline might be influenced by several factors which would be worth understanding further.

The data indicates that despite the sample size for Other Illnesses being stable, there is a universal reduction in patient satisfaction. Given that the decline is not limited to a single area, MFMC Kamenice may need to undertake a comprehensive review of their patient care practices. It’s also important to engage with patients and staff to understand the reasons behind these trends. This engagement can inform targeted improvements to address the specific challenges contributing to the reduced scores. Investigating these trends could help MFMC Kamenice to reverse the negative trends and improve the quality of care and patient satisfaction moving forward.

3. Exit Interviews



The graph portrays patient overall satisfaction levels at MFMC Kamenice, comparing the years 2018 and 2023. The larger sample size in 2023 (n=46) compared to 2018 (n=17) provides a more substantial basis for evaluating trends in patient sentiment.

In 2023, the majority of patients indicate they are ‘Satisfied’, with a noticeable proportion also ‘Very satisfied’. Interestingly, the proportion of patients who are ‘Unsatisfied’ or ‘Very unsatisfied’ appears to not exist. This pattern suggests a high degree of patient contentment with the services provided, a benchmark for the institution’s performance.

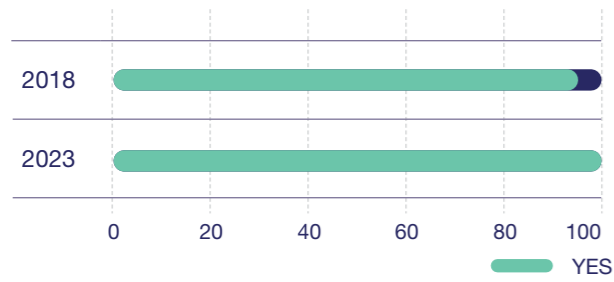
Compared to 2018, the proportion of ‘Very satisfied’ patients was higher than 2023. The increase in satisfaction levels is especially significant considering the larger sample size in 2023, as it could indicate a broad-based improvement that impacts a greater number of patients.

However, despite the increase in satisfaction, there is also a slight increase in the proportion of ‘Unsatisfied’ and ‘Very unsatisfied’ patients in 2023 which, while small, warrants attention to ensure that the causes of dissatisfaction are understood and addressed.

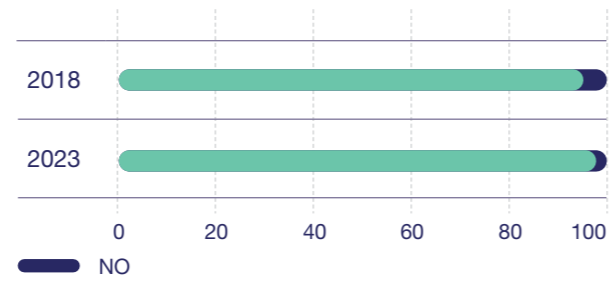
Overall, the graph suggests that MFMC Kamenice has been effective in maintaining and potentially improving patient satisfaction levels. This high degree of patient satisfaction in 2023, compared to 2018, could be a result of concerted efforts by the institution’s leadership, health staff, and support from associated projects, which appears to have resonated positively with the patient community.

Despite the overall situation in self reported patient satisfaction in Kamenice, 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



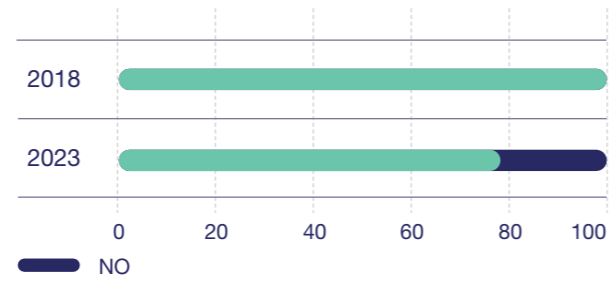
Medical doctor/nurse ensured privacy during the visit



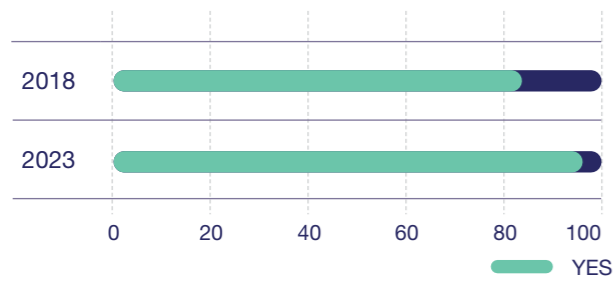
Medical doctor explained the questioning, physical examinations and health problems



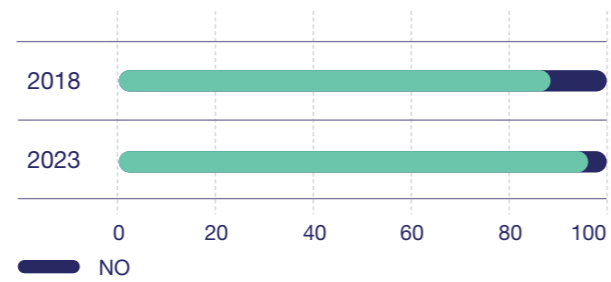
Medical doctor clearly explained the intake of prescribed medicines



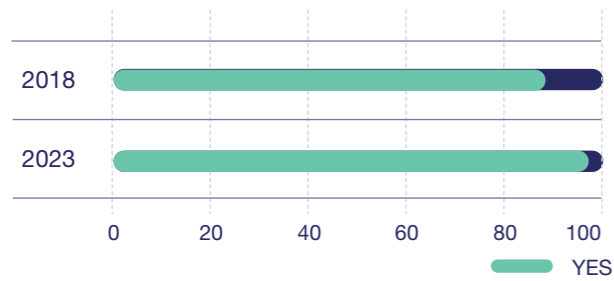
Medical doctor asked the patient if they are currently taking any prescriptions



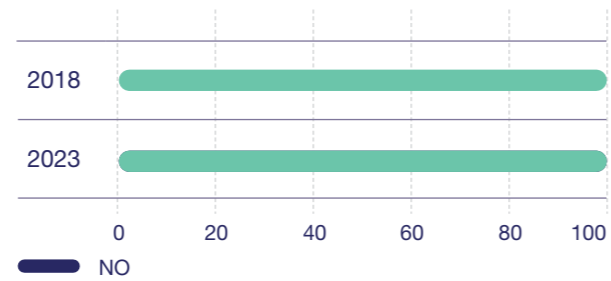
During consultation the patient had a chance to ask questions about the investigations, the health problems and treatment

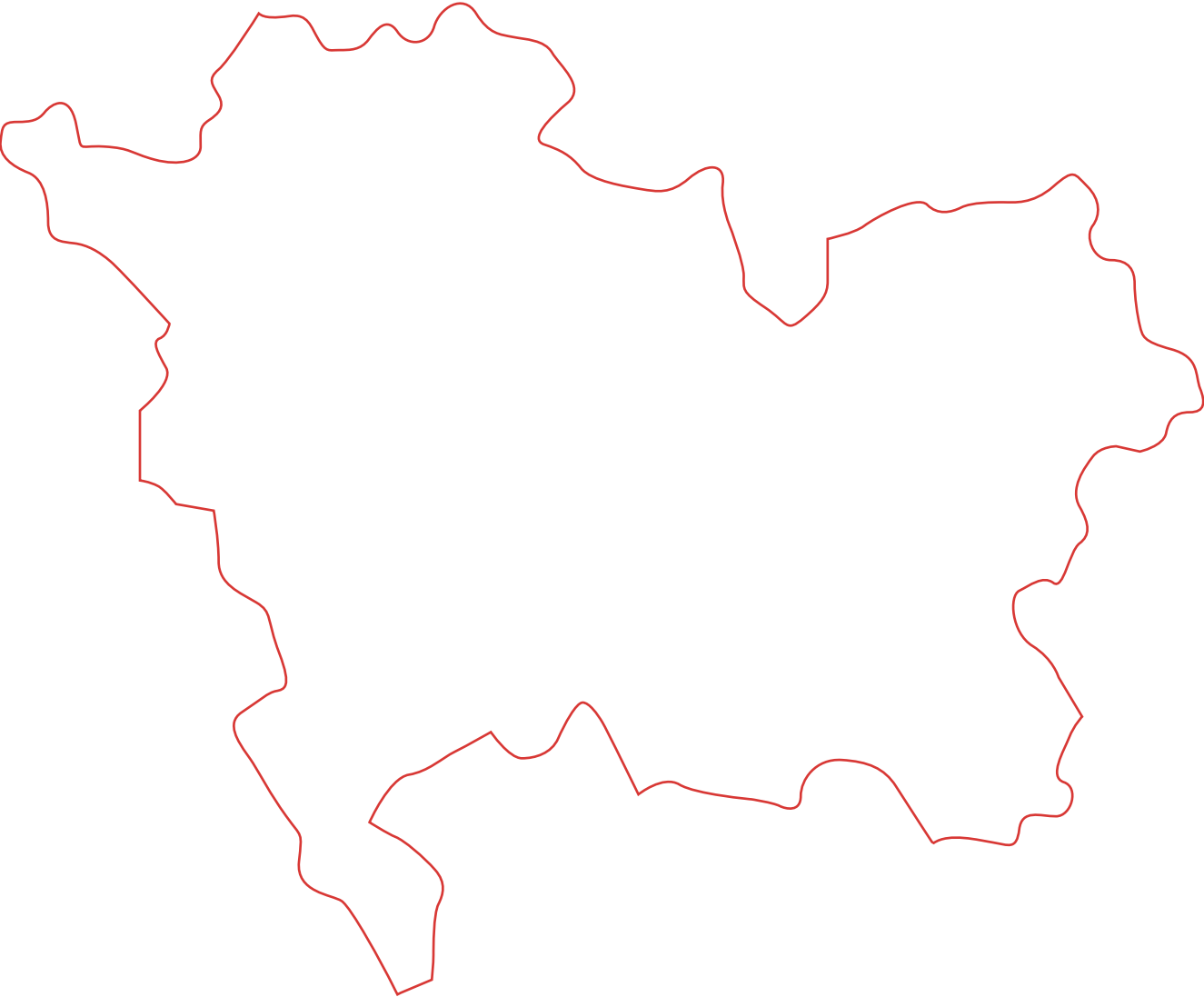


Medical doctor listened carefully to patient concerns and questions and gave satisfactory answers



Medical doctor/nurse was in general polite during consultation





Dardanë/Kamenica – Quality of Care in Primary Health Care Trends across 2018-2023