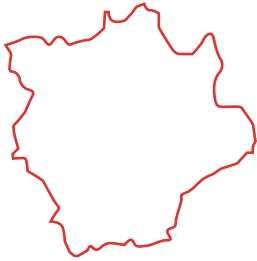


Swiss Agency for Development and Cooperation (SDC)

# Accessible Quality Healthcare Project:



**Klinë**

2018-2023



**Accessible  
Quality  
Healthcare**

Kujdesa Shëndetësore | Kvaliteti dhe Qëllor  
Pristupačna i Kvalitetna Zdravstvena Zadržila

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:  
Klinë**  
**Quality of Care  
in Primary Health Care  
Trends across**

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**2018-2023**

# Contacts

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**Dergone materialin per kete pjese sepse nuk ma keni dergu**

# Acknowledgements

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**Contributions**

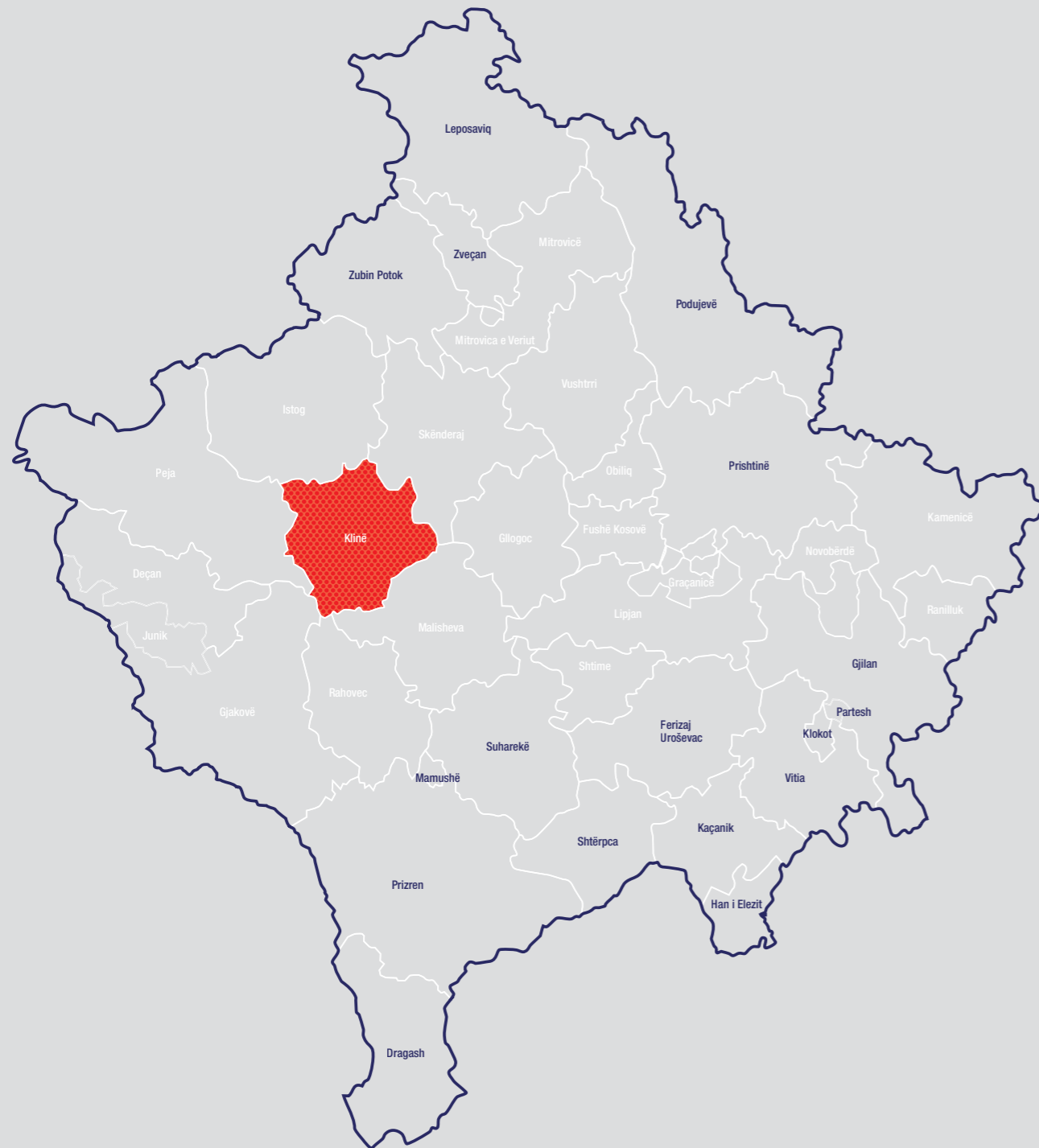
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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

**Acknowledgements**

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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:**

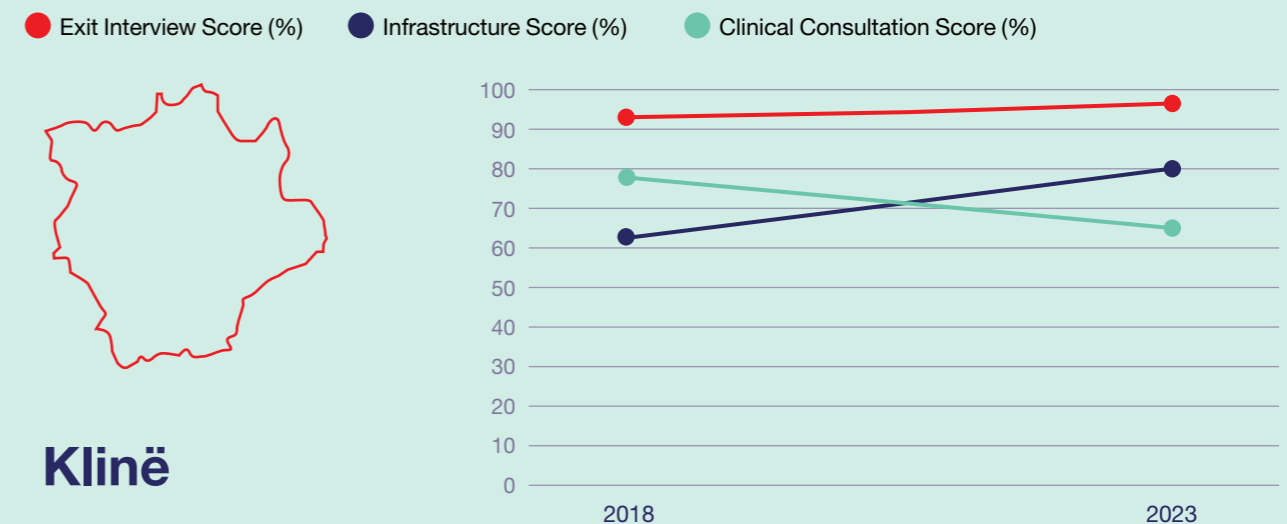
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

**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. <sup>1</sup>



The Infrastructure Score has increased from 60% in 2018 to about 80% in 2023, suggesting improvement in the facility’s infrastructure during this period. This increase can be considered a positive aspect, indicating that the existing infrastructure has been maintained and improved upon over the years.

The Clinical Consultation Score shows a decline, dropping from around 80% to approximately 65%. This decrease might imply that there have been

challenges in the quality of clinical consultations.

Conversely, the Exit Interview Score, which can be seen as a proxy for patient satisfaction at discharge, shows an increase from about 90% to closer to 95%. This rise suggests an improvement in patients’ overall satisfaction with their experience.

Overall, the performance for MFMC Klinë indicates a satisfactory provision of healthcare infrastructure,

<sup>1</sup> 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/>

a need for review and enhancement in clinical consultations, and well maintained patient satisfaction upon exit. The increase in patient satisfaction and infrastructure can particularly be seen as a positive

outcome, likely attributable to the collaborative efforts between the MFMC leadership, municipal directorates, health staff, and citizens, with the support from the AQH project.

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

The data for 2023 indicates that the infrastructure available at key facility in Kline. However, the data for FMC Zllakuqan is not available since there was no assessment. The reason for no assessment

was because in this facility it was reported that there are no doctor and no/zero-out patients visit. Hence, this facility was dropped during sampling.

Equipment	Facility type (Availability, Functionality) <sup>2</sup>	
	MFMC Klinë/Str.Muhamet Hoxha	FMC Kline/Zllakuqan
	2023	2023
Microsurgery	↑↑	No assessment
Nebulizer	↑↑	No assessment
Ambu mask	↑↑	No assessment
Strong source of light in good condition (portable)	↑↑	No assessment
Nasal speculum	↓	No assessment
Otoscope	↑↑	No assessment
Ophthalmoscope	↑↑	No assessment
Doppler	↓	No assessment

<sup>2</sup> ↑ = Available; ↑ = Functional, ↓ = Not available, ↓ = Not functional

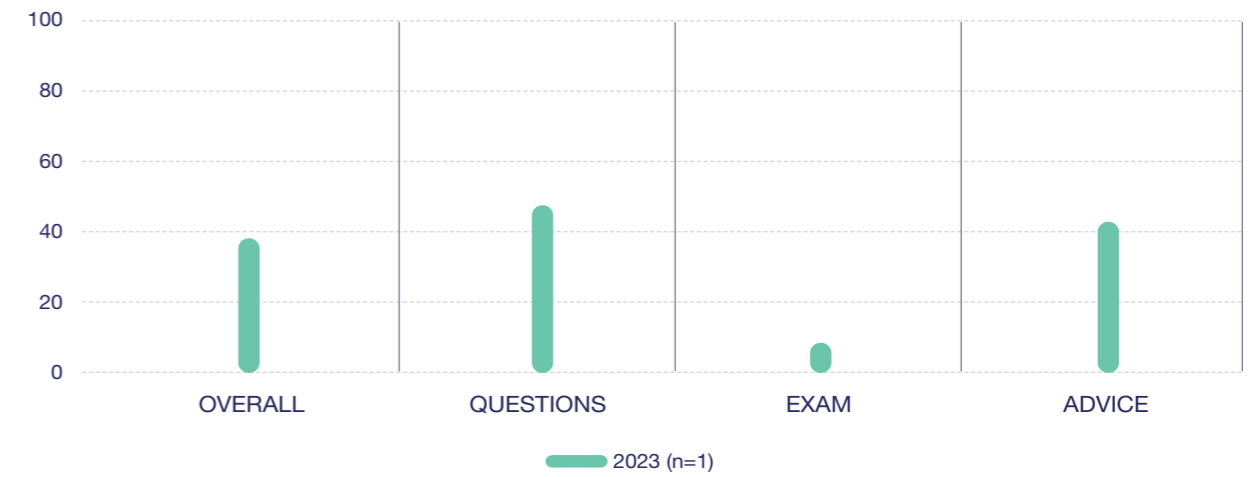
Glucometer	↑↑	No assessment
Peak flow meter	↑↑	No assessment
Tape measure	↑↑	No assessment
Pen light	↑↑	No assessment
Head light	↑↑	No assessment
Neurological hammer	↓	No assessment
Weight scale for adults	↑↑	No assessment
Weight scale for children (over 2 years old)	↑↑	No assessment
Weight scale for infants and toddlers (up to 2 years old)	↑↑	No assessment
Sphygmomanometer for children	↓	No assessment
Sphygmomanometer for adults	↑↑	No assessment
Stethoscope for children	↑↑	No assessment
Stethoscope for adults	↑↑	No assessment
Obstetrical stethoscope/ Fetoscope	↓	No assessment
Pelvimeter	↓	No assessment
Sterilization equipment and anti-septical protocol	↑↑	No assessment
Pulse oximeter	↑↑	No assessment
Refrigerator	↑↑	No assessment
Vaccine refrigerator/portable	↑↑	No assessment

Height meter board for children (up to two years old)	↑↑	No assessment
Meter for height measuring (children over two years of age)	↑↑	No assessment
Thermometer	↑↑	No assessment
Tuning fork	↑↑	No assessment
Table for vision testing	↑↑	No assessment
Ear syringe	↑↑	No assessment
Scissors	↑↑	No assessment
Timer	↑↑	No assessment
Snellen eye chart	↑↑	No assessment
Children growth chart	↑	No assessment
Tongue depressor	↑	No assessment

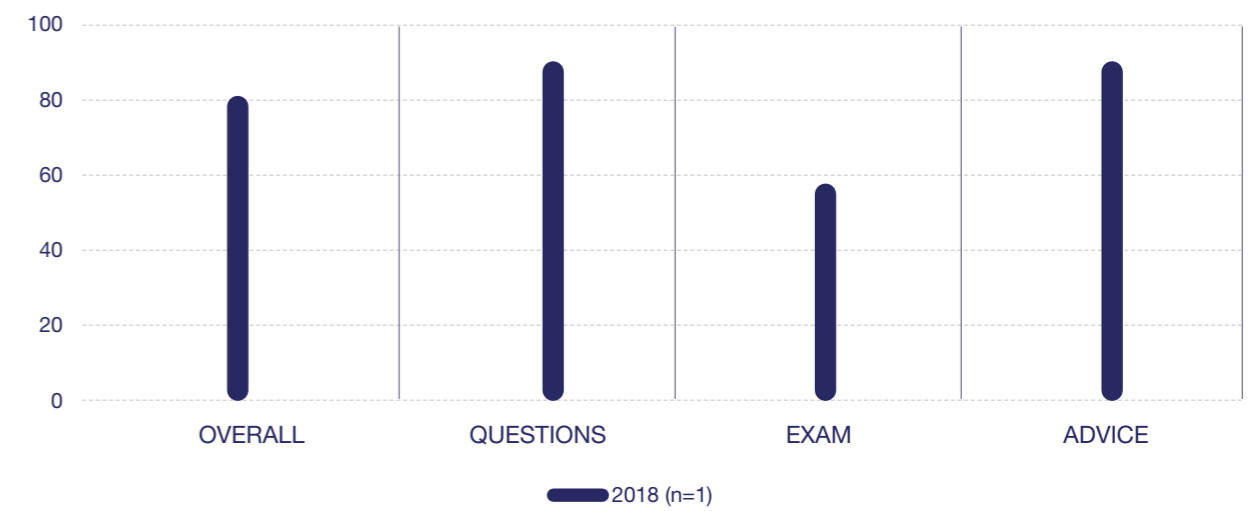
## 2. Clinical Observations

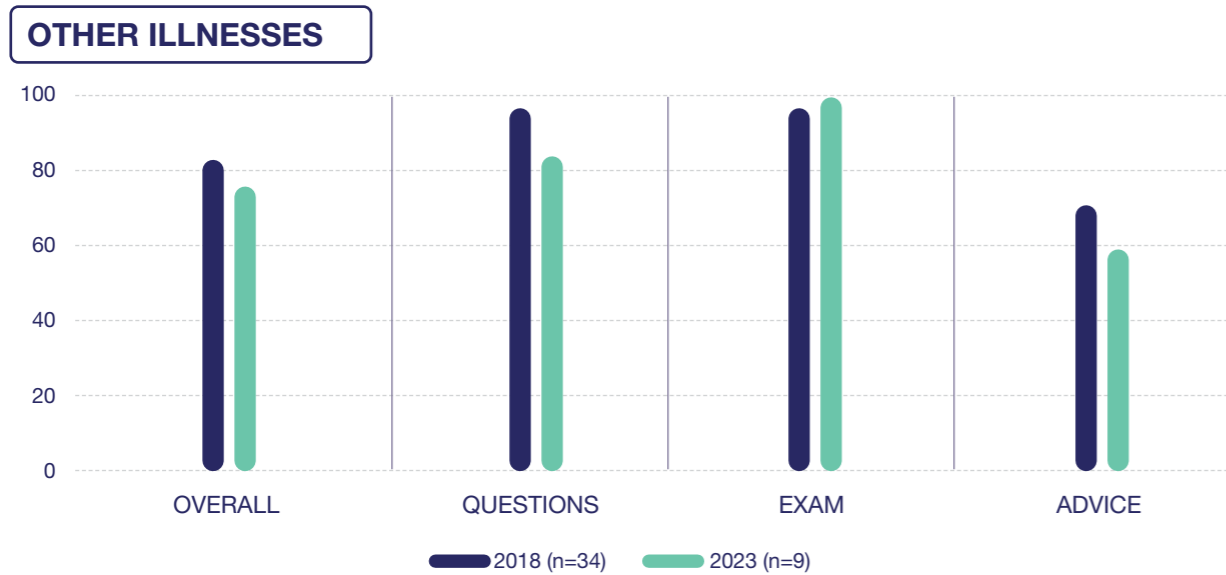
The graphs provide data on patient care assessments for Diabetes, Hypertension, and Other Illnesses at MFMC Kline, with a focus on the years 2018 and 2023.

### DIABETES



### HYPERTENSION





For Diabetes in 2023, there is only one respondent, making it difficult to extract a meaningful trend or a generalizable conclusion. The singular data points for ‘Overall’, ‘Questions’, and ‘Advice’ suggest areas where patient care assessments were recorded, albeit the scores indicate room for improvement, particularly in ‘Exam’. Though all parameters were scoring relatively low.

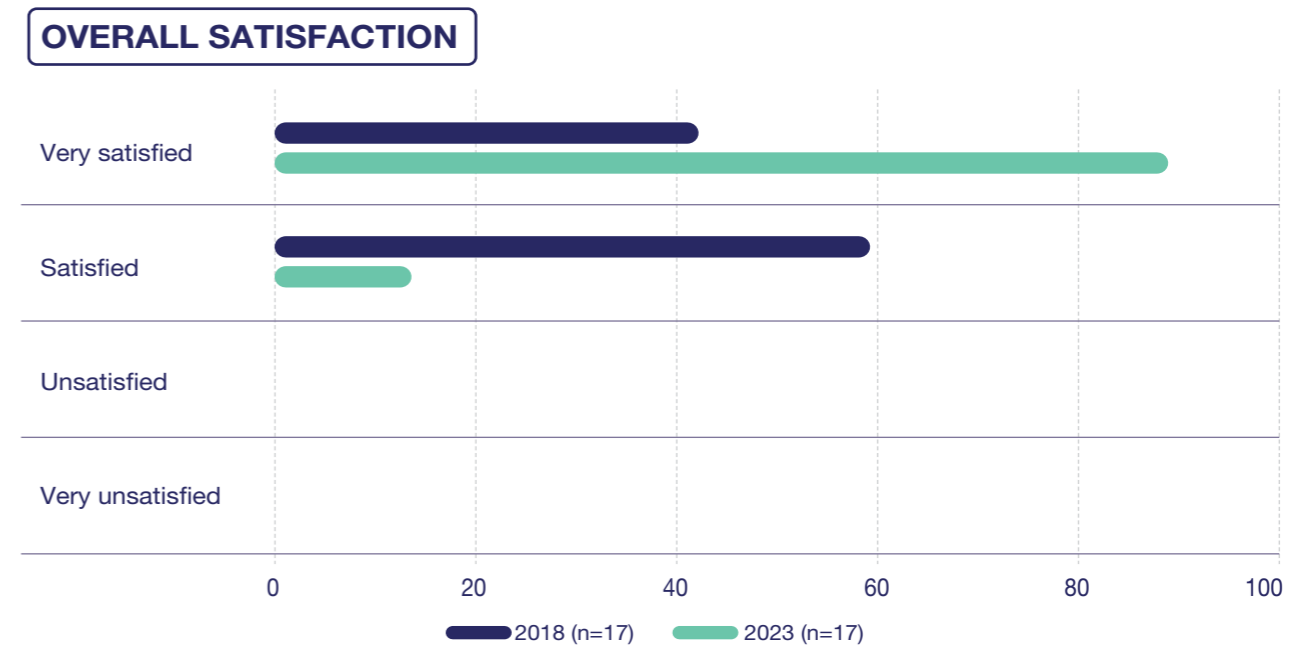
Hypertension care in 2018 shows a single assessment with relatively high scores in all areas, but the absence of data in 2023, does not allow any comparison over time.

The data for Other Illnesses, with a more substantial sample size, indicates some variability in patient care assessments between 2018 and 2023. While the sample size in 2023 is smaller

than in 2018, the scores suggest that there might be a decrease in the perceived quality of care in the ‘Overall’, ‘Questions’, and ‘Advice’ categories, with ‘Exam’ being the only category with improving scores. This suggests that while the examinations provided to patients has maintained its assessed quality, other areas of patient care and engagement might have experienced some challenges.

Overall, the data for MFMC Kline indicates that while there are some assessments of patient care that maintain their quality over time, particularly in patient advice, the performance in other areas may have faced challenges, as indicated by the decrease in scores for Other Illnesses. However, given the low number of respondents, especially for Diabetes and Hypertension, these findings should be interpreted with caution, as they may not represent the broader patient experience at MFMC Kline.

### 3. Exit Interviews



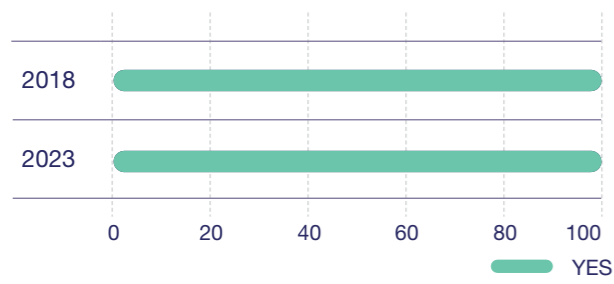
The graph shows patient satisfaction levels at MFMC Kline for 2018 and 2023, each with a sample size of 17 respondents, enabling a comparison and trend analysis between the two years.

In both years, the respondents reported positive satisfaction with 2018 having “Satisfied” as the largest response category and 2023 having “Very Satisfied” category. This suggests that the institution has consistently delivered a level of service that meets or exceeds patient

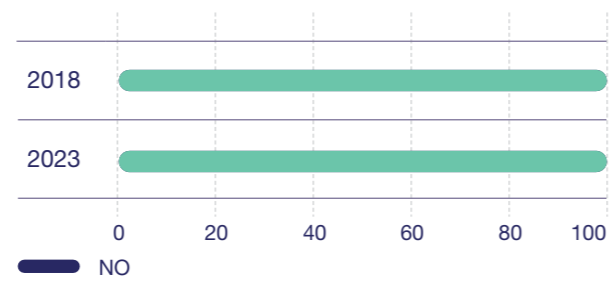
expectations in this regard. The consistent absence of dissatisfaction is a strong indicator of the institution’s performance in patient care delivery. The responses over the five-year span would indicate that MFMC Kline has maintained a standard of care that patients appreciate.

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

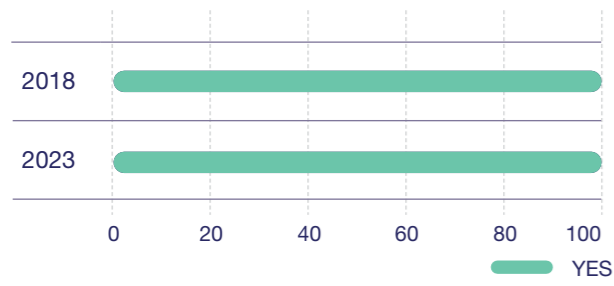
Patient given the opportunity to explain the health problem



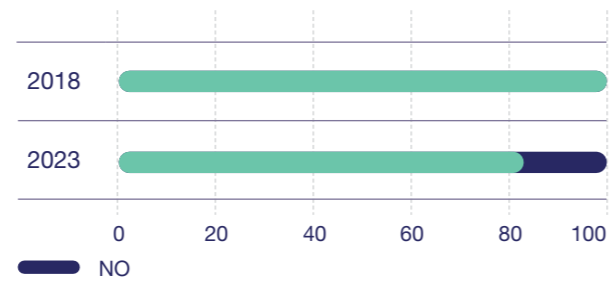
Medical doctor/nurse ensured privacy during the visit



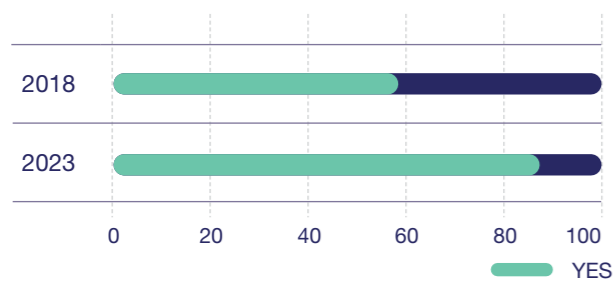
Medical doctor explained the questioning, physical examinations and health problems



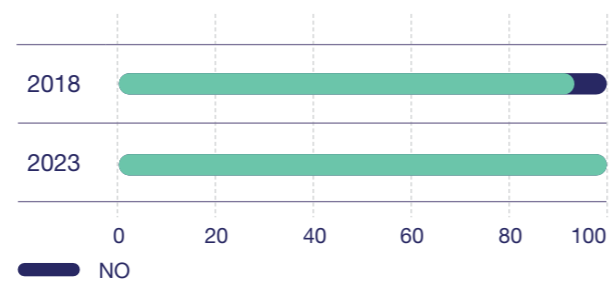
Medical doctor clearly explained the intake of prescribed medicines



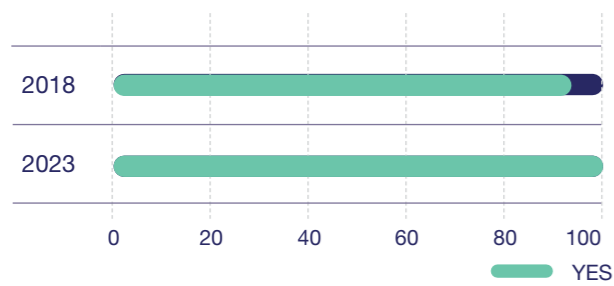
Medical doctor asked the patient if they are currently taking any prescriptions



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

