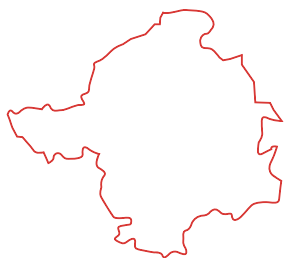


Accessible Quality Healthcare Project:



Malisheva

2016-2018-2023



**Accessible
Quality
Healthcare**

Kvaliteta Shkencelice i Uchashim oha QHlor
Pristupačna i Kvalitetna Zdravstvena 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

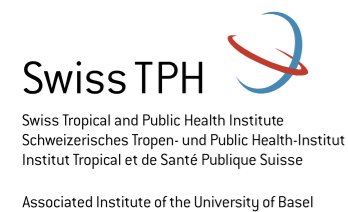
Associated Institute of the University of Basel

Swiss Agency for Development and Cooperation (SDC)

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

2016-2018-2023

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SDC project implemented by Swiss TPH

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Acknowledgements



Contributions

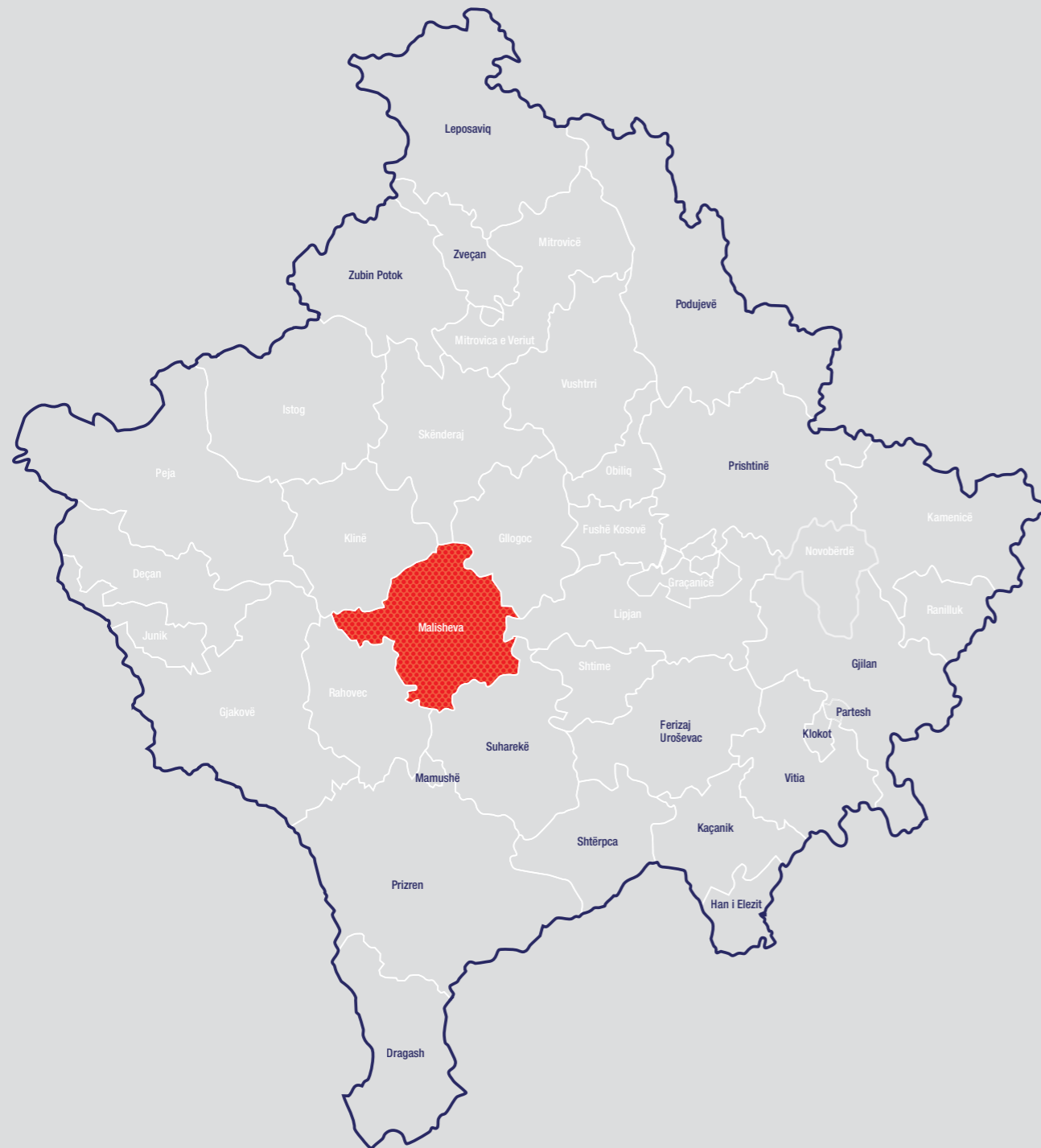
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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

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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:

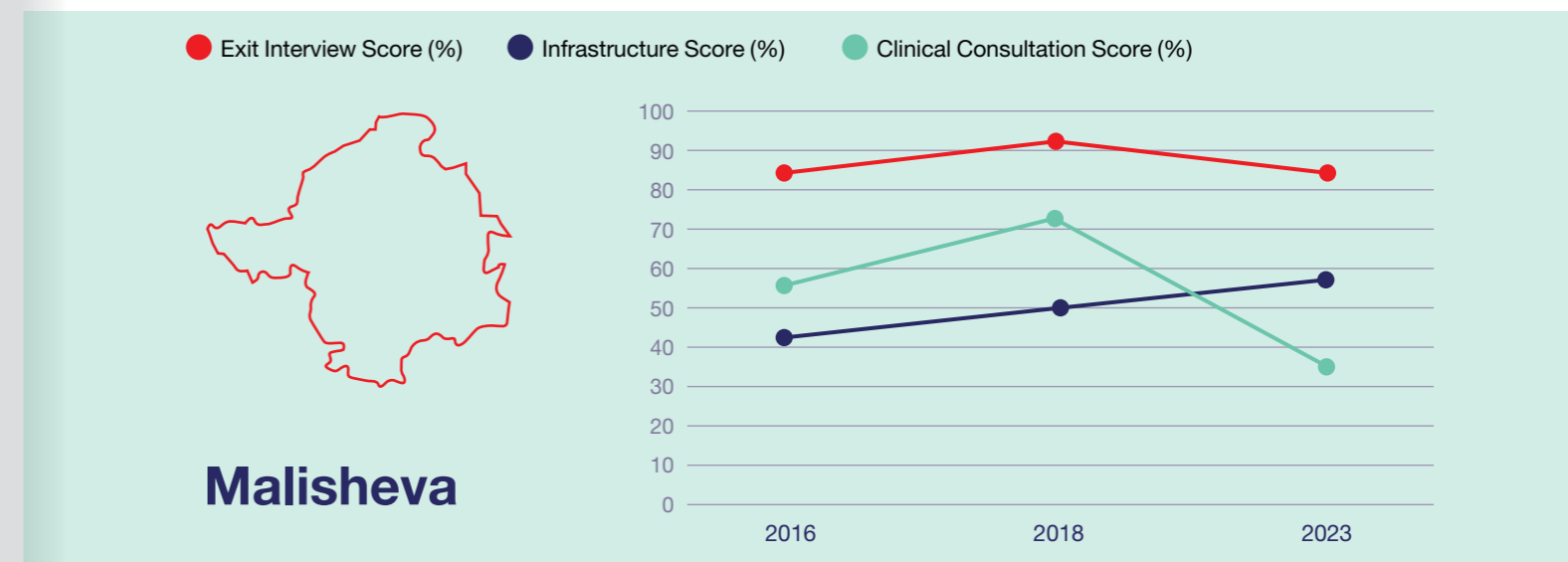
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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 Infrastructure Score starts just above 40% in 2016, rises modestly to a peak in 2018, and then further up to around 60% in 2023. This pattern suggests steady improvement in the infrastructure available.

The Clinical Consultation Score begins at approximately 50% in 2016, climbs to its highest point around 60% in 2018, but then experiences a

sharp decline to below 40% by 2023. The decline after 2018 raises concerns about the quality of clinical consultations in recent years.

The Exit Interview Score displays a different trajectory, starting at about 80% in 2016 and holding relatively steady in 2018, before showing a slight dip by 2023. The sustained high percentage until 2023 indicates though a consistently favorable

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/>

outcome from patients upon completion of their healthcare experience, even with the slight decline observed in 2023.

In summary, for MFMC Malishevë, the data indicates that while infrastructure and patient satisfaction in exit interviews have seen improvements and general stability, clinical consultation level has notably decreased since 2018. Addressing the reasons behind the decrease in the Clinical Consultation Score should be a

priority, as it can impact overall patient care and satisfaction. The stable and positive performance in infrastructure that despite the issues with clinical consultations would contribute to patients leaving facilities with a relatively good overall impression of the facilities where they receive care. This positive situation comes because of collaborative efforts between the MFMC leadership, municipal directorates, health staff, and citizens, along with support from the AQH project.

1. Infrastructure assessment: Status of general medical equipment

The infrastructure available at key facilities in Malisheve 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.Shpëtim Robaj		FMC Kijevë		FMC Panorç	
	2016	2023	2016	2023	2016	2023
Microsurgery	↓	↑↑	↓	↑↑	↓	↑↑
Nebulizer	↑↑	↑↑	↑↑	↑↑	↓	↑↑
Ambu mask	↓	↓	↑↑	↑↑	↓	↑↑
Strong source of light in good condition (portable)	↓	↑↑	↓	↑↑	↓	↑↑
Nasal speculum	↓	↓	↓	↓	↓	↑↑
Otoscope	↓	↑↑	↑↑	↑↑	↓	↑↑
Ophthalmoscope	↓	↑↑	↑↑	↑↑	↓	↑↑

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

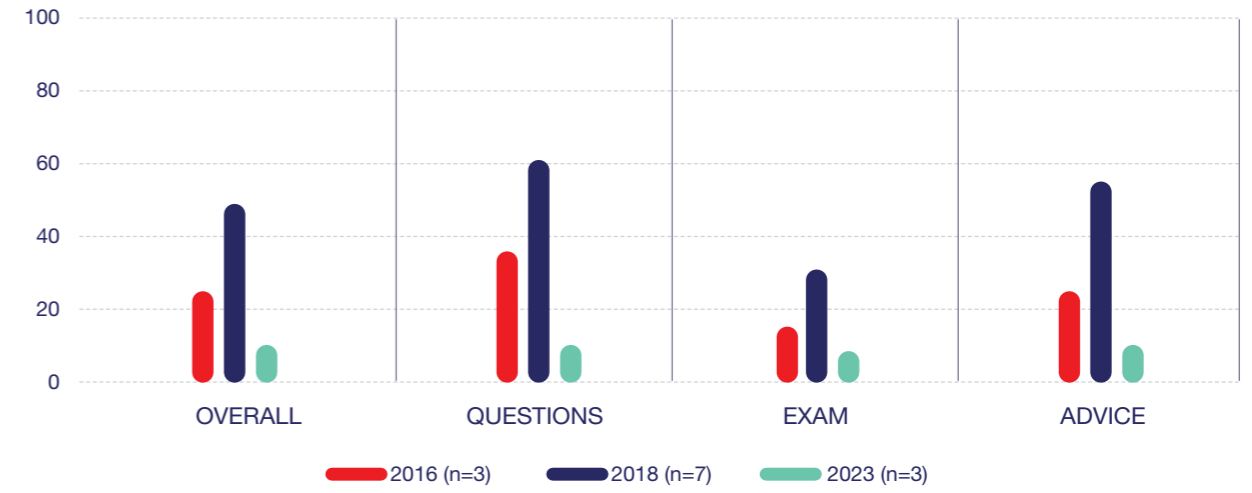
Doppler	↑↑	↓	↓	↑↑	↓	↑↓
Glucometer	↑↑	↑↓	↑↑	↑↑	↓	↑↑
Peak flow meter	↓	↓	↓	↑↑	↓	↑↑
Tape measure	↓	↑↑	↑↑	↑↑	↓	↑↑
Pen light	↓	↓	↓	↑↑	↓	↑↑
Head light	↓	↓	↓	↑↑	↓	↑↓
Neurological hammer	↓	↑↑	↑↑	↑↑	↓	↑↑
Weight scale for adults	↑↓	↑↑	↑↑	↑↑	↓	↑↑
Weight scale for children (over 2 years old)	↑↑	↑↑	↑↑	↑↑	↓	↑↑
Weight 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	↑	↑↑	↑	↑↑	↓	↑↑

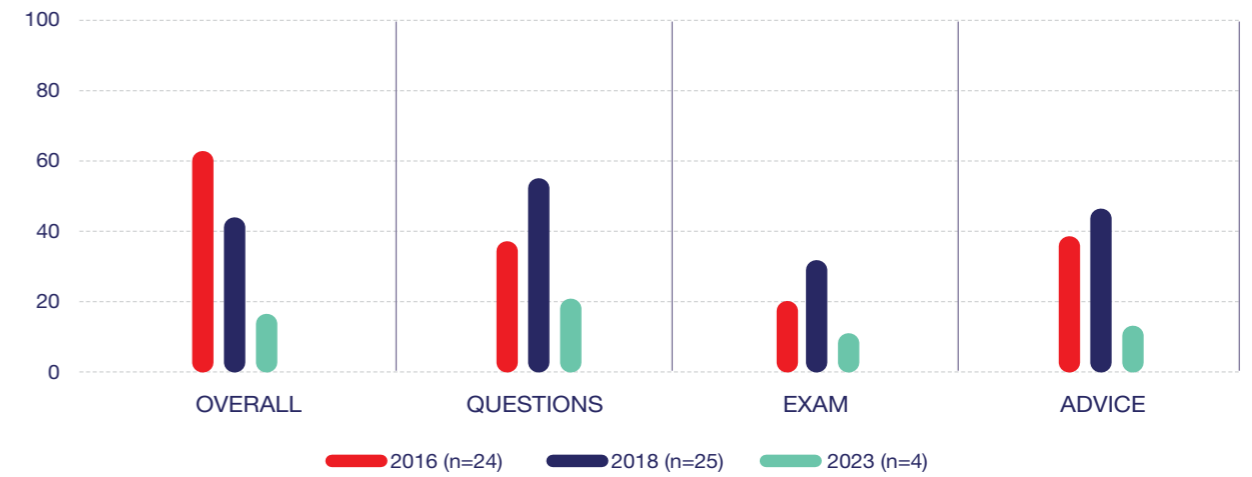
2. Clinical Observations

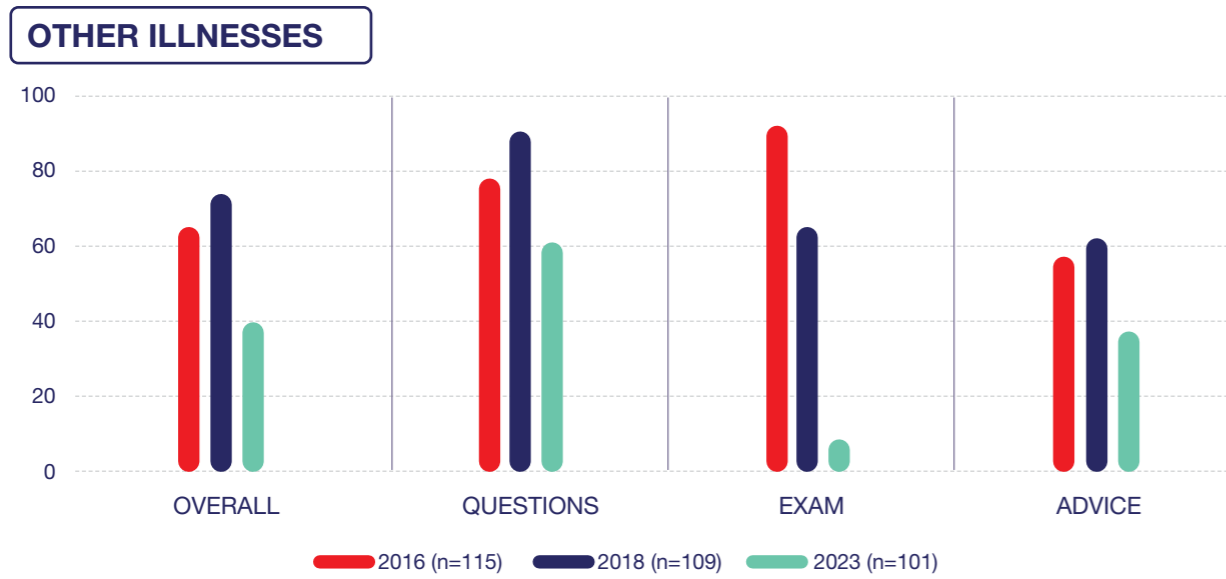
The three graphs collectively provide a performance overview of MFMC Malisheve healthcare services over the years, particularly focusing on diabetes, hypertension, and other illness.

DIABETES



HYPERTENSION





In the first graph for diabetes, the Overall category shows a increase from 2016 (n=3) to 2018 (n=7), followed by a decrease in 2023 (n=3). Patient Questions see a substantial rise in 2018, indicating an increase in engagement, but this recedes by 2023. Exam thoroughness increases in 2018 and goes down again in 2023, same as Advice quality improves in 2018 before decreasing in 2023. An all areas 2023 indicates the lowest values indicating worst performance on all parameters across the years. These changes suggest variability in service components, with all areas having the best values in the middle year (2018).

For Hypertension, the respondent count was higher in 2016 (n=24) and 2018 (n=25) compared to 2023 (n=4). ‘Overall’ score was the highest in 2016 which gradually declined from 2018 to 2023. ‘Exam’, ‘Advice’, and a more significant increase in ‘Questions’ is observed from 2016 to 2018, though by 2023 the values on all areas fall to much below 2016 levels. 2023 also saw the respondent numbers drastically decreasing to 4, which needs to be taken into account while interpreting the results. However, the 2023 data decline in all categories compared to previous years, indicates a need for investigation into potential issues or changes in clinical processes observed.

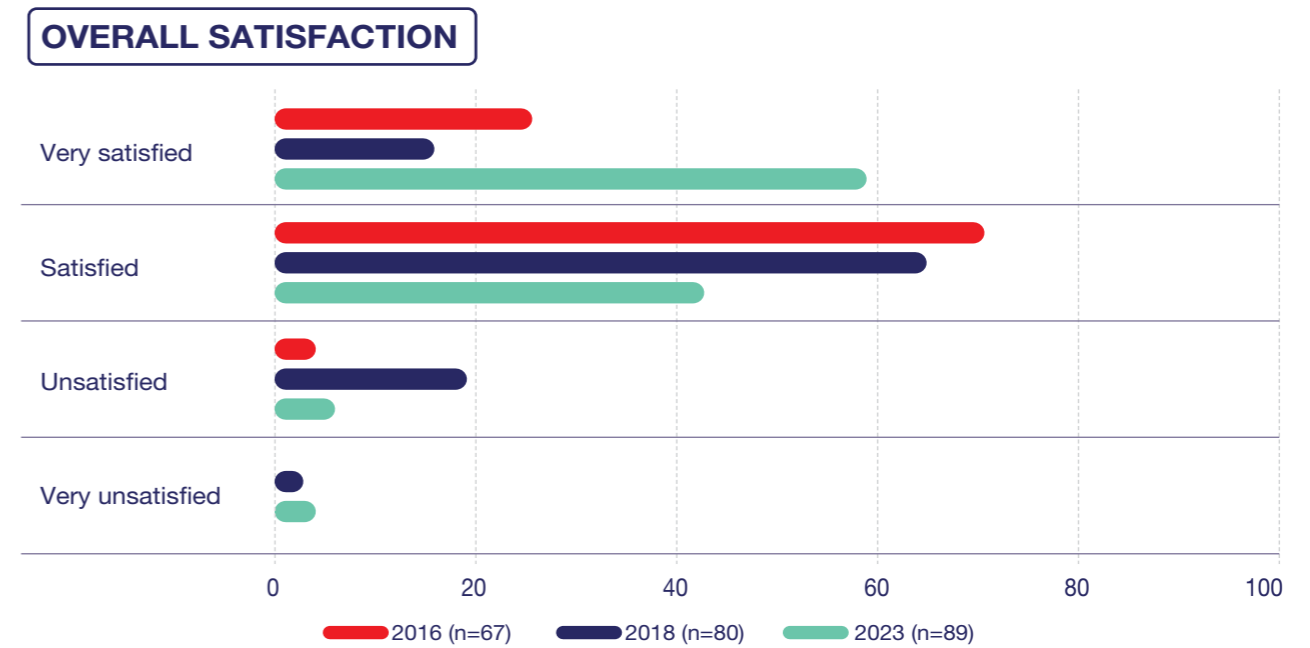
Regarding Other Illnesses, the sample sizes were large across all years, with a small decline from 115 in 2016 to 101 in 2023. The ‘Overall’ category remained fairly consistent from 2016 to

2018 and then slightly decreased in 2023. ‘Questions’ and ‘Exam’ showed a decline in 2023 from both 2016 and 2018 levels. ‘Advice’ increased in 2018 but then also decreased in 2023, although not as much the drop seen in ‘Exam’.

In summary, MFMC Malisheve’s data across these three categories suggests some variability in patient satisfaction with 2023 generally having, lower scores than previous years showing a decline in levels of clinical observation scores. While the institution appears to have had areas of strength in the past, particularly between 2016 and 2018, there are notable declines in all areas by 2023.

These findings, while indicating certain fluctuations, should be considered within the context of the varying sample sizes, which can affect the reliability of the data. Except for Other illnesses, the relatively smaller but larger sample sizes (compared to subsequent years) in the earlier years give more weight to the data from 2016 and 2018, while the smaller sizes in 2023 suggest a need for cautious interpretation of the most recent figures.

3. Exit Interviews



From the graph, in 2016, a solid majority of patients were very satisfied with their experience at MFMC Malishevë. Compared to 2016, by 2018 there was a decrease in both the ‘Very satisfied’ and the ‘Satisfied’ category and an increase in the ‘Unsatisfied’ category, suggesting a shift in patient experience. In 2023, there appears to be a decrease in ‘Satisfied’ responses and an overall shift towards higher satisfaction, with an increase in ‘Very Satisfied’ category. ‘Unsatisfied’ and ‘Very unsatisfied’ responses are at lower levels than the previous year.

This progression suggests that while many patients remained satisfied with their care, there’s

a trend towards very high satisfaction in 2023. This could imply that some aspects of the patient’s experience may have improved between 2018 and 2023, leading to a decrease in the number of patients who report being very unsatisfied with the services provided.

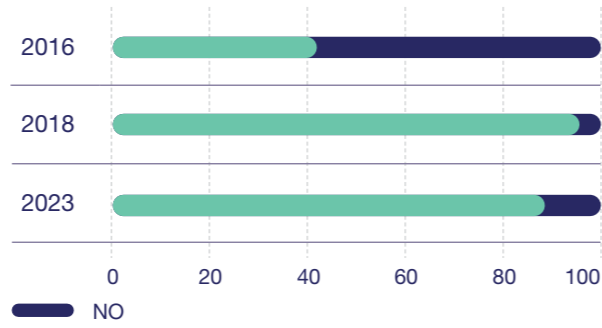
The larger number of respondents in the latter years strengthens the reliability of the trend observed at MFMC Malisheve.

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

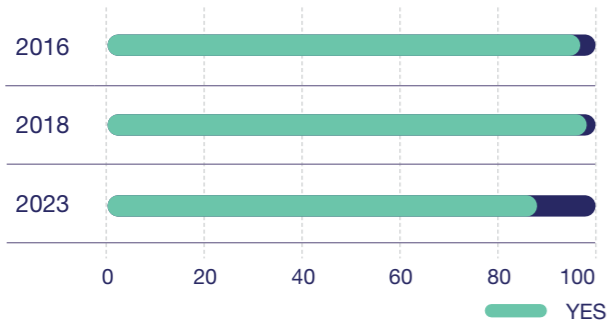
Patient given the opportunity to explain the health problem



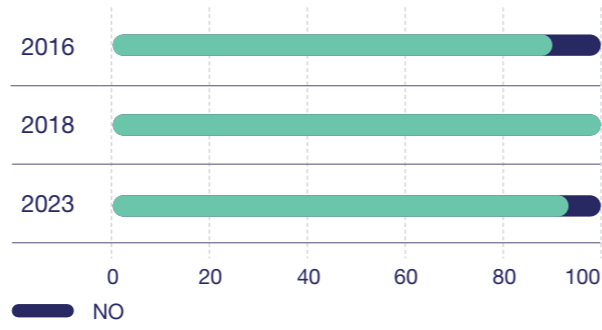
Medical doctor/nurse ensured privacy during the visit



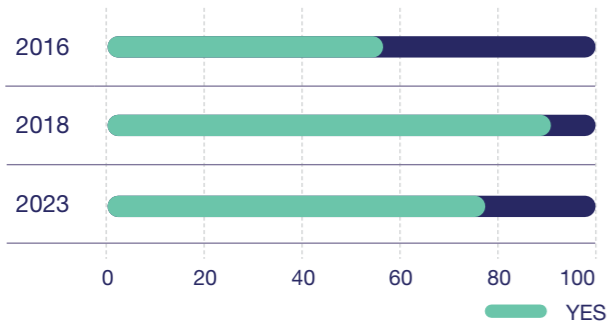
Medical doctor explained the questioning, physical examinations and health problems



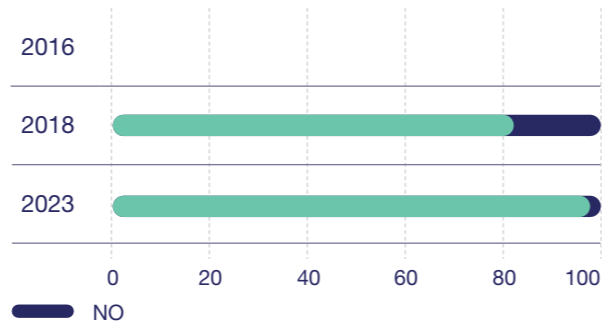
Medical doctor clearly explained the intake of prescribed medicines



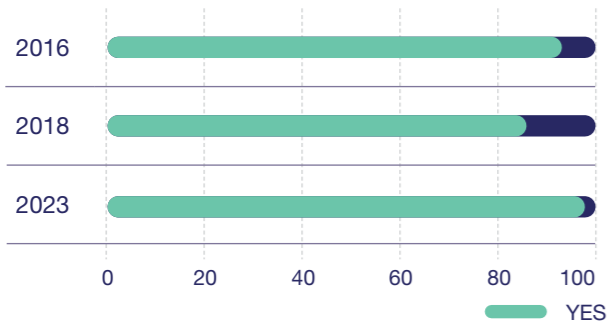
Medical doctor asked the patient if they are currently taking any prescriptions



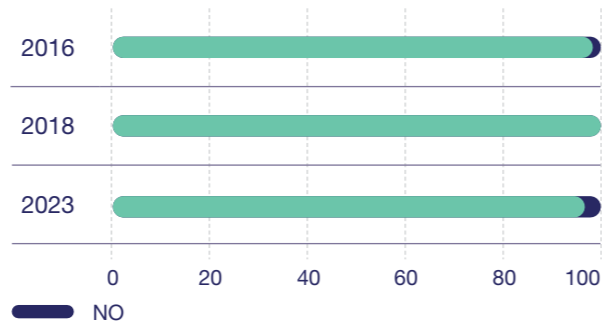
During consultation the patient had a chance to ask questions about the investigations, the health problems and treatment

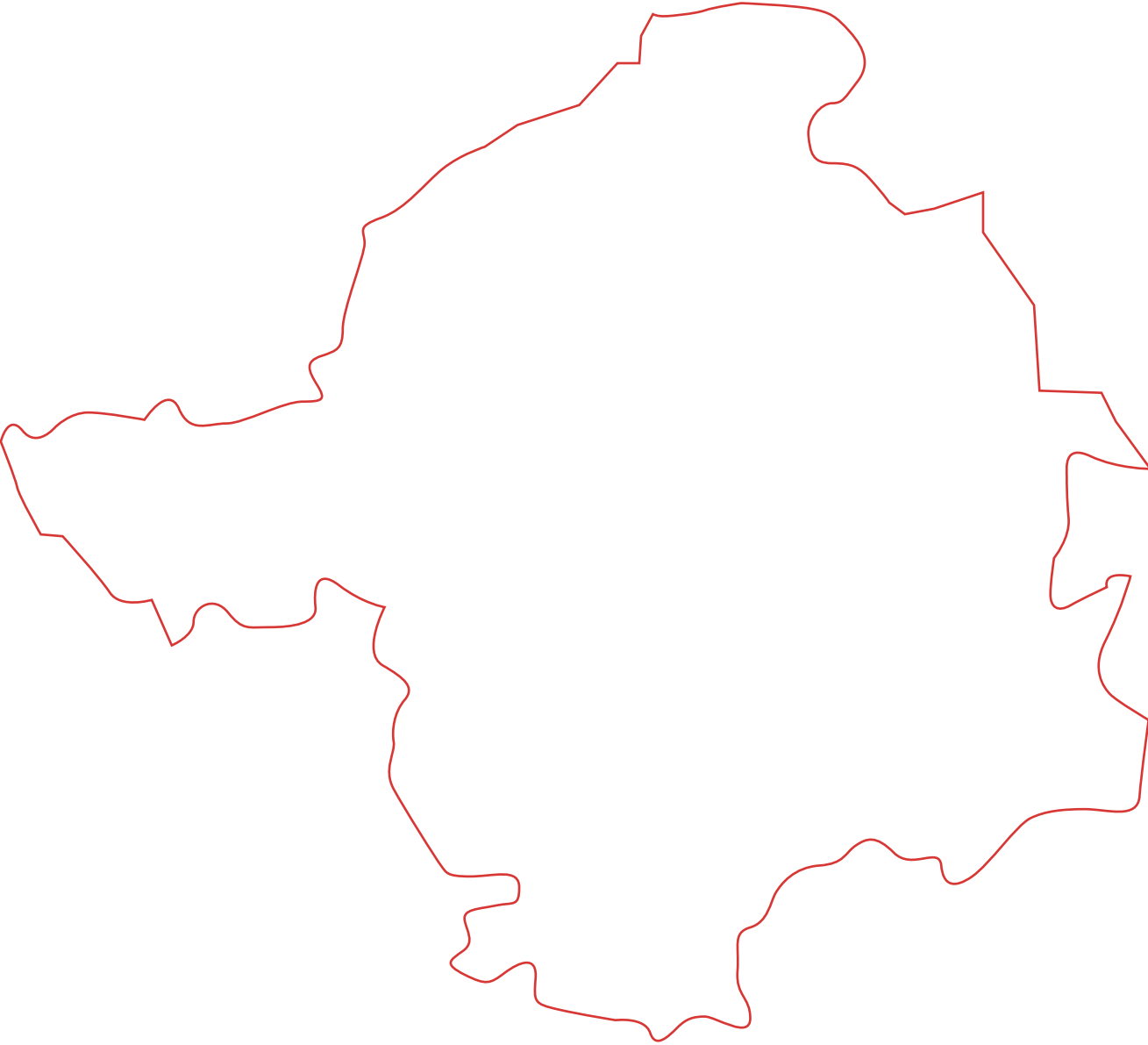


Medical doctor listened carefully to patient concerns and questions and gave satisfactory answers



Medical doctor/nurse was in general polite during consultation





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