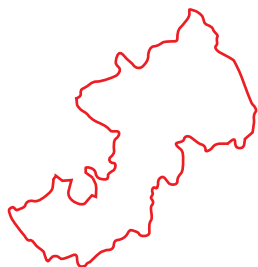


# Accessible Quality Healthcare Project:



## Mitrovica

2016-2018-2023



**Accessible  
Quality  
Healthcare**

Kvaliteta Zdravstvena Zastita  
Pristupačna 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)

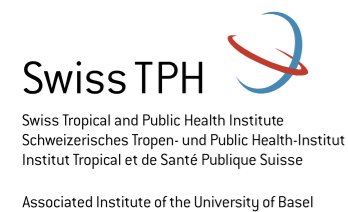
**Accessible Quality  
Healthcare Project:  
Mitrovica**  
**Quality of Care  
in Primary Health Care  
Trends across**

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**2016-2018-2023**

# Contacts

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## Swiss Tropical and Public Health Institute

P.O. Box  
Kreuzstrasse 2  
4123 Allschwil  
Switzerland

[www.swisstph.ch](http://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](mailto: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](mailto:shege.bahtiri@aqhproject.org)

# Acknowledgements

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## Contributions

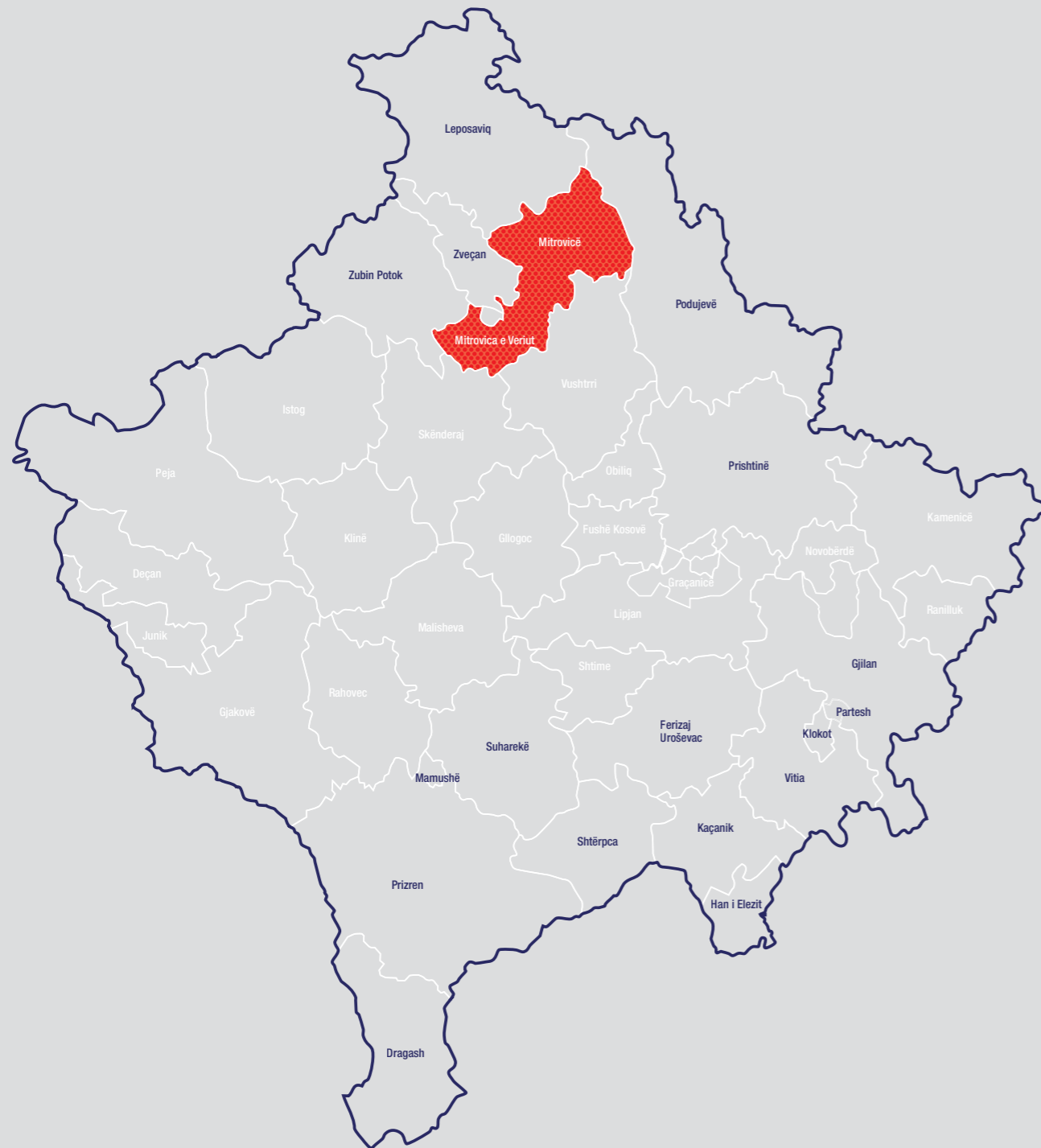
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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

## Acknowledgements

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:**

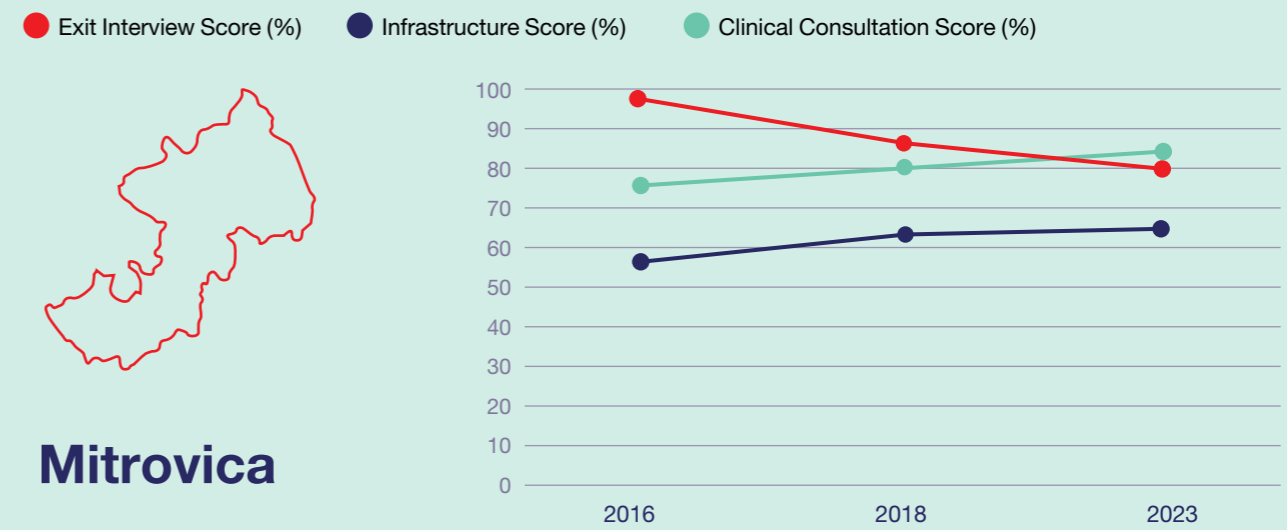
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

**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. <sup>1</sup>



The line graph for MFMC Mitrovicë tracks three key metrics over a period from 2016 to 2023: Infrastructure Score, Clinical Consultation Score, and Exit Interview Score.

Starting with the Infrastructure Score, there is a gradual increase from 2016 to 2023, indicating a continued investment or enhancement in the facility's physical infrastructure tuned for appropriate

provision of care.

The Clinical Consultation Score sees a similar gradual rise from 2016 to 2018 and then further to 2023. The score remains significantly higher in 2023 compared to 2016, suggesting that the quality of clinical consultations has improved over the time frame.

The Exit Interview Score, which reflects patient

<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/>

satisfaction, remains high throughout the period. It reduces slightly in 2018 (compared to 2016) before a further dip in 2023. Nevertheless the Exit Interview score still maintains a high value, which implies consistent patient satisfaction.

In concrete terms, MFMC Mitrovicë demonstrates improvements in infrastructure and clinical consultations over the seven-year period with collaborative efforts between the MFMC leadership, munic-

ipal directorates, health staff, and citizens, along with support from the AQH project. The consistently high Exit Interview Score indicates that patients leave the facility with a favourable view of their care, even as the Clinical Consultation Score see a slight decline. The overall picture is one of a healthcare facility that is moving forward in its infrastructure, quality of clinical processes and maintaining a high level of patient satisfaction.

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

The infrastructure available at key facilities in Mitrovica has also shown a positive trend within the project time frame with more and more needed equipment being available and in functional condition.

Equipment	Facility type (Availability, Functionality) <sup>2</sup>											
	MFMC Dr.Nexhat Çuni		FMC Ilirida		FMC Ura e Gjakut		FMC Shipol		FMC Tuneli i Parë		FMC Shupkovc	
	2016	2023	2016	2023	2016	2023	2016	2023	2016	2023	2016	2023
Microsurgery	↑↑	↑↑	↑↑	↑↑	↓	↑↑	↓	↑↑	↓	↑↑	↓	↑↑
Nebulizer	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Ambu mask	↑↑	↑↑	↑↑	↓	↑↑	↑↑	↓	↓	↑↑	↑↑	↑↑	↑↑
Strong source of light in good condition (portable)	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↓	↑↑	↑↑	↑↑	↑↑	↑↑
Nasal speculum	↓	↓	↓	↓	↓	↑↑	↓	↓	↓	↓	↓	↓
Otoscope	↓	↑↑	↑↑	↑↑	↓	↑↑	↓	↑↑	↑↑	↑↑	↑↓	↑↑

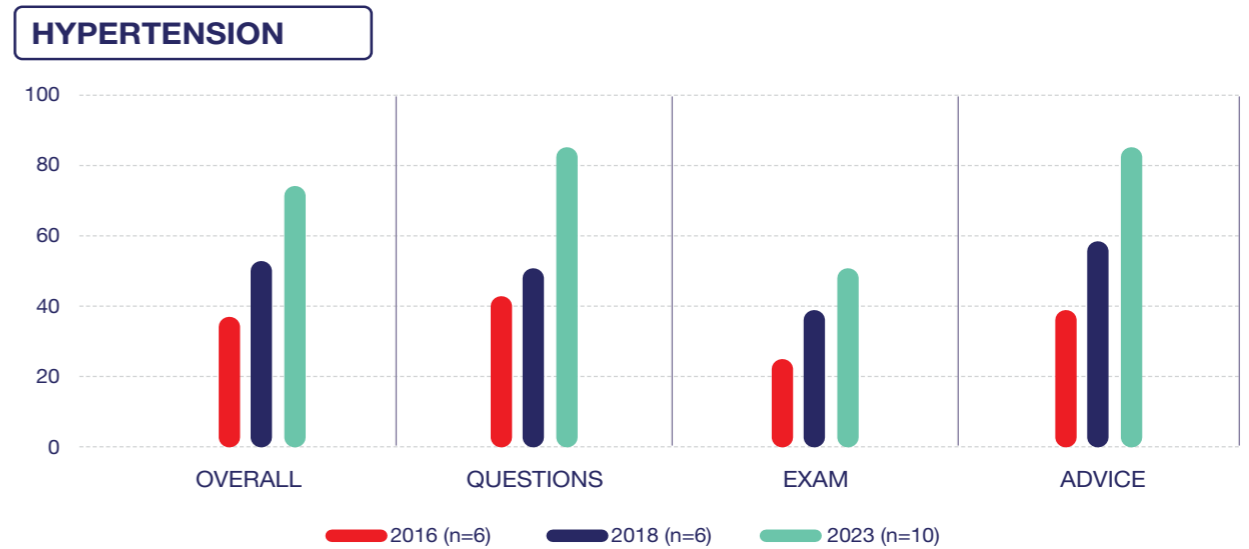
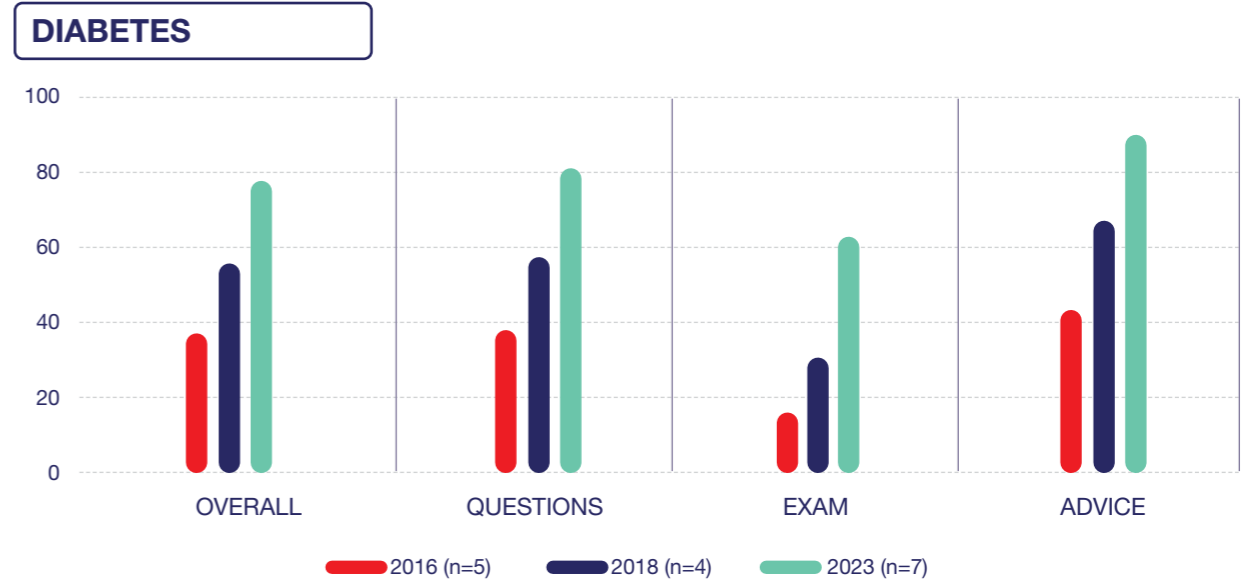
<sup>2</sup> ↑ = Available; ↑ = Functional, ↓ = Not available, ↓ = Not functional

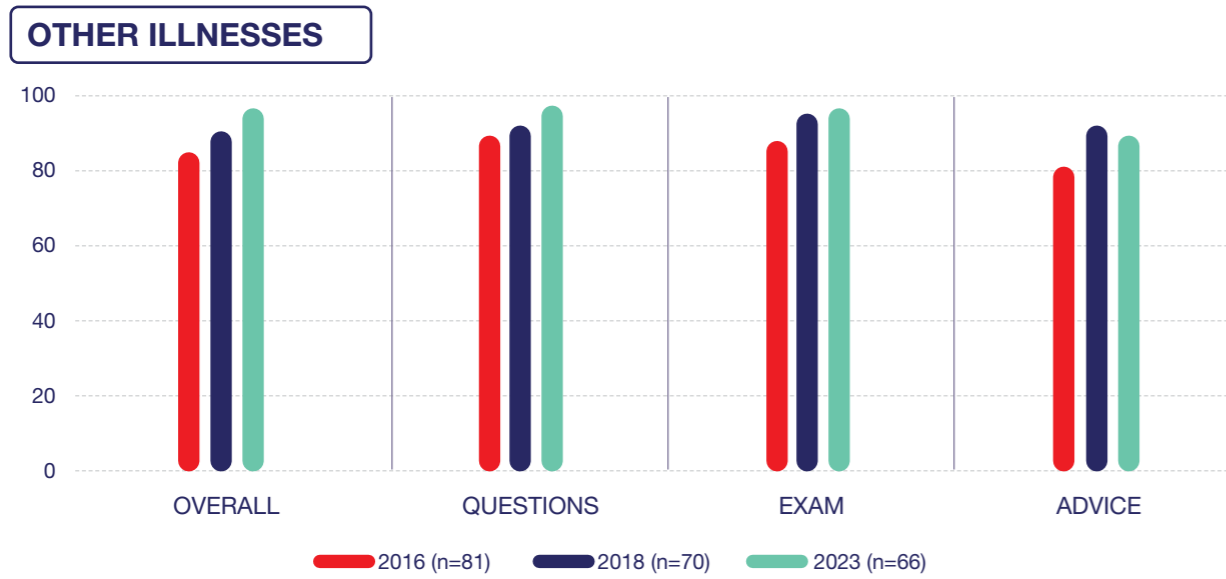
Ophthalmoscope	↓	↑↑	↑↑	↑↑	↓	↑↑	↓	↑↑	↑↑	↑↑	↑↑	↑↓	↑↑
Doppler	↓	↑↑	↓	↓	↓	↓	↑↑	↓	↑↑	↓	↓	↓	
Glucometer	↑↑	↑↑	↓	↑↑	↓	↑↑	↓	↓	↓	↓	↑↑	↑↑	
Peak flow meter	↓	↓	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↓	↓	↑↑	↓	
Tape measure	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↓	↑↑	
Pen light	↑↑	↓	↑↑	↑↑	↓	↑↑	↓	↑↑	↓	↑↑	↓	↑↑	
Head light	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↑↑	↓	
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 bar graphs for MFMC Mitrovica provide an evaluation of healthcare service quality concerning diabetes and hypertension from 2016 to 2023.





In analyzing the graphs for MFMC Mitrovica from 2016 to 2023, there's a noticeable improvement in managing diabetes, hypertension, and other illnesses. The overall score for diabetes care has risen over the years, suggesting a strengthened approach to treatment and patient management. This upward trend is also reflected in the increased engagement with patients, as evidenced by the higher scores in addressing patient questions and providing advice. The exam scores for diabetes have as well improved since 2016 but have the lowest scores compared to the other areas of assessment..

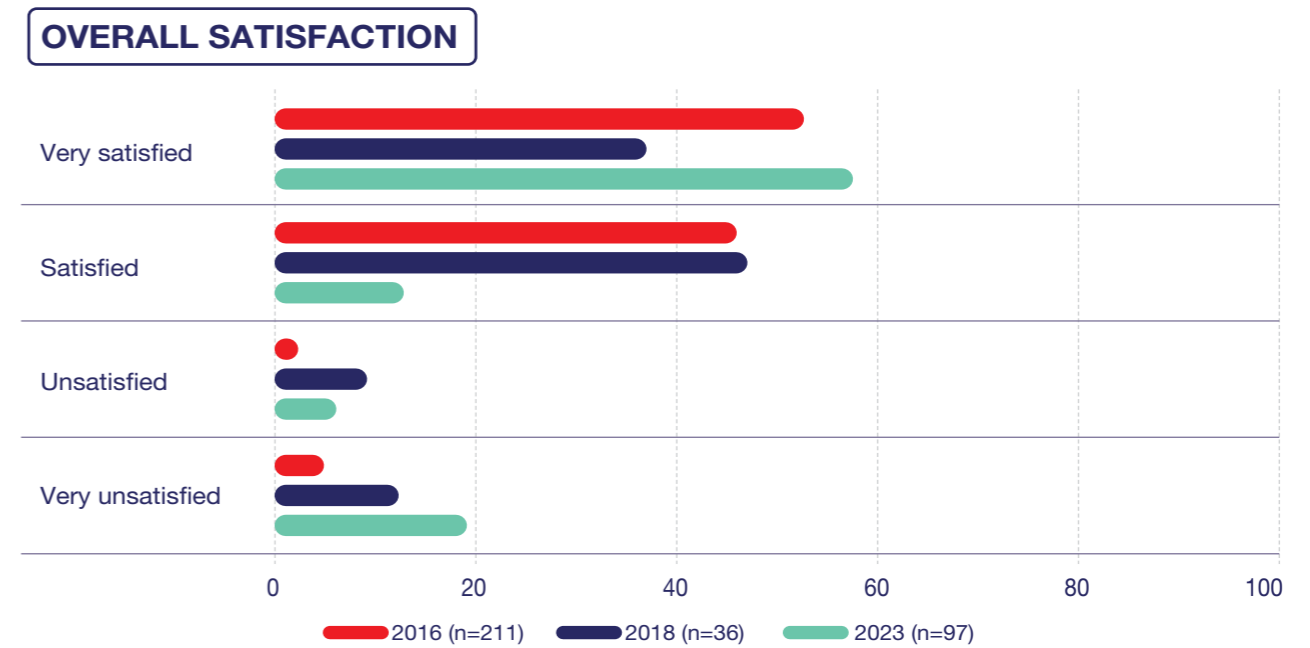
The management of hypertension tells a similar story, with overall and Questions category showing marked improvements. Notably, advice provided to patients has seen considerable enhancement, which may contribute to better disease management and patient outcomes. The number of patients evaluated for hypertension has also increased over the years, though still on the lower side leading to limitations in the data interpretation.

Nevertheless Exams as with diabetes remains the lowest scoring areas amongst all areas studied across all the years.

For other illnesses, the upward trajectory across all metrics signals a broad enhancement in healthcare services offered by MFMC Mitrovica. Despite a slight decrease in the number of patients assessed, the sample size was considerably higher. The consistent improvement across various categories suggests that care quality has been maintained at a high level and even gradually improved over the years.

MFMC Mitrovica's steady improvement across multiple healthcare services from 2016 to 2023 demonstrates a commitment to better patient outcomes and service quality. While the data reflects positively on the facility's efforts, it also underscores the importance of continuing to refine patient care strategies and maintaining a high standard of service delivery.

### 3. Exit Interviews



In 2016, with a large number of respondents (n=211), the majority of patients felt 'Very Satisfied' with their care, with a significant number also reporting being 'Satisfied.' A smaller fraction of patients were 'Unsatisfied' or 'Very unsatisfied.'

By 2018, the number of respondents dropped to 36, and the proportion of 'Satisfied' patients became the highest category, but there is a notable increase in the 'Very satisfied' category and the 'Unsatisfied' category.

In 2023, with 97 respondents, the distribution changes. The 'Very satisfied' group sees a noticeable increase to the highest levels ever. The second highest category is "Very Unsatisfied", followed closely by the "Satisfied" category indicated a more mixed progression of overall perceived client satisfaction.

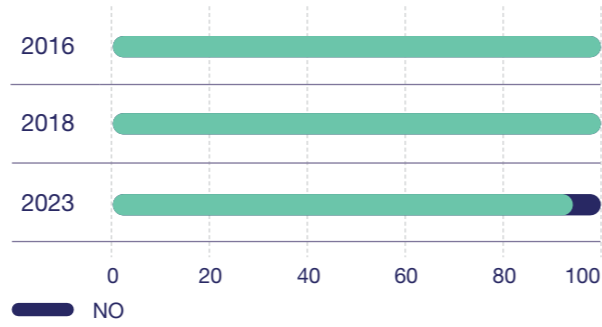
Concretely, this data indicates that from 2018 to 2023, there has been a divergence in patient satisfaction at MFMC Mitrovicë. While a larger share of patients is reporting a high level of satisfaction ('Very satisfied'), there's also an increasing share expressing dissatisfaction over the years. This suggests that experiences at the facility have become more polarized, with some patients experiencing significant improvements, while others may be encountering issues. MFMC Mitrovicë may need to examine the underlying factors contributing to this polarization to address disparities in patient experiences.

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

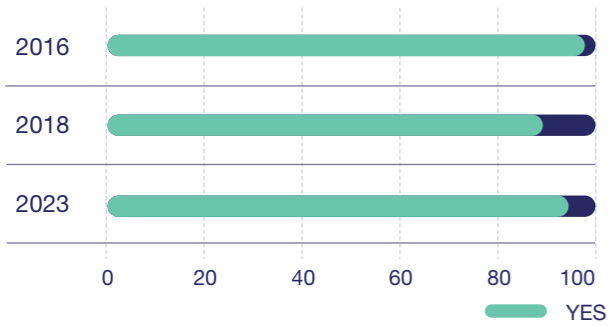
Patient given the opportunity to explain the health problem



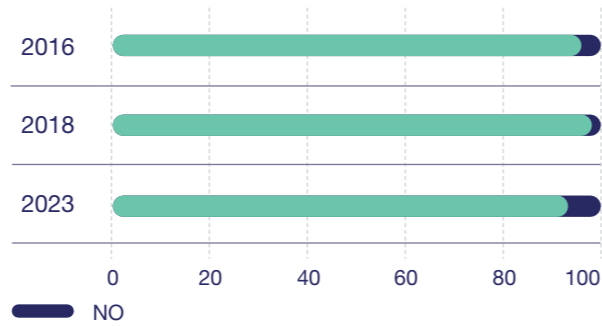
Medical doctor/nurse ensured privacy during the visit



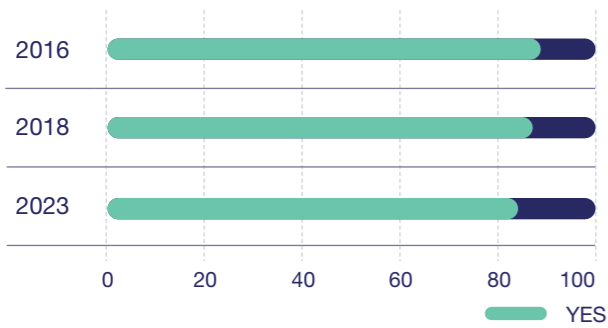
Medical doctor explained the questioning, physical examinations and health problems



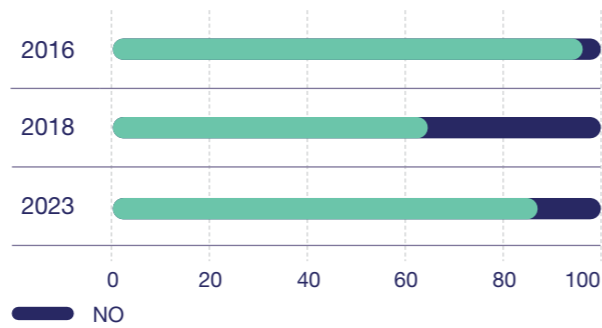
Medical doctor clearly explained the intake of prescribed medicines



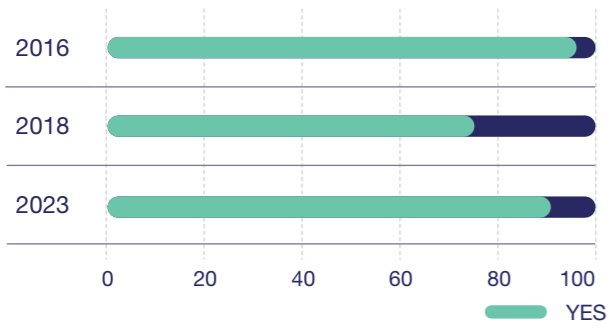
Medical doctor asked the patient if they are currently taking any prescriptions



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



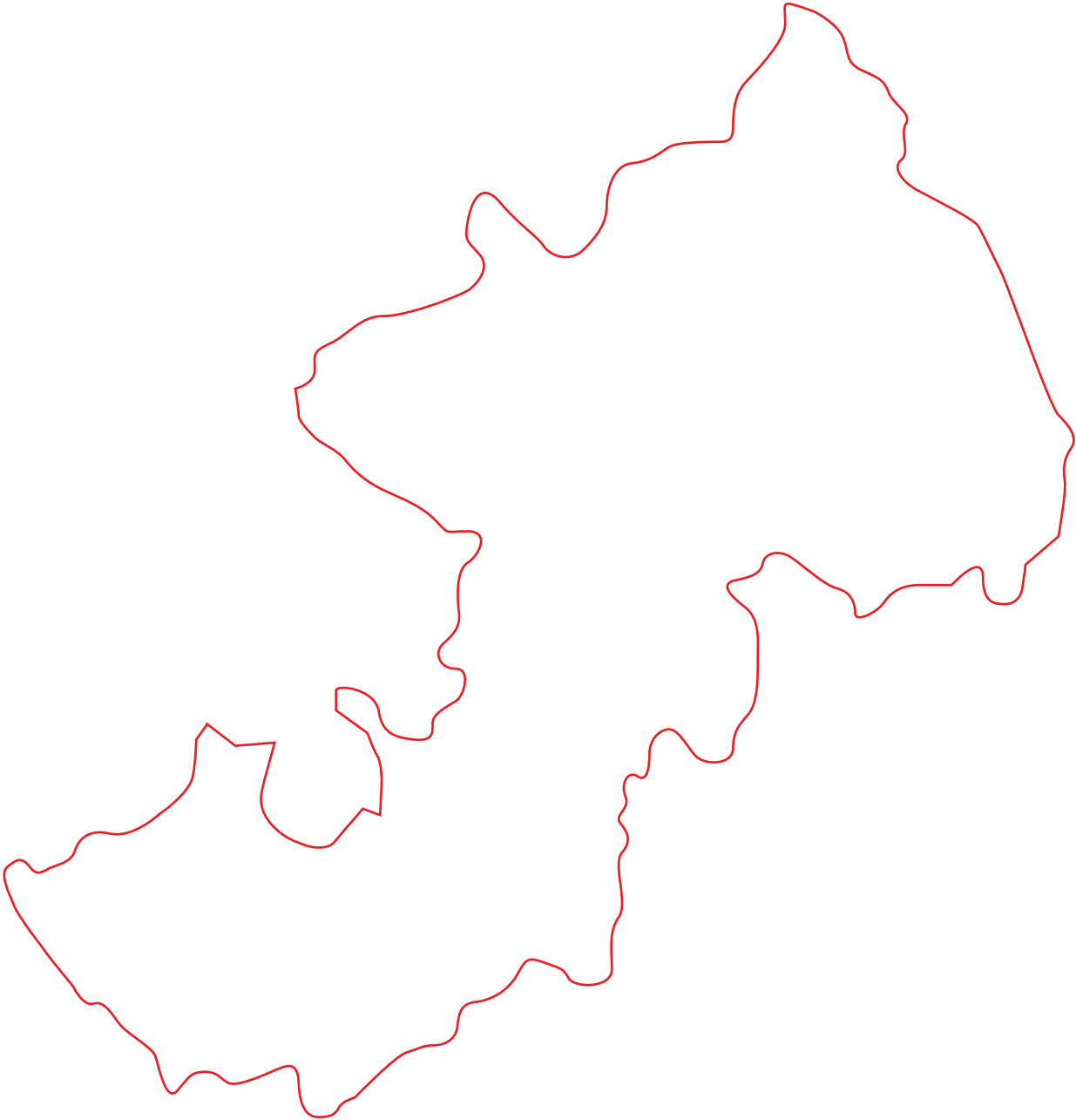
Medical doctor listened carefully to patient concerns and questions and gave satisfactory answers



Medical doctor/nurse was in general polite during consultation







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