

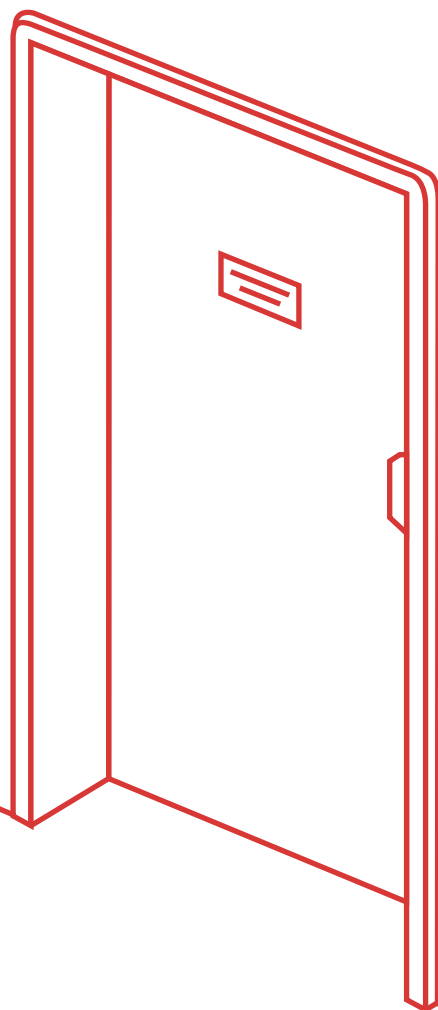
Swiss Agency for Development and Cooperation (SDC)

Accessible Quality Healthcare Project:



Obiliq

2016-2018-2023



**Accessible
Quality
Healthcare**

Kvalitetna i Kvalitetna Zdravstvena Zastita
Pristupačna i Kvalitetna Zdravstvena Zastita

SDC project implemented by Swiss TPH



Schweizerische Eidgenossenschaft
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Swiss Agency for Development
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Swiss TPH



Swiss Tropical and Public Health Institute
Schweizerisches Tropen- und Public Health-Institut
Institut Tropical et de Santé Publique Suisse

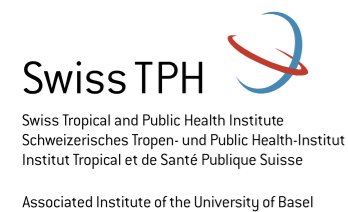
Associated Institute of the University of Basel

Swiss Agency for Development and Cooperation (SDC)

**Accessible Quality
Healthcare Project:
Obiliq
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

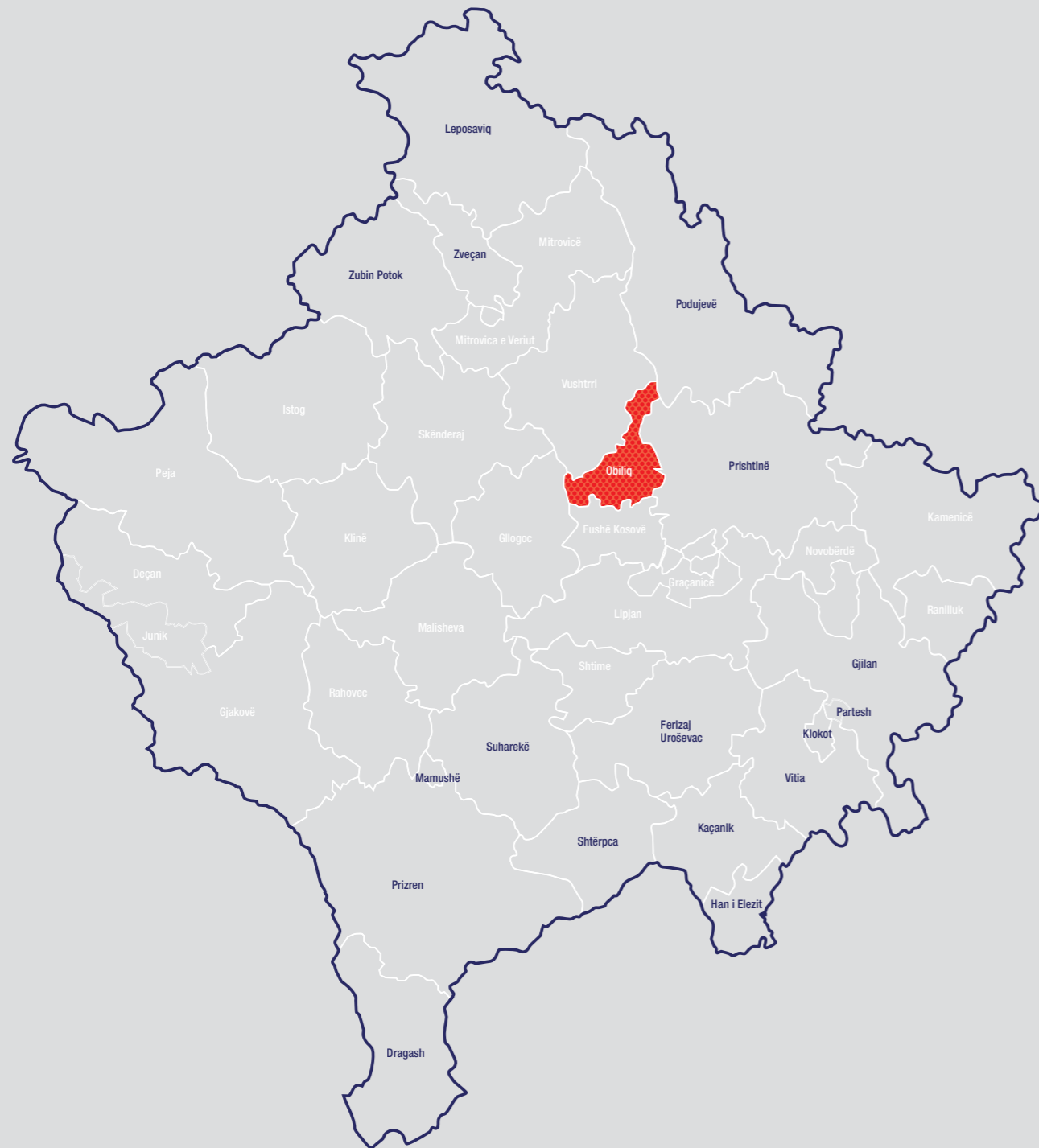
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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:

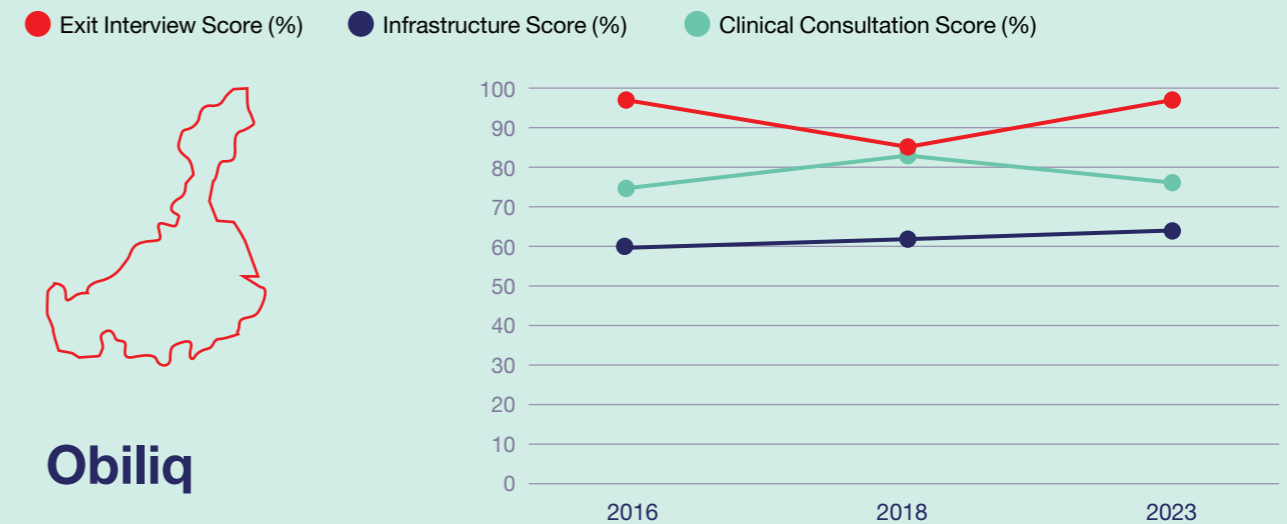
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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



Starting in 2016, the infrastructure score was around 60% and grew marginally by 2018. By 2023, there was a further improvement, with the score rising to near 70%. This suggests advancements in the physical infrastructure available in functional condition over evaluated years.

of about 70% in 2016, indicating strong performance in clinical consultations at that time. There was a slight increase by 2018, with the score around 80%. Nonetheless, the score dipped by 2023, restoring to its original level near 75%. The rise and subsequent dip, nevertheless the performance remains relatively consistent and high with regards to the standard of clinical service.

Clinical consultation metric showed a high score

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/>

The exit interview score began at the highest point among the three scores, at just under 100% in 2016. It experienced a notable decrease by 2018, falling to about 80%. However, it regained ground slightly by 2023, increasing to approximately 85%. While still not at its peak from 2016, this recovery indicates some level of improvement in patient satisfaction or the exit interview process since 2018.

Overall, for MFMC Obiliq, the data indicates that while clinical consultations have consistently performed well over the period, with a slight fluctuation in the middle, the most substantial

change is observed in the infrastructure score, which saw a marked improvement by 2023. It was because of the collaborative efforts between the MFMC leadership, municipal directorates, health staff, and citizens, along with support from the AQH project. The exit interview score's decline and partial recovery suggest fluctuations in patient satisfaction, which may be linked to changes in service delivery or patient expectations. The graph points towards a need for sustained focus on maintaining high clinical standards and continuing to build on the positive trajectory seen in infrastructure.

1. Infrastructure assessment: Status of general medical equipment

The infrastructure available at key facilities in Obiliq has also shown a slight positive within the project time frame with some equipment being available and in functional condition.

Equipment	Facility type (Availability, Functionality) ²			
	MFMC Obiliq		FMC Village Millosheve	
	2016	2023	2016	2023
Microsurgery	↑↓	↓	↓	↓
Nebulizer	↑↓	↑↑	↑↑	↑↑
Ambu mask	↑↑	↓	↑↑	↑↑
Strong source of light in good condition (portable)	↓	↓	↓	↑↓
Nasal speculum	↑↓	↑↑	↓	↓
Otoscope	↑↑	↓	↓	↑↑

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

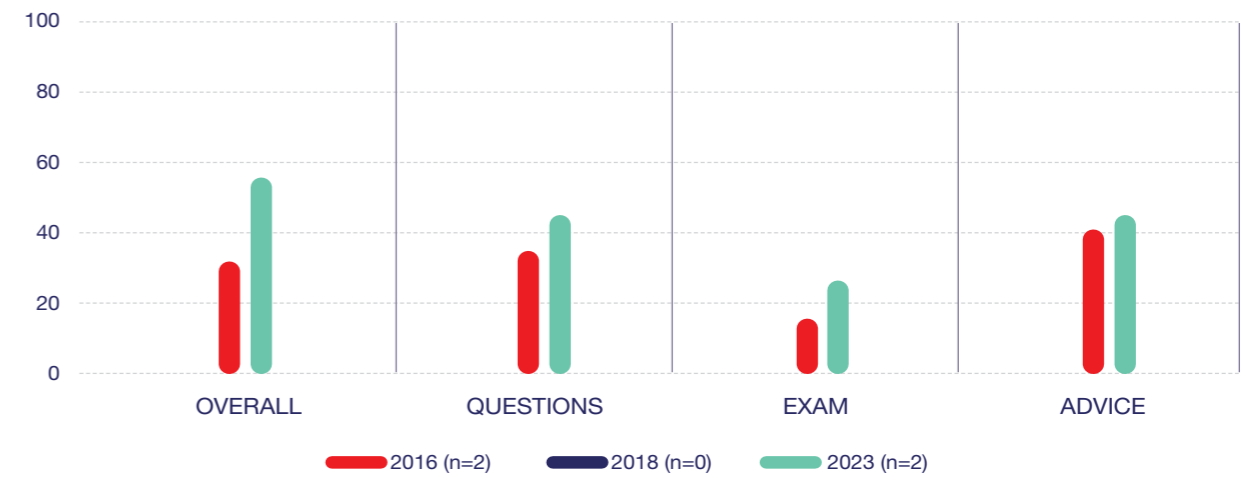
Ophthalmoscope	↑↑	↓	↓	↑↓
Doppler	↓	↑↑	↓	↑↑
Glucometer	↑↑	↓	↑↓	↑↑
Peak flow meter	↑↑	↓	↓	↓
Tape measure	↑↑	↑↑	↓	↑↑
Pen light	↓	↓	↑↑	↑↓
Head light	↓	↓	↓	↑↓
Neurological hammer	↓	↓	↑↑	↑↑
Weight scale for adults	↑↓	↓	↑↑	↑↑
Weight scale for children (over 2 years old)(over 2 years old)	↓	↑↑	↓	↑↑
Weight scale 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	↓	NA	↓	↑↑
Children growth chart	↑	NA	↑	↑↑
Tongue depressor	↑	↑↑	↑	↑↑

2. Clinical Observations

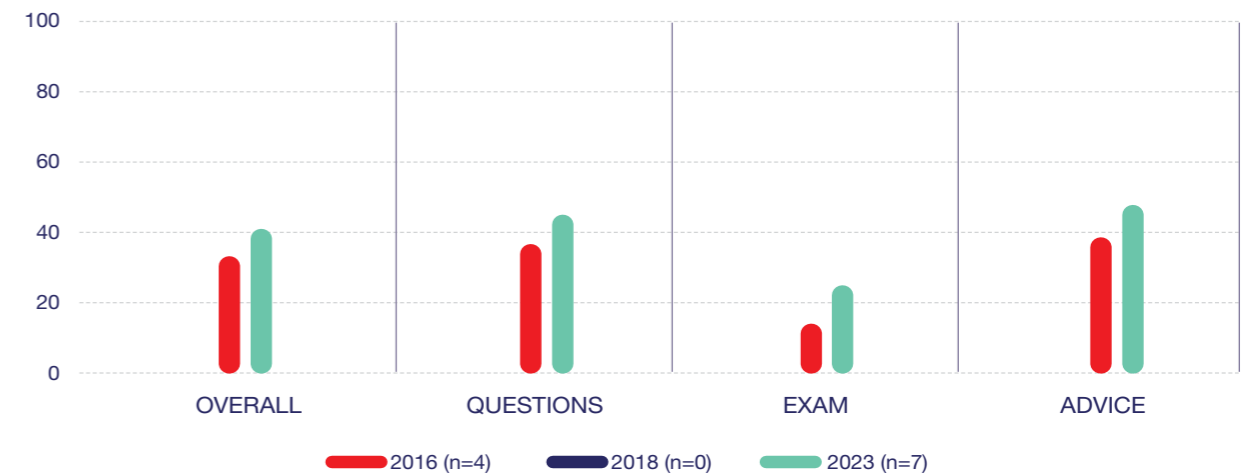
Analyzing the bar graphs for MFMC Obiliq, each illustrates performance in service delivery for Diabetes, Hypertension, and Other illnesses across three metrics—Overall, Questions, Exam, and Advice—over the years 2016 and 2023, with no data available for 2018.

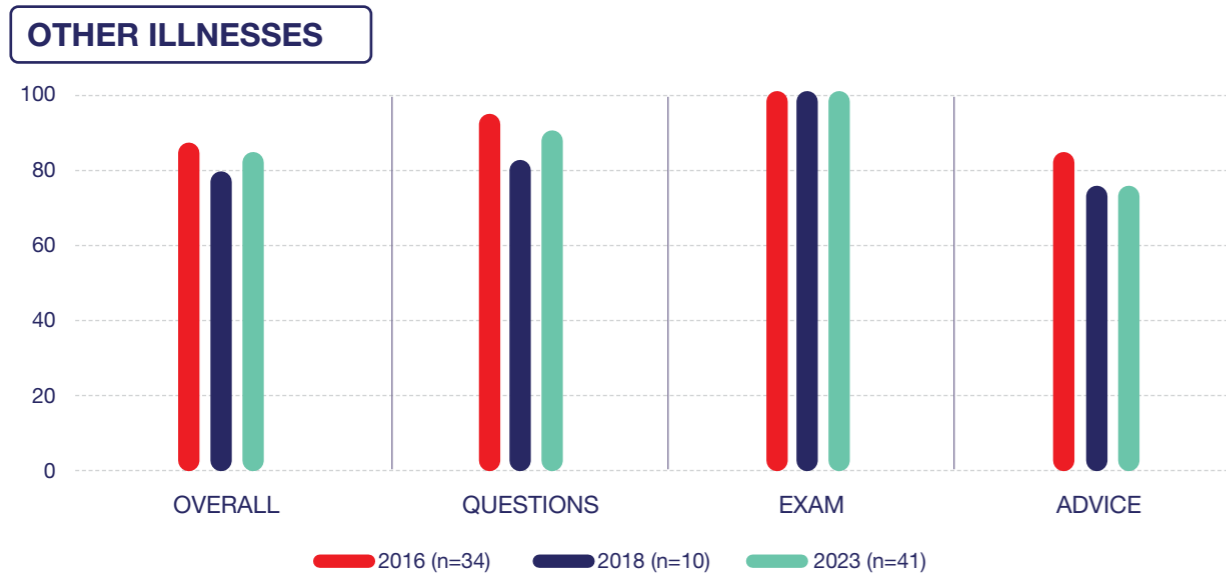
DIABETES



In 2018, there were no assessments of a patient with diabetes.

HYPERTENSION





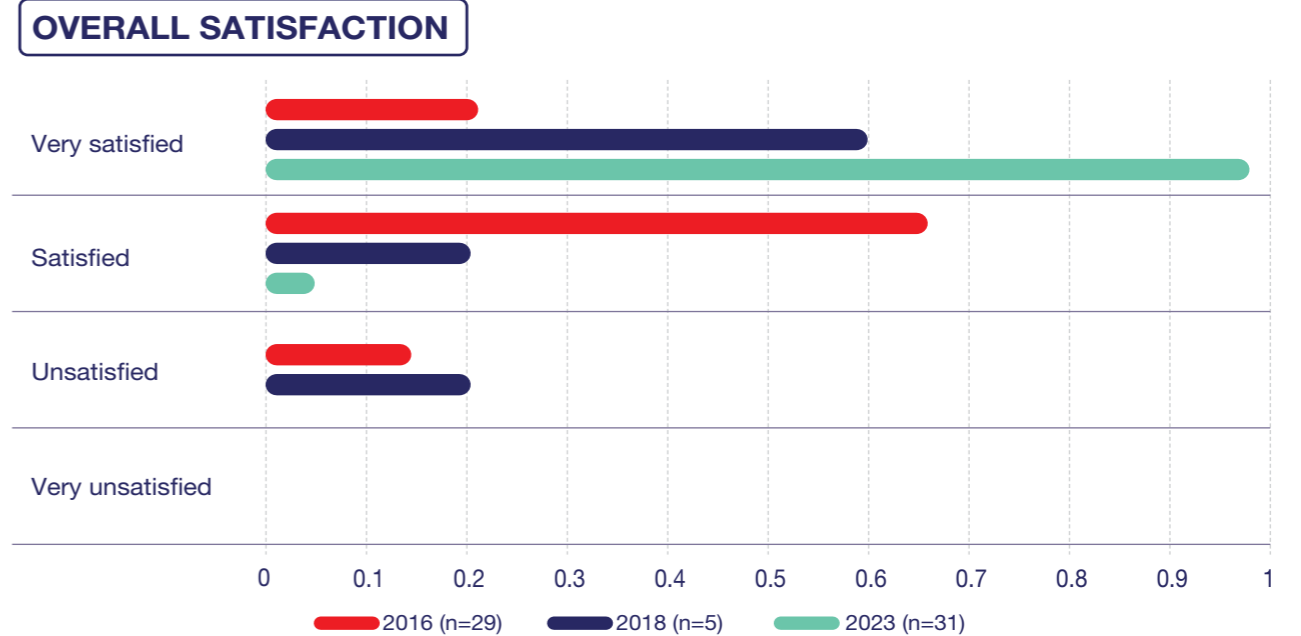
For diabetes, the data shows consistent figures for 2016 and 2023, with no data available for 2018. This suggests that the level of services provided, such as overall care, questions, exams, and advice, remained stable over the years where data was recorded. The stability might reflect an ongoing need and consistent resource allocation for diabetes care within the facility.

In the case of hypertension, there is an increase from 2016 to 2023 in the overall services provided, questions asked, and advice given. This upward trend suggests an enhanced focus or improved capacity for hypertension care over the years. The absence of data for 2018 prevents a direct comparison to observe any transitional trends over that period.

For other illnesses, while overall services, questions, and exams increased from 2016 to 2023, there is a notable decrease in the advice given over the same period. This could indicate changes in the approach to patient education or possibly a shift in focus to other service areas.

The lack of data for 2018 for diabetes and hypertension prevents a full understanding of the trends over time. However, the available data points to improvements in certain service areas and the need for ongoing evaluation of patient education strategies, especially regarding the provision of advice for other illnesses.

3. Exit Interviews



This bar graph represents patient satisfaction levels for MFMC Obiliq, showing a distribution of patient responses across four categories: “Very satisfied,” “Satisfied,” “Unsatisfied,” and “Very unsatisfied” for the years 2016, 2018, and 2023.

In 2016, with a sample size of 29, a substantial majority of patients reported being “Satisfied,” indicating a generally favorable reception of the healthcare services. The “Very satisfied” category, while not as prominent as “Satisfied,” still held a significant percentage, showing that a considerable number of patients held the services in high regard. However, there was also a noticeable portion of patients who were “Unsatisfied,” which suggests that some aspects of the service did not meet patient expectations.

By 2018, the sample size had significantly decreased to 5, making it challenging to compare directly with 2016 data due to the reduced sample representation. Nevertheless, during this year, the “Very Satisfied” category continued to dominate, but there was an increase in the proportion of “Unsatisfied” patients. The “Satisfied” responses decreased compared to 2016, indicating a potential shift in patient experience or expectations.

In 2023, with a larger sample size of 31, the percentage of “Very satisfied” patients appears

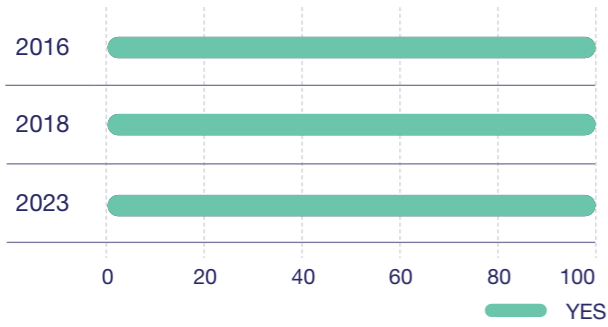
to have recovered, forming the bulk of the responses, while the “Satisfied” category shrank. This could suggest an overall improvement in patient perception or service quality. Notably, the “Unsatisfied” category showed a decrease, indicating no negative experiences, which is consistent with a trend toward improved patient satisfaction.

Overall, the growth in the “Very satisfied” category in 2023 compared to 2018 could be indicative of successful initiatives or improvements implemented by the healthcare provider. However, the presence of unsatisfied patients in 2018, even if reduced, points to the necessity for ongoing improvement and attention to patient feedback. The comparison over the years should be interpreted with caution due to varying sample sizes, which could affect the reliability of the trend data. Despite this, the 2023 data suggests a notable shift towards higher satisfaction levels among patients at MFMC Obiliq.

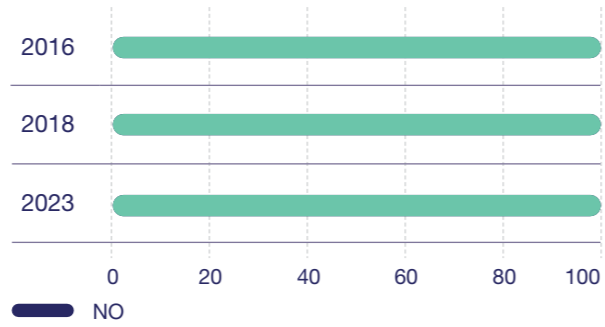
Despite the overall improvement in self-reported patient satisfaction in Obiliq, a variation in the patient experience during the consultations were observable, as shown below in more detail.

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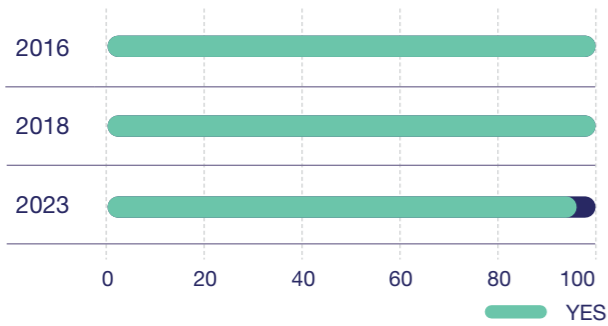
Patient given the opportunity to explain the health problem



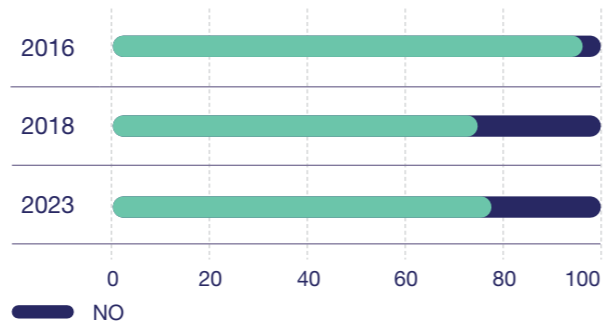
Medical doctor/nurse ensured privacy during the visit



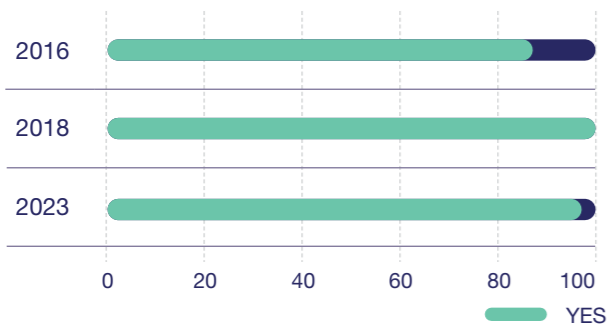
Medical doctor explained the questioning, physical examinations and health problems



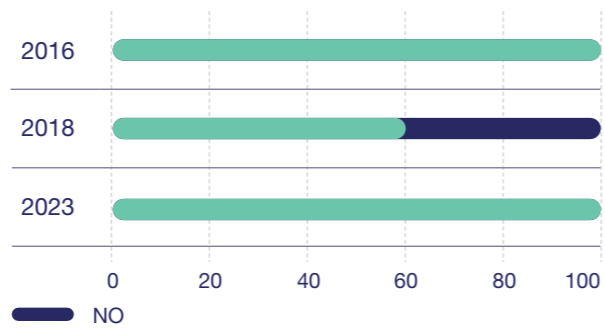
Medical doctor clearly explained the intake of prescribed medicines



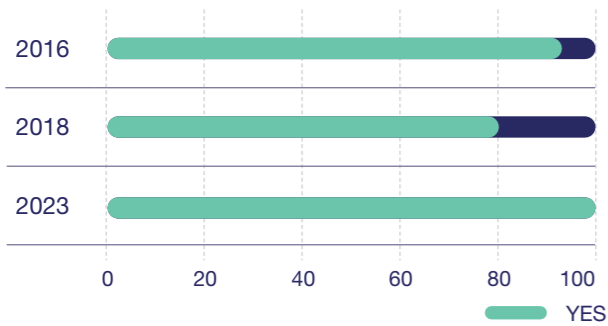
Medical doctor asked the patient if they are currently taking any prescriptions



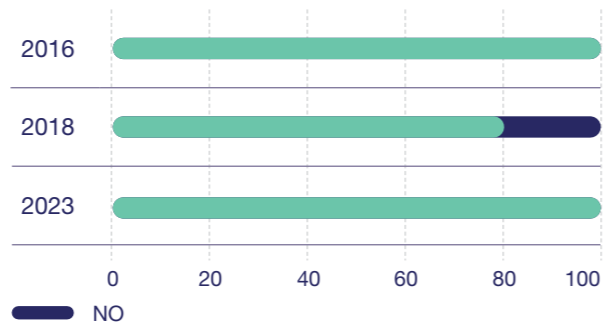
During consultation the patient had a chance to ask questions about the investigations, the health problems and treatment



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



Medical doctor/nurse was in general polite during consultation





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