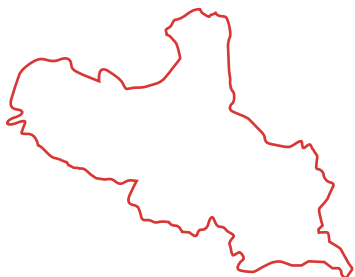


Accessible Quality Healthcare Project:



Peja

2018-2023



**Accessible
Quality
Healthcare**

Kvalitetno i Pristupačno Zdravstveno Zaštita

SDC project implemented by Swiss TPH



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Agency for Development
and Cooperation SDC



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

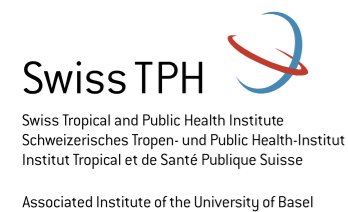
Associated Institute of the University of Basel

Swiss Agency for Development and Cooperation (SDC)

**Accessible Quality
Healthcare Project:
Peja**
**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

Acknowledgements



Contributions

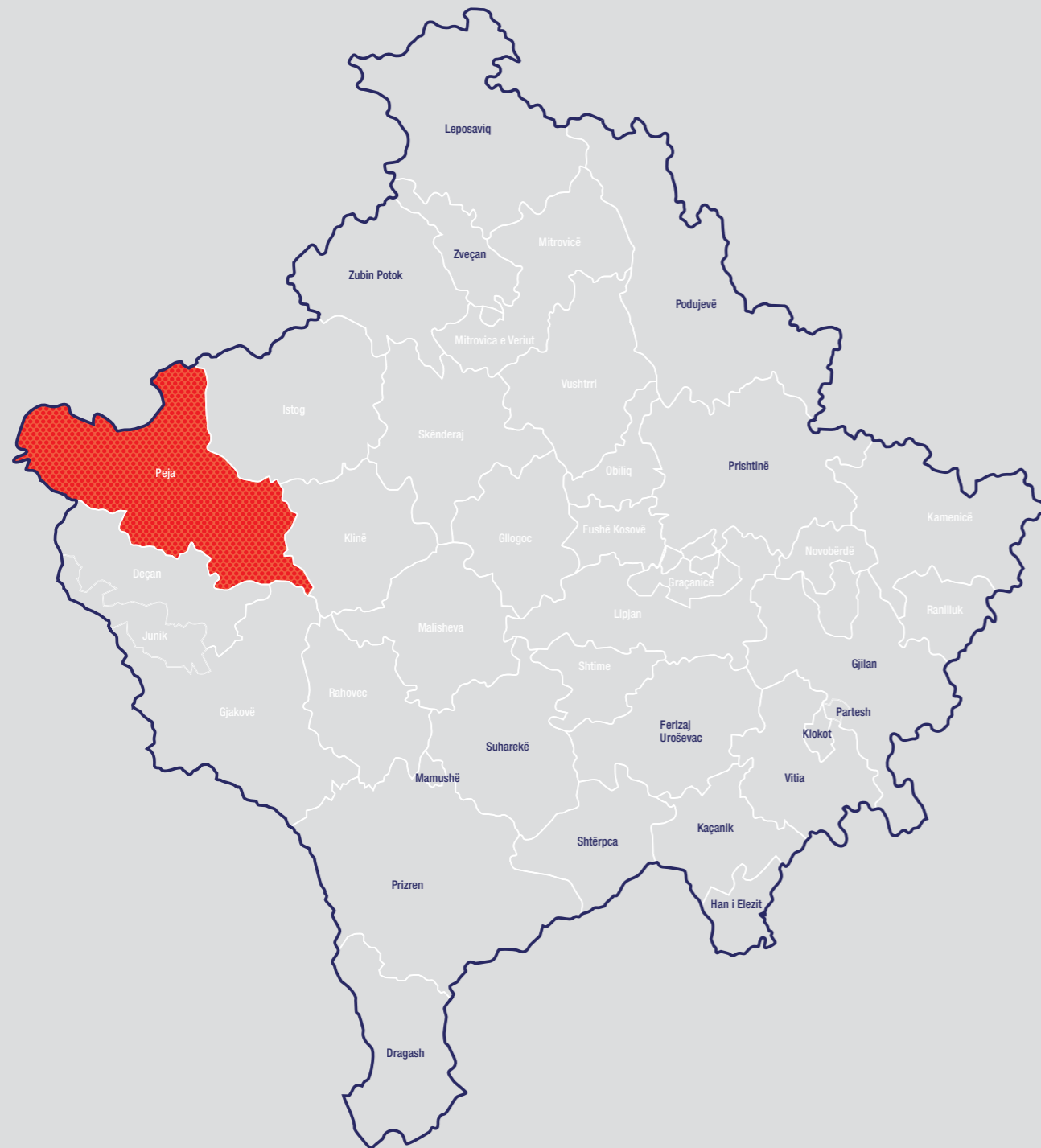
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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

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:

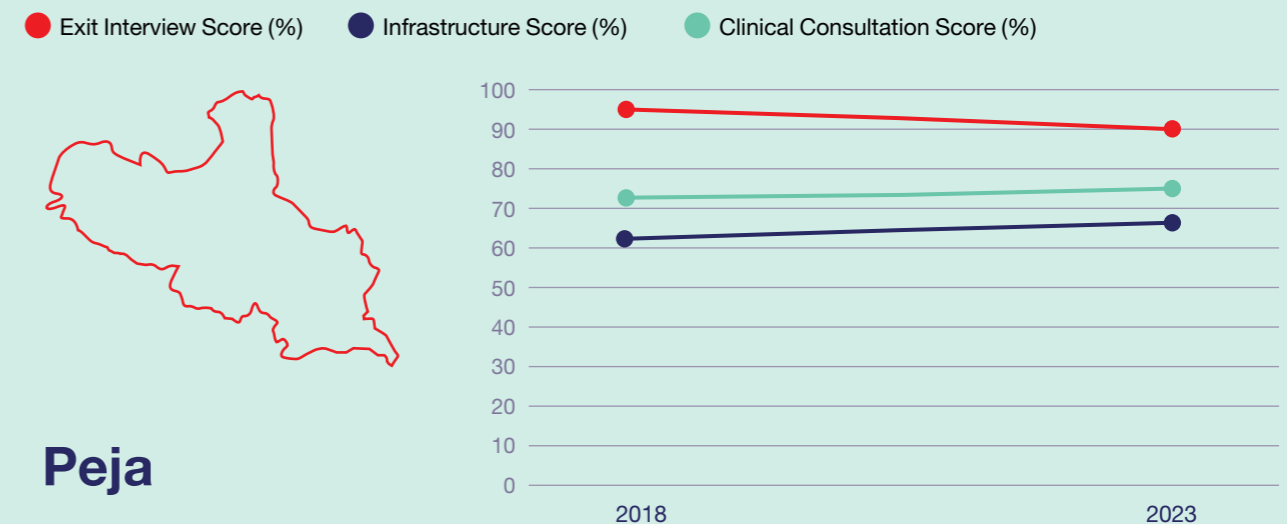
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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. ¹



Observing the Infrastructure Score, there is a minimal increase over the five-year period, starting just above 60% and ending slightly higher. This suggests some degree of enhancement in the facilities or equipment related to healthcare service provision, though the change is not pronounced.

The Clinical Consultation Score shows a similar increase, beginning near 70% in 2018 and rising to just under 80% by 2023. This indicates an

improvement in the quality of clinical consultations.

The Exit Interview Score, which is measure of patient satisfaction, remains consistently high with only a slight decrease in 2023, maintaining a score just above 90% in both years. This high score suggests that patients’ final impressions of the healthcare services at MFMC Pejë are generally favourable and have remained stable.

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/>

In summary, MFMC Pejë has shown stability in patient satisfaction upon exit and improvements in both infrastructure and clinical consultations over the five-year span, which highlights the positive impact of collaborative efforts between the MFMC leadership, municipal directorates, health staff,

and citizens, along with support from the AQH project. The consistent high performance in exit interviews paired with the advancements in clinical consultations suggests that patients are likely benefiting from improved care processes. The slight enhancement in infrastructure, although modest, complements these positive changes in service quality.

1. Infrastructure assessment: Status of general medical equipment

The infrastructure available at key facilities in Peje 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 only available for the period when the

municipality has become one of the project municipalities (2023 study) and hence no trend can be reported over the years.

Equipment	Facility type (Availability, Functionality) ²		
	MFMC Peja/ Str.Madeline Olbright	FMC IV Dardani	FMC Vitimirice
	2023	2023	2023
Microsurgery	↑↑	↑↑	↓
Nebulizer	↑↑	↑↑	↑↑
Ambu mask	↑↓	↑↑	↑↑
Strong source of light in good condition (portable)	↑↑	↑↑	↑↑
Nasal speculum	↑↑	↑↑	↑↑
Otoscope	↑↑	↑↑	↑↑
Ophthalmoscope	↑↑	↑↑	↑↑

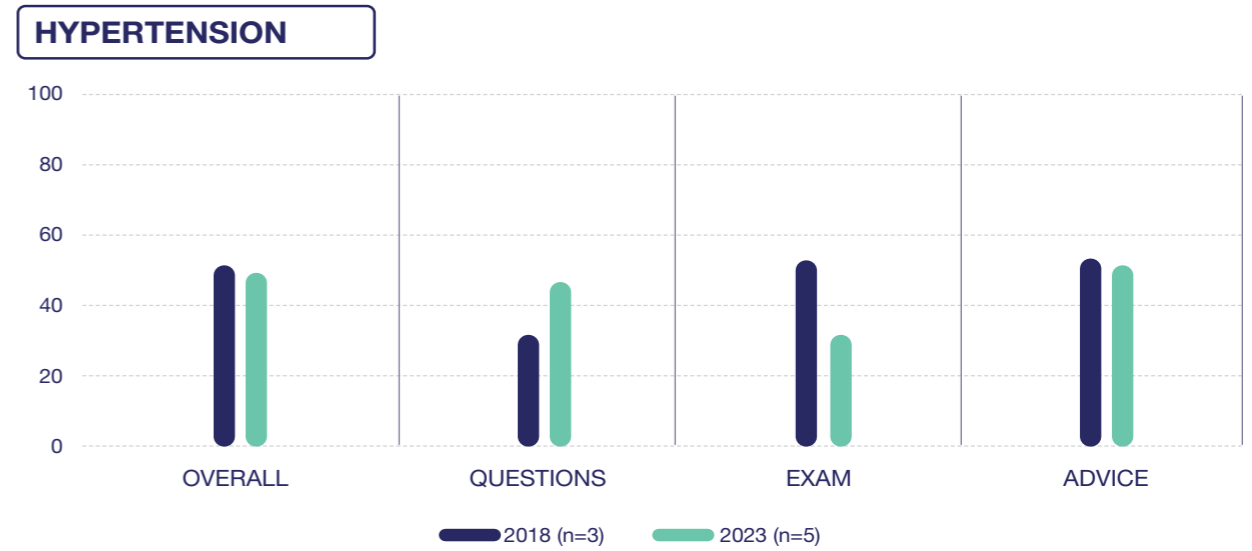
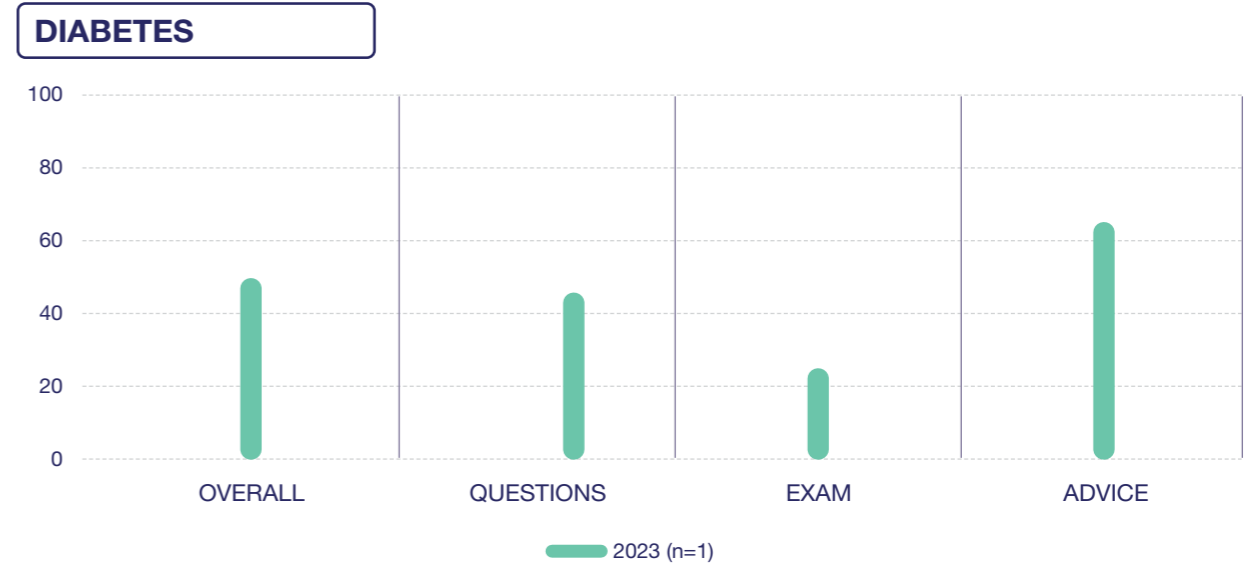
² ↑ = Available; ↑ = Functional, ↓ = Not available, ↓ = Not functional

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	↑↑	↑↑	↑↑

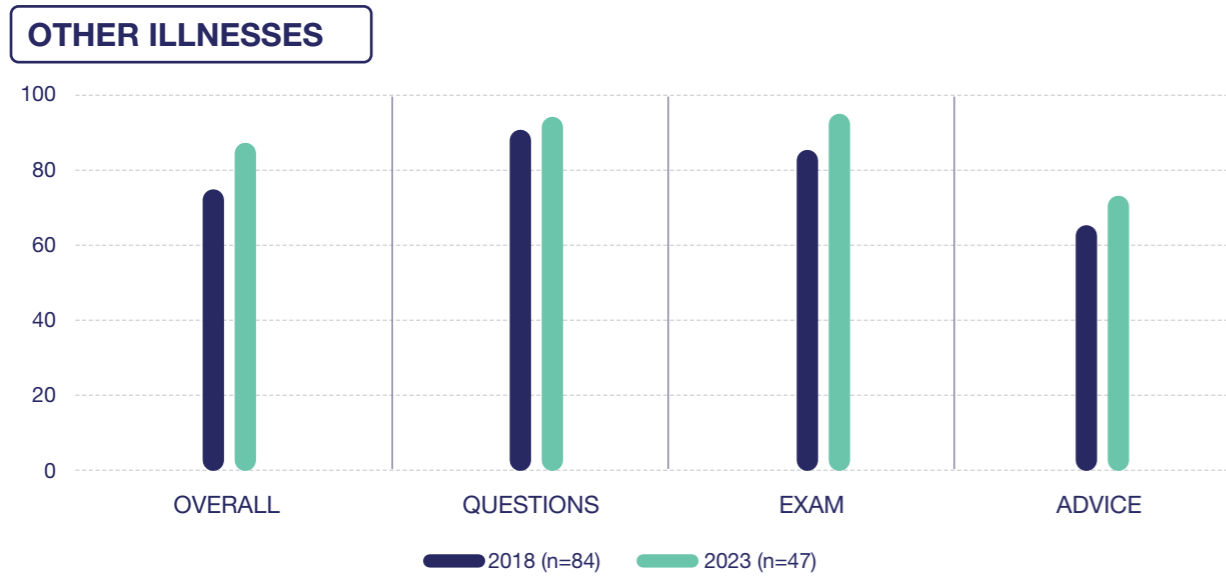
Vaccine refrigerator/portable	↑↑	↑↑	↑↑
Height meter board for children (up to two years old)	↑↑	↑↑	↑↑
Meter for height measuring (children over two years of age)	↑↑	↑↑	↑↑
Thermometer	↑↑	↑↑	↑↑
Tuning fork	↑↓	↓	↑↓
Table for vision testing	↑↑	↑↓	↑↑
Ear syringe	↑↓	↑↑	↑↑
Scissors	↑↑	↑↑	↑↑
Timer	↑↑	↑↑	↑↑
Snellen eye chart	↑↑	↓	↑↑
Children growth chart	↑↑	↑↑	↑↑
Tongue depressor	↑↑	↑↑	↑↑

2. Clinical Observations

The provided bar graphs display metrics for diabetes, hypertension, and other illnesses at MFMC Pejë, detailing Overall care quality, patient Questions, Exam thoroughness, and quality of Advice for the years 2016, 2018, and 2023.³



³ n= sample size



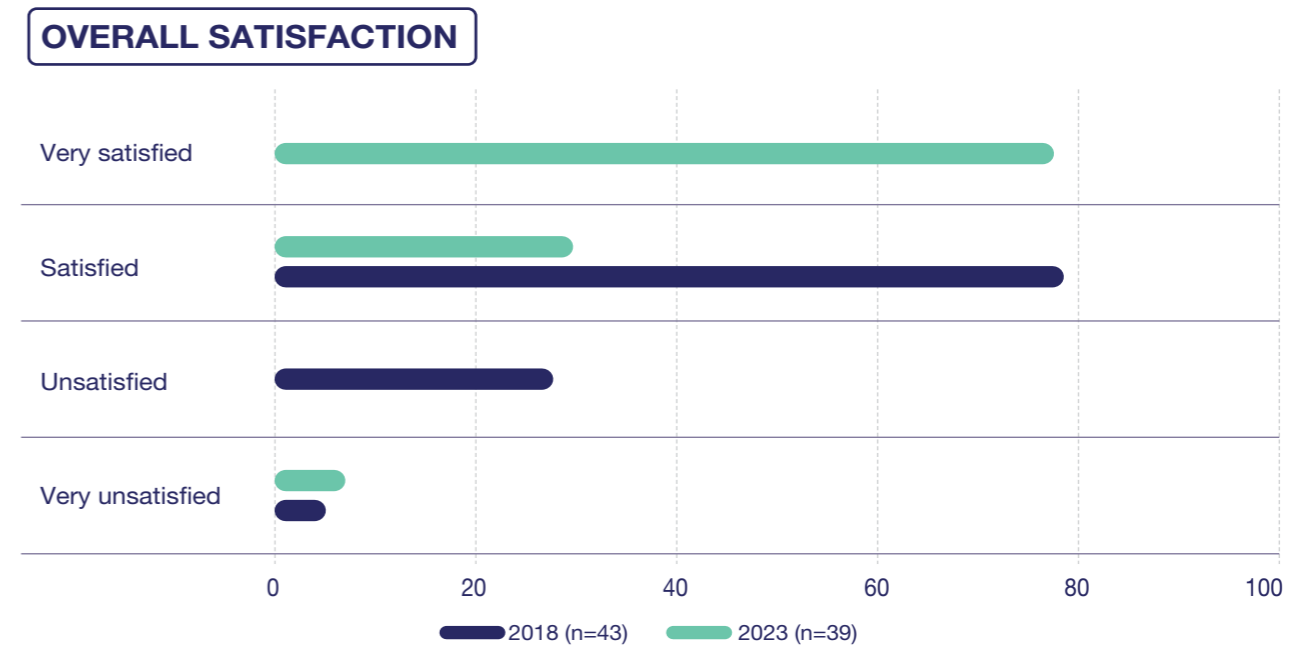
In the diabetes graph, there's no data for 2016 and 2018. In 2023, with a single respondent, the scores are higher for Overall care and Advice, while the Exam score is lowest, indicating a possible area for review.

The hypertension graph shows an increase in Questions category from 2018 to 2023 with three respondents in 2018 and 5 in 2023. In 2023, although patient Advice remain stable, there is a more noticeable reduction in Exam category, and a slight decrease in Advice and Overall category compared to 2018.

For other illnesses, the data begins in 2018 with 84 respondents, showing high levels across all categories. By 2023, with 47 respondents, the scores are relatively stable with a slight increase over the all categories.

Collectively, these graphs for MFMC Pejë indicate that patients generally receive higher levels of care across multiple health issues. While the overall quality of care for diabetes and hypertension comparatively, would have room for improvement.

3. Exit Interviews

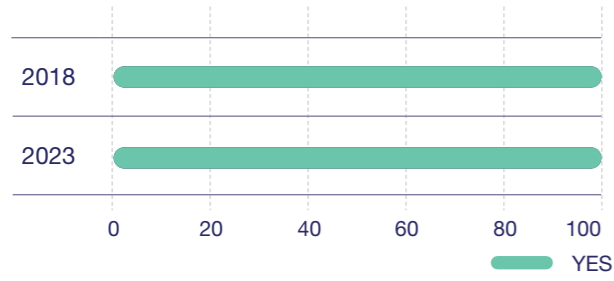


In 2018, with 43 respondents, the majority indicate they are 'Satisfied' and a smaller portion are 'Unsatisfied.' By 2023, with 39 respondents, the distribution changes slightly; while the 'Very Satisfied' category remains the most common response, the 'Satisfied' category decreases. Interestingly, the 'Very unsatisfied' category slightly grows in comparison to 2018 but there were no responses in "Unsatisfied" category in 2023.

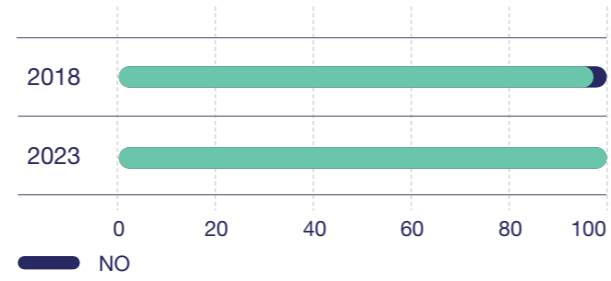
This graph suggests that while satisfaction still constitutes the majority of responses in 2023, there's a noticeable shift towards higher satisfaction when compared to 2018. The increase in 'Unsatisfied' respondents in 2018 could indicate emerging areas within the healthcare experience that require attention though by 2023 there seems to be improvement already in levels of satisfaction.

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

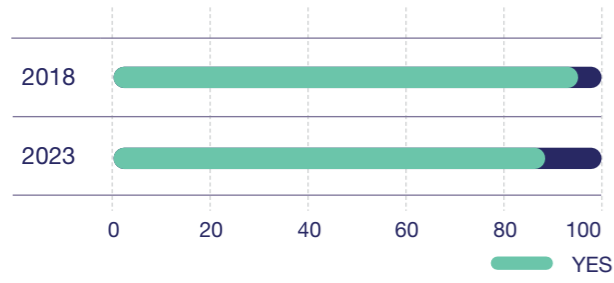
Patient given the opportunity to explain the health problem



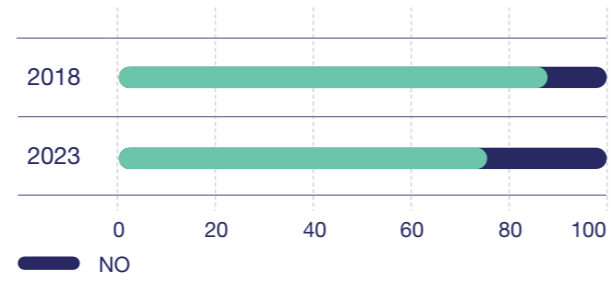
Medical doctor/nurse ensured privacy during the visit



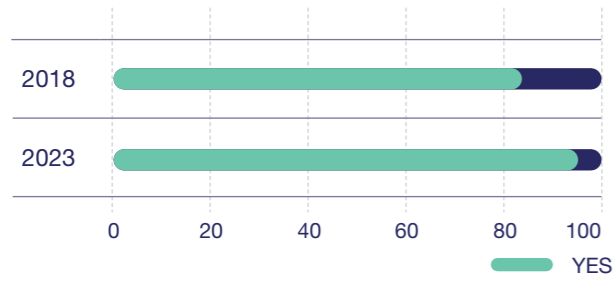
Medical doctor explained the questioning, physical examinations and health problems



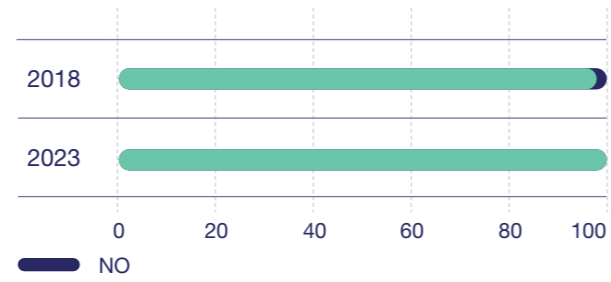
Medical doctor clearly explained the intake of prescribed medicines



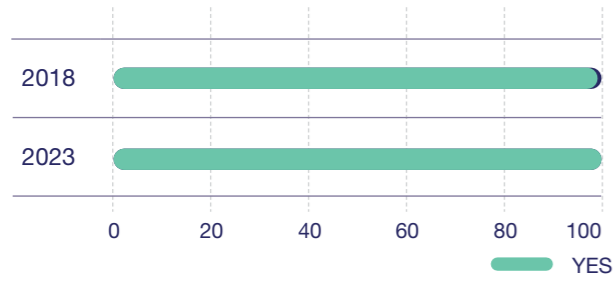
Medical doctor asked the patient if they are currently taking any prescriptions



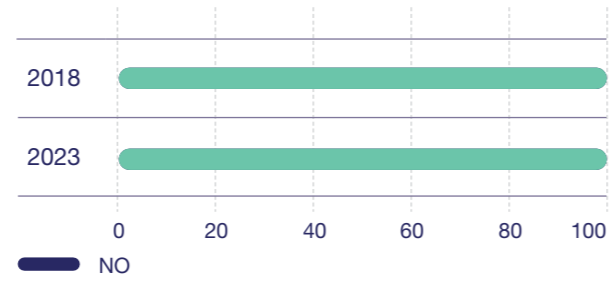
During consultation the patient had a chance to ask questions about the investigations, the health problems and treatment

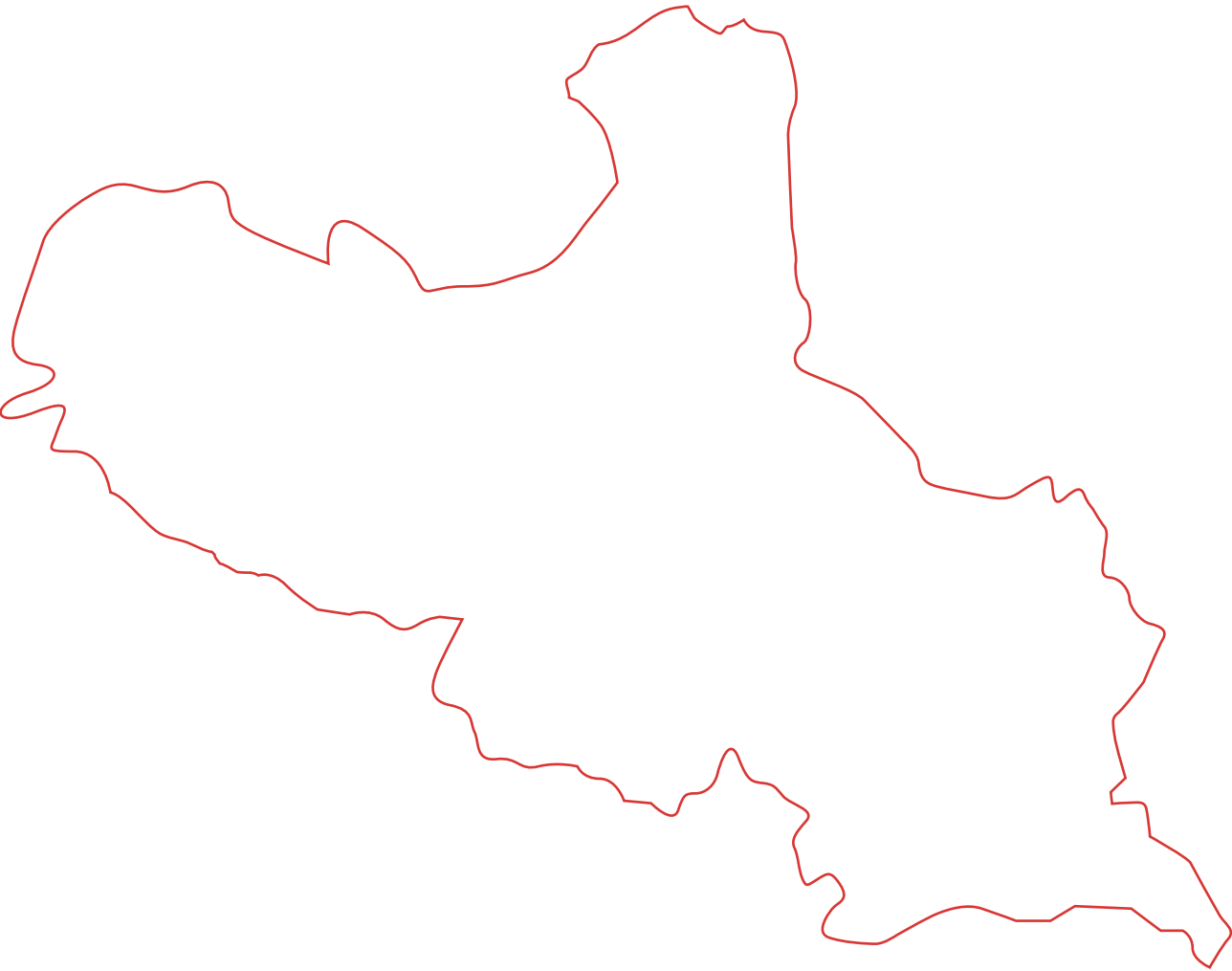


Medical doctor listened carefully to patient concerns and questions and gave satisfactory answers



Medical doctor/nurse was in general polite during consultation





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