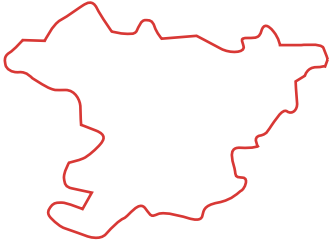


Swiss Agency for Development and Cooperation (SDC)

Accessible Quality Healthcare Project:



Shtime

2018-2023



SDC project implemented by Swiss TPH



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
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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:
Shtime**
**Quality of Care
in Primary Health Care
Trends across**

2018-2023

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Acknowledgements



Contributions

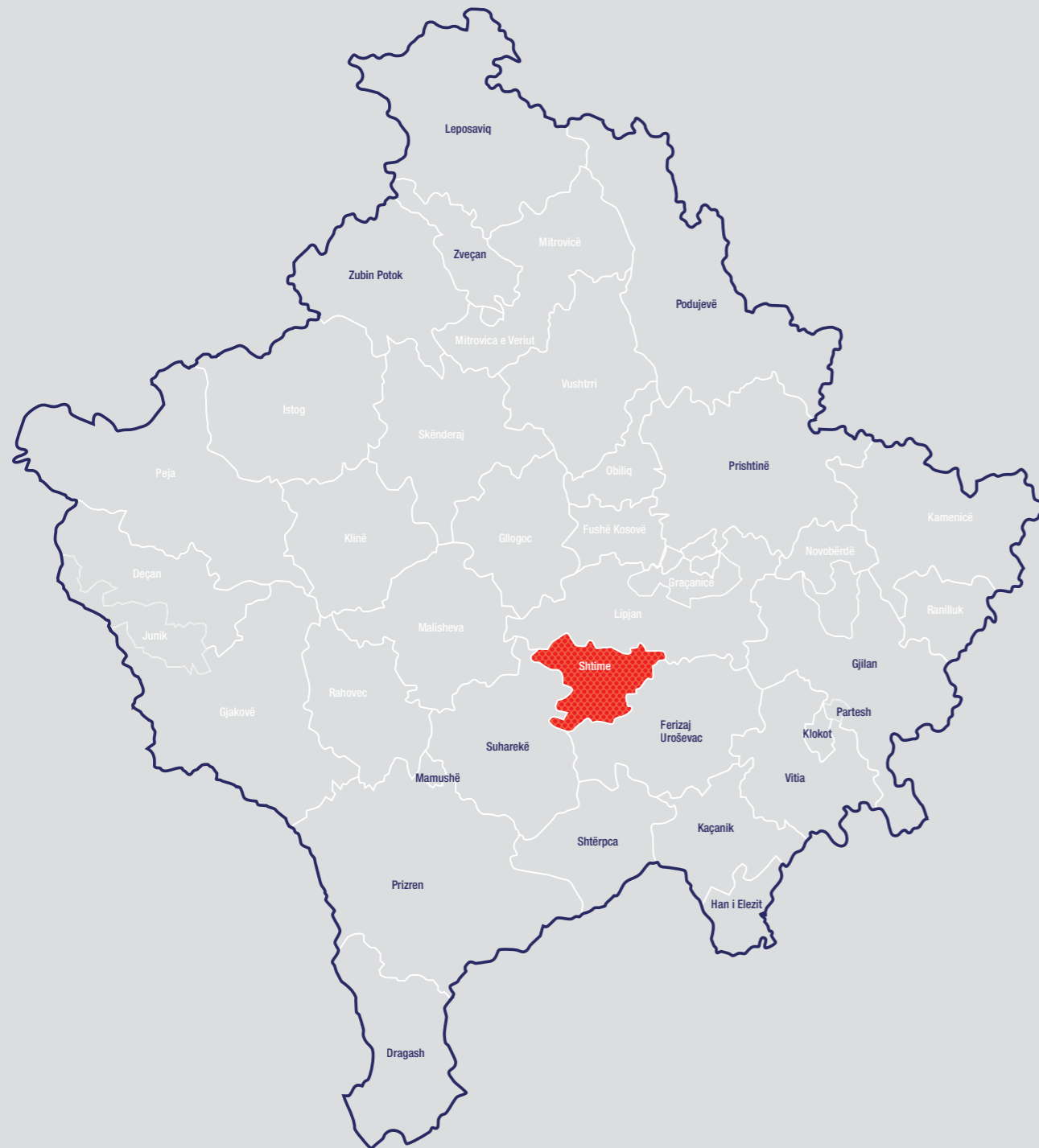
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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:

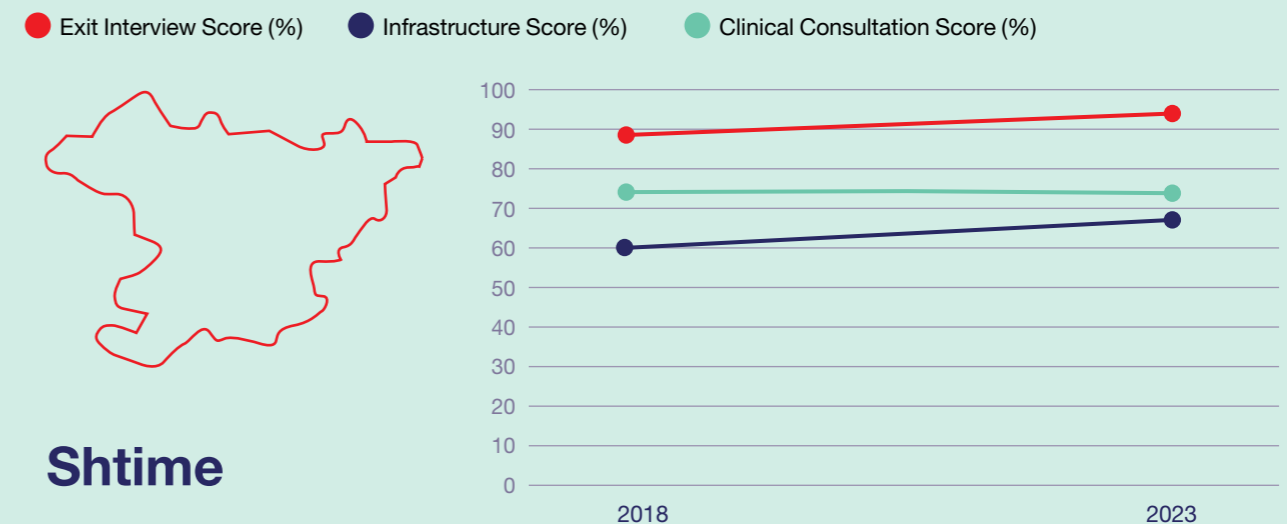
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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 shows an upward trend, increasing from just above 60% in 2018 to nearly 70% in 2023. This suggested that the MFMC Shtime made improvements in the facility’s infrastructure.

Regarding clinical consultation score, the beginning at around 70% in 2018, this score remains consistent through to 2023. The steadiness of this metric suggests that the quality

of clinical consultations has been maintained over the five-year span.

The exit interview score, which reflects patient satisfaction upon completing their visit, remains high and unchanged, situated just above 90% for both years. This indicates a sustained positive perception of the overall experience at the facility.

In summary, the overall performance for MFMC Shtime as depicted in the graph shows improve-

¹ Rajkumar S, Knoblauch AM, Ramadan 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/>

ment in infrastructure, consistent quality in clinical consultations, and sustained high patient satisfaction in exit interviews. The increased infrastructure score reflects positive developments in the physical aspects of care or the resources available. The steadiness of clinical consultation and exit interview scores suggests that patients consistently receive quality interactions and leave

with favorable impressions of their care, a testament to the healthcare service’s stability and patient-centered approach at MFMC Shtime. The observed trends highlight the positive impact 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

With missing data from 2016 and 2018, the data from 2023 indicates that the infrastructure available at key facilities in Shtime has also shown within the project time frame with more and more needed equipment being available and in functional condition.

| Equipment | Facility type (Availability, Functionality) ² | |
|---|--|---------------|
| | MFMC Shtime | FMC -Muzeqinë |
| | 2023 | 2023 |
| Microsurgery | ↓ | ↑↑ |
| Nebulizer | ↑↑ | ↑↑ |
| Ambu mask | ↑↑ | ↑↑ |
| Strong source of light in good condition (portable) | ↑↑ | ↑↑ |
| Nasal speculum | ↓ | ↑↑ |
| Otoscope | ↑↑ | ↑↑ |
| Ophthalmoscope | ↑↑ | ↑↓ |

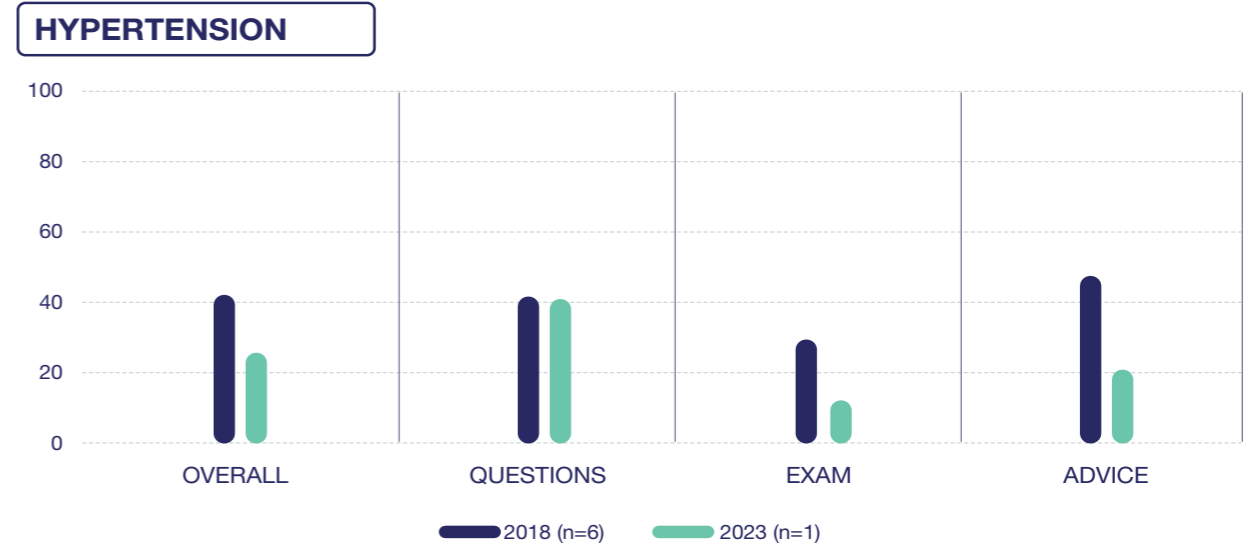
² ↑ = Available; ↑↑ = Functional, ↓ = Not available, ↓↓ = Not functional

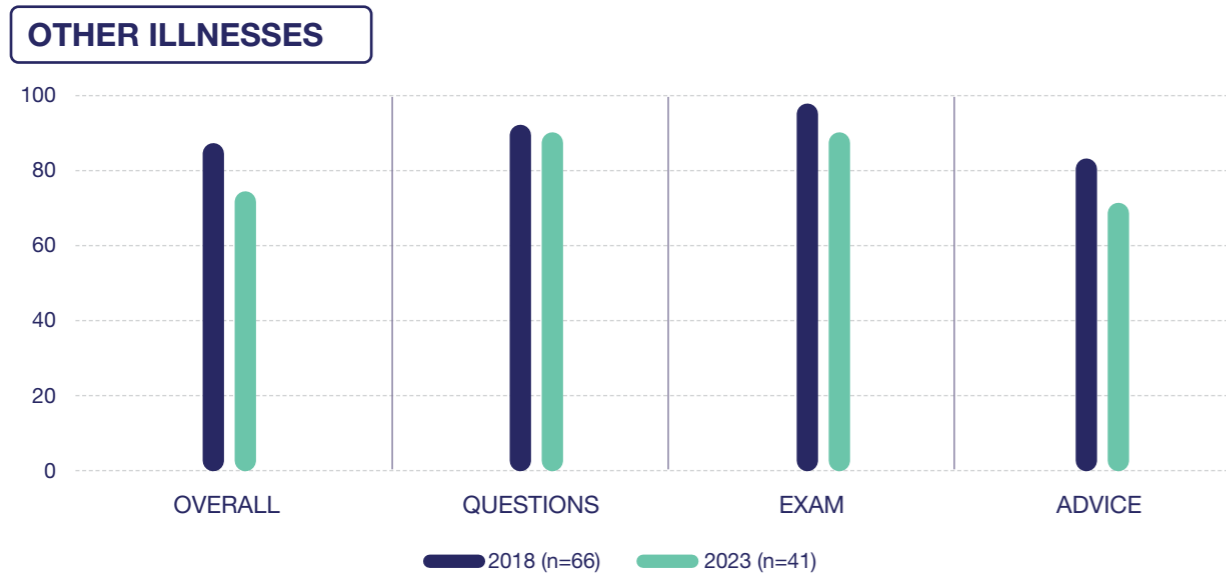
| | | |
|---|----|----|
| Doppler | ↓ | ↓ |
| Glucometer | ↑↑ | ↑↑ |
| Peak flow meter | ↓ | ↑↑ |
| Tape measure | ↑↑ | ↑↑ |
| Pen light | ↑↑ | ↑↑ |
| Head light | ↓ | ↓ |
| Neurological hammer | ↑↑ | ↑↑ |
| Weight scale for adults | ↑↑ | ↑↑ |
| Weight scale for children (over 2 years old) | ↓ | ↑↑ |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

2. Clinical Observations

The bar graphs for MFMC Shtime show clinical observation scores for Hypertension and Other illnesses, detailing Overall satisfaction, as well as satisfaction with Questions, Exam, and Advice for the years 2018 and 2023. There is no data for 2016.





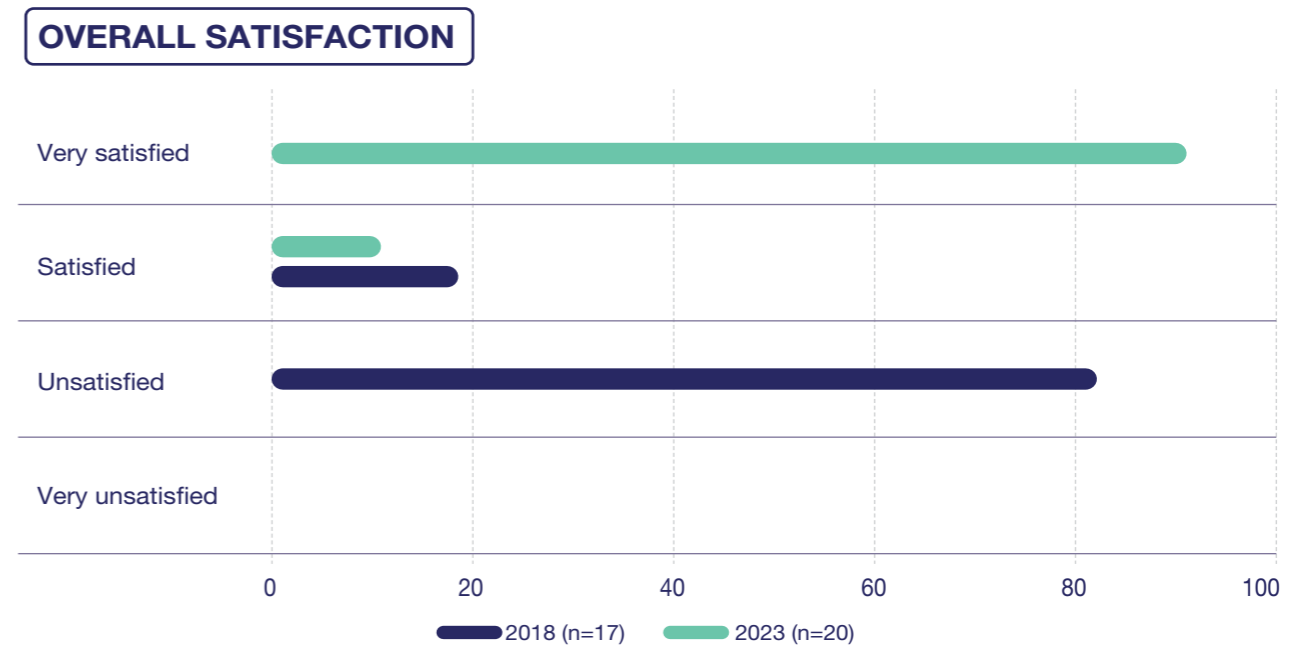
For hypertension in 2018, the data, based on six responses, suggests moderate scores for the Overall category, with similar levels for Questions and higher scores for Advice. The Exam score is notably lower, pointing to possible areas for improvement in the clinical assessment process. By 2023, only one response is available, which shows higher scores for Questions relative to the other areas, making it difficult to draw definitive conclusions due to the limited data.

The overall illness category presents a broader set of data. In 2018, with 66 responses, there are higher scores across all metrics, indicating a consistent performance in patient care and communication. By 2023, from 41 responses, there appears to be a slight decrease in satisfaction across Overall, Questions, and Exam

categories, with a more noticeable reduction in Advice. This could suggest changes in the negative direction in the clinical process, which would warrant attention.

Interpreting the results qualitatively for MFMC Shtime’s performance, it appears there was a stable and relatively consistent scores across the years for both conditions. However, hypertension had lower scores than Other Illnesses. The limited particularly in the Hypertension category, makes it challenging to establish a comprehensive view of performance trends. However, the available information suggests a need to examine the consistency of service quality, particularly in conducting examinations that resonates effectively with patients’ concerns and conditions.

3. Exit Interviews



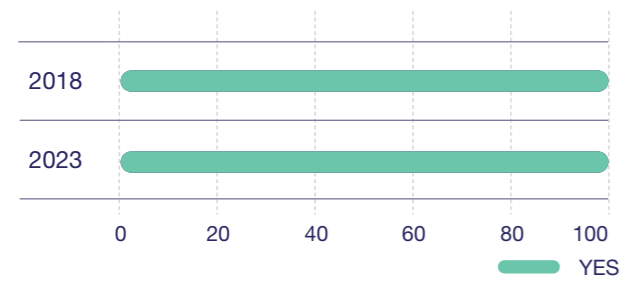
In 2018, with 17 respondents, the most common level of satisfaction is “Unsatisfied”. A significant number of respondents report being “Satisfied”, which indicates that MFMC Shtime has patients which were not fully satisfied with the received services to their needs.

By 2023, the number of respondents has slightly increased to 20. The distribution of satisfaction levels shows a considerable shift with no response in the “Unsatisfied” category. The proportion of “Satisfied” patients has diminished, and the “Very satisfied” category shows most responses. Notably, the “Very unsatisfied” category remains with no cases reported.

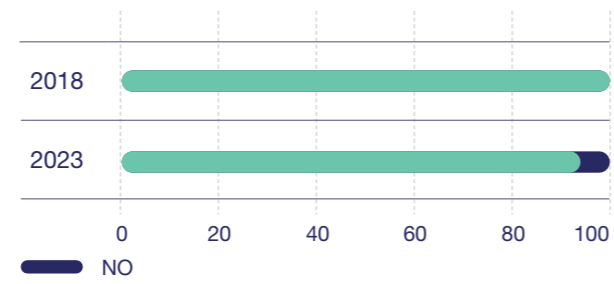
This graph suggests a shift in the performance of MFMC Shtime from predominantly dissatisfied side in 2018 to a predominantly satisfied side in 2023. Having similar number of respondents in both years, the change in satisfaction levels indicates improvements on the healthcare provision side and that MFMC Shtime has addressed the potential areas of concern to improve patient experiences.

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

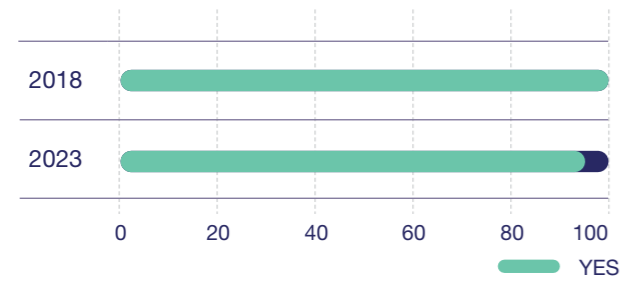
Patient given the opportunity to explain the health problem



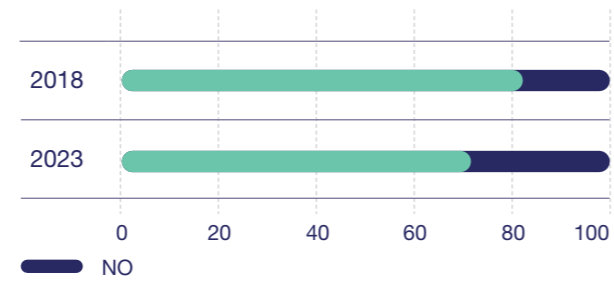
Medical doctor/nurse ensured privacy during the visit



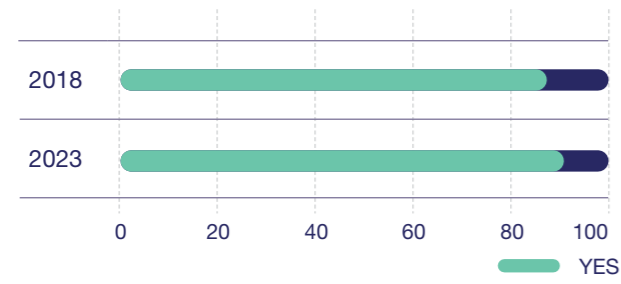
Medical doctor explained the questioning, physical examinations and health problems



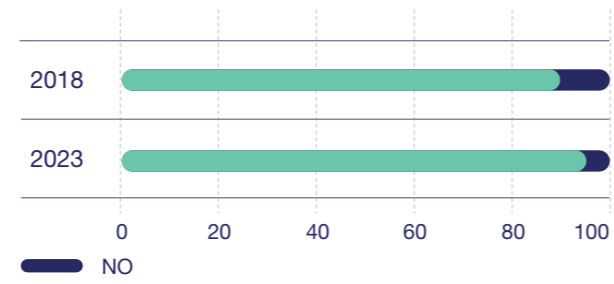
Medical doctor clearly explained the intake of prescribed medicines



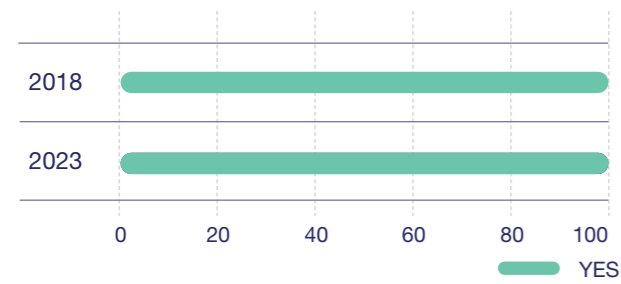
Medical doctor asked the patient if they are currently taking any prescriptions



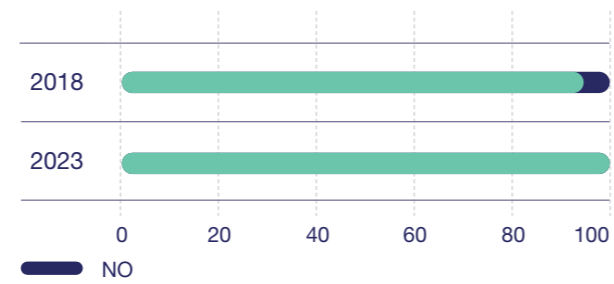
During consultation the patient had a chance to ask questions about the investigations, the health problems and treatment

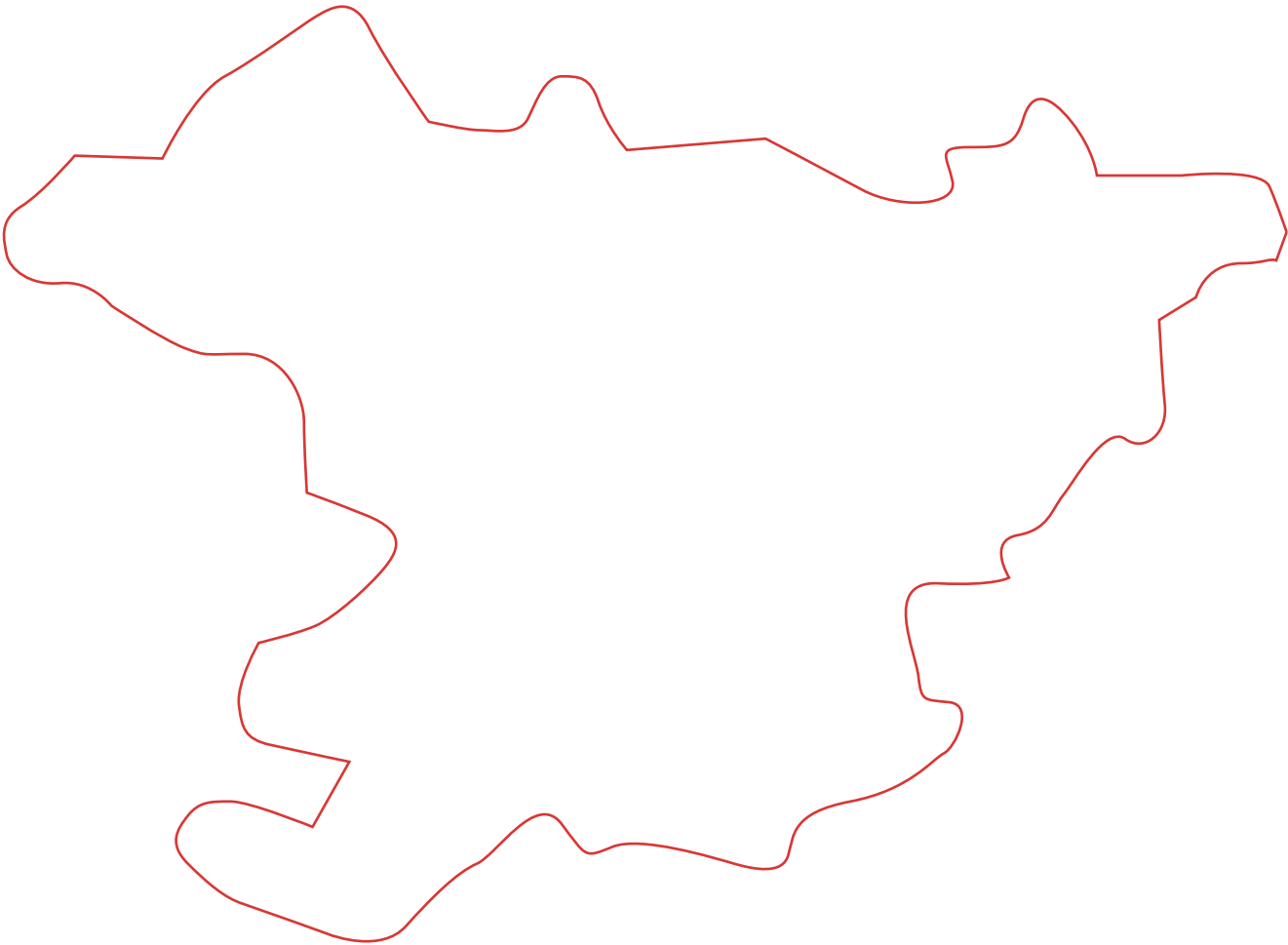


Medical doctor listened carefully to patient concerns and questions and gave satisfactory answers



Medical doctor/nurse was in general polite during consultation





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