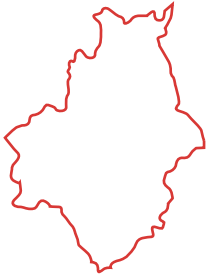


Swiss Agency for Development and Cooperation (SDC)

Accessible Quality Healthcare Project:



Vushtri

2016-2018-2023



**Accessible
Quality
Healthcare**

Kujdesia Shëndetësore | Kuvshëm dhe Qëllor
Pristupačna i Kvalitetna Zdravstvena Zashita

SDC project implemented by Swiss TPH



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
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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

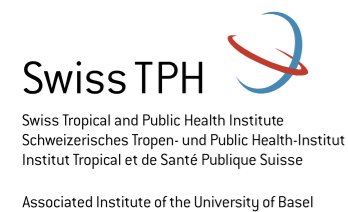
Associated Institute of the University of Basel

Swiss Agency for Development and Cooperation (SDC)

**Accessible Quality
Healthcare Project:
Vushtri**
**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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Contributions

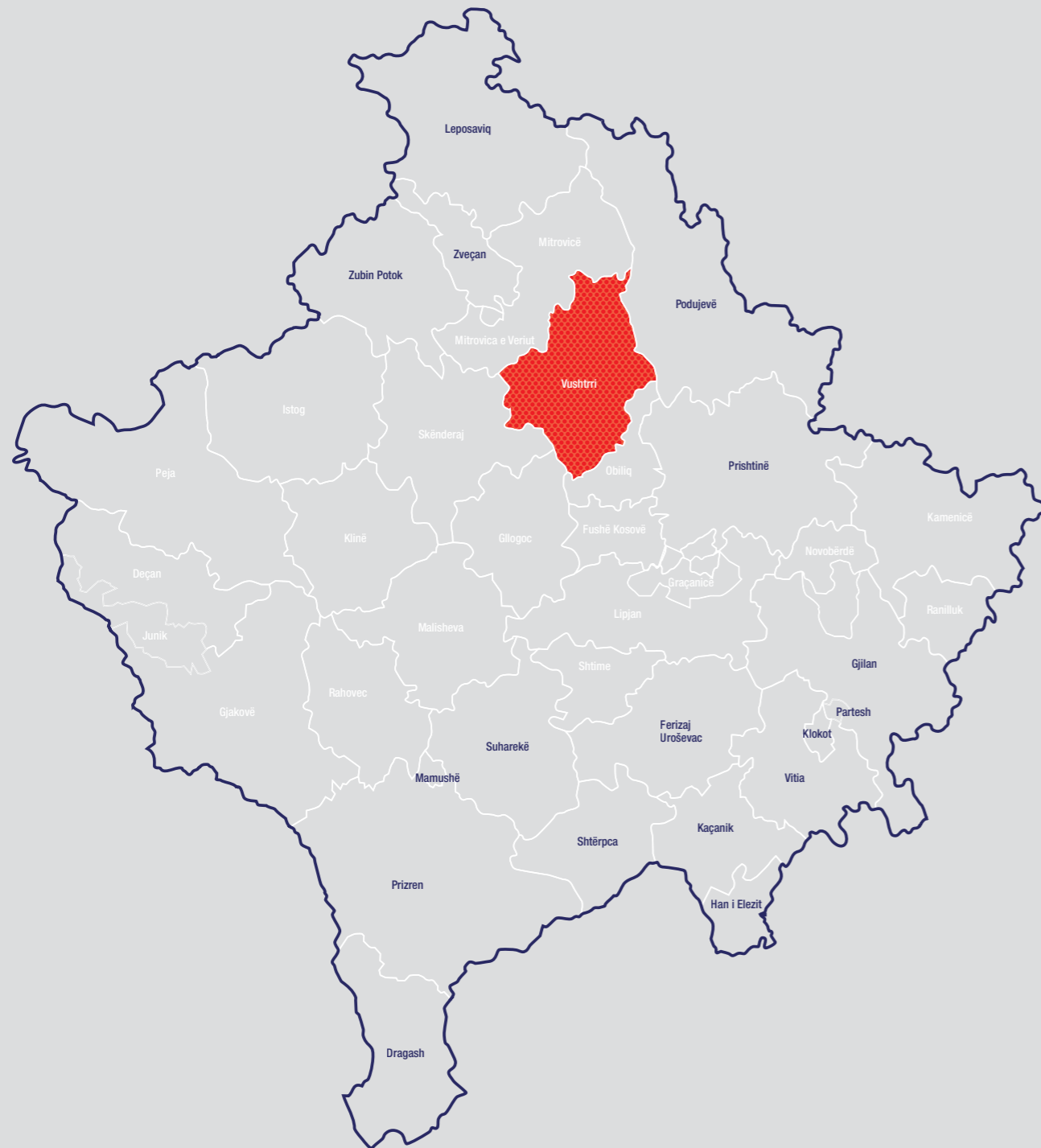
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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:

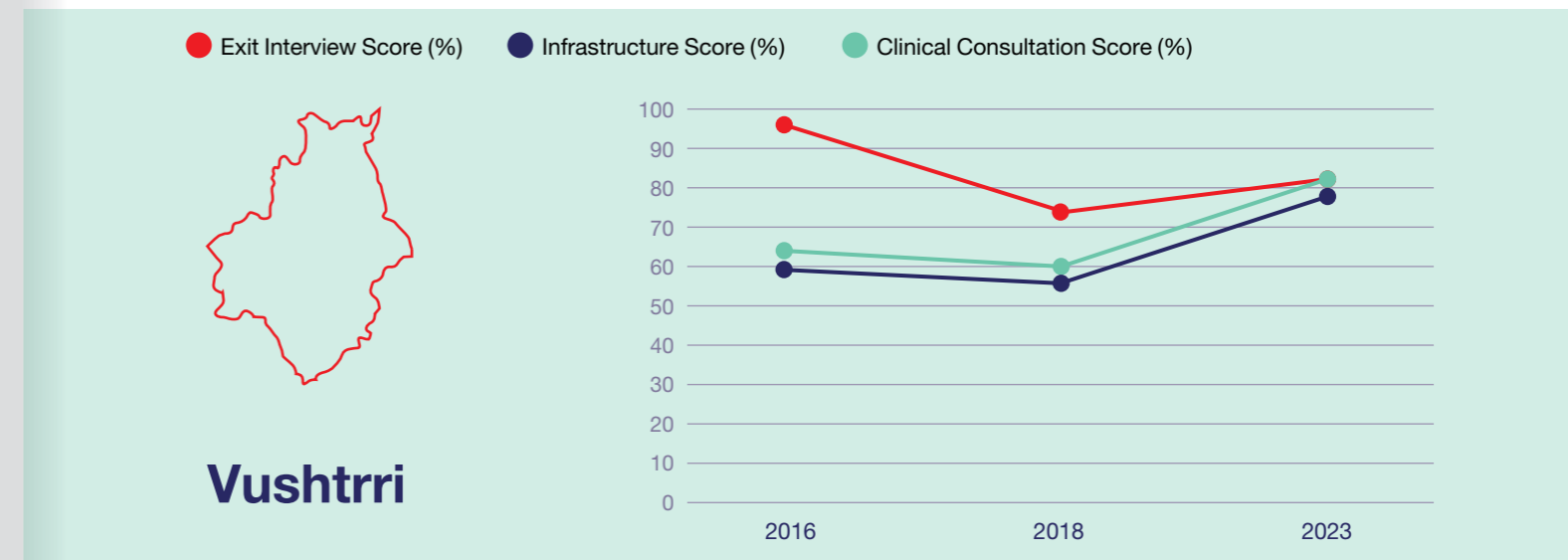
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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



From 2016 to 2018, the Infrastructure Score shows a decrease, suggesting a deterioration in the available infrastructure aiding healthcare service delivery. However, this score increases from 2018 to 2023, indicating significant improvements in infrastructure available surpassing values of all previous years.

Infrastructure score initially experiences a slight drop from 2016 to 2018 but then rises notably by 2023. This recovery suggests a significant enhancement in the quality or effectiveness of clinical consultations over the last five years.

The Clinical Consultation Score, similar to

The Exit Interview Score remains relatively high throughout the period, dipping initially in 2018 but recovering by 2023 to stay above the 80% mark.

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/>

This high score is consistent with patients' positive overall impressions upon concluding their healthcare services.

In concrete terms, MFMC Vushtrri's leadership in collaborative efforts, municipal directorates, health

staff, aided by support from AQH project has shown a capability to advance the clinical consultation quality, infrastructure level and maintain a high level of patient satisfaction at exit.

1. Infrastructure assessment: Status of general medical equipment

The infrastructure available at key facilities in Skenderaj 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) ²					
	MFMC - Str.Çamërisë		FMC - Village Druar		FMC - Str.Dëshmorët e Kombit	
	2016	2023	2016	2023	2016	2023
Microsurgery	↑↑	↑↑	↓	↑↑	↑↑	↑↑
Nebulizer	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Ambu mask	↑↑	↑↑	↓	↑↑	↑↑	↑↑
Strong source of light in good condition (portable)	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Nasal speculum	↓	↑↑	↑↑	↓	↑↑	↑↑
Otoscope	↑↑	↑↑	↑↓	↑↑	↑↑	↑↑
Ophthalmoscope	↑↑	↑↑	↓	↑↑	↓	↑↑
Doppler	↓	↓	↓	↓	↓	↑↓

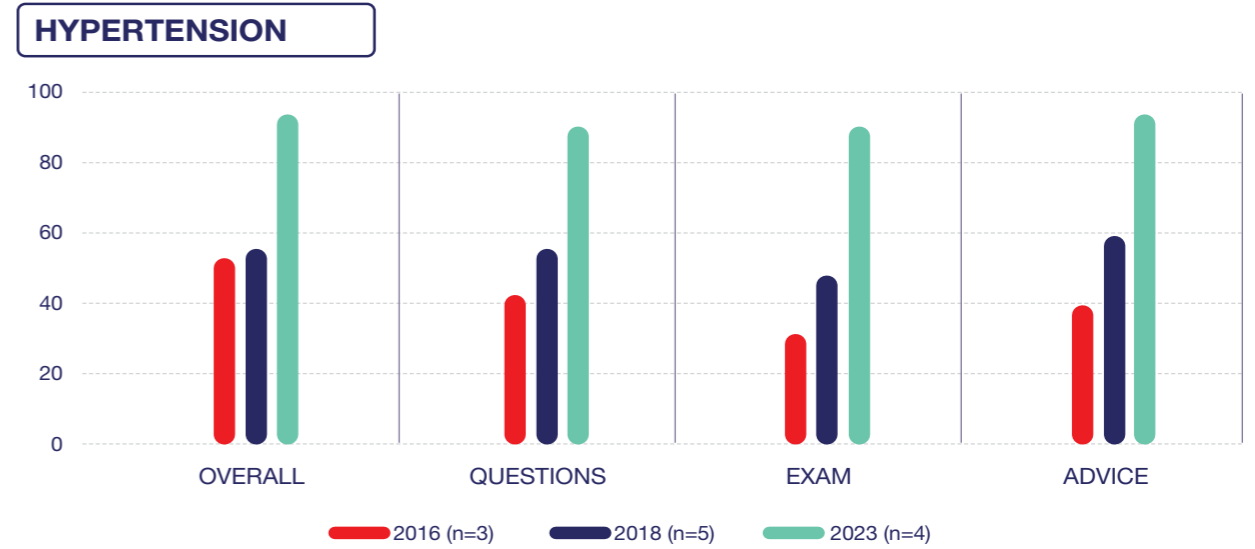
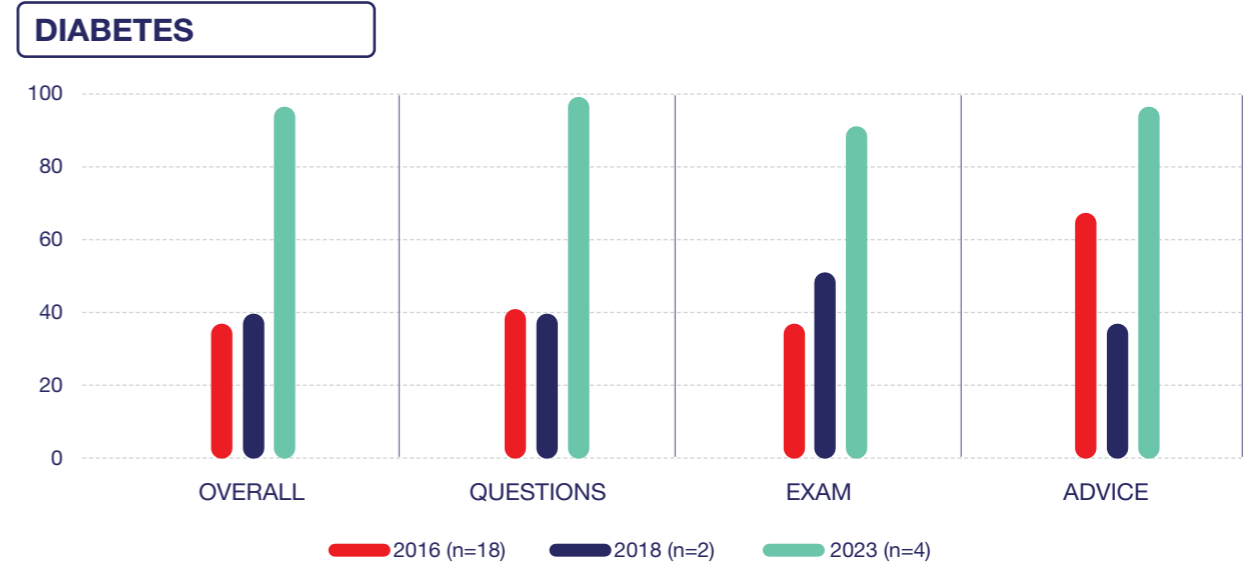
² ↑ = Available; ↑ = Functional, ↓ = Not available, ↓ = Not functional

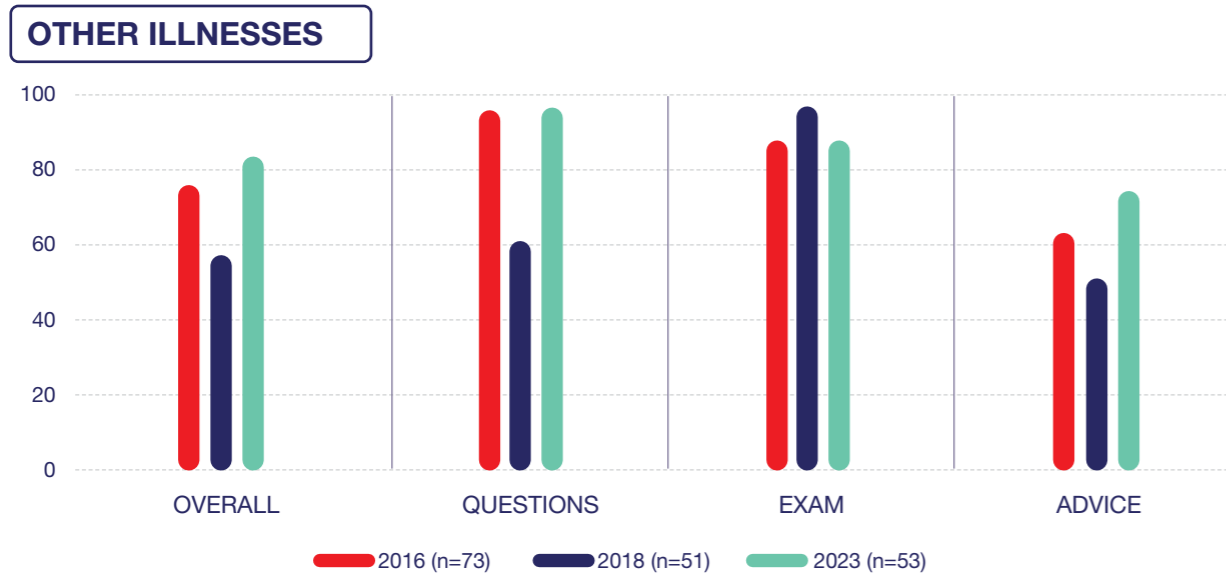
Glucometer	↑↑	↑↓	↑↓	↑↑	↑↑	↑↑
Peak flow meter	↓	↓	↓	↑↑	↑↑	↑↓
Tape measure	↑↑	↑↑	↓	↑↑	↑↑	↑↑
Pen light	↑↑	↓	↑↑	↑↑	↑↑	↑↑
Head light	↓	↓	↓	↓	↓	↓
Neurological hammer	↓	↑↑	↓	↑↑	↑↑	↑↑
Weight scale for adults	↑↑	↑↑	↑↓	↑↑	↑↑	↑↑
Weight scale for children (over 2 years old)	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Weight scale for infants 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 bar graphs for MFMC Vushtri provide an overview of healthcare services in the areas of diabetes, hypertension, and other illnesses, tracking from 2016 to 2023.





In 2016 for Diabetes, with 18 respondents, the 'Overall' satisfaction level is seen to be moderate along with other areas, with 'Advice' displaying notably higher values, suggesting more favorable outcomes in this areas. By 2018, with a decrease in the sample size to 2 respondents, there is an increase across all categories (except Questions which remained the same and Advice which reduced), which could suggest improvements in clinical practice. However, caution should be used when interpreting these results due to the small sample size. In 2023, the sample size is 4, and while 'Overall' satisfaction and 'Questions' show a decline from 2018, they remain higher than 2016 levels. 'Exam' and 'Advice' sees an increase from both 2018 and 2016.

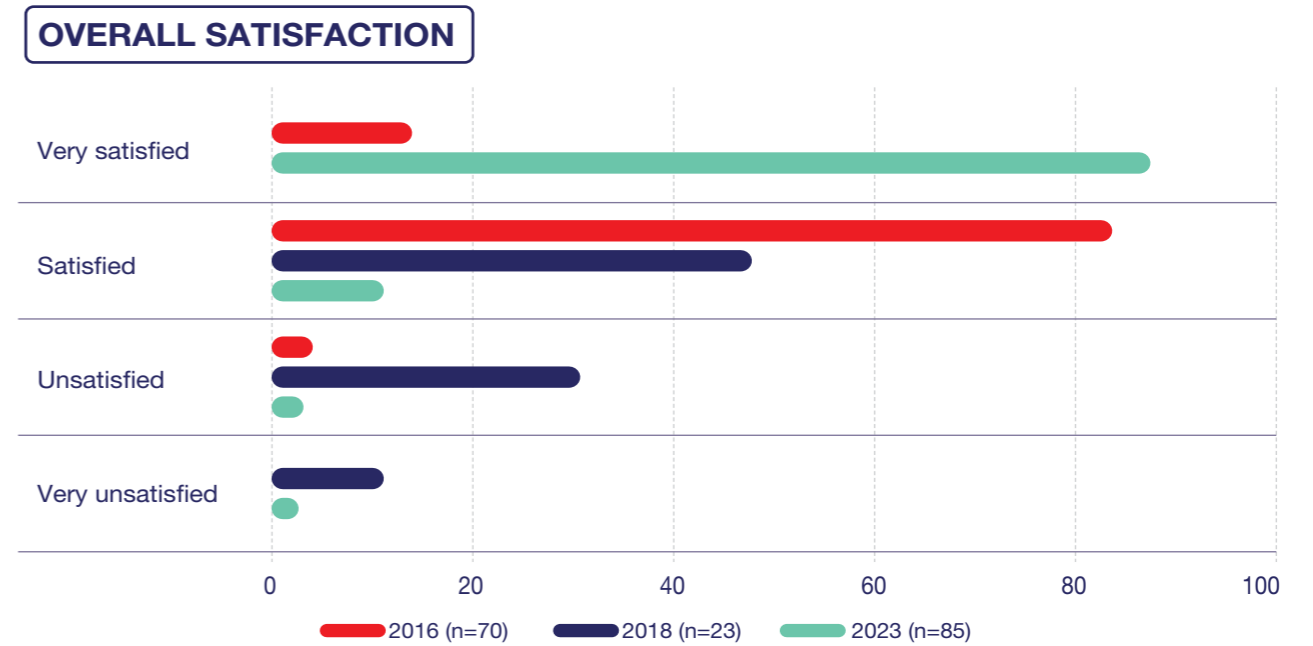
For Hypertension, the number of respondents increased from 3 in 2016 to 5 in 2018, and then decreased to 4 in 2023. In 2018, 'Overall' satisfaction and 'Questions' saw an increase from 2016, while 'Exam' and 'Advice' showed a decline. By 2023, all parameters show a significant increase to reaching scores surpassing all past years. This suggests some fluctuations but overall improvements in all aspects of clinical consultations.

With Other Illnesses, there is a decrease in the number of respondents from 73 in 2016 to 51 in 2018 and then a slight increase to 53 in 2023. From 2016 to 2018, 'Overall' satisfaction, 'Questions',

and 'Advice' decreased, while 'Exam' showed an increase from 2016, suggesting that the only the examination part of the clinical consultations improved during this period. In 2023, there's an increase in all categories, except Exam from the 2018 levels, where the values showed an improvement. 'Overall' satisfaction and 'Questions' almost return to their 2016 levels, 'Exam' reduces but settles closer to the 2016 benchmark, and 'Advice' shows a significant recovery from 2018, reaching levels much above the original 2016 level indicating improvements on all aspects of clinical consultations by 2023

Qualitatively, the data for MFMC Vushtrri indicate a complex picture of patient experience over the years. For Diabetes and Hypertension, the trend suggests an overall improvement from 2016 to 2023. For Other Illnesses, the initial decline in most categories by 2018 could be due to various factors, though the subsequent increase in satisfaction by 2023 across all categories suggests that MFMC Vushtrri may have implemented successful strategies for improvement of clinical consultations process in response to the 2018 performance. It's important to keep in mind that variations in sample size can influence the interpretation of these trends and should be considered when making year-to-year comparisons.

3. Exit Interviews



In 2016, with 70 respondents, the largest group reports being 'Satisfied,' a moderate number are 'Very satisfied,' and smaller amounts fall into 'Unsatisfied'. By 2018, there is a significant decrease in respondents (n=23), yet a similar pattern of responses persists, with most being 'Satisfied' Though 'Very Unsatisfied' category showed responses with "Unsatisfied" being the second largest category indicating shift of responses towards more dissatisfaction. In 2023, with a larger pool of respondents (n=85), there is an increase in 'Very satisfied' becoming the largest response category and a decrease in the

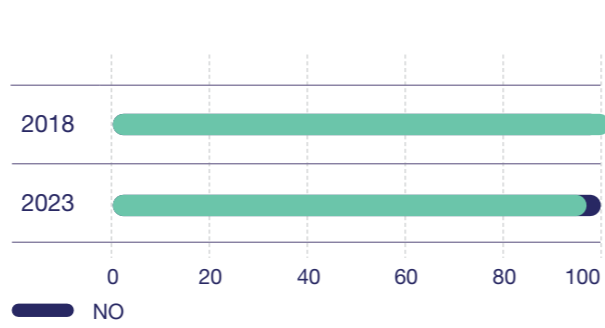
other categories with very few responses in the 'Unsatisfied' and 'Very unsatisfied' categories. This points to an overall positive direction change of the overall satisfaction levels of patients over the years.

Despite the overall improvement and situation in self reported patient satisfaction in Vushtrri, 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



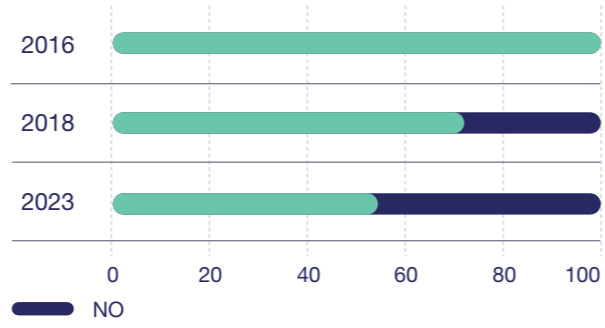
Medical doctor/nurse ensured privacy during the visit



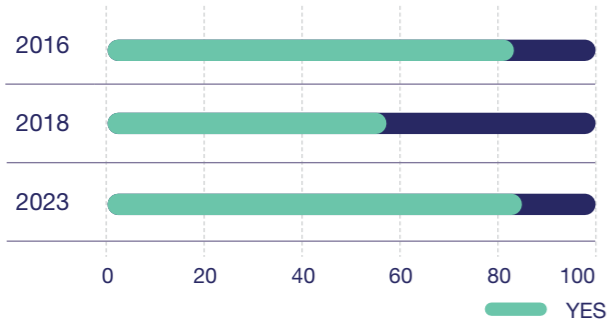
Medical doctor explained the questioning, physical examinations and health problems



Medical doctor clearly explained the intake of prescribed medicines



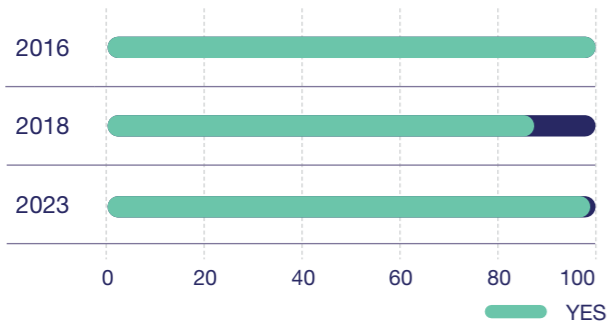
Medical doctor asked the patient if they are currently taking any prescriptions



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

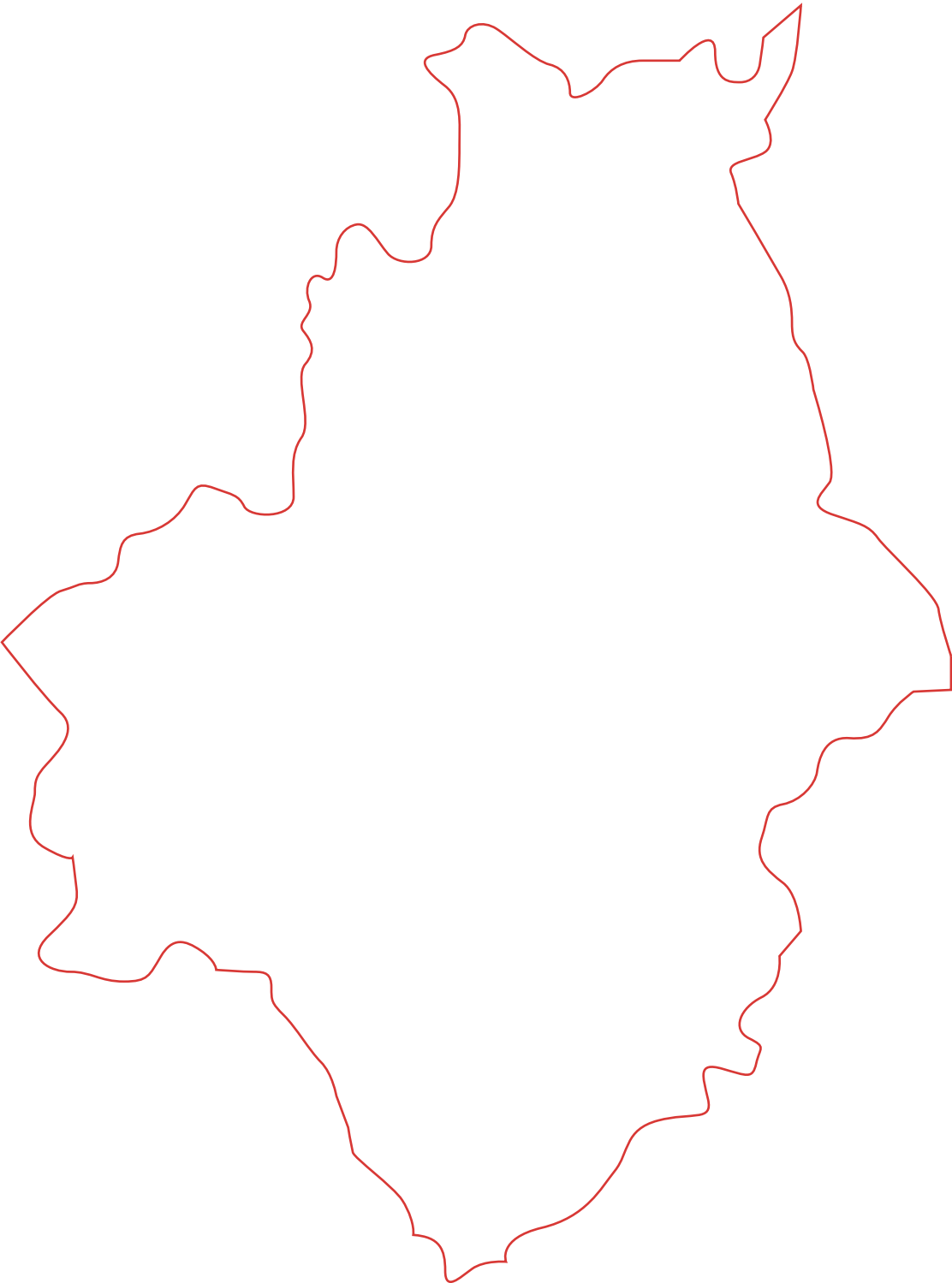


Medical doctor listened carefully to patient concerns and questions and gave satisfactory answers



Medical doctor/nurse was in general polite during consultation





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