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Primary Health Care in Kosovo

**SUMMARY
REPORT**

**PODUJEVË
MUNICIPALITY**

Quality of Care Study 2018



AQH

**Accessible
Quality
Healthcare**

Kujdesi Shëndetësor i Qashtëm dhe Cilësor
Kvalitetna i Dostupna Zdravstvena Zaštita

SDC project implemented by Swiss TPH and Save the Children

Primary Health Care in Kosovo

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*Summary Report
Podujevë Municipality*



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

**Swiss Agency for Development
and Cooperation SDC**



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1 Background & Objectives

The Accessible Quality Healthcare (AQH) project in Kosovo is funded by the Swiss Agency for Development and Cooperation (SDC) and implemented by a Consortium comprising Swiss Tropical and Public Health Institute (Swiss TPH) and Save the Children. The overall goal of the AQH project is to ensure that the health of the population of Kosovo has improved, with strengthened healthcare providers and managers able to meet the needs of the patients (especially vulnerable groups), who are more aware of their rights and needs.

At the request of the Ministry of Health, the AQH project conducted the first national **facility-based Quality of Care (QoC) study** from August to October 2018.

The objective of the study was to measure the quality of care related to structural and procedural aspects, as well as selected outcomes, in Primary Health Care (PHC) in all 38 municipalities in Kosovo.

The specific objectives of this study were to provide PHC service providers with information to:

- Assess the quality of health services provided in several PHC centres in each municipality, including specific structural and procedural aspects.
- Allow comparison of different aspects of quality of care between all municipalities.
- Determine to what degree health providers have infrastructure and consumables available as outlined in the national PHC norms or, where these are unavailable, those outlined in WHO standards.
- Assess patient satisfaction with the services provided at PHC centres.

For this study we considered an operational definition of the quality of health services based on the concept of quality of care presented by Donabedian (1988, 1990), which has frequently been used in similar studies (Boller and Wyss et al., 2003; Matthys, 2013; Kiefer and Kadesha, 2015; Lechthaler, 2015; AQH, 2016). This is characterized by three dimensions:

1) Structural attributes - relate to the setting where health care is provided. These attributes mostly refer to the organizational structure, human and financial resources, as well as availability of technical resources such as clinical protocols and guidelines.

2) Process attributes - relate to the provider-client interaction, for example professional conduct and technical competence, as well as interpersonal relations/client satisfaction.

3) Outcome attributes - relate to the effect of care delivery on the health status of populations. Outcomes result from the structural and process attributes, for example, survival and recovery of patients or, more indirectly, patient satisfaction.

This operational definition is based on the assumption that the three dimensions are connected to each other and ultimately to service quality: good structure increases the likelihood of good processes and good process increases the likelihood of good outcomes, although outcomes are a consequence rather than a component of the quality of services.

2 Methodology

2.1 Study design

The QoC study is designed as a facility-based cross sectional survey to measure aspects of the quality of care of PHC service. It captures the overall quality of the facility infrastructure (structural aspects), the quality of provider-patient interactions (process aspects) and patient satisfaction after consultation (outcome). The study assesses quality of care provided to all patient groups but particularly focuses on patients with diabetes and hypertension.

The modules for the QoC survey are based on a mix of indicators from the WHO Service Availability and Readiness Assessment (SARA) and the “Tool to Improve Quality of Health Care” within the “ACCESS” program supported by the Novartis Foundation for Sustainable Development (2014), as relevant. The modules were adapted to the Kosovo local context thereby taking into consideration the national PHC norms or, where these are unavailable, the WHO norms established in the Package of Essential Non Communicable Diseases (NCDs) Interventions.

2.2 Study area & target population

The survey was implemented in all municipalities. The QoC survey targets PHC facilities in both rural and urban areas. During the survey data was collected at three different levels: 1) the health facility, 2) the health provider and 3) the patients.

Inclusion criteria for the baseline assessment

Inclusion criteria for the health facilities were as follows:

- Main Family Medicine Centre (MFMC) or Family Medicine Centre (FMC)
- At least one medical doctor assigned to the facility for at least one day per week

Inclusion criteria for health providers of the selected facilities for provider-patient observations were:

- Doctors providing PHC services
- Patients (18 years or older, or children accompanied by a legal representative) accessing the facility and receiving a consultation from a health provider
- Oral informed consent provided by the provider
- Oral informed consent provided by the patient or his/her legal representative (mother/father/caretaker)

Inclusion criteria for patients accessing the selected facilities and receiving consultation were:

- Patients (18 years or older, or children accompanied by a legal representative) accessing the facility and receiving a consultation from a health provider
- Oral informed consent provided by the patient or his/her legal representative (mother/father/caretaker)
- Accessing the facility to receive services either for themselves or their accompanying minors.

2.3 Sample size and sampling strategy

Sampling of health facilities

We applied a random proportional-to-size sampling procedure for each of the domains assuming that the facilities will be allocated to urban and rural areas proportional to the size of

urban and rural populations in the region. The number of daily visits in June 2018 is considered a proxy of daily attendances.

Sampling of providers for provider-client observations

All provider-patient consultations, for which informed consent could be obtained from the patient or their legal representative, were observed in each health facility “Provider” hereby only refers to medical doctors (see inclusion criteria). A healthcare provider could but did not have to be observed repeatedly.

Sampling of patients for exit interviews

For the exit interviews, all patients that received care for themselves, or for a child in their care, at the facility were interviewed for the exit interview, provided they gave consent¹. The patients included for exit interviews did not necessarily need to be the same as for the provider-patient observation (see inclusion criteria).

2.4 Data collection and analysis

Data collection

Before data collection, relevant authorities, specifically Directors for Health and Social Welfare (DHSW), mayors as well as managers of all selected facilities in all surveyed Municipalities were informed about the study, its purpose and its schedule at a meeting hosted by the Ministry of Health on 5th July 2018.

The data collection team consisted of 23 data collectors, divided into 10 sub-teams. Most data collectors had a background in medical training and public health and previous survey experience. Each data collection team was assigned to a set of designated facilities where they conducted the assessments. The data collection teams were closely monitored by the local study coordinator and supervisors. Data collection in the field took place from 10 September 2018 until 05 October 2018.

The following procedures were followed at each facility:

- 1) Introduction of purpose and procedures of the survey to the targeted service providers.
- 2) Data collection
 - Starting with provider-patient observations and exit interviews with patients conducted at the facility.
 - Exit interviews with clients were conducted in an appropriate location ensuring privacy and confidentiality.
 - Structural attributes related to infrastructure and management were assessed after the consultation hours in the afternoon.

Data collection was performed electronically using the Open Data Kit (ODK)² software on tablets. During and after each day of data collection, the local study coordinator and the supervisors conducted quality assurance.

Data analysis

During the analysis of the obtained data, full confidentiality of respondents was assured. Data was analysed using Stata Statistical Software/SE v15.0.

Additive index: The overall scores were calculated as additive indices to indicate the achieved percentage score. For a certain set of questions, e.g. infection prevention and control measures the additive index counts the answers/criteria which were fulfilled or not fulfilled. Questions/criteria which are not applicable were not considered. The number of positive

¹ Depending on the capacity of the data collectors.

² Open Data Kit (ODK) is a free and open-source set of tools for mobile data collection solutions. <https://opendatakit.org/>

answers is then divided by the total of valid answers (ratio). This way a percentage score is obtained for **each patient**.

Example: For infection prevention and control measures we measured five different aspects. For the first patient none of the aspects we measured was relevant, e.g. no examinations were done.

For the second patient only two of the five aspects were relevant: hand washing before and after the examination. Both actions were not observed. Hence this person had two valid answers but did not achieve any score. So the percentage score achieved for this person was 0.

For the third patient all five actions related to infection prevention and control measures were relevant. However, none of the five actions were observed. So the percentage score is yet once more 0.

The fourth patient was examined and instruments were used. Thus three aspects were relevant, but only one aspect (disinfection of instruments) observed. Hence 1 out of 3 were achieved, translating to a percentage score of 33%.

For the fifth patient all five aspects were considered relevant and all were also adhered to by the doctor. Hence for this person a percentage score of 100% was achieved.

The average index **for the facility** for infection and prevention measures would be calculated as $133/4=33\%$

Patient	Washed hands before	Washed hands after	Disinfected instruments	used gloves as required	used mask as required	Number of valid answers	Number of positive answers	Ratio (positive/valid answers)
1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2	no	no	n/a	n/a	n/a	2	0	0
3	no	no	no	no	no	5	0	0
4	no	no	yes	n/a	n/a	3	1	33
5	yes	yes	yes	yes	yes	5	5	100
Facility Score								133/4=33

Yes/no: as observed; n/a: action was not needed, e.g. no examination conducted

95% - CI: A 95% confidence interval (CI) is used to analyse the data presented in Tables 15 - 20 whereby the average is a range with an upper and lower number calculated from a sample. Because the true population average is unknown, this range describes possible values that the mean could be. If multiple samples were drawn from the same population and a 95% CI calculated for each sample, we would expect the population mean to be found within 95% of these CIs. CIs are sensitive to variability in the population (spread of values) and sample size. We could say: we are confident that the real value lies somewhere within this value range. A confidence interval cannot be estimated if there is only one observation or if there is no variation of values.

n: number of observations in the sample

Rank: The rank provides an indication on the position of the municipality related to certain aspects. In other words: how does the municipality perform in comparison to the other 37 municipalities. In case of ties (=municipalities achieving the same score) the average rank is calculated and assigned, e.g. achievement scores are for two facilities 90, then their potential ranks 8 and 9 and are taken together and divided by 2. This results in the rank 8.5. Hence there is no rank 8 or 9 assigned and the next municipality would be assigned the rank 10.

2.5 Limitations

Sample size

The study was designed as a nationwide survey. Hence, in comparison to a census, only randomly selected facilities were included in the study. Due to the different sizes of the municipalities, but also the different utilization patterns in the different municipalities, some municipalities had more facilities included than others. Some of the municipalities had only the MFMC and 1 FMC included. This limits our ability to show possible wider variations in these municipalities.

In addition some facilities had only a few visits from patients on the day(s) of the survey. Thus the numbers of observations or exit interviews varies substantially between the facilities.

Interviewer bias

Interviewers were trained and received clear instructions on the data collection, nevertheless variations between interviewers cannot be completely ruled-out.

Clinical observations

The observations protocols for diabetic and hypertensive patients were very detailed in comparison to other illnesses. Hence, this might partially explain achievement differences between those illnesses and all other.

2.6 Ethical considerations

Before the interviews and observations, participants were given an information leaflet and asked for their consent. For this, participants were informed that a) their participation is voluntary, b) they can withdraw from participation at any time without any consequences, c) non-participation will not have any negative effects. Participants were also informed how the data will be used and that confidentiality is ensured as no names or other identifying aspects will be collected.

Ethical clearance was obtained from the Kosovo Medical Chamber on 3rd of August, 2018 (Reference Number: 04/2018).

3 Results

3.1 Summary of results for Podujevë municipality

3.1.1 Infrastructure

- Two facilities were part of the study (MFMC, FMC Village Lluzhan).
- The MFMC offered all services.
- The facility infrastructure, overall cleanliness and maintenance was good at the MFMC, but slightly less good at the FMC - Village Lluzhan.
- The hygiene situation at both facilities was diverse, i.e. availability of water was inconsistent at FMC. Critical aspects for hygiene were - specifically at the MFMC - not fulfilled, e.g. no washing points in examination rooms and/or entrance hall with soap or hand disinfectants or safe disposal of sharps or infectious waste.
- Public accountability items and guidelines and materials were only partially available at both facilities.
- Many general medical equipment, including gynaecological service equipment and medical products were not available at both facilities.
- Contraceptives were unavailable at both facilities.
- Advanced equipment was functional at the MFMC but mostly not available at the FMC - Village Lluzhan.
- Availability of equipment to assess and monitor child growth was absent in both facilities.

3.1.2 Clinical observation

- A total of 109 clinical observations were conducted (93 at the MFMC, 16 at FMC - Village Lluzhan).
- 96 patients consulted for other medical issues, 10 for referral, 2 for hypertension and 1 for diabetes.
- Adherence to principles of patient history taking and physical examination was good in both facilities (77% for the MFMC, 81% for FMC - Village Lluzhan). This means that across the different patients the doctor adhered to the majority of aspects that were checked, e.g. greeting the patient, seeing the patient in privacy, etc.
- Infection prevention and control was not very satisfactory for either facility. The scores indicate that in cases where infection prevention and control measures were needed, they were often not performed.
- The treatment of patients with illnesses other than hypertension and diabetes achieved an overall score of 58%, for the MFMC and 73% for the FMC - Village Lluzhan.
- Achievement levels for the diabetic patient at the MFMC and the 2 hypertensive patients (one at each facility) were very low, 19% for Diabetes and 11 – 15% for hypertension. Since there were only three, out of 109, patients in this analysis the findings need to be interpreted with caution..

3.1.3 Exit Interviews

- A total of 57 patients (27 women) were interviewed.
- The majority (49) of patients were satisfied or very satisfied with services received.
- 8 patients were unsatisfied to very unsatisfied with the services they received, mainly at the MFMC. Patients were particularly dissatisfied with the doctor questioning and the physical examinations, with the doctor giving advice on the health problem, and asking on current intake of prescriptions.
- Two patients did not get a receipt for the service they paid for.

3.2 Detailed information on results

3.2.1 Overall assessment of municipalities

Table 1 Overview rank of all municipalities in Kosovo, 2018

Municipalities	Number of facilities	Infrastructure		Clinical Consultation		Exit Interview	
		Infrastructure Score (%)	Infrastructure Rank	Clinical Consultation Score (%)	Clinical Consultation rank	Exit Interview Score (%)	Exit Interview rank
Partes/Pasjane	1	85	1	84	1	97	1.5
Mitrovica North	1	80	2	68	20	77	34.5
Zvecan	1	78	3	54	34	73	38
Prishtinë	5	77	4	59	30.5	88	21
Strpce	1	76	5	78	8.5	94	5
Zubin Potok	1	73	6	67	22	79	32.5
Mamusha	1	68	7.5	77	10	89	18
Leposavic	1	68	7.5	61	29	75	36
Istog	2	65	10	78	8.5	97	1.5
Kaçanik	2	65	10	75	12	92	10
Gracanica	3	65	10	55	33	79	32.5
Prizren	8	64	13	83	2.5	91	14
Mitrovicë	6	64	13	81	4	87	23
Fushë Kosovë	3	64	13	70	18.5	84	28.5
Obiliq	2	63	15.5	83	2.5	85	26.5
Viti	2	63	15.5	67	22	88	21
Dardanë	2	62	19	79	6.5	93	7.5
Peja	3	62	19	72	17	94	5
Hani i Elezit	1	62	19	67	22	91	14
Rahovec	3	62	19	52	35	93	7.5
Gjakovë	5	62	19	46	36	89	18
Junik	1	61	22	42	37	88	21
Ranilug	1	60	24	75	12	86	24.5
Novo Brdo	2	60	24	75	12	77	34.5
Shtime	2	60	24	74	14.5	89	18
Ferizaj	4	59	26.5	74	14.5	85	26.5
Gjilan	5	59	26.5	64	25	82	30
Dragash	2	58	28	73	16	91	14
Skenderaj	3	57	29.5	80	5	94	5
Therandë	3	57	29.5	65	24	80	31
Klinë	2	56	31	79	6.5	92	10
Drenas	3	55	32.5	63	27	91	14
Vushtrri	3	55	32.5	59	30.5	74	37
Malishevë	3	53	34	63	27	91	14
Podujevë	2	51	35	56	32	84	28.5
Lipjan	5	49	36.5	70	18.5	86	24.5
Deçan	2	49	36.5	41	38	95	3
Klokot	1	44	38	63	27	92	10

3.2.2 Number of observations and overall assessment

Table 2 Number of observations and overall assessment in Podujevë Municipality

	Name of the facility	No. of clinical observations	No. of Exit interviews
1	MFMC	93	45
2	FMC - Village Lluzhan	16	12

Table 3 Overall quality scores for Podujevë Municipality

	MFMC	FMC Village Lluzhan
Infrastructure score (structural quality)	54%	49%
Clinical score (process quality)	55%	63%
Exit score (outcome quality)	81%	98%

3.2.3 Infrastructure

Table 4 Services offered

	MFMC	FMC - Village Lluzhan
Family planning	yes	no
Antenatal care	yes	no
Obstetric and newborn care	yes	yes
Immunization	yes	yes
Child care	yes	yes
Adolescent health	yes	yes
STI services	yes	no
Tuberculosis services	no	no
NCD services	yes	yes
Surgery	yes	no
Outreach activities (mother, newborn and child health)	yes	yes
Lab services	yes	yes
X-ray	yes	no
Physician present.	5 or more days per week	5 or more days per week

Table 5 Facility infrastructure and overall cleanliness and maintenance

Facility	MFMC	FMC - Village Lluzhan
The facility and immediate surroundings (facility yard, waiting area outside) are free from long grass, paper debris and solid waste.	yes	no
The facility has a rubbish bin which is properly used and not overflowing.	yes	yes
There is a designated waiting room for patients.	yes	yes
The current waiting area is mopped, free of dust, trash; dirt, spider webs, and generally tidy.	yes	yes
There is at least one designated consulting room for women.	no	no
There is at least one designated consulting room for children.	no	no
All examination room(s) ensure(s) privacy/confidentiality (door, window blind, curtain).	yes	yes
All examination rooms are mopped, free of dust, trash; dirt, spider webs, and the rooms are generally tidy.	yes	yes
All examination rooms are well illuminated.	yes	yes
The facility has electricity	yes	yes
During the past 7 working days, did you have any power cuts of more than 1 hour during opening hours.	no	yes
Is there routinely a time of year when this facility has a severe shortage or lack of power?	no	yes
If yes, specify:	not applicable	Gjate dimrit
The facility has a functional generator	yes	no
If the health facility has a functional generator: is fuel available today for the generator?	yes	not applicable
The facility has a functional heating system.	yes	yes
If yes, specify:	Nxemje me dru dhe qymyr	Me nafte
Has the facility a functional communication equipment (functional landline telephone or cell phone) available (either private phone or facility phone)?	yes	yes
What type of phone do you have available?	Private cell phone of staff, Cell phone of facility	Private cell phone of staff
The facility has functional computer.	yes	no
The facility has a functional printer.	yes	no
The facility has internet access.	yes	no
During the past 7 working days did you have internet for at least 1 hour every day?	yes	not applicable
The administration shelf is filed and in order.	yes	yes
Does the facility have a patient record system?	yes	yes
In which year was the patient record system introduced?	1970	2004
Are there sufficient empty patient record cards available?	no	no

Table 6 Hygiene

	MFMC	FMC - Village Lluzhan
There is running water in the facility (out of the tap).	yes	yes
There is warm water available (out of the tap).	no	yes
Is there routinely a time of year when this facility has a severe shortage or lack of water (out of the tap)?	no	yes
If yes, SPECIFY when:	not applicable	Gjate veres
If yes: In case there is a severe shortage or lack of water (out of the tap), where do you fetch water?	not applicable	Other
Functional washing points exist in examination rooms and/or entrance hall, and soap or hand disinfectants and water are available.	no	no
Labelled containers for medical waste disposal are available in all required areas (e.g. examination rooms).	yes	yes
The facility has adequate and safe disposal of sharps (sharps box/container).	no	yes
The facility has adequate and safe disposal of infectious waste.	no	yes
Sharps waste is temporary stored at a protected place.	no	yes
There is regular and appropriate collection for infectious waste.	no	yes
There is regular and appropriate collection for sharps waste.	no	yes
The facility has essential disinfectants and antiseptics.	no	yes
The facility has chlorine solution or other disinfectants to disinfect contaminated instruments in all required areas (e.g. in examination rooms).	no	yes
The facility has at least one accessible and functional toilet for patients.	yes	yes
The facility has at least one accessible and functional toilet for staff.	yes	yes
The toilet(s) or latrine is clean.	no	no
A washing point is available near the toilet or latrine.	yes	yes
Soap and water are available at the washing point near toilet or latrine.	no	no

Table 7 Public accountability items

	MFMC	FMC - Village Lluzhan
Facility visibly displayed	yes	yes
Opening hours visible	yes	yes
Phone number displayed	no	no
Tariffs displayed	no	no
Ministry of Health (MoH) complaints number displayed	no	no
Flyer about MoH complaints number available	no	no
Tobacco laws displayed	yes	yes
Patient's rights and responsibilities displayed	yes	yes
Logos of pharmaceutical industries showing	no	no
Mechanisms to give public opinion on the service	yes	no
Mechanisms for referrals available	yes	yes
Year of last quality inspection by the Ministry	-	2017

Table 8 Availability of guidelines and information materials

	MFMC	FMC - Village Lluzhan
Therapeutic standard guideline for PHC	no	no
List of essential drugs	yes	no
Calendar for health promotion	no	no
Vaccination calendar	yes	yes
Are awareness materials based on standard package info	no	no

Table 9 Availability of general medical equipment

Facility	MFMC	FMC - Village Lluzhan
Microsurgery	available, functional	not available
Nebulizer	available, functional	available, not functional
Ambu mask	not available	not available
Strong source of light in good condition (portable)	available, functional	not available
Nasal speculum	not available	not available
Otoscope	not available	available, functional
Ophthalmoscope	not available	not available
Doppler	available, functional	not available
Glucometer	available, functional	available, functional
Peak flow meter	available, functional	not available
Tape measure	available, functional	not available
Pen light	available, functional	available, functional
Head light	not available	not available
Neurological hammer	not available	not available
Weight scale for adults	available, functional	available, functional
Weight scale for children (over 2 years old)	available, functional	not available
Weight scale for infants and toddlers (up to 2 years old)	available, functional	available, functional
Sphygmomanometer for children	not available	not available
Sphygmomanometer for adults	not available	available, functional
Stethoscope for children	not available	not available
Stethoscope for adults	available, functional	available, functional
Obstetrical stethoscope/Fetoscope	available, functional	not available
Pelvimeter	not available	not available
Sterilization equipment and anti-septical protocol	available, functional	available, functional
Pulse oximeter	available, functional	available, functional
Refrigerator	available, functional	available, functional
Vaccine refrigerator/portable	available, functional	available, functional
Height meter board for children (up to two years old)	available, functional	not available
Meter for height measuring (children over two years of age)	available, functional	not available
Thermometer	available, functional	available, functional
Tuning fork	not available	not available
Table for vision testing	available, functional	not available
Ear syringe	not available	not available
Scissors	available, functional	available, functional
Timer	available, functional	not available
Snellen eye chart	available	not available
Children growth chart	not available	not available
Tongue depressor	available	available

Table 10 Availability of Gynaecological service equipment

	MFMC	FMC - Village Lluzhan
Gynaecological bed	available, functional	not available
Gynaecological instruments	available, functional	not available
Oxygen tank (tube)	available, functional	available, functional
Vaginal speculum, small size	available	not available
Vaginal speculum, medium size	available	not available
Vaginal speculum, large size	available	not available
Pap smear materials: (brush, spatula, holder)	not available	not available
Gloves (latex)	not available	available
Masks for doctors	not available	available

Table 11 Availability of advanced equipment

	MFMC	FMC - Village Lluzhan
EKG machine	available, functional	available, functional
Sterilizer/Autoclave	available, functional	not available
Photometer	available, functional	not available
Centrifuge	available, functional	not available
X-ray	available, functional	not available
Defibrillator	available, functional	not available
Ultrasound machine	available, functional	not available
Microscope	available, functional	available, functional

Table 12 Availability of equipment to assess and monitor child growth

	MFMC	FMC - Village Lluzhan
Box of blocks in different colours	no	no
Rattle, small red ball hung in a piece of thread	no	no
Book with simple illustrations or some sheets of colour paper with illustrations, i.e. a flower, a girl, a car, a cat, etc.	no	no
Large and thin pencils, sheets of paper for drawings	no	no
Doll	no	no
Hairbrush	no	no
Small plate and spoon	no	no
Cups	no	no
Simple puzzles with 2-3 pieces	no	no
Sheet with stripes and shapes	no	no

Table 13 Availability of medical products

Facility	MFMC	FMC - Village Lluzhan
Vaccines	yes	yes
Water for injections	yes	yes
Atropine sulphate	no	no
Dextrose solution	no	yes
Manitol solution	no	no
Diazepam	yes	yes
Adrenaline / epinephrine	yes	yes
Furosemid	yes	yes
Natrium chloride solution	no	yes
Glyceryl trinitrate/nitroglycerin	no	no
Dexamethason	yes	yes
Antitetanus serum	no	no
Antivenom imunoglobulin/antivipera serum	no	no
Oral rehydratation salt/tresol (o.r.s)	yes	yes
Benzylpenicillin/ bipenicillin	no	no
Metoclopramide/ methochopramid	yes	yes
Paracetamol/acetaminophen	yes	yes
Morphine sulphate	yes	no
Diclofenac	yes	yes
Salbutamol (nebulizer)	no	no
Hydrocortisone	no	no
Contraceptives: oral (COC, POP), Injectables, DIU, Condoms	no	no
Emergency conceptive pill/levonorgestrel	no	no
Plastic syringes	yes	yes
Needles for syringes	yes	yes
Povidon jod/iodine solution	yes	yes
Surgical gloves	yes	yes
Amoxicillin/erythromycin	yes	yes
Chloropiramine/chlorfeniramin (oral antihistamine)	no	no
Acid acetylsalicylic/aspirin	no	yes
Atenolol/metoprolol	yes	no
Sol. glucose	yes	yes
Hyoscine butylbromide/buscopan	no	yes
Folic acid	no	no
Oxygen	yes	yes
Bandages	yes	yes
Gauze	yes	yes
Hydrogen peroxide	no	no

Facility	MFMC	FMC - Village Lluzhan
Hydrophilic cotton	no	yes
Plastic perfusion system	no	yes
Spiritus aethylicus 70% (alcohol)	no	yes
Ranitidine	no	yes
Magnesium sulphate	no	no
Suture/thread for stitching wounds	no	no
Kalium (potassium) iodine	no	no
Test strips for Glucometer	yes	no
Urine protein test strips	yes	no
Urine ketones test strips	yes	no
Urine microalbuminuria test strips	no	no
Fluorescein strips	no	no
Blood cholesterol assay	no	no
Lipid profile	no	no
Serum creatinine assay	no	no

3.2.4 Clinical Observations

Table 14 Clinical observations overview table

	MFMC % (n=93)	FMC - Village Lluzhan % (n=16)
Number of observations (patients)	100%	100%
- women	58% (54)	69% (11)
Observations by type of doctors		
- Family Medical Specialist	1% (1)	0% (0)
- General Practitioner	0% (0)	0% (0)
- Other Specialist	99% (92)	100% (16)
Age of patient		
- <5	34% (32)	19% (3)
- 5 - 18	23% (21)	0% (0)
- 19 - 49	25% (23)	50% (8)
- 50 - 65	11% (10)	6% (1)
- >65	8% (7)	25% (4)
Reason for visit		
- Hypertension	1% (1)	6% (1)
- Diabetes	1% (1)	0% (0)
- Other	89% (83)	81% (13)
-Referral	9% (8)	13% (2)

Table 15 Adherence to principles of history and physical examination

	MFMC (n=93)	FMC - Village Lluzhan (n=16)
The medical doctor adheres to principles of history and physical examination, i.e. ... - Greets the client - Sees the client in privacy/confidentiality - Makes the client comfortable (e.g. Seat offered) - Asks the client about concerns, allows client to explain his/her health issue - Has the patient record - Uses the patient record during consultation - Documents consultation in patient record (of all who have the patient record) - Closed politely the consultation	77% (75% - 80%)	81% (77% - 85%)

Table 16 Infection prevention and control

	MFMC (n=93)	FMC - Village Lluzhan (n=16)
The medical doctor pays attention to infection prevention and control, i.e. ... - Washes hands before the procedure - Washes hands after procedure - Applied proper decontamination procedures - Puts on gloves where required - Puts on a mask where required	4% (1% - 7%)	0% (Not available)

Table 17 Patients with diabetes

Diabetes	MFMC (n=1)	FMC - Village Lluzhan (n=0)
The medical doctor		
Asks questions, about ... - Any specific health complaints - General weakness - Urine discharge - Vulvovaginitis or pruritus - Appetite - Eye-sight - Visit to ophthalmologist - Alcohol - Smoking - Using other medicine - Sedentary way of life - Adherence with diabetes treatment (if applicable)	17% (Not available)	Not applicable
Conducts examinations, i.e. ... - Checks blood pressure - Weight measurement / calculation of body-mass index - Of skin, mucus membranes, nodes of lymph, ears, nose, thyroid glands - Of eyes - Of chest, auscultation of lungs - Auscultation of heart - Of abdomen, palpation of liver and signs of percussion - Perfusion of legs (veins and feeling of legs) - And gives clear explanations to the client concerning the purpose of tests and procedures.	11% (Not available)	Not applicable
Advices, explains and instructs, about ... - Results of examinations - The situation and diagnosis - The prognosis - About needed examinations - Nutrition, i.e. Food intake and weight decrease - On the prevention and treatment of hypoglycaemia and other acute and chronic complications of diabetes - On self-monitoring - glycemia control and prevention of hypoglycaemia - About alcohol - About smoking - About physical exercise - Right ways of care of legs - Potential complication of the illness - Potential risks if illness is not treated - Importance of adherence to treatment - About follow-up visit - About the referral (if applicable) - On prescribed medicines/treatment (if applicable)	25% (Not available)	Not applicable
Overall Score	19% (Not available)	Not applicable

Table 18 Patients with hypertension

Hypertension	MFMC (n=1)	FMC - Village Lluzhan (n=1)
The medical doctor		
Asks questions, about ... - Any specific health complaints - Headache - The use of medicine other than for hypertension - The use of contraceptives - Eye-sight - Visit to ophthalmologist - Alcohol - Smoking - Sedentary way of life - High blood pressure (if applicable) - Adherence with hypertension treatment (if applicable)	18% (Not available)	30% (Not available)
Conducts examinations, i.e. ... - Checks blood pressure - Weight measurement / calculation of body-mass index - Of skin, mucus membranes, nodes of lymph, ears, nose, thyroid glands - Of eyes - Of chest, auscultation of lungs - Auscultation of heart - Of abdomen, palpation of liver and signs of percussion, palpation of kidneys - Perfusion of legs (pulse and perfusion of legs) - And gives clear explanations to the client concerning the purpose of tests and procedures. Checks blood pressure	11% (Not available)	11% (Not available)
Advices, explains and instructs, about ... - Results of examinations - The situation and diagnosis - The prognosis - About needed examinations - About signs of extreme hypertension - About what to do when signs of extreme hypertension occur - Nutrition, i.e. food intake - About alcohol - About smoking - About physical exercise - About oral contraceptives - Potential complication of the illness - Potential risks if illness is not treated - Importance of adherence to treatment - About follow-up visit - About the referral (if applicable) - On prescribed medicines/treatment (if applicable)	6% (Not available)	7% (Not available)
Overall Score	11% (Not available)	15% (Not available)

Table 19 Patients consulting for other reasons than diabetes or hypertension

Other diseases	MFMC (n=83)	FMC - Village Lluzhan (n=13)
The medical doctor		
Asks questions, about ... - Takes patient history (general history, specific to disease) - Asks open ended questions during history taking - Asks about any prescriptions the client is currently taking. - Listens to the client and responds to client questions.	72% (67% - 78%)	87% (75% - 99%)
Conducts examinations, i.e. ... - Performs medical examinations and other investigations as individually required. - Gives clear explanations to the patient concerning the purpose of medical examinations and other investigations.	54% (49% - 59%)	77% (59% - 95%)
Advices, explains and instructs, about ... - Results of examinations - The situation and diagnosis - The prognosis - About needed examinations - About follow-up visit - About the referral (if applicable) - On prescribed medicines/treatment (if applicable) - On risks factors/health education (if applicable)	50% (45% - 55%)	66% (56% - 75%)
Overall Score	57% (54% - 61%)	73% (64% - 83%)

Table 20 Patients consulting for referrals

Referrals	MFMC (n=8)	FMC - Village Lluzhan (n=2)
The medical doctor		
Asks questions, about ... - Takes patient history (general history, specific to disease) - Asks open ended questions during history taking - Asks about any prescriptions the client is currently taking. - Listens to the client and responds to client questions.	34% (21% - 47%)	50% (Not available)
Conducts examinations, i.e. ... - Performs medical examinations and other investigations as individually required. - Gives clear explanations to the patient concerning the purpose of medical examinations and other investigations.	10% (0% - 30%)	100% (Not available)
Advices, explains and instructs, about ... - Results of examinations - The situation and diagnosis - The prognosis - About needed examinations - About follow-up visit - About the referral (if applicable) - On prescribed medicines/treatment (if applicable) - On risks factors/health education (if applicable)	21% (13% - 30%)	30% (4% - 56%)
Overall Score	25% (17% - 33%)	42% (19% - 65%)

3.2.5 Exit Interviews

Table 21 Socio-demographic attributes among respondents of exit interviews

	MFMC % (n=45)	FMC - Village Lluzhan % (n=12)
Number of interviews	100%	100%
- Women	42% (19)	67% (8)
Education		
- Never attended school	2% (1)	8% (1)
- Completed lower primary school	14% (6)	8% (1)
- Completed primary school	27% (12)	33% (4)
- Completed high school	3% (15)	33% (4)
- Completed college / university	16% (7)	8% (1)
- Other	7% (3)	8% (1)
Occupation		
- Farmer	2% (1)	0% (0)
- Employed	20% (9)	33% (4)
- Self-employed	2% (1)	0% (0)
- Housewife	36% (16)	42% (5)
- Governmental employee	0% (0)	0% (0)
- Unemployed	18% (8)	0% (0)
- Pensioner	13% (6)	25% (3)
- Pupil/Student	0% (0)	0% (0)
- Other	9% (4)	0% (0)
Economic or social aid	24% (11)	8% (1)

Table 22 Frequency and reason of visit of exit interviews

	MFMC % (n=45)	FMC - Village Lluzhan % (n=12)
Excluding today: how often did you access this HC over the past 3 month?		
- Did not access this HC in the past 3 months	47% (21)	33% (4)
- 1-3 times	24% (11)	17% (2)
- More than 3 times	29% (13)	50% (6)
What was the reason for your consultation today?		
- Chronic condition	36% (16)	8% (1)
- Antenatal care	2% (1)	0% (0)
- Child health	20% (9)	17% (2)
- Immunisation	0% (0)	8% (1)
- Other	42% (19)	67% (8)

Table 23 Overall satisfaction with health services - exit interviews

	MFMC % (n=45)	FMC - Village Lluzhan % (n=12)
Overall: How satisfied were you with the services you received today		
Very unsatisfied	9% (4)	0% (0)
Unsatisfied	7% (3)	8% (1)
Satisfied	58% (26)	25%(3)
Very satisfied	27% (12)	67% (8)

Table 24 Satisfaction with different aspects of health service - exit interviews

	MFMC % (n=45)	FMC - Village Lluzhan % (n=12)
Patient was given the opportunity to explain the health problem	93% (42)	100% (12)
Patients privacy was ensured	91% (41)	100% (12)
Doctor explained the questioning and physical examinations and the health problem*	87% (33)	100% (10)
Doctor explained the intake of prescribed medicine**	79% (22)	100% (10)
Doctor asked if patient currently takes prescriptions	47% (21)	92% (11)
Patient was given chance to ask questions about the investigation, health problem and treatment	80% (36)	92% (11)
Doctor listened carefully to patients concerns and questions and gave satisfactory answers	89% (40)	100% (12)
Patient got advice on health problem	64% (29)	100% (12)
Medical doctor was polite during consultation	100% (45)	100% (12)

* relevant only when examination was conducted; ** only relevant if medicine were prescribed

Table 25 Payment for health service - exit interviews

	MFMC % (n=45)	FMC - Village Lluzhan % (n=12)
Did you pay today for your health consultation?	40% (18)	25% (3)
Did you get a receipt for your payment?	89% (16)	100% (3)

4 References

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Appendix A: Abbreviations

AQH	Accessible Quality Healthcare
CI	Confidence interval
DHSW	Directors of Health and Social Welfare
FM	Family Medicine
FMC	Family Medicine Centre
GP	General Practitioner
MFMC	Main Family Medicine Centre
MoH	Ministry of Health
ODK	Open Data Kit
PHC	Primary Health Care
QoC	Quality of Care
SARA	Service Availability and Readiness Assessment (SARA)
SDC	Swiss Agency for Development and Cooperation
Swiss TPH	Swiss Tropical and Public Health Institute
WHO	World Health Organisation

Appendix B: Questionnaire

Quality of Care Assessment - Infrastructure Assessment	Answers
Interviewer_ID	
IMEI (International Mobile Equipment Identity)	
Date of interview	
Start time of interview	
Name of municipality	
Name of facility	
Oral consent given by interviewee	yes no
Which services do you provide at this facility?	
Family planning	yes no
Antenatal care	yes no
Obstetric and newborn care	yes no
Immunization	yes no
Child preventative and curative care	yes no
Adolescent health	yes no
Sexually transmitted infections	yes no
Tuberculosis	yes no
Non-communicable diseases	yes no
Surgery	yes no
Do you provide any outreach activities?	yes no
If yes, SPECIFY	
Do you have laboratory services?	yes no

Do you have X-ray facilities?	yes no
How many days of the working week is at least one doctor present to provide general primary health care services?	1-2 days per week
	3-4 days per week
	5 or more days per week
Facility infrastructure and overall cleanliness and maintenance	
The facility and immediate surroundings (facility yard, waiting area outside) are free from long grass, paper debris and solid waste.	yes no
The facility has a rubbish bin which is properly used and not overflowing.	yes no
There is a designated waiting room for patients.	yes no
The current waiting area is mopped, free of dust, trash; dirt, spider webs, and generally tidy.	yes no
There is at least one designated consulting room for women.	yes no
There is at least one designated consulting room for children.	yes no
All examination room(s) ensure(s) privacy/confidentiality (door, window blind, curtain).	yes no
All examination rooms are mopped, free of dust, trash; dirt, spider webs, and the rooms are generally tidy.	yes no
All examination rooms are well illuminated.	yes no
The facility has electricity	yes no
During the past 7 working days, did you have any power cuts of more than 1 hour during opening hours.	yes no
Is there routinely a time of year when this facility has a severe shortage or lack of power?	yes no
If yes, SPECIFY:	
The facility has a functional generator	yes no
If the health facility has a functional generator: is fuel available today for the generator?	yes no
The facility has a functional heating system.	yes no

If yes, SPECIFY:	
Has the facility a functional communication equipment (functional landline telephone or cell phone) available (either private phone or facility phone)?	yes no
What type of phone do you have available?	private cell phone of staff
	cell phone of facility
	landline of facility
The facility has functional computer.	yes no
The facility has a functional printer.	yes no
The facility has internet access.	yes no
During the past 7 working days did you have internet for at least 1 hour every day?	yes no
The administration shelf is filed and in order.	yes no
Does the facility have a patient record system?	yes no
In which year was the patient record system introduced?	
Are there sufficient empty patient record cards available?	yes no
Are minimum hygiene and safety standards in the facility ensured?	
There is running water in the facility (out of the tap).	yes no
There is warm water available (out of the tap).	yes no
Is there routinely a time of year when this facility has a severe shortage or lack of water (out of the tap)?	yes no
If yes: In case there is a severe shortage or lack of water (out of the tap), where do you fetch water?	well (protected)
	bottled water
	water tank/storage
	other
If other, please SPECIFY:	

Functional washing points exist in examination rooms and/or entrance hall, and soap or hand disinfectants and water are available.	yes no
Labelled containers for medical waste disposal are available in all required areas (e.g. examination rooms).	yes no
The facility has adequate and safe disposal of sharps (sharps box/container).	yes no
The facility has adequate and safe disposal of infectious waste.	yes no
Infectious waste is temporary stored at a protected place.	yes no
Sharps waste is temporary stored at a protected place.	yes no
There is regular and appropriate collection for infectious waste.	yes no
There is regular and appropriate collection for sharps waste.	yes no
The facility has essential disinfectants and antiseptics.	yes no
The facility has chlorine solution or other disinfectants to disinfect contaminated instruments in all required areas (e.g. in examination rooms).	yes no
The facility has at least one accessible and functional toilet for patients.	yes no
The facility has at least one accessible and functional toilet for staff.	yes no
The toilet(s) or latrine is clean.	yes no
A washing point is available near the toilet or latrine.	yes no
Soap and water are available at the washing point near toilet or latrine.	yes no
Public accountability	
Is the facility location visible displayed in public?	yes no
Are the facility opening hours visibly displayed to the public?	yes no
Is a contact phone number visibly displayed to the public?	yes no

Are the tariffs visibly displayed to the public/patients?	yes no
Are the contact details of the Ministry of Health helpline for citizen complaints publicly displayed?	yes no
Are information leaflets about the Ministry of Health helpline for citizens complaints available at the health facility?	yes no
Is information on the violation of the Kosovo law against tobacco displayed to the public?	yes no
Is the Charter of Patient's Rights and Responsibilities visibly displayed in the waiting area?	yes no
Do any of the leaflets/posters at the facility have a logo/trademark from a pharmaceutical company?	yes no
Does the facility have a box/book to get public opinion on the quality of services?	yes no
Does the facility have mechanisms to facilitate referral of emergency patients to the next level?	yes no
When was the last quality inspection by the health inspectors from the Ministry of Health?	
Is there a document or copy available of the following essential treatment / management guidelines for different common conditions treated in your health facility?	
Is the booklet on Therapeutic standard guideline for PHC available at the facility?	yes no
Is the list of essential drugs available at the facility?	yes no
Are the following IEC materials visibly displayed to patients?	
The Calendar of health promotion developed by MOH or IPH	yes no
The Calendar of Vaccination/Immunization	yes no
Awareness materials (posters, leaflets) (when counseling) based on standard package info (children, adults, women and reproductive health, seniors, mental health)	yes no
Does the facility have the following basic/essential medical equipment and supplies and are they functional?	
General medical equipment	
Microsurgery	available, functional

	available, NOT functional
	not available
Nebulizer	available, functional
	available, NOT functional
	not available
Ambu mask	available, functional
	available, NOT functional
	not available
Strong source of light in good condition (portable)	available, functional
	available, NOT functional
	not available
Nasal speculum	available, functional
	available, NOT functional
	not available
Otoscope	available, functional
	available, NOT functional
	not available
Opthalmoscope	available, functional
	available, NOT functional
	not available
Doppler	available, functional
	available, NOT functional
	not available
Glucometer	available, functional
	available, NOT functional
	not available
Peak flow meter	available, functional
	available, NOT functional
	not available
Tape measure	available, functional
	available, NOT functional
	not available

Pen light	available, functional
	available, NOT functional
	not available
Head light	available, functional
	available, NOT functional
	not available
Neurological hammer	available, functional
	available, NOT functional
	not available
Weight scale for adults	available, functional
	available, NOT functional
	not available
Weight scale for children (over 2 years old)	available, functional
	available, NOT functional
	not available
Weight scale for infants and toddlers (up to 2 years old)	available, functional
	available, NOT functional
	not available
Sphygmomanometer for children	available, functional
	available, NOT functional
	not available
Sphygmomanometer for adults	available, functional
	available, NOT functional
	not available
Stethoscope for children	available, functional
	available, NOT functional
	not available
Stethoscope for adults	available, functional
	available, NOT functional
	not available
Obstetrical stethoscope/Fetoscope	available, functional
	available, NOT functional

	not available
Pelvimeter	available, functional
	available, NOT functional
	not available
Sterilization equipment and anti-septical protocol	available, functional
	available, NOT functional
	not available
Pulse oximeter	available, functional
	available, NOT functional
	not available
Refrigerator	available, functional
	available, NOT functional
	not available
Vaccine refrigerator/portable	available, functional
	available, NOT functional
	not available
Height meter board for children (up to two years old)	available, functional
	available, NOT functional
	not available
Meter for height measuring (children over two years of age)	available, functional
	available, NOT functional
	not available
Thermometer	available, functional
	available, NOT functional
	not available
Tuning fork	available, functional
	available, NOT functional
	not available
Table for vision testing	available, functional
	available, NOT functional
	not available
Ear syringe	available, functional

	available, NOT functional
	not available
Scissors	available, functional
	available, NOT functional
	not available
Timer	available, functional
	available, NOT functional
	not available
Snellen eye chart	available
	not available
Children growth chart	available
	not available
Tongue depressor	available
	not available
Gynecological service equipment	
Gynecological bed	available, functional
	available, NOT functional
	not available
Gynecological instruments	available, functional
	available, NOT functional
	not available
Oxygen tank (tube)	available, functional
	available, NOT functional
	not available
Vaginal speculum, small size	available
	not available
Vaginal speculum, medium size	available
	not available
Vaginal speculum, large size	available
	not available
Pap smear materials: (brush, spatula, holder)	available
	not available

Gloves (latex)	available
	not available
Masks for doctors	available
	not available
Delivery set: available?	yes no not applicable
Delivery set: sterile	yes no
Does the delivery set contain...	
Haemostatic pincette	available, functional
	available, NOT functional
	not available
Obstetrical forceps	available, functional
	available, NOT functional
	not available
Scissors	available, functional
	available, NOT functional
	not available
Sterile cat gut	available, functional
	available, NOT functional
	not available
Sterile gauze	available, functional
	available, NOT functional
	not available
Umbilical cordon clip	available
	not available
Needles and needle bearer	available
	not available
Anatomic pincette	available
	not available
Sterile surgical gloves (two pairs)	available
	not available

Surgical coat	available
	not available
Oxytocin ampoule (one) + metergine ampoule (one)	available
	not available
Syringes	available
	not available
Plastic aspiration tubes for newborns	available
	not available
Lydocain (One vial)	available
	not available
Betadine solution (vials)	available
	not available
Oxytocin (vials)	available
	not available
Advanced equipment	
EKG machine	available, functional
	available, NOT functional
	not available
Sterilizer/Autoclave	available, functional
	available, NOT functional
	not available
Photometer	available, functional
	available, NOT functional
	not available
Centrifuge	available, functional
	available, NOT functional
	not available
X-ray	available, functional
	available, NOT functional
	not available
Defibrillator	available, functional
	available, NOT functional

	not available
Ultrasound machine	available, functional
	available, NOT functional
	not available
Microscope	available, functional
	available, NOT functional
	not available
Necessary tools/materials to assess and monitor child growth	
Box of blocks in different colors	yes no
Rattle, small red ball hung in a piece of thread	yes no
Book with simple illustrations or some sheets of color paper with illustrations, i.e. a flower, a girl, a car, a cat, etc.	yes no
Large and thin pencils, sheets of paper for drawings	yes no
Doll	yes no
Hairbrush	yes no
Small plate and spoon	yes no
Cups	yes no
Simple puzzles with 2-3 pieces	yes no
Sheet with stripes and shapes	yes no
Were the following products available the day of the visit?	
Do you have all vaccines available today as foreseen by the calendar of vaccinations?	yes no
Water for injections	yes no
Atropin sulphat	yes no

Dextrose solution	yes no
Manitol solution	yes no
Diazepam	yes no
ADRENALINE / Epinephrine	yes no
Furosemid	yes no
Natrium chloride solution	yes no
GLYCERYL TRINITRATE/Nitroglycerin	yes no
Dexamethason	yes no
Antitetanus serum	yes no
ANTIVENOM IMUNOGLOBULIN/Antivipera serum	yes no
ORAL REHIDRATATION SALT/Tresol (O.R.S)	yes no
BENZYL PENICILLIN/ Bipenicillin	yes no
METOCLOPRAMIDE/ Methochopramid	yes no
PARACETAMOL/Acetaminophen	yes no
Morphin sulphate	yes no
Diclofenac	yes no
Salbutamol (nebulizer)	yes no
Hydrocortison	yes no
Contraceptives: oral (COC, POP), Injectables, DIU, Condoms	yes no
Emergency contraceptive pill / LEVONORGESTREL	yes no
Plastic syringes	yes no

Needles for syringes	yes no
POVIDON JOD/Iodine solution	yes no
Surgical gloves	yes no
Amoxicillin/erythromycin	yes no
CHLOROPIRAMINE/Chlorfeniramin (oral antihistaminic)	yes no
ACID ACETYLSALICYLIC/Aspirin	yes no
Atenolol/metoprolol	yes no
Sol.Glucose	yes no
HYOSCINE BUTYLBROMIDE/Buscopan	yes no
Folic acid	yes no
Oxygen	yes no
Bandages	yes no
Gauze	yes no
Hydrogen peroxide	yes no
Hydrophilic cotton	yes no
Plastic perfusion system	yes no
Spiritus aethylicus 70% (alcohol)	yes no
Ranitidin	yes no
Magnesium Sulphate	yes no
SUTURE/Thread for stitching wounds	yes no
Kalium (potassium) iodine	yes no

Test strips for Glucometer	yes no
Urine protein test strips	yes no
Urine ketones test strips	yes no
Urine microalbuminuria test strips	yes no
Fluorescein strips	yes no
Blood cholesterol assay	yes no
Lipid profile	yes no
Serum creatinine assay	yes no
Thank you very much for the interview.	
Interviewer comments	
Do you have any indication of cigarette smoke within the premises of the health facility?	yes no
End time of interview	
Quality of Care Assessment - Clinical observation	Answers
Interviewer_ID	
IMEI (International Mobile Equipment Identity)	
Date of interview	
Start time of interview	
Name of municipality	
Name of facility	
Good morning! My name is [NAME]. We are here on behalf of the Accessible Quality Healthcare Project funded by the Swiss Development Cooperation to conduct a survey of selected health facilities of the project. The objective of this study is to assess the quality of health care services provided in health facilities. The Ministry of Health and ethical review board has approved this study. Your experiences are very important to improve aspects related to quality of care. Information collected from this interview/questionnaire will be used by the Accessible Quality Healthcare Project. Summaries of findings might also be shared with municipal or national authorities. The information collected from you will be kept confidential within the research team. Instead of using your name, we will give a non-personal identification number which cannot be traced individually. We are not	

interested in your disease or disease history but want to observe some aspects on the care that the doctor provides to you. You are free to decide whether or not you participate in this study. If you decide not to do it, there will be no negative effect.	
Do I have your agreement to observe your consultation?	yes no
Is the patient during the consultation present?	yes no
Patient profile	
Patients' gender	female male
Patients' year of birth	
Mother/father/caretaker with child (child is patient)	yes no
Profile of health staff	
Staff name	
Doctors' gender	female male
Doctors' year of birth	
Type of doctor that is observed	family doctor general doctor specialist
Please specify:	
Adherence of medical doctor to principles of clinical history and physical examination	
The medical doctor	yes no
... greets the client.	yes no
... sees the client in privacy/confidentiality.	yes no

... makes the client comfortable (e.g. seat offered)	yes no
... asks the client about concerns, allows client to explain his/her health issue.	yes no
... has the patient medical record	yes no
... uses the patient card for anamnesis	yes no
For which illness is the patient seen?	arterial hypertension diabetes referral other
Assessment of an adult diabetes mellitus patient - Does the medical doctor follow the clinical assessment procedures, investigations and treatment guidelines?	
Asks questions on the illness about	yes no
... any specific health complaints	yes no
... general weakness	yes no
... urine discharge	yes no
... vulvovaginitis or pruritus	yes no
... appetite	yes no
... eye-sight	yes no
... visit to ophthalmologist	yes no
... alcohol	yes no
... smoking	yes no
... using other medicine	yes no
... sedentary way of life	Yes no

... adherence with diabetes treatment	yes no
Conducts examination...	yes no not applicable
... checks blood pressure	yes no
... weight measurement / calculation of body-mass index	yes no
... of skin, mucus membranes, nodes of lymph, ears, nose, thyroid glands	yes no
... of eyes	yes no
... of chest, auscultation of lungs	yes no
... auscultation of heart	yes no
... of abdomen, palpation of liver and signs of percussion	yes no
... perfusion of legs (veins and feeling of legs)	yes no
... and gives clear explanations to the client concerning the purpose of tests and procedures.	yes no
Advices, explains, instructs	yes no
... results of examinations	yes no
... the situation and diagnosis	yes no
... the prognosis	yes no
... about needed examinations	yes no
... nutrition, i.e. food intake and weight decrease	yes no
... on the prevention and treatment of hypoglycemia and other acute and chronic complications of diabetes	yes no
... on selfmonitoring - glycemia control and prevention of hypoglycaemia	yes no
... about alcohol	yes no

... about smoking	yes no
... about physical exercise	yes no
... right ways of care of legs	yes no
... potential complication of the illness	yesno
... potential risks if illness is not treated	yes no
... importance of adherence to treatment	yes no
... about follow-up visit	yes no
Advices, explains, instructs	yes no not applicable
... about the referral	yes no not applicable
... on prescribed medicines/treatment	yes no not applicable
Assessment of an adult patient with arterial hypertension - Does the medical doctor follow the assessment procedures, investigations and treatment guidelines?	
Asks questions on the illness about	yes no
... any specific health complaints	yes no
... headache	yes no
... the use of medicine other than for hypertension	yes no
... the use of contraceptives	yes no
... eye-sight	yes no
... visit to ophthalmologist	yes no
... alcohol	yes no
... smoking	yes no

... sedentary way of life	yes no
Asks questions on the illness about	yes no not applicable
... high blood pressure	yes no not applicable
... adherence with hypertension treatment	yes no not applicable
Conducts examination...	yes no
... checks blood pressure	yes no
... weight measurement / calculation of body-mass index	yes no
... of skin, mucus membranes, nodes of lymph, ears, nose, thyroid glands	yes no
... of eyes	yes no
... of chest, auscultation of lungs	yes no
... auscultation of heart	yes no
... of abdomen, palpation of liver and signs of percussion, palpation of kidneys	yes no
... perfusion of legs (pulse and perfusion of legs)	yes no
... and gives clear explanations to the client concerning the purpose of tests and procedures.	yes no
Advices, explains, instructs	yes no
... results of examinations	yes no
... the situation and diagnosis	yes no
... the prognosis	yes no
... about needed examinations	yes no

... about signs of extreme hypertension	yes no
... about what to do when signs of extreme hypertension occur	yes no
... nutrition, i.e. food intake	yes no
... about alcohol	yes no
... about smoking	yes no
... about physical exercise	yes no
... about oral contraceptives	yes no
... potential complication of the illness	yes no
... potential risks if illness is not treated	yes no
... importance of adherence to treatment	yes no
... about follow-up visit	yes no
Advices, explains, instructs	Yes no not applicable
... about the referral	yes no not applicable
... on prescribed medicines/treatment	yes no not applicable
Assessment of a patient with other condition than diabetes or arterial hypertension.	
Asks questions on the illness about	yes no
... takes patient history (general history, specific to disease)	yes no
... asks open ended questions during history taking	yes no
... asks about any prescriptions the client is currently taking.	yes no

... listens to the client and responds to client questions.	yes no
Conducts examination...	yes no not applicable
... performs medical examinations and other investigations as individually required.	yes no not applicable
... gives clear explanations to the patient concerning the purpose of medical examinations and other investigations.	yes no not applicable
Advices, explains, instructs	yes no
... results of examinations	yes no
... the situation and diagnosis	yes no
... the prognosis	yes no
... about needed examinations	yes no
... about follow-up visit	yes no
Advices, explains, instructs	yes no not applicable
... about the referral	yes no not applicable
... on prescribed medicines/treatment	yes no not applicable
... on risks factors/health education	yes no not applicable
Did the medical doctor apply infection prevention and control measures?	
The doctor...	
... washed hands before the procedure (including use of soap).	yes no not applicable

... washed hands after the procedure (including use of soap).	yes no not applicable
... applied proper decontamination procedures (e.g. soaking contaminated instruments into a bucket with chlorine or any other disinfectant)	yes no not applicable
... put on gloves where required.	yes no not applicable
... put on a mask where required.	yes no not applicable
... closed the consultation politely.	yes no not applicable
Does the doctor document the consultation in the patient card?	yes no
Thank you very much for the interview.	
Interviewer comments	
End time of interview	
Quality of Care Assessment - Exit Interview	Answers
Interviewer_ID	
IMEI (International Mobile Equipment Identity)	
Date of interview	
Start time of interview	
Name of municipality	
Name of facility	
Good morning! My name is [NAME]. We are here on behalf of the Accessible Quality Healthcare Project funded by the Swiss Development Cooperation to conduct a survey of health facilities in our project area. The objective of this study is to assess the quality of health care services provided in health facilities. The Ministry of Health and the ethical review board has approved this study. We would like to interview people who have today consulted the medical doctor for their own health issues or for a child. Your experiences are very important to improve aspects related to quality of care. Information collected from this interview/questionnaire will be used by Accessible Quality Healthcare Project. Summaries of findings might also be shared with regional or national authorities. The information collected from you will be kept confidential within the research team. Instead of using your name, we will give a non-personal identification number which cannot be traced individually. You are free to decide whether or not you participate in this study. If you decide not to do it, there will be no negative effect. However, we hope you will answer the questions, which will benefit the people of Kosovo.	
Do I have your consent to proceed?	yes no

Have you been here today for issues related to your own health or the one of a child (child must be with the person)?	yes no
Socio-demographic information	
Patients' gender	female male
Year of birth	
Mother/father/caretaker older 18 with child (child is patient)	yes no
Satisfaction with health service	
Overall: How satisfied were you with the services you received today?	very unsatisfied unsatisfied satisfied very satisfied
Received services	
Excluding today: How often did you over the past 3 month access this HC?	did not access this HC in the past 3 months 1-3 times more than 3 times
What was the reason for your consultation today?	chronic condition antenatal care child health immunisation other
Did the medical doctor...	conduct an examination write you a prescription Other
Aspects of todays consultation	
At the beginning of the consultation, were you given the opportunity to explain your health problem?	yes no
During your visit today, did the medical doctor ensure your privacy?	yes no
Did the medical doctor explain the questioning and physical examinations and your health problem?	yes no
Did the medical doctor clearly explain the intake of prescribed medicines to you?	yes no
Did the medical doctor ask if you are currently taking any (other) prescriptions?	yes no
During consultation were you given a chance to ask questions about the investigations and your health problem and treatment?	yes no
Did the medical doctor listen carefully to your concerns and questions and did he/she give satisfactory answers?	yes no
During consultation, did you get any advice on your health problem?	yes no
Was the medical doctor polite in general during consultation?	yes no
We would now also like to ask you a few questions on your knowledge and opinion on health. Are you willing to continue the interview with me for some more questions?	yes no
Knowledge, Attitude and Practice	
	cough

In your opinion, what are symptoms that children with Acute Respiratory Infections (ARI) have?	difficult or fast breathing
	fever
	chest in drawing
	chest pain especially when breathing deeply
	blue lips and nail beds (cyanosis)
	seizures
	inability to swallow
	inability to drink or breastfeed
	vomiting after each drinking or breastfeeding
	irritation
	dehydration
	comorbidities/polyorganic deficiency
	blood streaked sputum
	don't know
other	
PLEASE SPECIFY	
In your opinion, how do people get infected with ARI?	air droplets
	fomites
	dirty hands
	other
	don't know
PLEASE SPECIFY	
How often do people smoke in the same room where your child is present?	every day
	several days a week
	several days a month
	once a month or less
	never
	don't know
Knowing the symptoms and warning signs of ARI will help to visit the doctor in time.	strongly agree
	agree
	neither agree, nor disagree
	disagree
	strongly disagree
Smoky surroundings (due to tobacco smoking, fires, etc) have no effect on whether a baby catches pneumonia.	strongly agree
	agree
	neither agree, nor disagree
	disagree
	strongly disagree
What do you think are causes of diarrhea?	drinking dirty water
	eating contaminated food by unwashed hands after defecation
	eating contaminated food
	food allergies
	other
	don't know
PLEASE SPECIFY	
How can you prevent diarrhea?	drinking clean water
	protect drinking water from contamination
	washing hands before preparing and eating food

	safe disposal feces by using safe latrine
	other
	don't know
PLEASE SPECIFY	
What did you do when your child last had diarrhea?	visited doctor/family medicine center
	tried applying traditional therapy at home
	nothing specific
	other
	don't know
PLEASE SPECIFY	
Do you give liquids to your child when he or she has diarrhea?	yes no
How do you get the medication to treat diarrhea?	medical prescription
	your own decision
	pharmacist recommendation
	other
PLEASE SPECIFY	
Child's food diversity during the last 24 hours: Did you child eat any of the following food items within the last 24 hours?	Any infant formula (baby food) [CERELAC, HIPPI, NAN, VINNY, NESTOGENE]
	Any bread, rice, noodles, biscuits, cookies, or any other foods made from grains?
	Any dark green, leafy vegetables like parsley, spinach, or coriander?
	Any vegetables/ cucumbers, eggplant, onion, tomato, pumpkins, carrots, potatoes?
	Any fruits/ apricot, apples, strawberry, bananas?
	Any meat/ beef, pork, lamb, chicken, fish?
	Any eggs?
	Any foods made from beans, peas, or lentils?
	Any cheese, yogurt or cottage cheese?
	Any food made with oil, fat, or butter?
	Any other food?
PLEASE SPECIFY	
How much do you agree with the following statement: Unsafe water, poor sanitation and hygiene can cause the diarrhea but not ARI	strongly agree
	agree
	neither agree, nor disagree
	disagree
	strongly disagree
Non-communicable diseases	
Which risk factors for cardiovascular disease do you know?	diabetes
	high blood pressure
	obesity
	smoking/tobacco use (Nos)
	high cholesterol/high blood fat
	unhealthy diet
	physical inactivity
family history/genetics	

	age
	stress
	other
	don't know
	none
Which of the following is a typical symptom of a heart attack?	left-sided chest pain
	headache
	feeling thirsty
	pain in the legs
	don't know
Which of the following is not a typical symptom caused by diabetes?	frequent need to urinate
	lower back pain
	tiredness
	unexplained weight loss
	don't know
How much do you agree with the following statement: Overweight people are healthier.	strongly agree
	agree
	neither agree, nor disagree
	disagree
	strongly disagree
How much do you agree with the following statement: Smoking does not effect the health.	strongly agree
	agree
	neither agree, nor disagree
	disagree
	strongly disagree
How much do you agree with the following statement: Changing my lifestyle today will not affect my health later.	strongly agree
	agree
	neither agree, nor disagree
	disagree
	strongly disagree
How much do you agree with the following statement: I cannot influence my health because it depends on the doctors.	strongly agree
	agree
	neither agree, nor disagree
	disagree
	strongly disagree
Are you currently taking measures to have a healthy lifestyle?	no, not at the moment
	I am trying from time to time
	yes, sometimes
	yes frequently
How motivated are you to change your lifestyle?	not motivated
	rather not motivated
	rather motivated
	motivated
What have you already changed in your life to decrease your risk of getting cardiovascular disease? (do not read responses)	do more physical exercise
	lose weight
	eat less fat
	eat less sugar
	eat more fruits and vegetables
	stop smoking /stop using Nos
	control my diabetes more actively (if applicable)
	control my high blood pressure more actively (if applicable)

	I have never tried
Now a few last questions....	
Basic information	
Did you pay today for your health consultation?	yes no
If no, why not?	benefitting from any economic or social aid scheme
	health insurance
	other
Please, SPECIFY	
Did you get a receipt for your payment?	yes no
Are you benefitting from any economic or social aid scheme?	yes no
This following questions concern the person who answered	
What school level did you complete?	never attended school
	completed lower primary school (max 5 years)
	completed primary school (9 years)
	completed high school (12 years)
	completed college/university
	other
PLEASE SPECIFY	
What is your current occupation?	farmer
	employed
	self-employed business
	housewife
	governmental employee, teacher, administrative / professional,
	unemployed
	pensioner
	Other
PLEASE SPECIFY	
Thank you very much for the interview.	
Interviewer comments	
End time of interview	



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and Cooperation SDC**