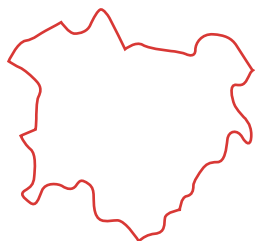


# Accessible Quality Healthcare Project:



## Ranilug

2018-2023



**Accessible  
Quality  
Healthcare**

Národná zdravotnícka a zdravotná poisťovňa  
Pristupačná i Kvalitná Zdravotná Zásilka

SDC project implemented by Swiss TPH



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

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:  
Ranilug  
Quality of Care  
in Primary Health Care  
Trends across**

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**2018-2023**

# Contacts

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 Associated Institute of the University of Basel

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SDC project implemented by Swiss TPH

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# Acknowledgements

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## Contributions

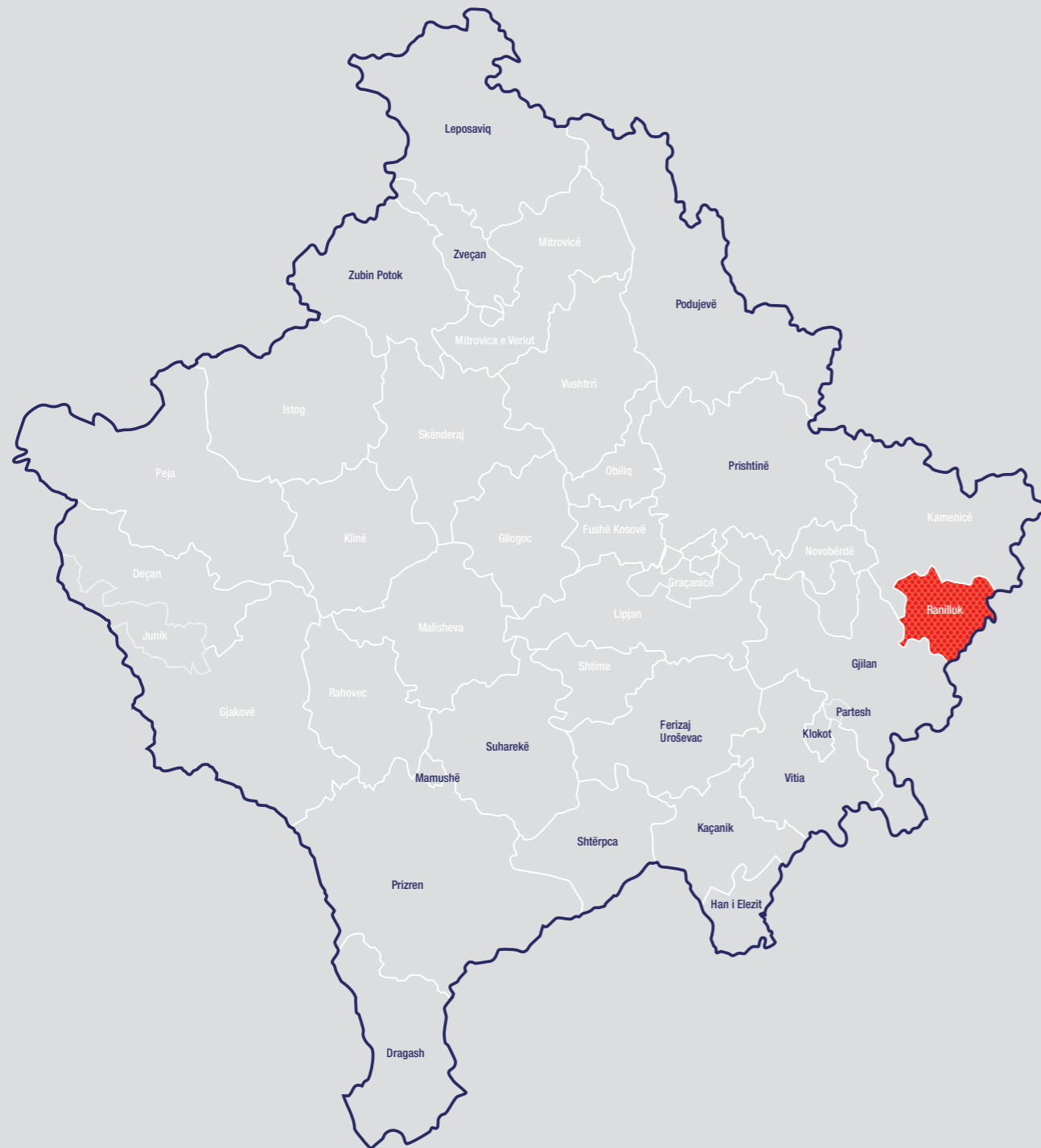
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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

## Acknowledgements

We are very thankful to Nicu Fota, Dr. Qamile Ramadani and Dr. Merita Shehu and all the AtQH staff for providing overall support to the study. We warmly thank our local study coordinators Dr. Pranvera Krasniqi and Dr. Myvedete Tershnjaku from the National Institute of Public Health Kosovo for their commitment and support in the implementation and quality assurance of the study.

Further, we are grateful to Applicable Research Solutions and its staff for ensuring a smooth implementation of data collection and field supervision. Specifically, we would like to highlight the excellent work from our data collectors. Lastly, we would like to express our gratitude to all participants in our survey including facility managers, doctors and patients.



**This study assessed the three dimensions of Quality of Care in health facilities:**

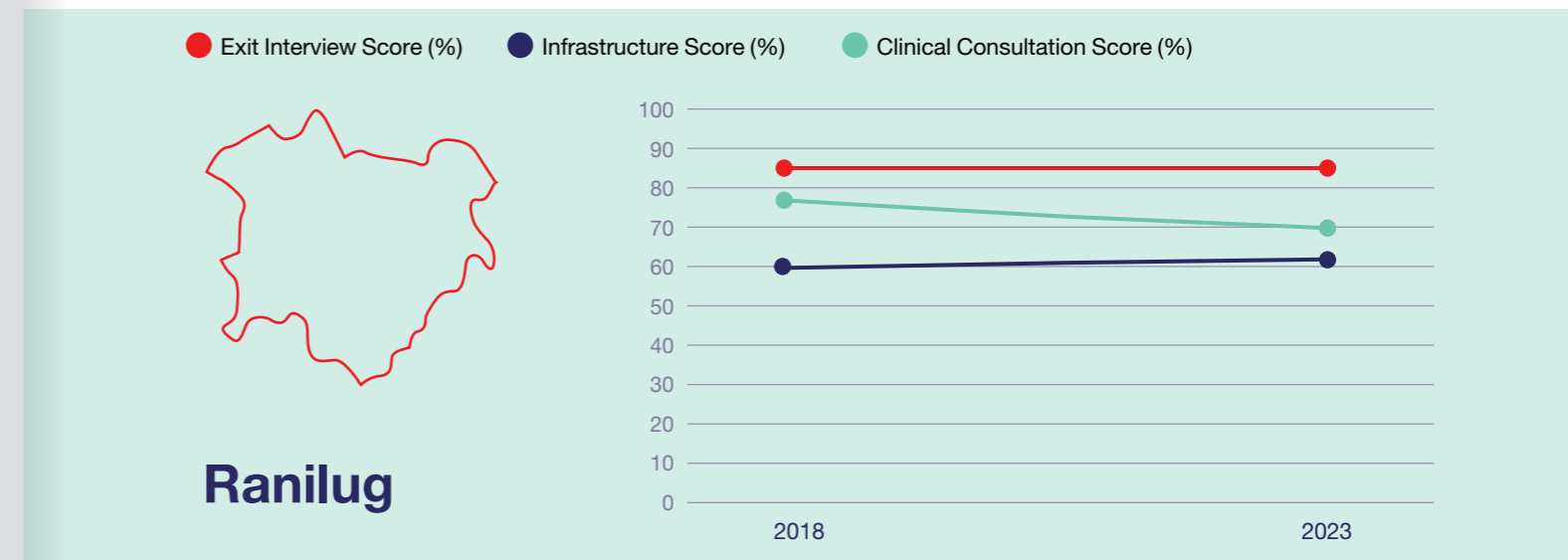
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

**To cover these three dimensions, data was collected through the following approaches:**

- i At the health centre through a health centre assessment tool;
- ii At the health care provider through provider-client observations; and
- iii Patients exiting a health facility reporting satisfaction through exit interviews.

**Results**

For details of the methodology and the country-wide comparative results, please refer to the main report. <sup>1</sup>



The Infrastructure Score has remained constant over the five years, sustaining at about 60%. This suggests that there have been no significant changes in the available healthcare infrastructure.

In contrast, the Clinical Consultation Score shows a decline from just over 70% in 2018 to approximately 65% in 2023. While not a steep drop, this indicates a gradual decrease in quality of the clinical consultations during this period.

The Exit Interview Score has maintained at a high level, hovering around 90% for both years. This score’s stability is indicative of continued high level of patient satisfaction with the overall experience at the facility when leaving.

Overall, MFMC Ranilug’s performance between 2018 and 2023 reflects stability in infrastructure and high levels of patient satisfaction upon exit, as shown by the sustained scores in these areas.

<sup>1</sup> 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/>

However, the slight decline in the Clinical Consultation Score could signal an area that may benefit from focused attention to understand and address the causes behind the slight dip in satisfaction. The maintenance of high exit interview scores alongside stable infrastructure suggests that the patients generally leave with a favorable

impression of their experience, despite the slight challenges in clinical consultations. This positive result is due to 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 the status of infrastructure available at key facilities in Ranillug.

Equipment	Facility type (Availability, Functionality) <sup>2</sup>	
	Ambulanta Ranilug	
	2023	
Microsurgery	↓	
Nebulizer	↑↑	
Ambu mask	↑↑	
Strong source of light in good condition (portable)	↑↑	
Nasal speculum	↓	
Otoscope	↑↑	
Ophthalmoscope	↑↑	
Doppler	↓	

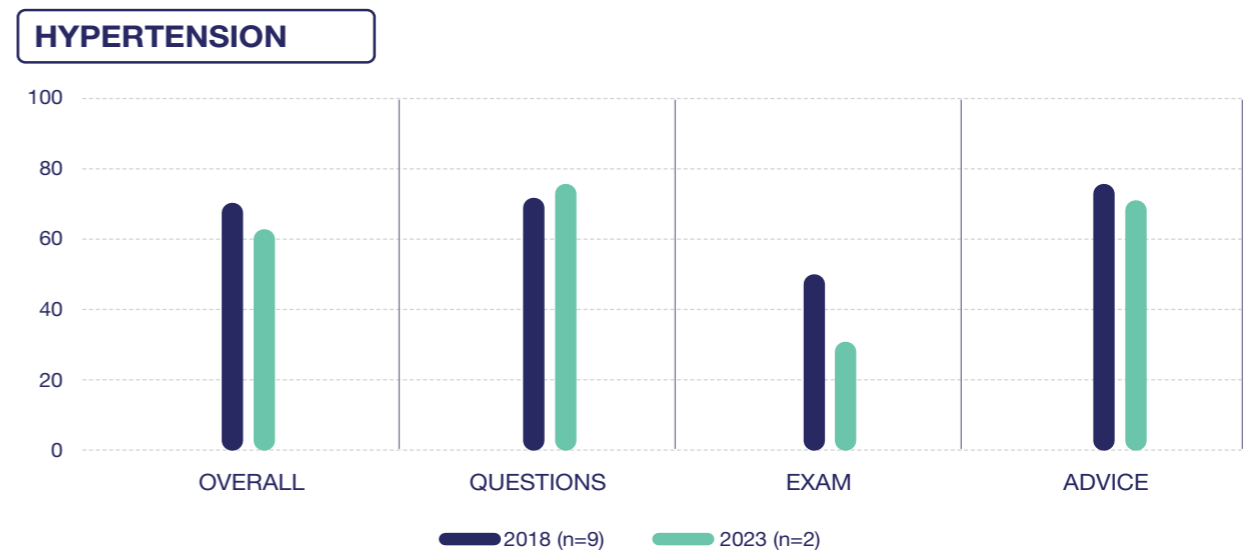
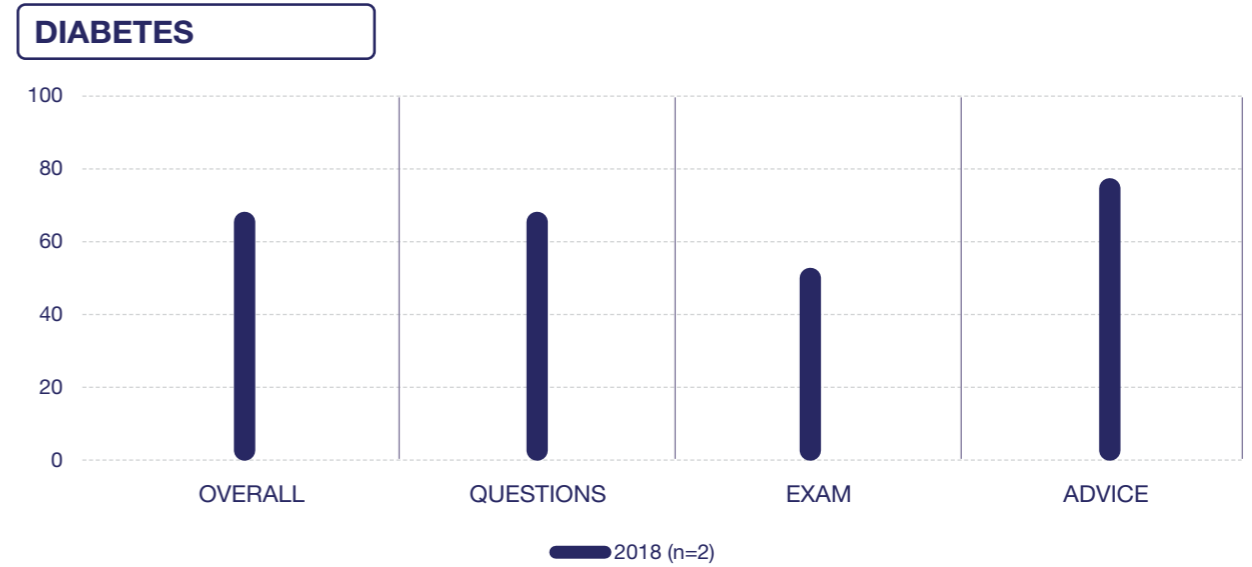
<sup>2</sup> ↑ = Available; ↑ = Functional, ↓ = Not available, ↓ = Not functional

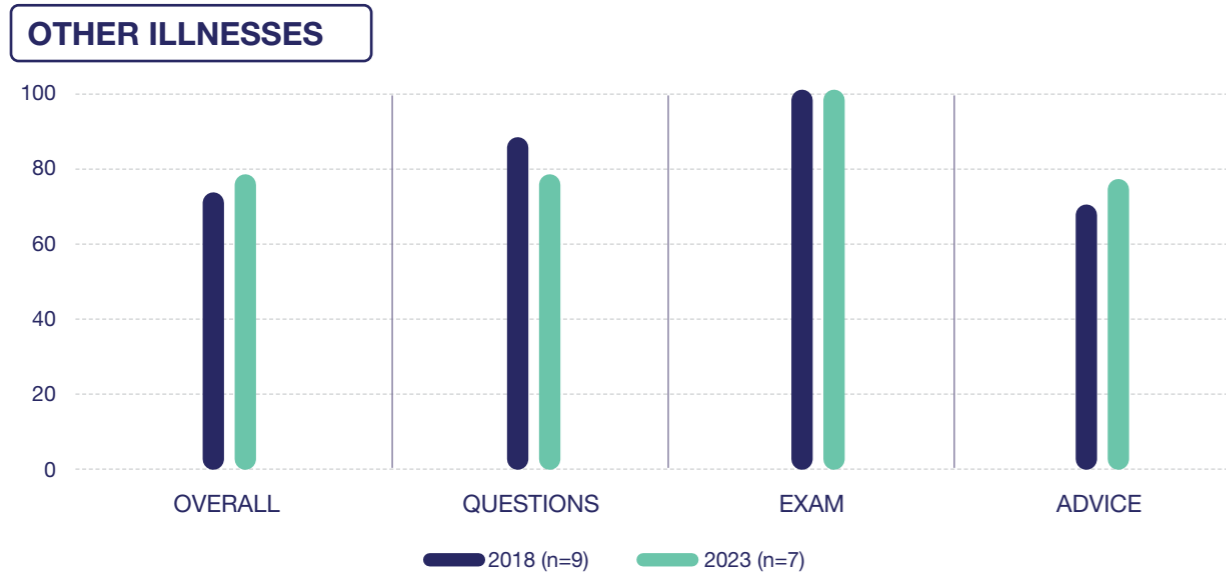
Glucometer	↑↑
Peak flow meter	↑↑
Tape measure	↑↑
Pen light	↑↑
Head light	↓
Neurological hammer	↑↑
Weight scale for adults	↑↑
Weight scale for children (over 2 years old)	↑↑
Weight scale for infants and toddlers (up to 2 years old)	↑↑
Sphygmomanometer for children	↑↑
Sphygmomanometer for adults	↑↑
Stethoscope 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 bar graphs present data for Diabetes, Hypertension, and Other illnesses for the years 2018 and 2023 at MFMC Ranilug, with a focus on the metrics of Overall, Questions, Exam, and Advice. Notably, there is no data for the year 2016, and the sample sizes for the other years are quite small.





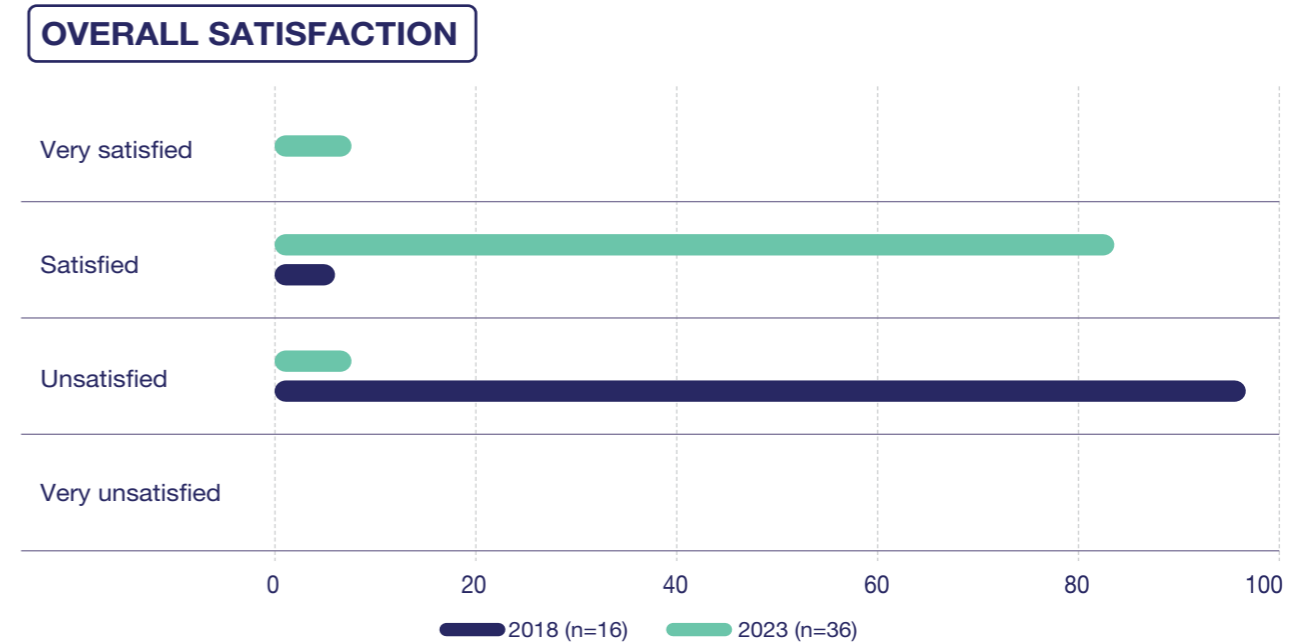
For diabetes in 2018, only two observations were recorded, making it difficult to draw comprehensive conclusions. Yet, the data indicates high scores across all three metrics, with Questions and Advice slightly ahead of the score for Exam. However, without additional data points, especially from 2023, it's challenging to gauge the direction of performance over time.

The hypertension graph shows a more varied set of responses. In 2018, with nine responses, the scores are fairly even across all metrics but are slightly lower for Exam. By 2023, with only two responses, there's a notable decrease in Overall, Exam and Advice metrics, while Questions incline.

For other illness, the data from nine responses in 2018 shows relative parity between the metrics, with the highest score in Exam. In 2023, with seven responses, the trend is similar to that of Hypertension, with an increase in Overall and Advice, while the Questions experiences a decline and Exam remains the same.

Combining insights from all three conditions for MFMC Ranilug, the provided data indicates that patients generally seem to receive high levels of clinical care. However, the variability in Questions and Exam scores, particularly the decrease in more recent years, points to potential areas where clinical practices might be reviewed for improvement.

### 3. Exit Interviews



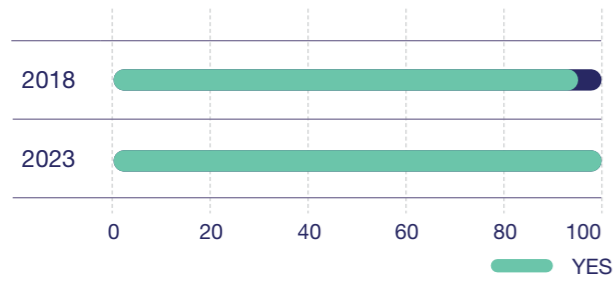
In 2018, with 16 respondents, the data indicates that the majority of patients were “Unsatisfied” with their experience. A smaller group was “Satisfied”.

By 2023, the number of respondents more than double to 36, providing a larger sample from which to draw conclusions. The proportion of “Very satisfied” patients increased from 0 in 2018, indicating a marginal boost in the highest level of patient satisfaction. However, the most significant change is seen in the “Satisfied” category, which expanded considerably from 2018 to 2023, becoming the most reported level of satisfaction. The “Unsatisfied” group saw a large decrease, to become the smallest category.

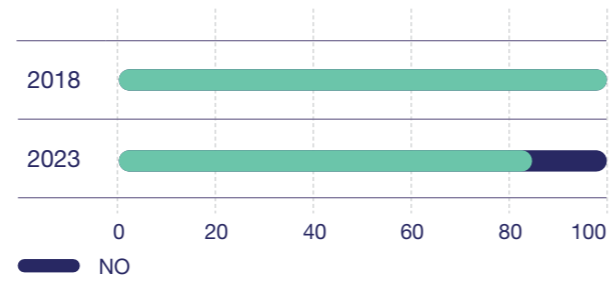
This points to a potential concern regarding the performance of MFMC Ranilug that are being addressed leading to improvement in client satisfaction over the years. While there's a slight increase in the number of patients who report being “Very satisfied,” there is also a substantial decrease in “Unsatisfied” patients in 2023 compared to 2018, suggesting that the underlying issues affecting patient experiences negatively have been resolved. This substantial shift towards higher satisfaction levels indicates that while some patients still have a negative view of the service, a growing number feel their expectations are being met.

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

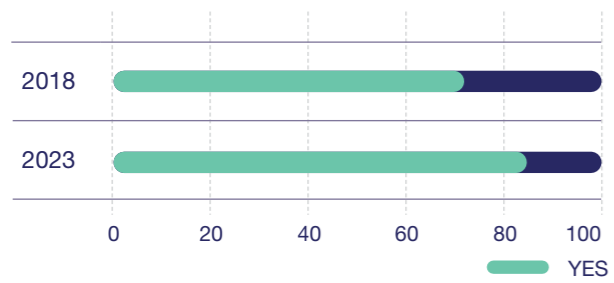
Patient given the opportunity to explain the health problem



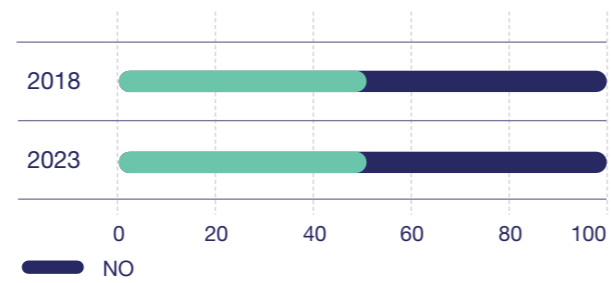
Medical doctor/nurse ensured privacy during the visit



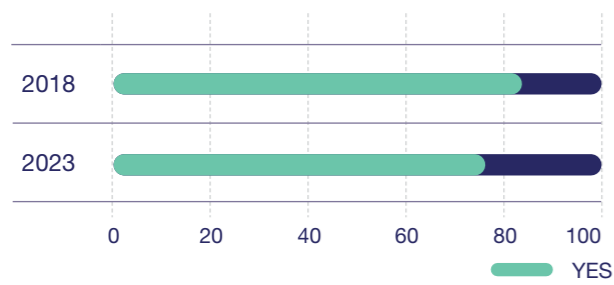
Medical doctor explained the questioning, physical examinations and health problems



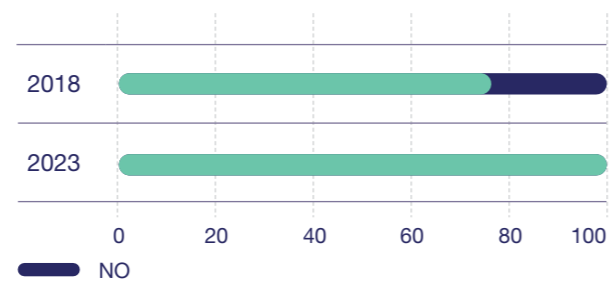
Medical doctor clearly explained the intake of prescribed medicines



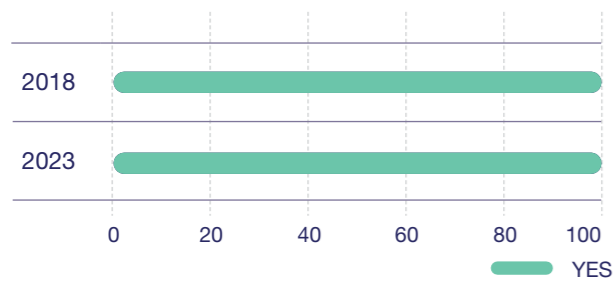
Medical doctor asked the patient if they are currently taking any prescriptions



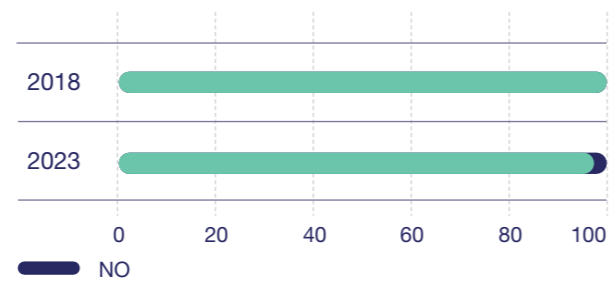
During consultation the patient had a chance to ask questions about the investigations, the health problems and treatment

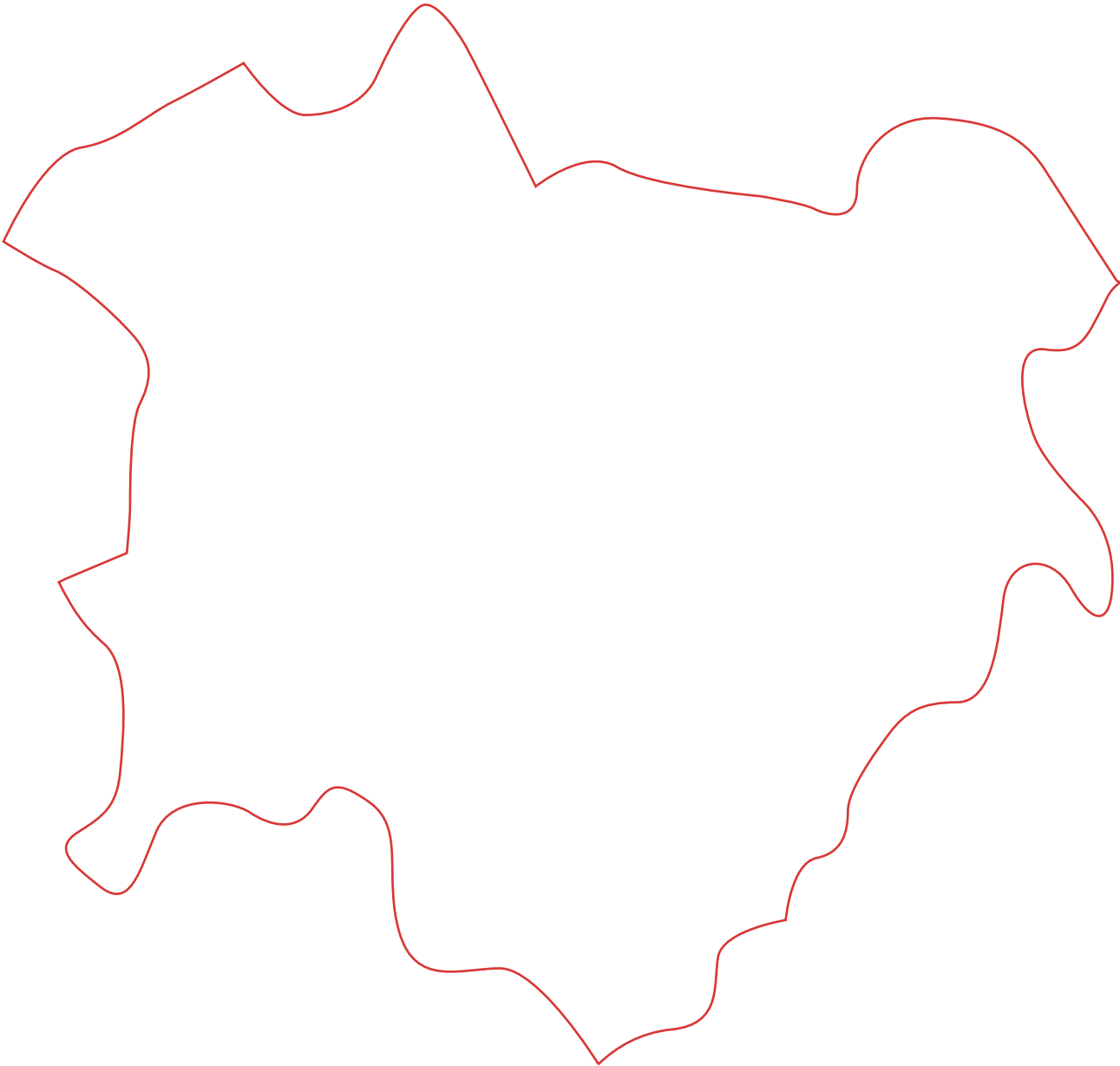


Medical doctor listened carefully to patient concerns and questions and gave satisfactory answers



Medical doctor/nurse was in general polite during consultation





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