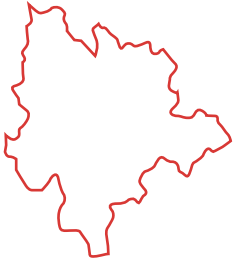


Swiss Agency for Development and Cooperation (SDC)

Accessible Quality Healthcare Project:

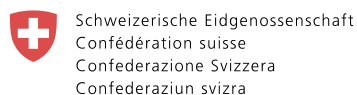


Skenderaj

2016-2018-2023



SDC project implemented by Swiss TPH



Swiss Agency for Development
and Cooperation SDC

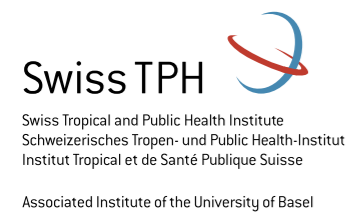


Swiss Agency for Development and Cooperation (SDC)

**Accessible Quality
Healthcare Project:
Skenderaj
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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Acknowledgements



Contributions

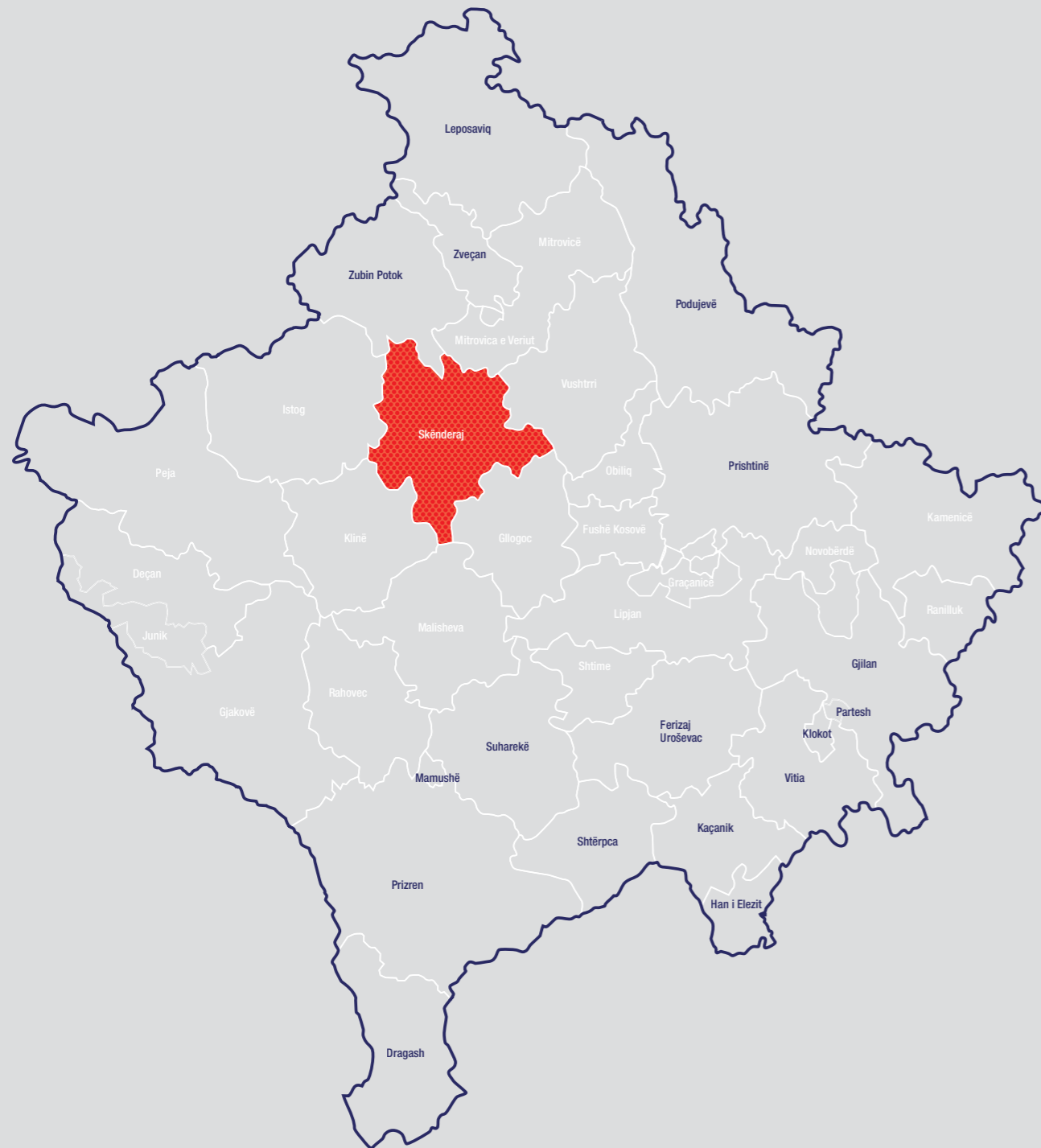
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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

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



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

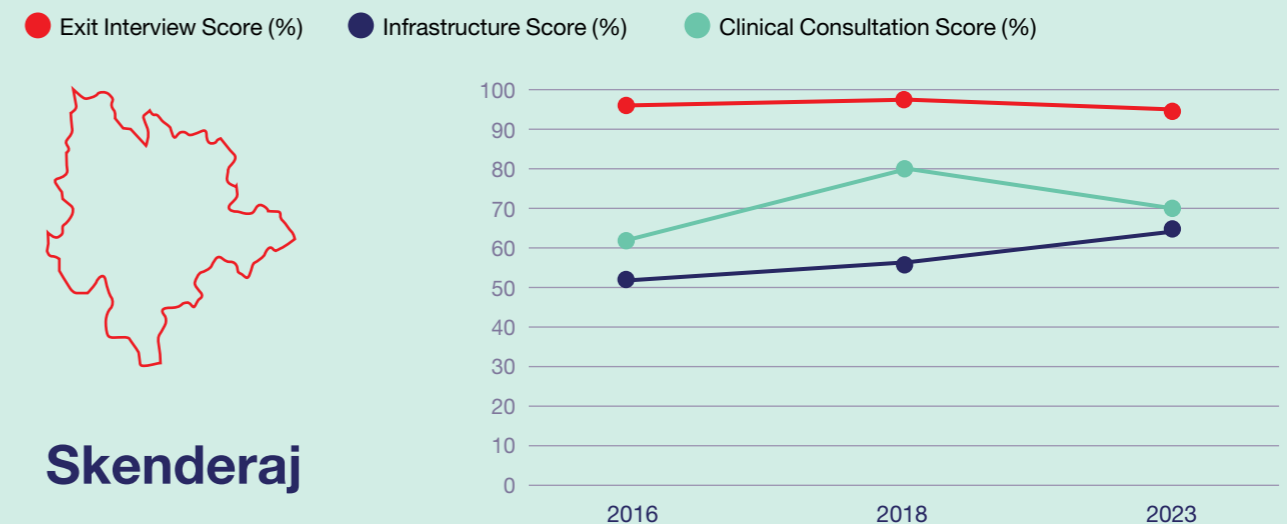
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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

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

Results

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



Infrastructure score starting at around 50% in 2016 experiences a rise, reaching approximately 60% by 2018. By 2023, it shows a further increase to around the 70% level. This suggests that MFMC Skenderaj made an improvement in the availability of necessary infrastructure in healthcare facilities.

On the clinical consultation score, there is a steady increase in this metric initially, beginning just above

60% in 2016 and climbing to nearly 80% by 2018. By 2023, it levels off, maintaining close to the 70% mark. The consistent ascent and maintenance imply an improvement in the quality of clinical consultations provided to patients.

Exit interview score remains relatively high and stable over the years, beginning just below 100% in 2016, showing a slight increase in 2018, and then

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/>

stabilizing around the same high level by 2023. This indicates sustained patient satisfaction with the overall experience at the facility upon completion of their visit relatively high across the years.

In summary, the overall performance of MFMC Skenderaj as indicated by the graph suggests a positive trend in the infrastructure score and the

quality of clinical consultations over the years increase, which is mirrored in the consistently high and stable patient satisfaction scores upon exit. The observed trends highlight the positive impact of collaborative efforts between the MFMC leadership, municipal directorates, health staff, and citizens, along with support from the AQH project.

1. Infrastructure assessment: Status of general medical equipment

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 St.18 Qershori		FMC-1 Village Runik		FMC-3 Village Prekaz	
	2016	2023	2016	2023	2016	2023
Microsurgery	↑↑	↑↑	↑↑	↑↑	↓	↑↑
Nebulizer	↑↑	↑↑	↓	↑↑	↑↑	↑↑
Ambu mask	↑↑	↑↑	↓	↑↑	↓	↑↑
Strong source of light in good condition (portable)	↑↑	↑↑	↑↓	↑↑	↑↑	↑↑
Nasal speculum	↓	↑↑	↓	↓	↓	↓
Otoscope	↑↑	↑↑	↑↑	↑↑	↓	↑↑
Ophthalmoscope	↓	↑↑	↓	↑↑	↓	↑↑
Doppler	↓	↓	↓	↓	↓	↓

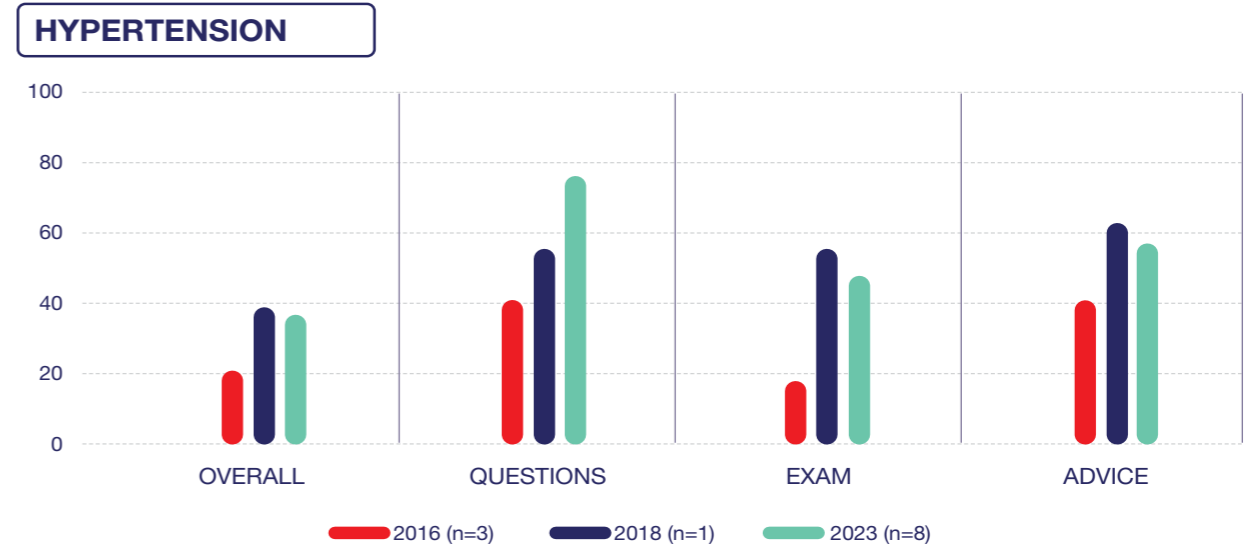
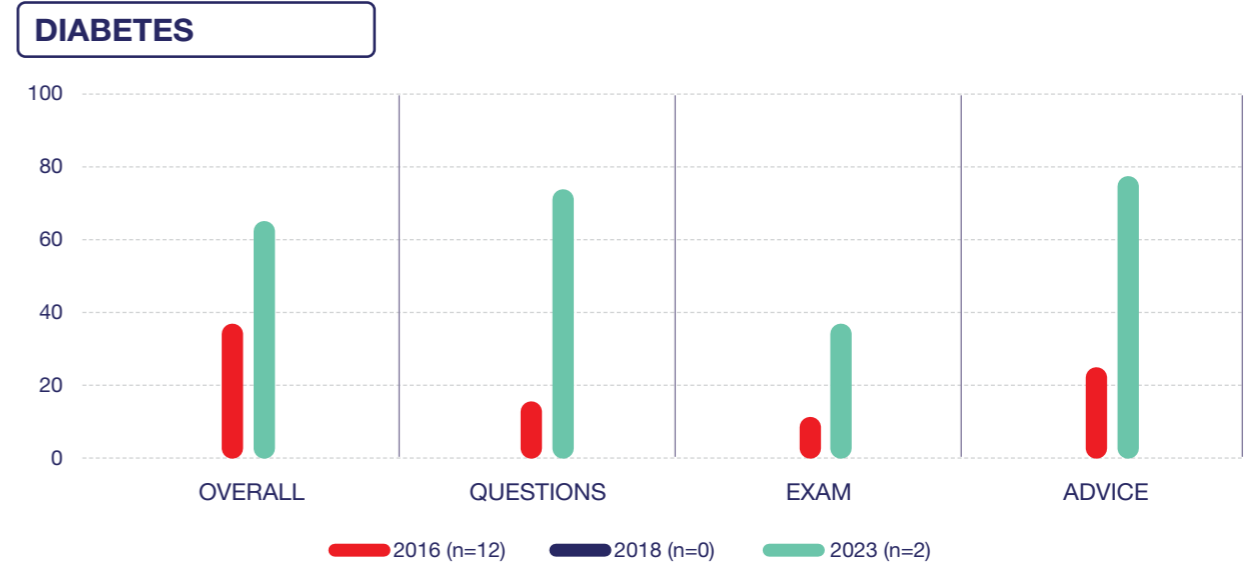
² ↑ = Available; ↑ = Functional, ↓ = Not available, ↓ = Not functional

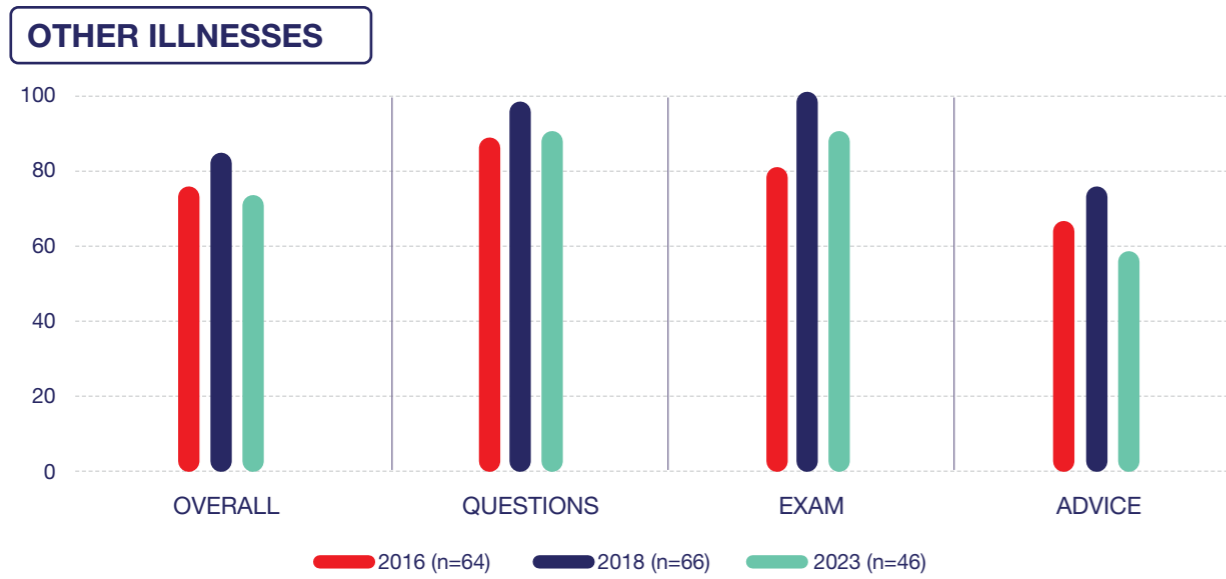
Glucometer	↑↑	↑↑	↓	↑↑	↓	↑↑
Peak flow meter	↓	↑↑	↑↑	↓	↓	↓
Tape measure	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Pen light	↑↑	↑↑	↓	↑↑	↓	↑↑
Head light	↓	↓	↓	↓	↓	↓
Neurological hammer	↓	↑↑	↓	↑↑	↓	↑↑
Weight scale for adults	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Weight scale for children (over 2 years old)	↑↑	↑↑	↑↑	↑↑	↓	↑↑
Weight scale for infants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

2. Clinical Observations

The bar graphs provide insights into patient satisfaction with various aspects of service at MFMC Skenderaj for Diabetes, Hypertension, and other illnesses across 2016, 2018, and 2023.





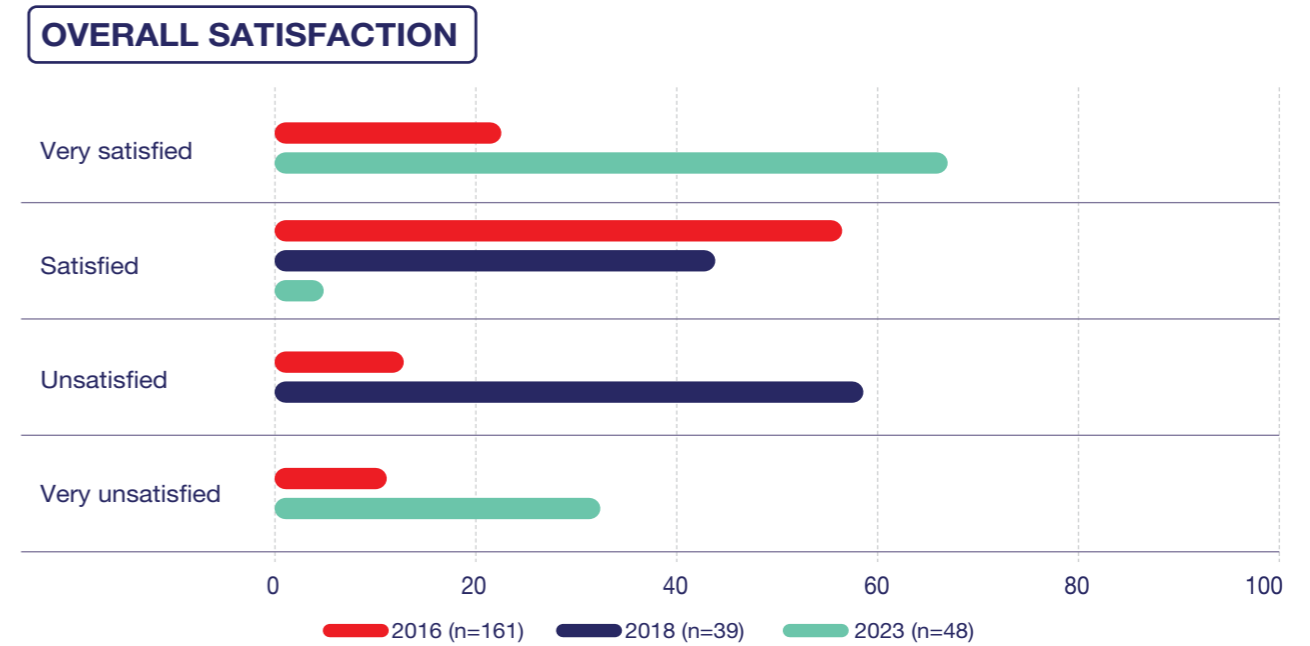
In the diabetes category, there is a noticeable incline from 2016 to 2023 in patient satisfaction across all metrics, with the most drastic increase seen in Questions and Advice. This indicates potential issues resolved in the clinical consultation process. It's worth noting, however, that the data for 2023 is based on only two responses, which severely limits the ability to generalize these findings.

The hypertension graph, although based on small sample sizes, suggests variability in patient satisfaction. While the Overall satisfaction appears to have remained relatively stable from 2018 to 2023, there is an increase in satisfaction with Questions, and increase between 2016 to 2018 and then a dip in 2023, with Advice and Exam.

For other illnesses, the data from a more substantial number of responses show relatively high levels of satisfaction across all metrics between 2016 and 2018, with a slight reduction in 2023.

Analyzing these graphs for MFMC Skenderaj reveals that patient satisfaction across the board shows some fluctuations. While the reduced number of responses for hypertension and diabetes, in recent years makes it difficult to draw broad conclusions. The overall performance seems to maintain a certain level of quality, as indicated by consistent Overall satisfaction scores, but the observed decreases point towards the need for continuous improvement in service quality, especially in addressing patient concerns and providing thorough examinations and relevant advice.

3. Exit Interviews



In 2016, with a substantial sample size of 161, most patients reported being "Satisfied," suggesting a favorable view of the services. A smaller, yet significant portion of patients were "Very satisfied," while the categories for "Unsatisfied" and "Very unsatisfied" had the fewest responses, indicating few instances of dissatisfaction.

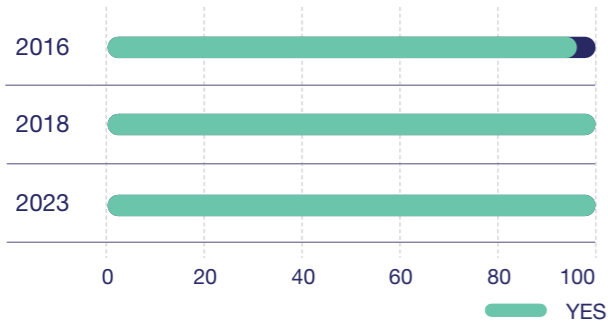
By 2018, the sample size decreased to 39. The distribution shows a shift with "Unsatisfied" being the most common response, but with a larger proportion of patients also feeling "Satisfied." The "Very satisfied" and "Very unsatisfied" responses are roughly equivalent with no responses.

In 2023, with 48 respondents, the "Very unsatisfied" category becomes the most reported level of satisfaction, overtaking "Satisfied." Additionally, the "Very unsatisfied" category sees a relative increase and is the second highest category. Conversely, "Satisfied" categories show decrease.

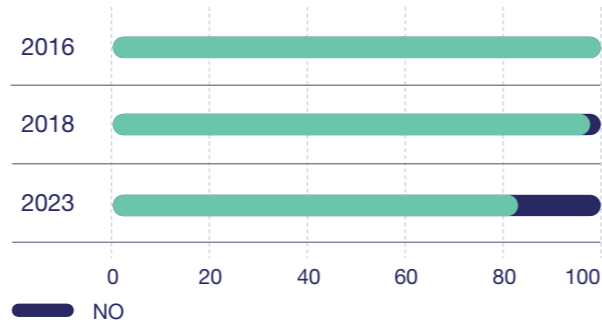
This graph indicates a mixed trend for MFMC Skenderaj. While in 2016, the sentiment leaned towards a more positive reception, by 2023, there's a notable pivot towards dissatisfaction. This marked shift in patient sentiment suggests that over the years, there may have been changes in service delivery, patient expectations, or external factors that have not met patient needs effectively. The significant rise in the number of "Unsatisfied" patients by 2023 warrants an in-depth investigation into the areas of service that are falling short of patient expectations. To address this shift and improve performance, MFMC Skenderaj may need to reassess their healthcare delivery strategies and patient engagement practices to understand and mitigate the drivers of patient dissatisfaction.

Despite the overall situation in self reported patient satisfaction in Skenderaj, 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



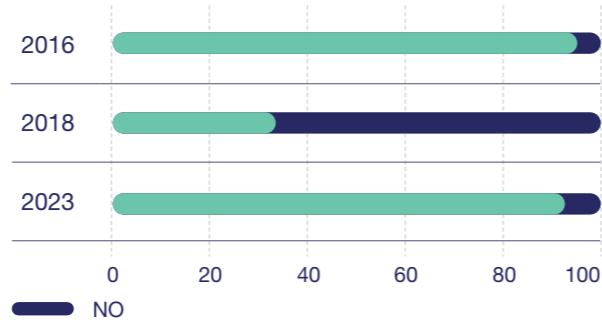
Medical doctor/nurse ensured privacy during the visit



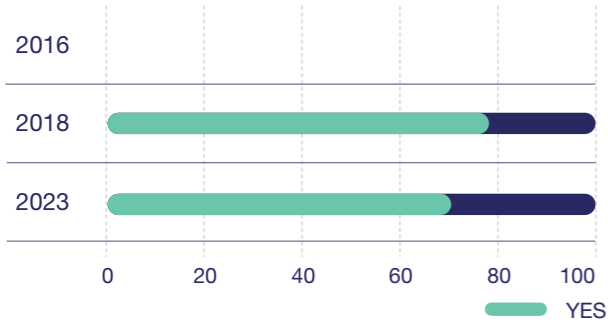
Medical doctor explained the questioning, physical examinations and health problems



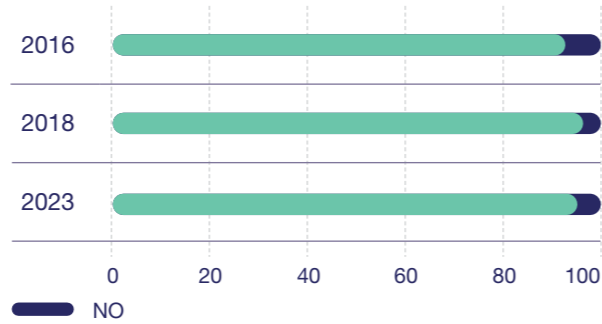
Medical doctor clearly explained the intake of prescribed medicines



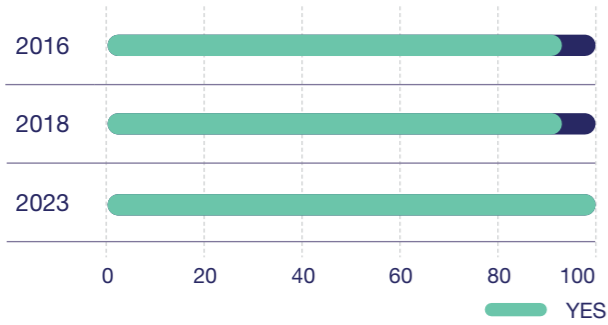
Medical doctor asked the patient if they are currently taking any prescriptions



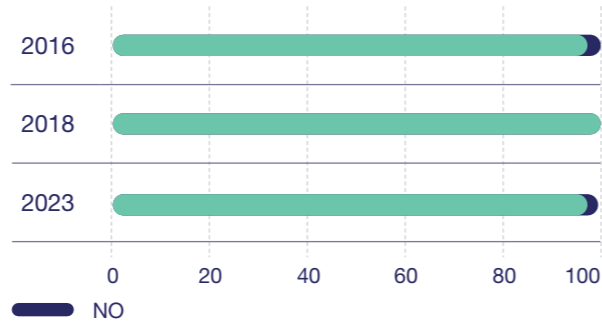
During consultation the patient had a chance to ask questions about the investigations, the health problems and treatment

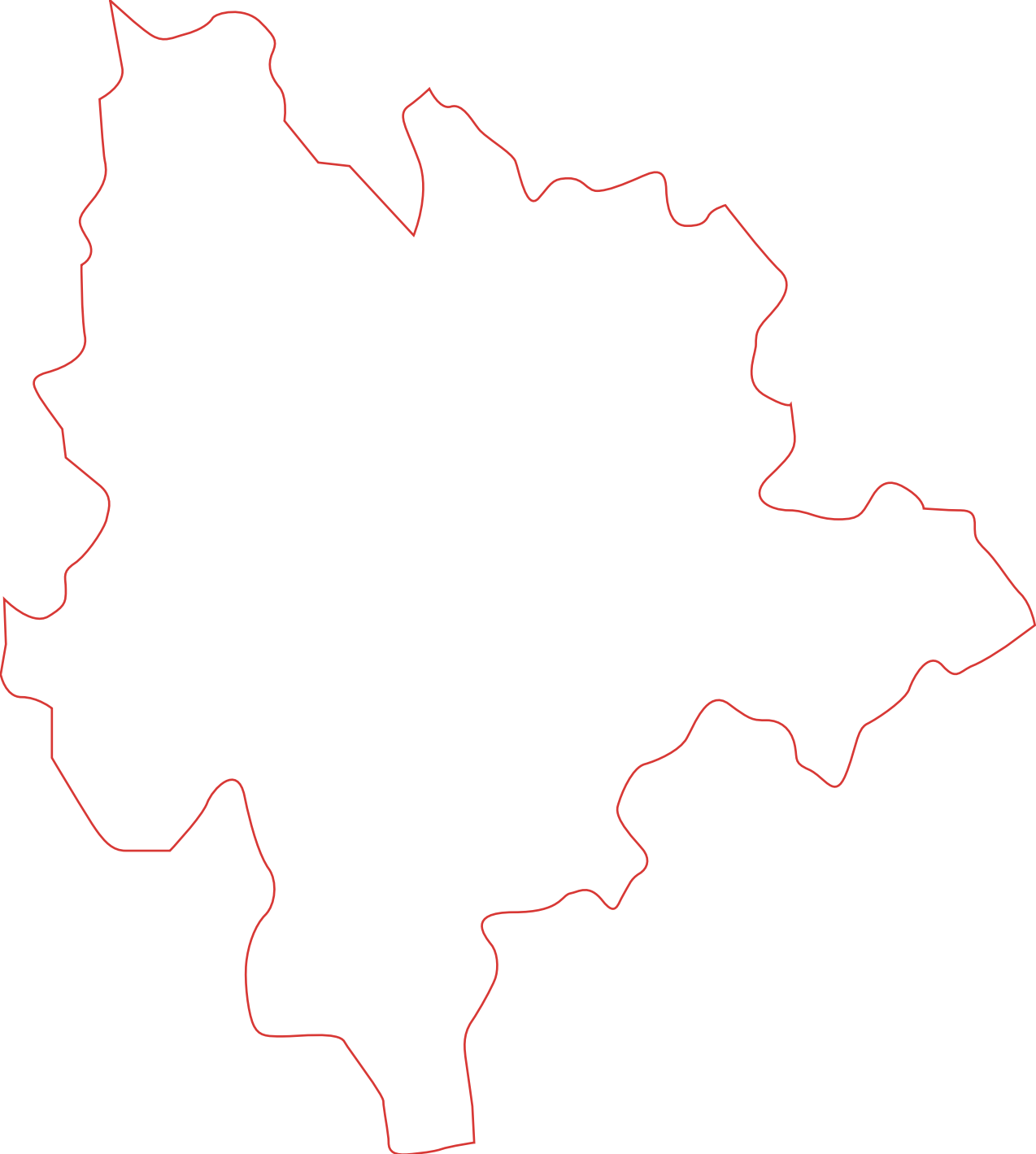


Medical doctor listened carefully to patient concerns and questions and gave satisfactory answers



Medical doctor/nurse was in general polite during consultation





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