

Accessible Quality Healthcare Project:



Lipjan

2016-2018-2023



**Accessible
Quality
Healthcare**

Kujdesa Shëndetësore | Kvaliteti dhe Qëllor
Pristupačna i Kvalitetna Zdravstvena Zastita

SDC project implemented by Swiss TPH



Schweizerische Eidgenossenschaft
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Swiss Agency for Development
and Cooperation SDC

Swiss TPH



Swiss Tropical and Public Health Institute
Schweizerisches Tropen- und Public Health-Institut
Institut Tropical et de Santé Publique Suisse

Associated Institute of the University of Basel

Swiss Agency for Development and Cooperation (SDC)

**Accessible Quality
Healthcare Project:
Lipjan**
**Quality of Care
in Primary Health Care
Trends across**

2016-2018-2023

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SDC project implemented by Swiss TPH

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Contributions

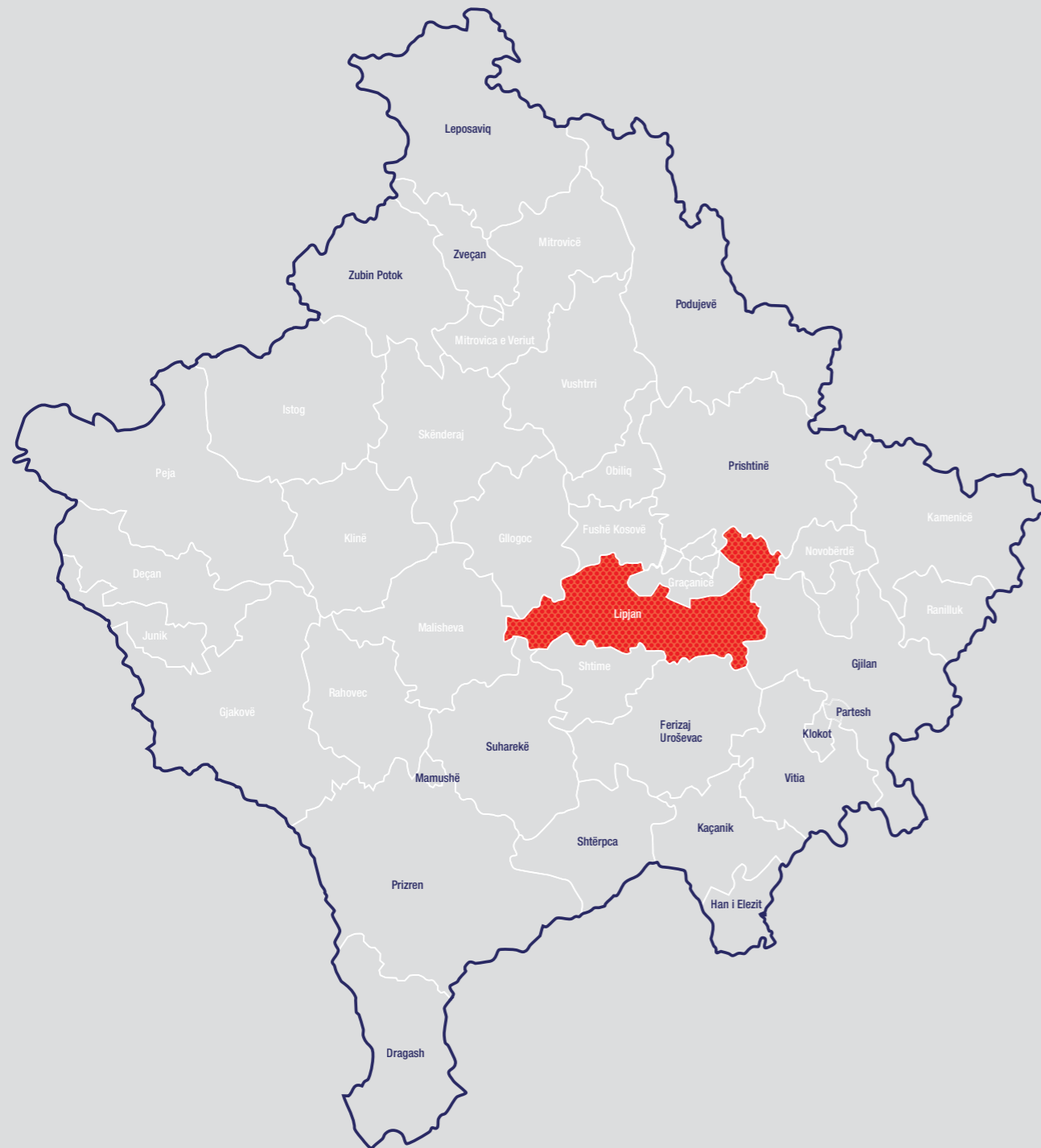
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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

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

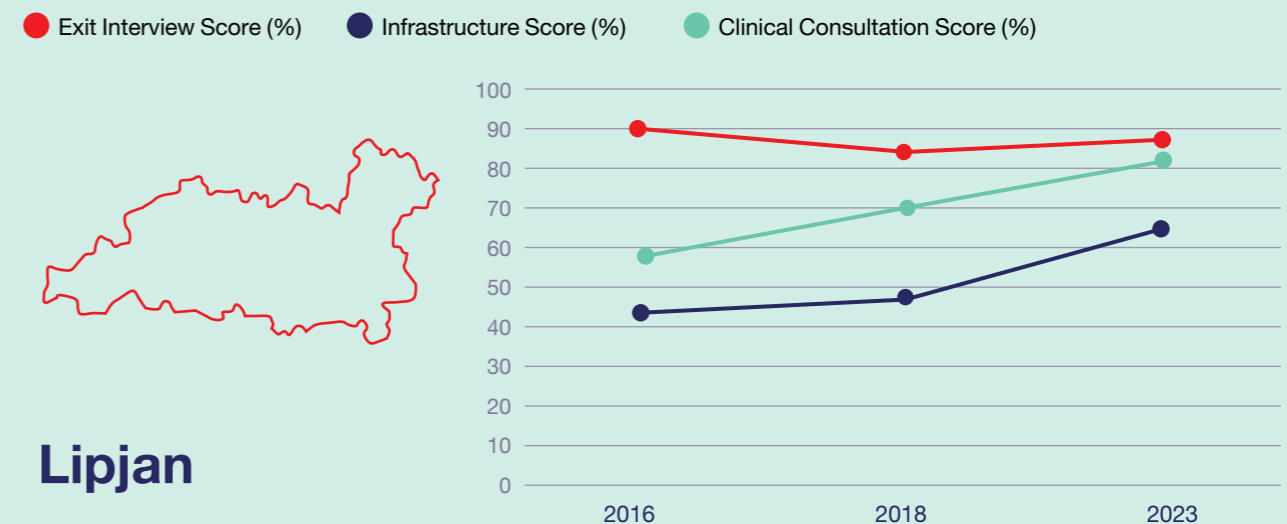
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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

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

Results

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



The Infrastructure Score has demonstrated a steady upward trend from around 40% in 2016 to approximately 50% in 2018 and reaching above 60% by 2023. This consistent growth suggests progressive improvements in the available infrastructure over the seven-year period.

roughly 70% in 2018, and then surpassing 80% by 2023. This indicates that the quality of clinical interactions and hence services provided by health-care professionals has improved, with an increasing percentage of patient interactions meeting the set standards for clinical consultation.

Similarly, the Clinical Consultation Score has increased over time, from about 60% in 2016 to

The Exit Interview Score, reflective of patient satisfaction at the point of discharge, has remained

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/>

high throughout the period, starting at around 90% in 2016 and maintaining that level in 2018 and 2023 with slight decrease to 80%. These scores suggest that patients have consistently reported a high level of satisfaction when leaving the facility, which is a strong indicator of the quality of care perceived by the patients.

Overall, MFMC Lipjan’s performance has shown considerable positive developments across all assessed areas. The improvement in infrastructure and clinical consultations, along with sustained high patient satisfaction at discharge, likely results from the dedicated collaboration between the MFMC leadership, municipal directorates, health staff, and citizens. The support from the AQH project here have as well played a significant role in facilitating these improvements, contributing to the favorable outcomes depicted in the graph.

1. Infrastructure assessment: Status of general medical equipment

The infrastructure available at key facilities in Lipjan has also shown a positive trend within the project time frame with more and more needed equipment being available and in functional condition.

Equipment	Facility type (Availability, Functionality) ²									
	MFMC Str. Tahir Sinani Lipjan	FMA Kraishte Village Kraishte		FMC Gadime Village Gadime		FMC Magurë Village Magurë		FMC Janjevë Village Janjevë		
		2016 ³	2023	2016	2023	2016	2023	2016	2023	2016
Microsurgery	No assesment	↑↑	↓	↓	↑↑	↑↑	↓	↑↑	↑↓	↓
Nebulizer	No assesment	↑↓	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↓	↑↑
Ambu mask	No assesment	↑↑	↓	↓	↓	↓	↓	↓	↑↓	↑↑
Strong source of light in good condition (portable)	No assesment	↑↑	↑↓	↑↑	↓	↑↑	↑↓	↑↑	↑↓	↑↑
Nasal speculum	assesment	↓	↓	↓	↓	↓	↓	↓	↓	↓

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

³ There was a technical problem during the infrastructure assessment in MFMC, Lipjan, in 2016

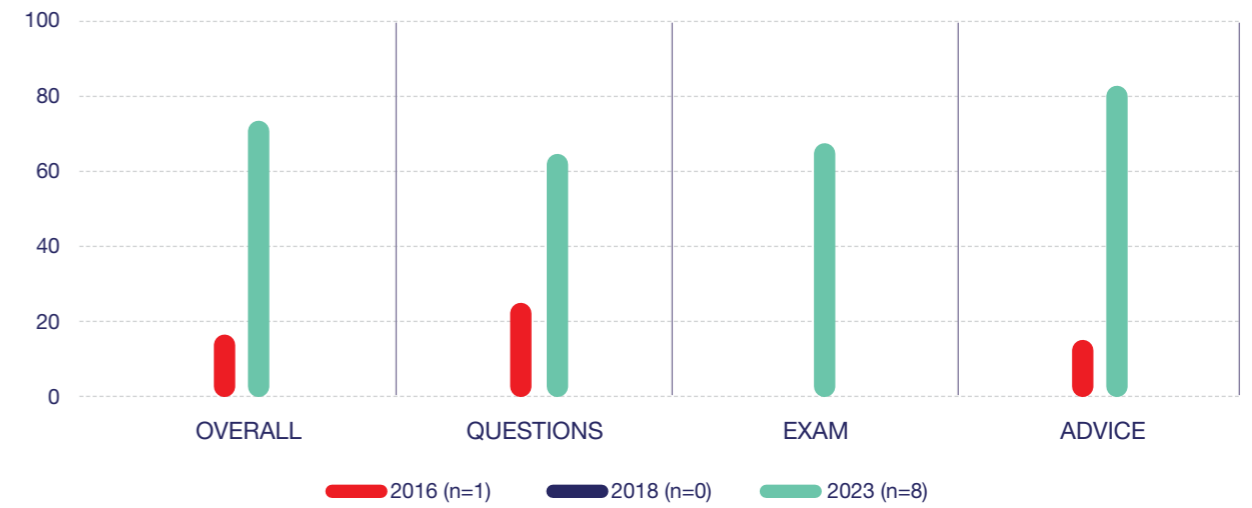
Otoscope	No assesment	↑↑	↓	↑↑	↓	↑↑	↓	↑↑	↑↑	↑↑
Ophthalmoscope	No assesment	↑↑	↓	↑↑	↓	↑↑	↓	↑↑	↓	↑↑
Doppler	No assesment	↑↑	↓	↓	↓	↓	↓	↓	↓	↓
Glucometer	No assesment	↑↑	↓	↑↑	↓	↑↑	↓	↓	↓	↓
Peak flow meter	No assesment	↑↑	↓	↓	↓	↓	↓	↓	↓	↓
Tape measure	No assesment	↑↑	↓	↑↑	↑↑	↑↑	↓	↑↑	↑↑	↑↑
Pen light	No assesment	↑↑	↓	↑↑	↓	↑↑	↓	↓	↓	↑↑
Head light	No assesment	↑↑	↓	↓	↓	↓	↓	↓	↓	↓
Neurological hammer	No assesment	↑↑	↓	↑↑	↓	↑↑	↓	↑↑	↓	↑↑
Weight scale for adults	No assesment	↑↑	↑↑	↑↑	↑↑	↑↑	↑↓	↑↑	↑↑	↑↑
Weight scale for children (over 2 years old)	No assesment	↑↑	↑↑	↑↑	↓	↑↑	↑↑	↑↑	↓	↑↑
Weight scale for infants and toddlers (up to 2 years old)	No assesment	↑↑	↑↑	↑↑	↓	↑↑	↑↓	↑↑	↓	↑↑
Sphygmomanometer for children	No assesment	↑↑	↓	↑↑	↓	↑↑	↓	↑↑	↓	↑↑
Sphygmomanometer for adults	No assesment	↑↑	↓	↑↑	↑↑	↑↑	↓	↑↑	↓	↑↑
Stethoscope for children	No assesment	↑↑	↓	↑↑	↓	↓	↑↑	↑↑	↓	↑↑
Stethoscope for adults	No assesment	↑↑	↓	↑↑	↑↑	↑↑	↑↑	↑↑	↓	↑↑
Obstetrical stethoscope/ Fetoscope	No assesment	↑↑	↓	↓	↓	↓	↓	↓	↓	↓
Pelvimeter	No assesment	↓	↓	↓	↓	↓	↓	↓	↓	↓

Sterilization equipment and anti-septical protocol	No assesment	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Pulse oximeter	No assesment	↑↑	↓	↑↑	↓	↑↑	↓	↑↑	↓	↑↑
Refrigerator	No assesment	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Vaccine refrigerator/portable	No assesment	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Height meter board for children (up to two years old)	No assesment	↑↑	↓	↓	↓	↑↑	↓	↑↑	↓	↑↑
Meter for height measuring (children over two years of age)	No assesment	↑↑	↓	↓	↑↑	↑↑	↑↑	↑↑	↓	↑↑
Thermometer	No assesment	↑↑	↑↑	↑↑	↓	↑↑	↑↑	↑↑	↑↑	↑↑
Tuning fork	No assesment	↓	↓	↓	↓	↓	↓	↓	↓	↓
Table for vision testing	No assesment	↑↑	↓	↑↑	↓	↑↑	↓	↑↑	↓	↑↑
Ear syringe	No assesment	↑↑	↓	↓	↓	↑↑	↓	↓	↑↓	↓
Scissors	No assesment	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Timer	No assesment	↑↑	↓	↑↑	↑↑	↑↑	↓	↑↑	↓	↑↑
Snellen eye chart	No assesment	↑↑	↓	↑↑	↓	↑↑	↓	↑↑	↓	↑↑
Children growth chart	No assesment	↓	↑	↓	↓	↓	↓	↓	↓	↓
Tongue depressor	No assesment	↓	↑	↓	↓	↓	↓	↓	↓	↓

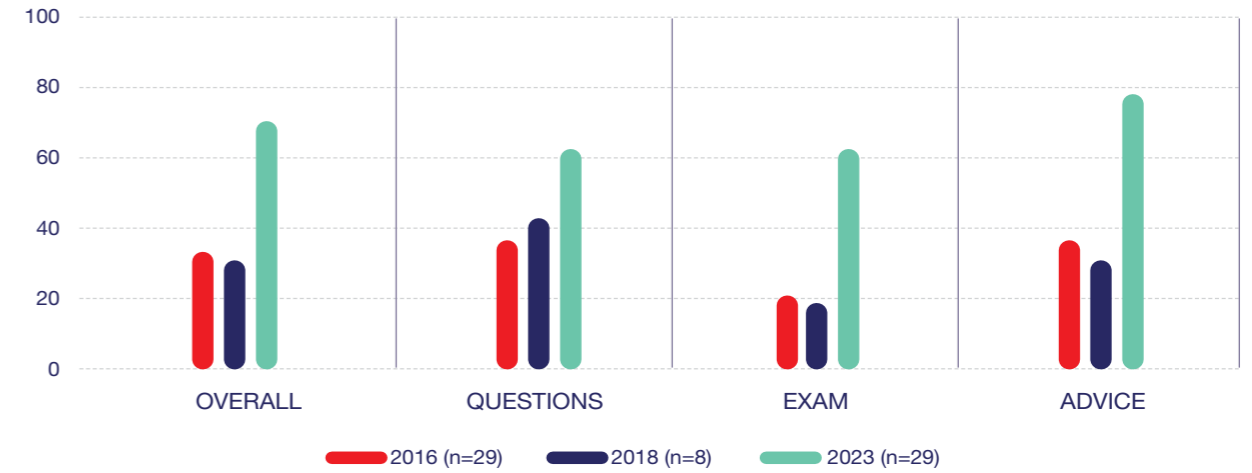
2. Clinical Observations

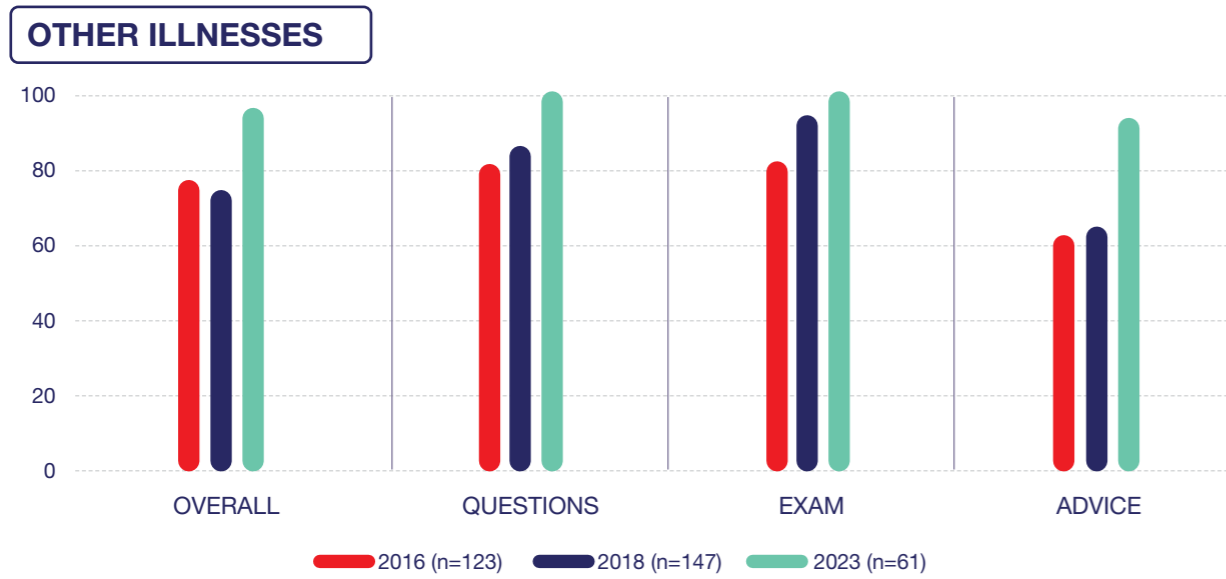
The graphs depict patient care assessments for Diabetes, Hypertension, and Other Illnesses at MFMC Lipjan, indicating changes in care quality over time for each category.

DIABETES



HYPERTENSION





For Diabetes, in 2023, with a small sample size of eight, the data shows higher scores for all categories, unlike the one response-based scores for 2016, which were lower on all categories.

In Hypertension, the sample sizes are 29 for both 2016 and 2023, with a dip to 8 in 2018, which provides a somewhat consistent basis for comparison between 2016 and 2023. The data from 2016 to 2023 shows an increase across all metrics: Overall, Questions, Exam, and Advice. This positive trend suggests improvements in patient care. The growth in the 'Questions' metric indicates better patient engagement or communication, while the rise in 'Exam' suggests more thorough or effective clinical examinations. This overall upward trend is a strong indicator of progress in the care for Hypertension patients at MFMC Lipjan.

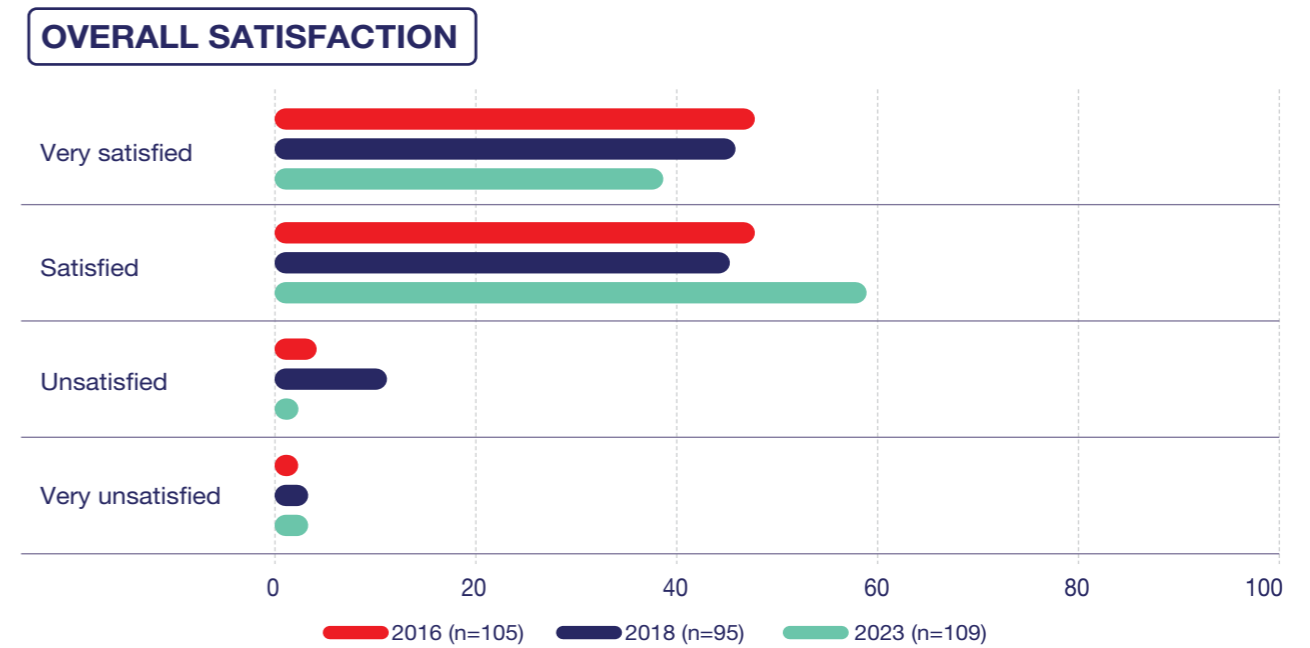
For Other Illnesses, the sample sizes are considerable and show variation, with 123 in 2016,

peaking at 147 in 2018, and then a decrease to 61 in 2023. Despite this fluctuation, there is a general increase in all metrics from 2016 to 2023. This implies that the institution has not only maintained but also enhanced its care and service quality for various illnesses. The consistent improvement over the years is indicative of systemic improvements at MFMC Lipjan.

For MFMC Lipjan, these upward trends across three distinct illness categories represent significant progress. For all three categories, the data reflects well on the institution's commitment to quality improvement.

These positive outcomes should encourage MFMC Lipjan to continue their efforts and possibly serve as a model for similar institutions aiming to improve patient care. Furthermore, the institution may seek to identify the specific strategies and interventions that have contributed to these results to further refine and bolster their care practices.

3. Exit Interviews



The graph represents overall patient satisfaction at MFMC Lipjan, with responses gathered over three different years: 2016, 2018, and 2023.

In 2016, a large majority of patients reported being either 'Very satisfied' or 'Satisfied' with their care, suggesting that at that time, MFMC Lipjan was providing a high level of service. A smaller but noteworthy number of patients reported being 'Unsatisfied', and very few were 'Very unsatisfied'.

By 2018, the proportion of 'Very satisfied' 'Satisfied' category responses decreased slightly. This shift could indicate minor changes in patient expectations or perceptions of the quality of care. The number of 'Unsatisfied' patients increased, and 'Very unsatisfied' remained few. This highlights the need for analyzing and paying attention to what might influence the patient's satisfaction.

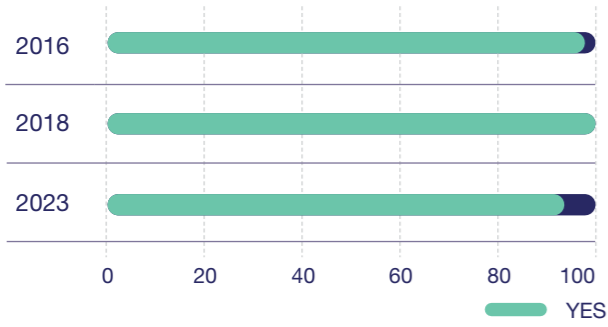
In 2023, the 'Satisfied' category saw an increase again, exceeding the level of 2016, while the 'Very Satisfied' category reduced proportionally.

The number of 'Unsatisfied' and 'Very unsatisfied' patients remained low, indicating that patient dissatisfaction is not a prominent issue for the institution.

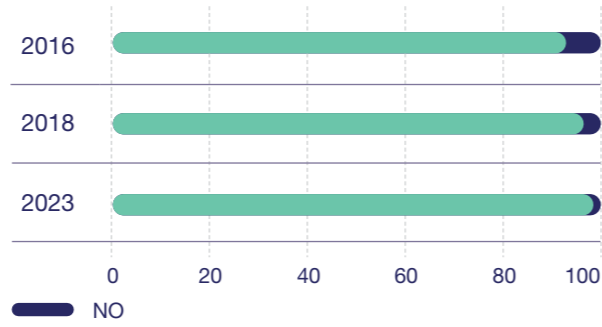
This data indicates that MFMC Lipjan has been able to maintain a high level of patient satisfaction over several years, with minor fluctuations that did not significantly impact the overall positive perception. The return to higher levels of 'Satisfied' patients in 2023 could be attributed to effective institutional practices, possibly addressing feedback from less satisfied patients in previous years. The sustained low levels of dissatisfaction across the years suggest that MFMC Lipjan is consistently meeting the majority of its patients' needs effectively. This consistency in patient satisfaction indicates a stable performance by the institution in service delivery and patient care quality.

Despite the overall situation in self-reported patient satisfaction in Lipjan, a variation in the patient experience during the consultations was observable, as shown below in more detail.

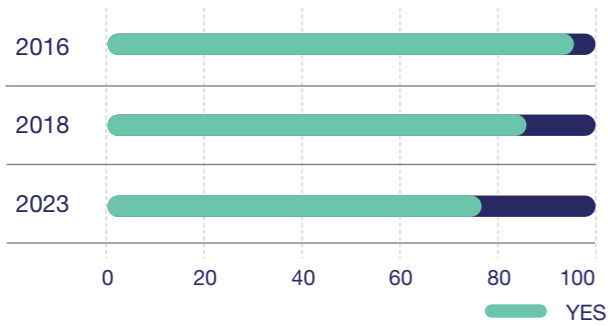
Patient given the opportunity to explain the health problem



Medical doctor/nurse ensured privacy during the visit



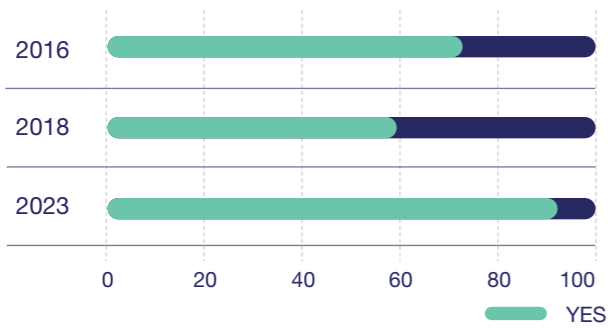
Medical doctor explained the questioning, physical examinations and health problems



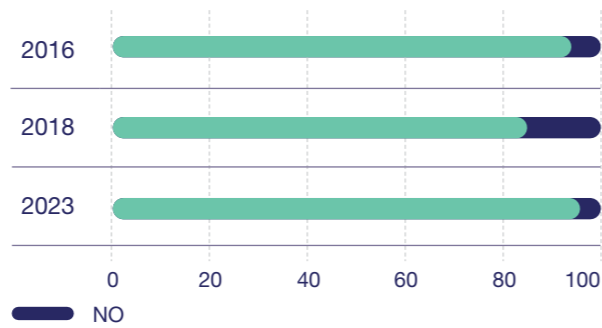
Medical doctor clearly explained the intake of prescribed medicines



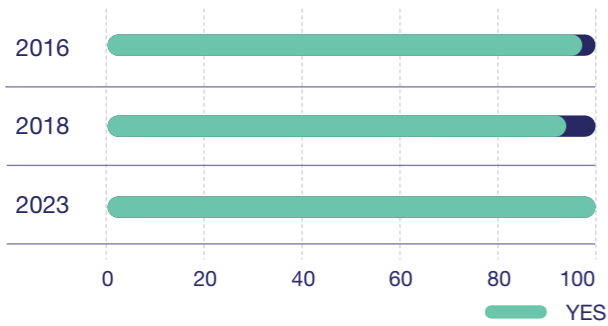
Medical doctor asked the patient if they are currently taking any prescriptions



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



