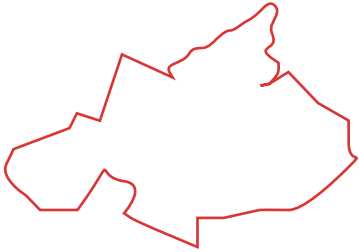


Swiss Agency for Development and Cooperation (SDC)

Accessible Quality Healthcare Project:



Gracanica

2016-2018-2023



**Accessible
Quality
Healthcare**

Kvaliteta Zdravstvena Zastita
Pristupačno i Kvalitetno Zdravstvena Zastita

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

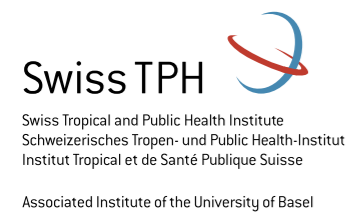
Associated Institute of the University of Basel

Swiss Agency for Development and Cooperation (SDC)

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

2016-2018-2023

Contacts



Swiss Tropical and Public Health Institute

P.O. Box
Kreuzstrasse 2
4123 Allschwil
Switzerland

www.swisstph.ch

Dr. Jana Gerold
Project Director
Swiss Center for International Health (SCIH)
Tel: +41 61 284 87 61

Email:
jana.gerold@swisstph.ch



SDC project implemented by Swiss TPH

AQH Accessible Quality healthcare Project (AQH)

Tirana str. Prime Residence, C
4/3 Entrance D, Flats no. 15, 16,
17 & 18, 10000
Pristina
Kosovo

<https://aqhproject.org/>

Shegë Bahtiri
M&E Data Analyst
AQH
Email:
shege.bahtiri@aqhproject.org

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Contributions

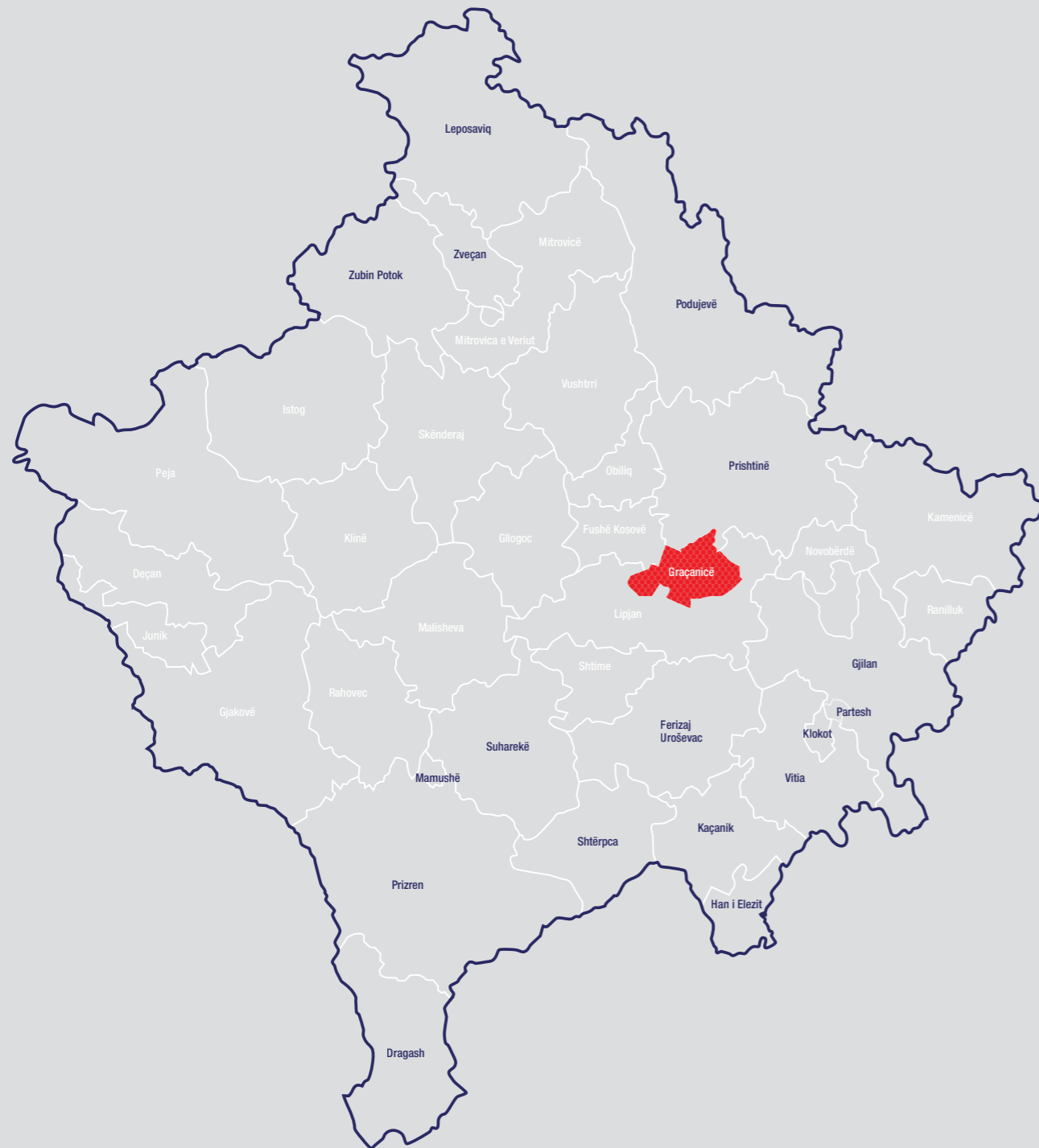
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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:

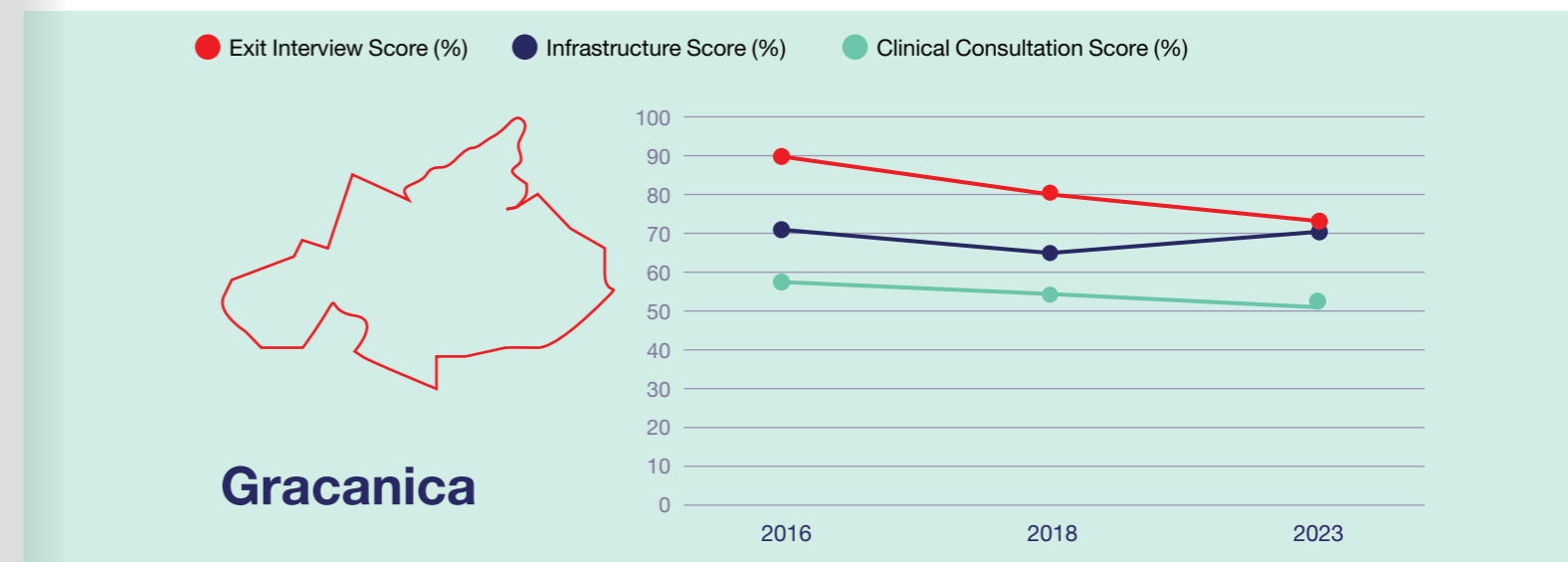
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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 performance for MFMC Graçanicë between 2016 and 2023 reveals distinct trends across the three evaluated key dimensions: infrastructure, clinical consultation, and exit interviews. Each metric provides valuable insights into the healthcare service quality and patient satisfaction in the region.

Firstly, the infrastructure score demonstrates a declining trend, descending from around 70% in 2016 to slightly above 60% in 2018, and then an

increase to around 70% again. This indicates that the MFMC Graçanicë has improved and overcome challenges in 2023 from the previous year and is performing consistently.

Secondly, the clinical consultation score remained notably stable, starting at around 60% in 2016 and sustaining that level through to 2023, with only a marginal decrease. This stability indicates

¹ 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/>

consistent quality in clinical consultations, implying effective management of healthcare services and possibly reflecting ongoing professional development among the clinical staff.

Even though it remains the highest of the three scores, the decline might signal shifting patient perceptions and is still at a relatively high level.

Lastly, the exit interview score, while starting as the highest in 2016 at approximately 90%, showed a gradual decrease to around 80% by 2023.

In summary, these observations suggest that while MFMC Gracanica has upheld a steady quality of clinical consultations and infrastructure score, there are areas for potential improvement.

1. Infrastructure assessment: Status of general medical equipment

The infrastructure available at key facilities in Glogovc/Drenas 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				
	Health Centre Cara Lazara		Health Centre Village Donja Gusterica	Health Centre Village Ugljare	
	2016	2023	2016	2023	2016
Microsurgery	↑↓	↓	↑↑	↓	
Nebulizer	↑↑	↑↑	↑↑	↑↑	↑↑
Ambu mask	↓	↑↑	↑↑	↑↑	↓
Strong source of light in good condition (portable)	↑↑	↑↑	↑↑	↑↑	↓
Nasal speculum	↑↑	↑↑	↑↑	↑↑	↑↑
Otoscope	↑↑	↑↑	↓	↑↑	↓

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

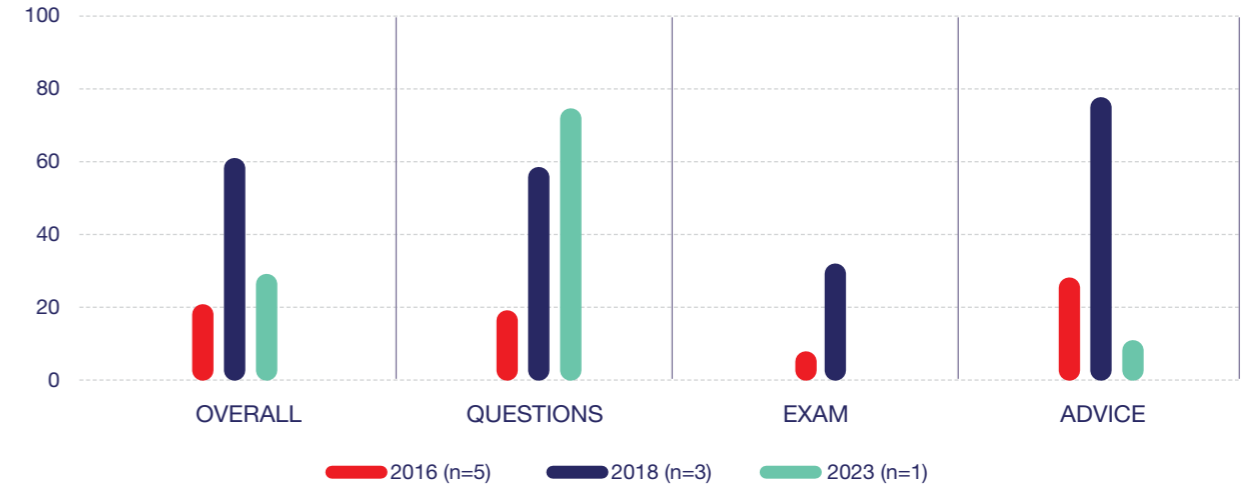
Ophthalmoscope	↑↑	↑↑	↓	↑↑	↓
Doppler	↓	↑↓	↑↑	↑↑	↑↑
Glucometer	↑↑	↑↑	↑↓	↑↑	↓
Peak flow meter	↑↑	↑↑	↓	↑↓	↓
Tape measure	↑↑	↑↑	↑↑	↑↑	↑↑
Pen light	↑↑	↑↑	↑↑	↑↑	↓
Head light	↑↑	↑↑	↓	↑↑	↓
Neurological hammer	↓	↑↑	↑↑	↓	↓
Weight scale for adults	↑↑	↑↑	↑↑	↑↑	↓
Weight scale for children (over 2 years old)	↑↑	↑↑	↑↑	↑↑	↑↑
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	↑	↑	↑	↑	↑

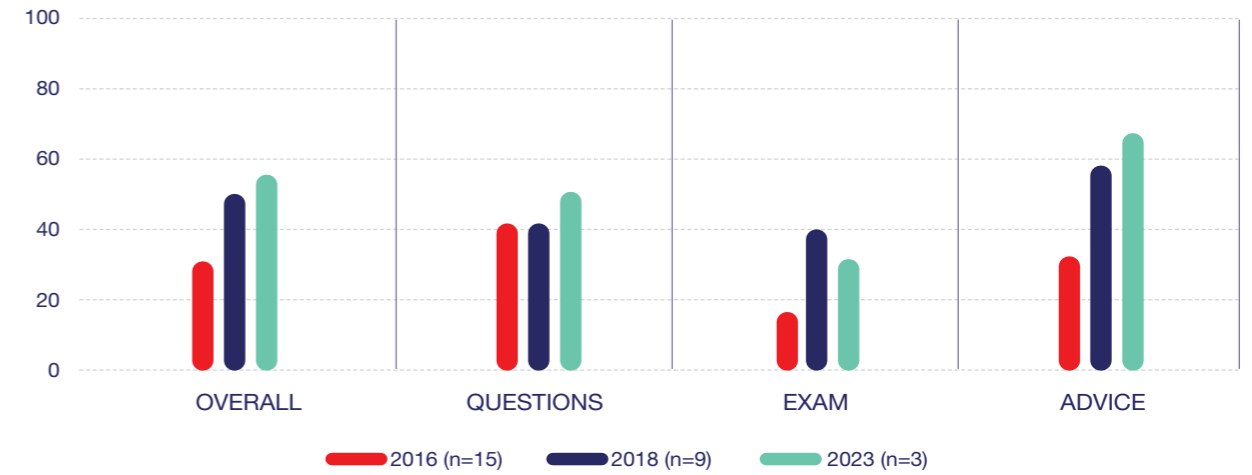
2. Clinical Observations

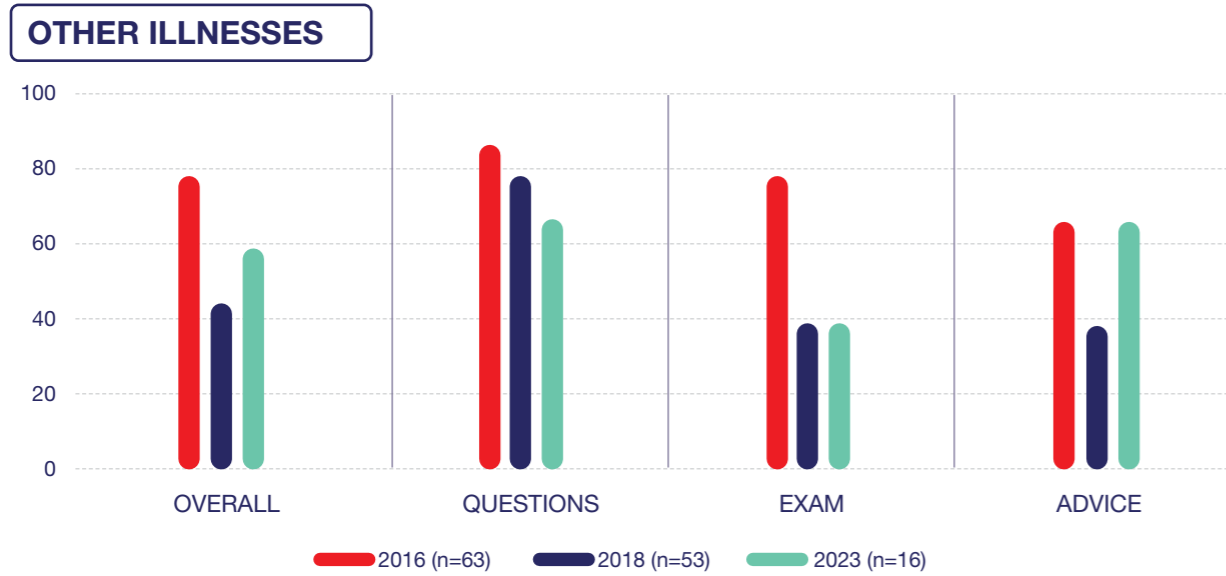
The graphs for MFMC Gracanica display the evaluation of healthcare services for Diabetes, Hypertension, and Other illnesses over the years 2016, 2018, and 2023 across four metrics: Overall, Questions, Exam, and Advice.

DIABETES



HYPERTENSION





For diabetes, the limited data points—5 in 2016, 3 in 2018, and just 1 in 2023—hinder a comprehensive analysis. Yet, we can see that satisfaction in Overall category and Advice shows a decline from 2018 to 2023 (following a significant improvement in 2018 from 2016). This could suggest potential issues in how patients with diabetes receive guidance, though the Exam score fluctuates less notably. Only Questions category has shown an increase over 2016-2023 period, where patient’s inquiries were addressed.

In the hypertension category, there are also smaller number of respondents. Almost all categories show a gradual improvement, there is a clear decrease in satisfaction with Exams by 2023 after an increase in 2018 from 2016.

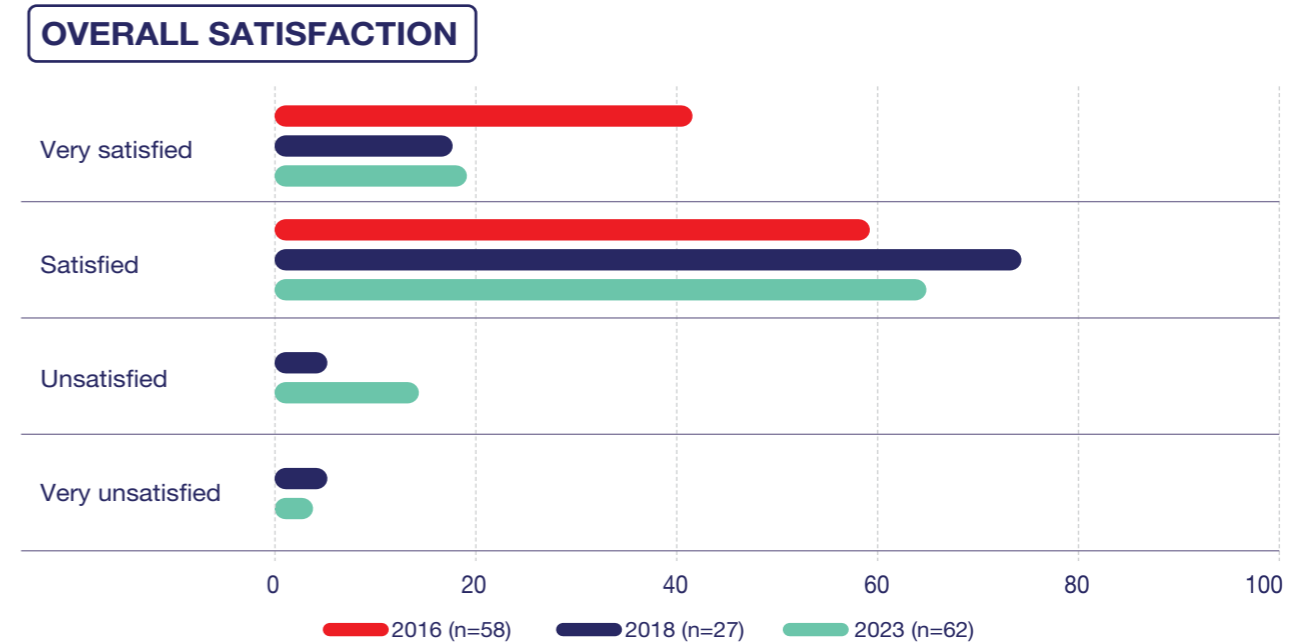
For other illness, while all areas in 2023 compared to 2016 show scores reducing over time, Overall and Advice categories show some recovery from

2018 to 2023. The satisfaction with Advice, after an initial drop from 2016 to 2018, shows an increase in 2023 even coming closer to original 2016 levels, hinting at a regained or enhanced effectiveness in providing advice to patients.

Across all conditions, the data from MFMC Gracanica indicates there may be areas in the patient care process, across all studied areas (except Advice) that should be looked into, as indicated by the trend of declining satisfaction in these categories.

However, the increase in satisfaction with Advice for Hypertension and Other Illnesses in 2023 suggests the institution is improving its approach to patient education and guidance. These insights point to a need for targeted improvements, particularly in refining the quality and clinical processes, to enhance the overall performance of the institution.

3. Exit Interviews



The bar graph depicts patient satisfaction levels for MFMC Gracanica over three time points: 2016, 2018, and 2023.

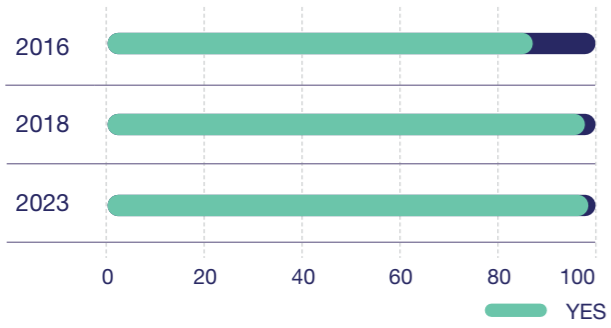
In 2018, with 27 respondents, the majority are in the “Satisfied” category, with a smaller group in the “Very satisfied” tier. This suggests that most patients had their needs met to a certain extent. There are, however, noticeable portions of patients who were “Unsatisfied” or “Very unsatisfied,” pointing to some areas of care that could be improved, considering in 2016 there were similar share of satisfaction levels in the positive categories but no responses in the negative satisfaction category (“Unsatisfied” and “Very Unsatisfied”)

By 2023, with a sample size of 62, the “Satisfied” group remains the strong category but with slight decrease from 2018 and the opposite observed in the “Very Satisfied” category, but there’s an apparent shift with an increase in the “Unsatisfied” category which has grown in share, and the “Very unsatisfied” remains a small but consistent presence.

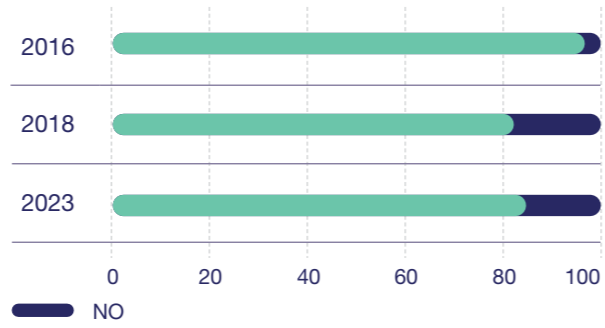
The graph indicates that while the institution maintains a solid base of patient satisfaction, with most patients reporting positive experiences, the rise in the “Unsatisfied” categories by 2023 would warrant some attention when it comes to patient perception. This may reflect a scenario where certain aspects of care exceed patient expectations, leading to more highly satisfied patients, while others are falling short, as evidenced by the increased dissatisfaction. For MFMC Gracanica, this highlights the importance of understanding the specific drivers behind the divergent patient satisfaction levels. By identifying what leads to high satisfaction and addressing the causes of dissatisfaction, the institution can aim to improve the consistency of patient experiences and overall performance.

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

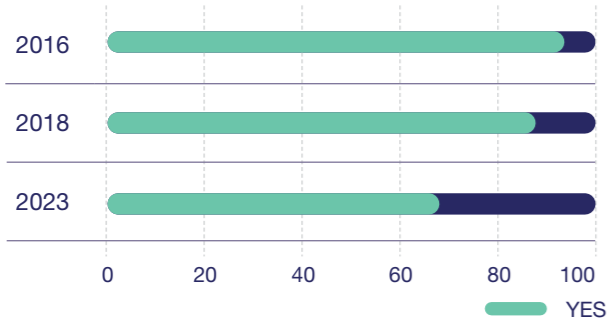
Patient given the opportunity to explain the health problem



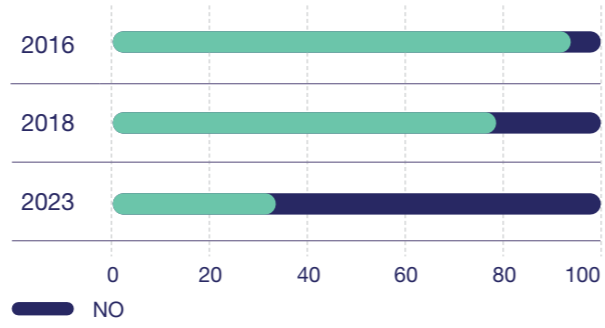
Medical doctor/nurse ensured privacy during the visit



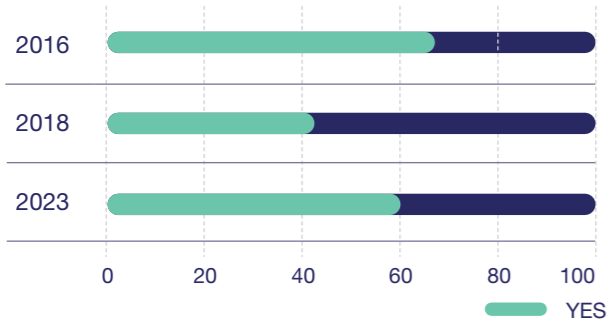
Medical doctor explained the questioning, physical examinations and health problems



Medical doctor clearly explained the intake of prescribed medicines



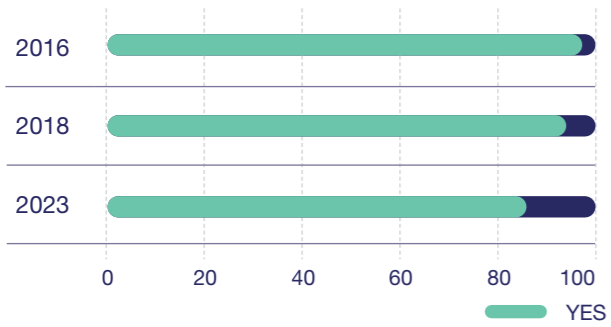
Medical doctor asked the patient if they are currently taking any prescriptions



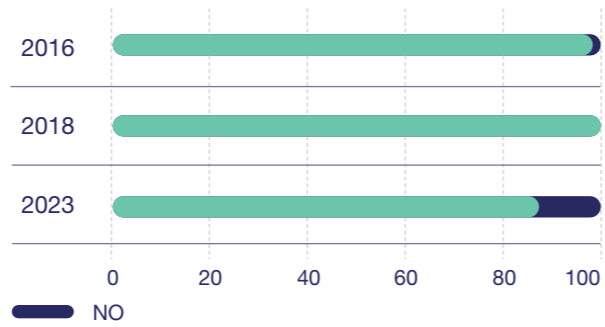
During consultation the patient had a chance to ask questions about the investigations, the health problems and treatment

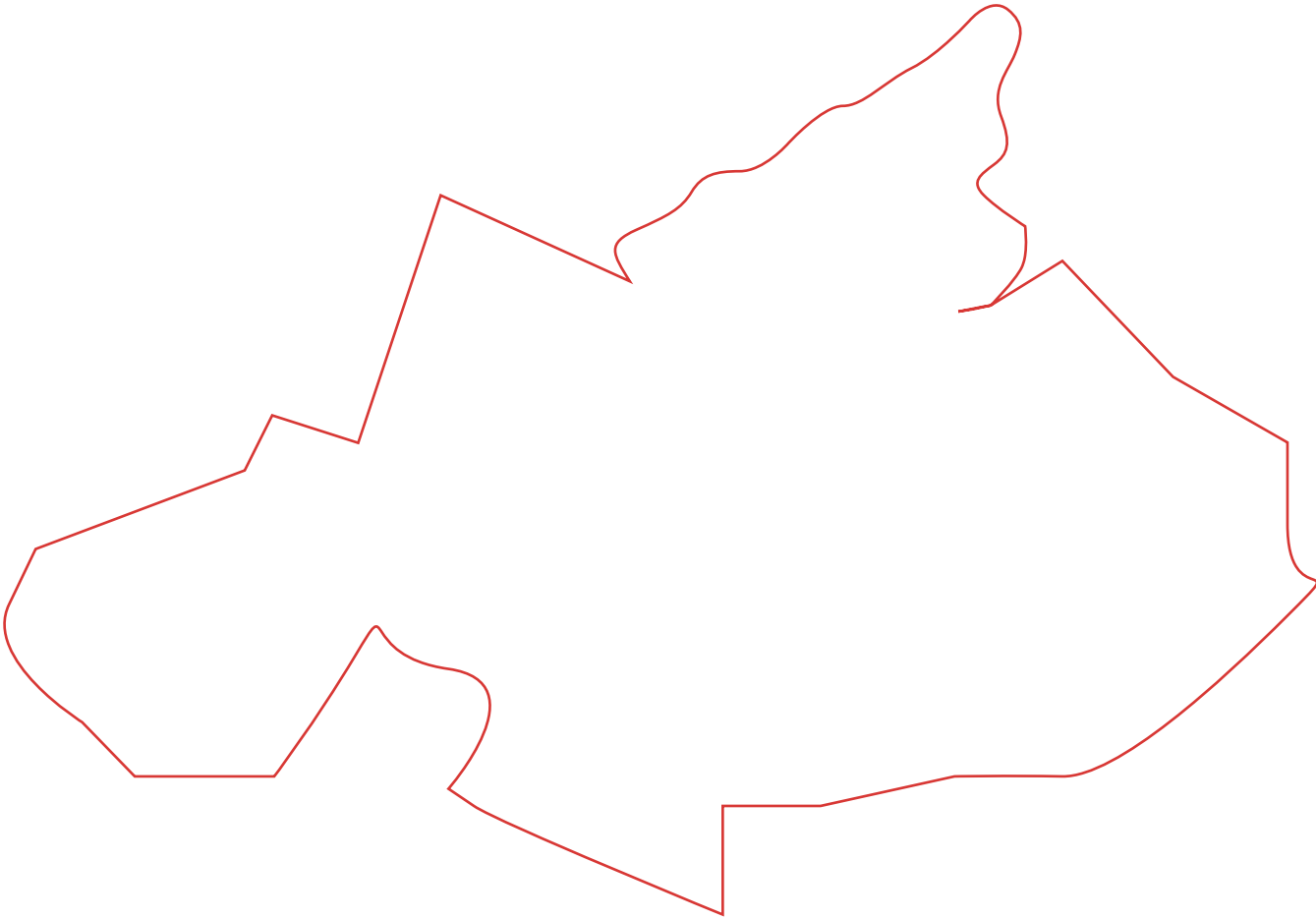


Medical doctor listened carefully to patient concerns and questions and gave satisfactory answers



Medical doctor/nurse was in general polite during consultation





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