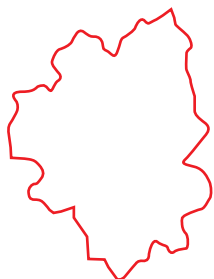


Swiss Agency for Development and Cooperation (SDC)

Accessible Quality Healthcare Project:



Drenas / Glogovac

2016-2018-2023



**Accessible
Quality
Healthcare**

Kvaliteta Zdravstvena Zastita
Pristupačna i Kvalitetna 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:
Drenas / Glogovc
Quality of Care
in Primary Health Care
Trends across**

2016-2018-2023

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Contributions

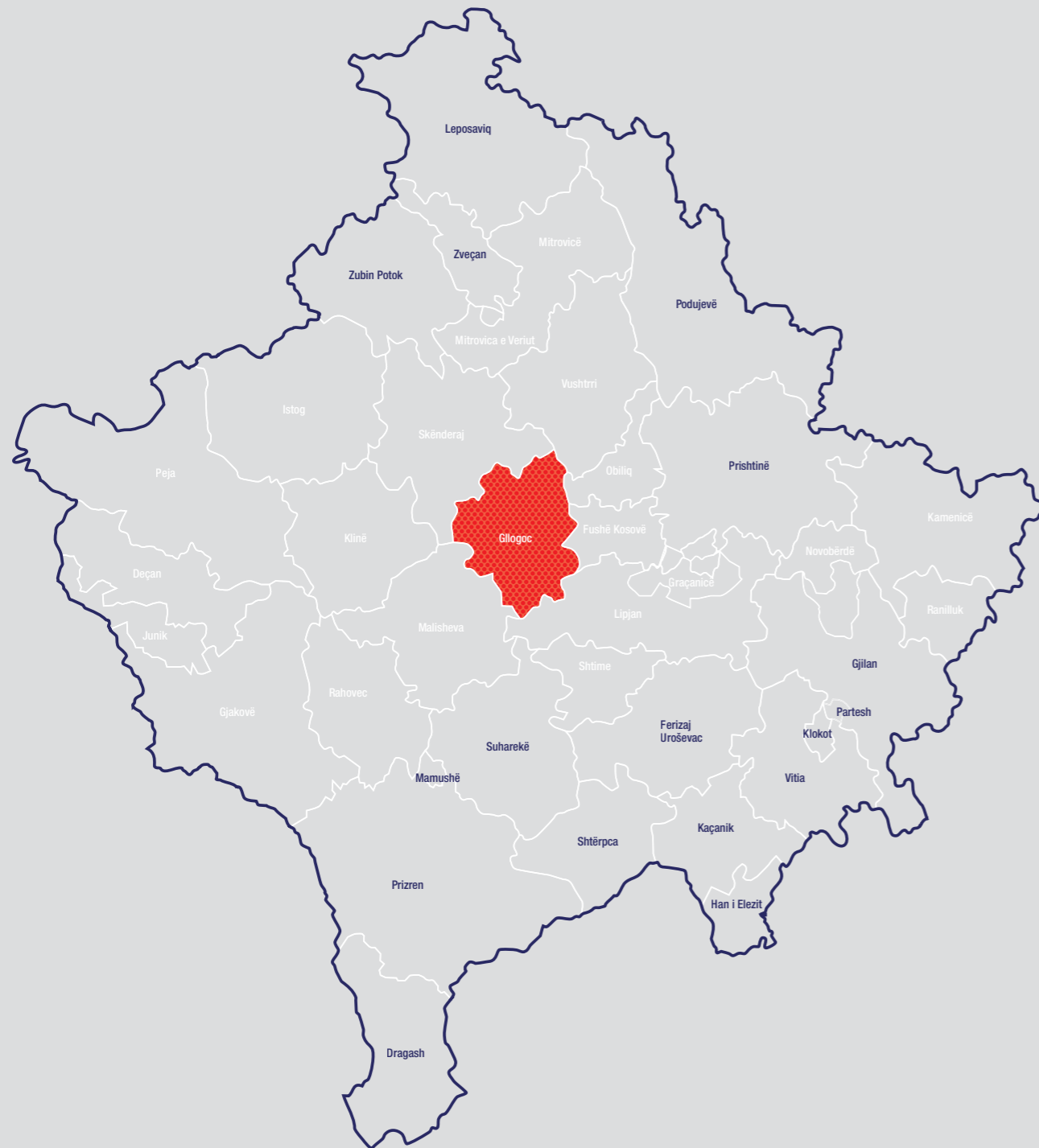
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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:

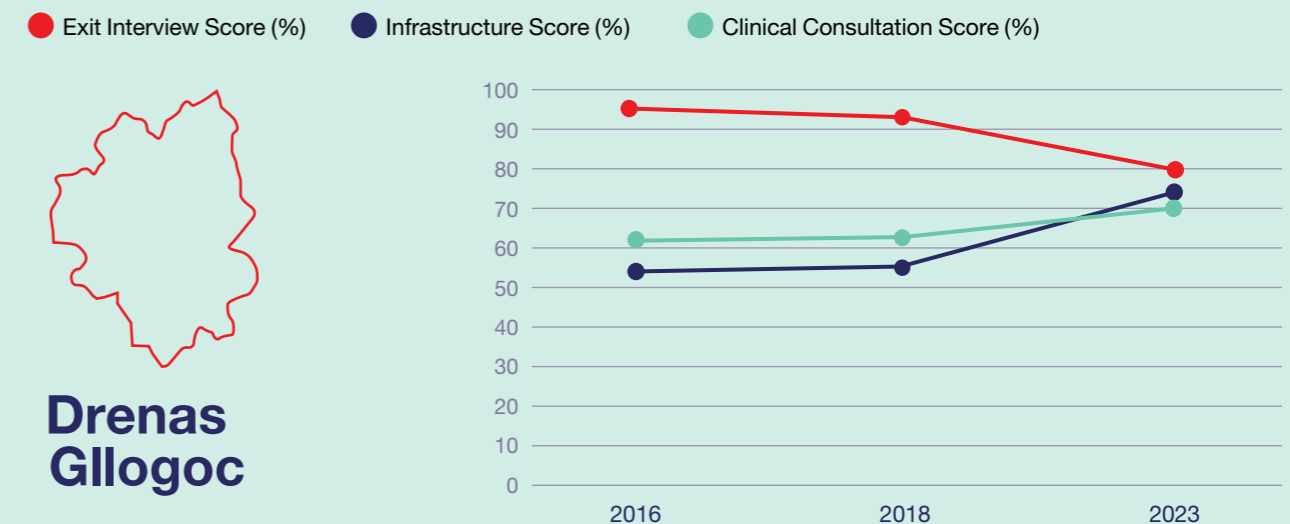
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

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



Infrastructure score displays a gradual incline from just under 60% in 2016 to approximately 70% in 2023, indicating an improvement in the healthcare infrastructure over this period.

There's a steady rise in clinical consultation score, starting from around 60% in 2016 and reaching roughly 70% by 2023. This trend suggests a steady improvement in the quality of clinical consultations over the years.

Beginning at the highest point of the three metrics at around 90% in 2016, the exit interview score remains relatively stable until 2023, where it experiences a slight decrease but still remains high at around 80%.

The overall performance of MFMC Drenas, as depicted by the graph, shows a positive improvement in the realm of clinical consultations and infrastructure, alongside a high level of patient

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/>

satisfaction upon exit, despite a slight decrease. The positive trends can likely be attributed to the collaborative efforts between the MFMC leadership, municipal directorates, health staff, and

citizens, bolstered by support from the AQH project. These concerted efforts seem to have effectively contributed to enhancing service quality and maintaining patient satisfaction.

1. Infrastructure assessment: Status of general medical equipment

The infrastructure available at key facilities in Glogovci/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					
	MFMC Dr.Hafir Shala / Str.Shendeti/ Glogovci		FMC-Terstenik / Village Terstenik		FMC-Komoran / Village Komoran	
	2016	2023	2016	2023	2016	2023
Microsurgery	↑↑	↑↑	↓	↑↑	↓	↑↑
Nebulizer	↑↑	↑↑	↓	↑↑	↑↑	↑↑
Ambu mask	↑↑	↑↑	↓	↓	↓	↑↑
Strong source of light in good condition (portable)	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Nasal speculum	↓	↑↑	↓	↓	↓	↑↑
Otoscope	↑↑	↑↑	↓	↑↑	↓	↑↑
Ophthalmoscope	↓	↑↑	↓	↑↑	↓	↑↑
Doppler	↓	↑↑	↓	↓	↓	↓

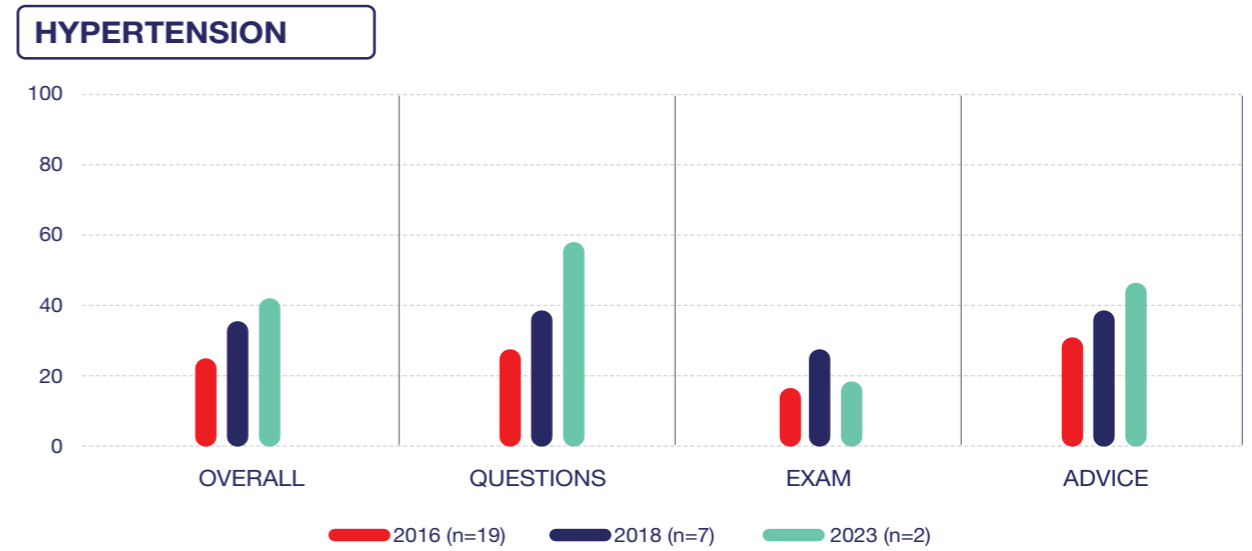
² ↑ = Available; ↑ = Functional, ↓ = Not available, ↓ = Not functional

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	↓	↑↑	↓	↑↑	↓	↑↑
Children growth chart	↓	↓	↓	↓	↓	↓
Tongue depressor	↓	↑	↓	↑	↑	↑

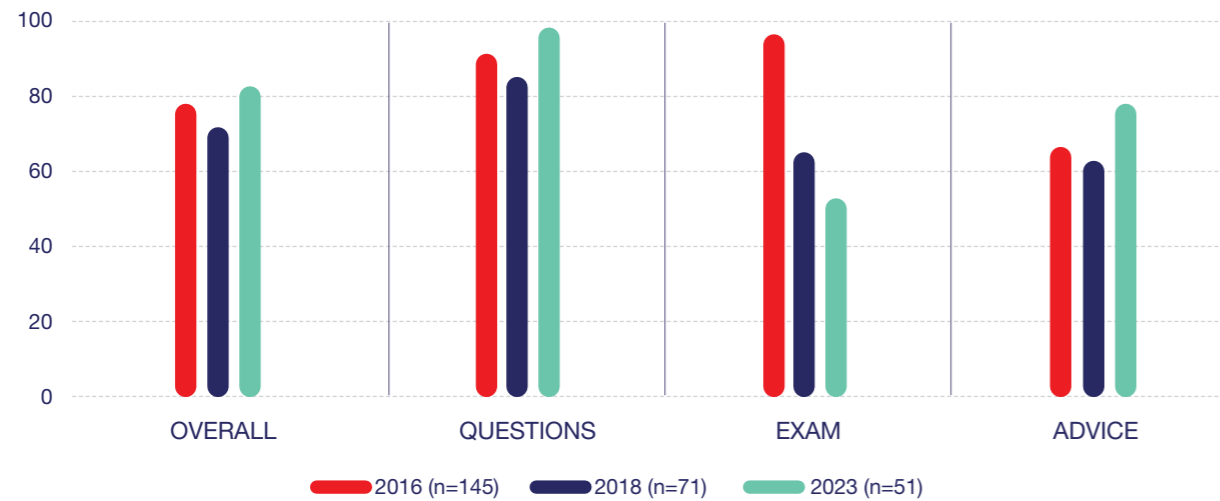
2. Clinical Observations

The bar graphs depict patient satisfaction at MFMC Glogovc/Drenas for Diabetes, Hypertension, and Other Illnesses, reflecting satisfaction in Overall care, Questions, Exams, and Advice over 2016, 2018, and 2023.³



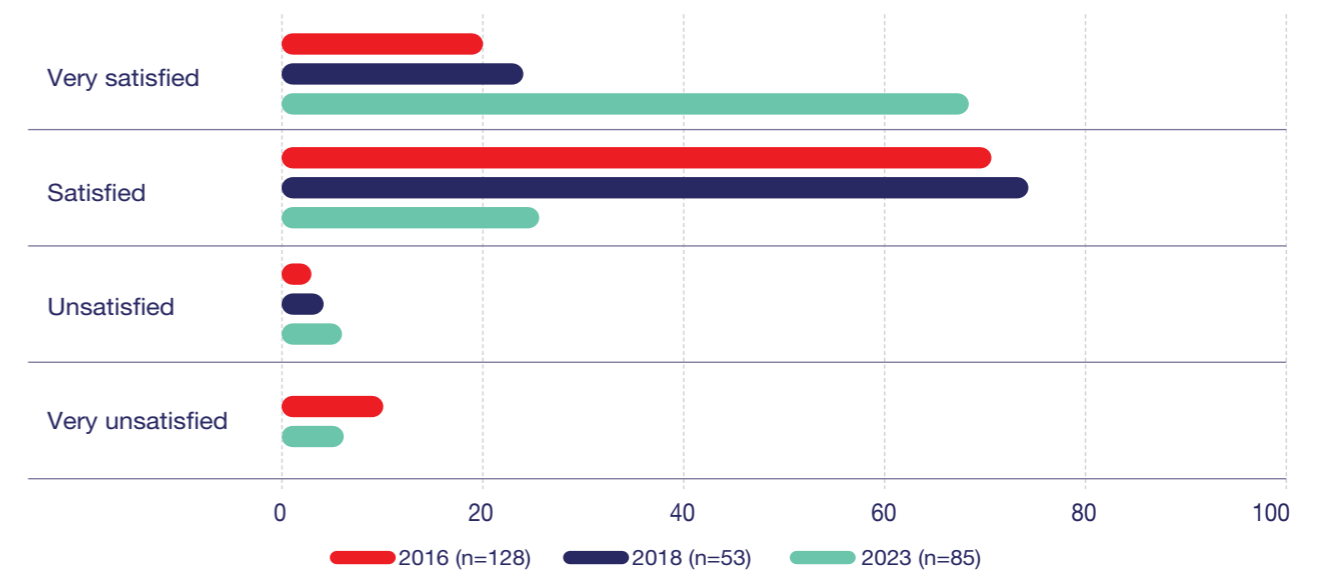
³ n= sample size

OTHER ILLNESSES



3. Exit Interviews

OVERALL SATISFACTION



In the diabetes category, the small number of responses (ranging from one to two across the years) limits the depth of analysis, but there is an observable variation. Notably, in all areas of the study the values show a decline from previous years, suggesting the need for improvement in clinical practice provided to diabetes patients. 2018 seems to have had an increase in scores compared to 2016, which then falls further in 2023. Examinations were the lowest scoring area amongst all other areas across the years.

For hypertension, there is a consistent level of Overall score from a larger sample size in 2016, with an increase in 2018 (based on seven responses) and a further increase in 2023 (with two responses). The score for Exam is the only area where the scores went up in 2018 compared to 2016 and then subsequently went back down.

Regarding other illness, overall score are relatively stable across the years, with the largest sample sizes, particularly in 2016. The consistent levels of

scores across all categories (except Exam) suggest a dependable service delivery by the facility for various conditions. While there are some fluctuations, particularly a decrease in scores with Exams from 2016 to 2023, the general consistency suggests a stable performance by MFMC Glogovic/Drenas in patient care and service.

The patterns across these graphs indicate that while MFMC Glogovic/Drenas maintains a relatively steady service quality, there are specific service components—like the Exam process—that may require further attention to align with patient needs and enhance their satisfaction. The decrease in the already low score on Advice for Diabetes and Hypertension by 2023 is a negative sign, suggesting that the facility needs to improve their clinical practice in delivering useful guidance to patients.

In 2016, with 128 respondents, the data shows a significant majority indicating “Satisfied,” with a substantial number also “Very Satisfied.” Few patients felt “Unsatisfied” or “Very unsatisfied,” suggesting a very positive perception of the healthcare services during that year.

By 2018, the number of respondents decreased to 53, and the distribution of satisfaction levels shows a shift from the “Unsatisfied” and “Very Unsatisfied” categories to the “Satisfied” and “Very Satisfied” categories, with the positive categories becoming more prominent than the previous year.

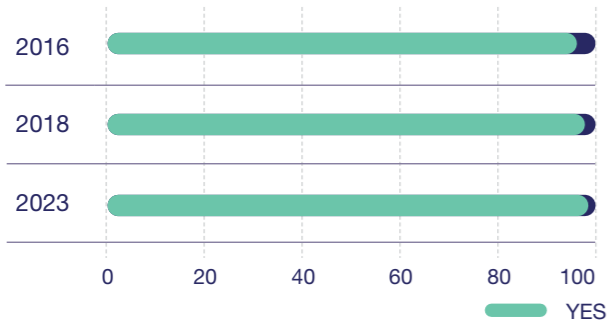
In 2023, with 85 respondents, “Very Satisfied” became the most reported category unlike other years. The “Unsatisfied” category has increased compared to 2018, and the “Very unsatisfied”

category increased, though both remain a small proportion of the responses.

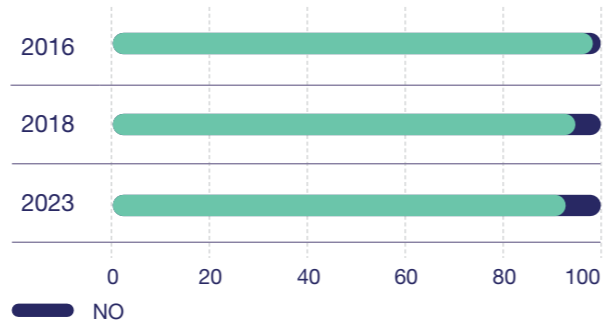
The graph indicates that MFMC Glogovic/Drenas has managed to maintain a generally high level of patient satisfaction over the years. Despite fluctuations in the number of respondents and a shift from “Satisfied” to “Very Satisfied” in 2023, the institution seems to deliver services that meet patient expectations to a significant degree. This trend indicates a stable to rather improving level of performance by the institution as per patient reported satisfaction.

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

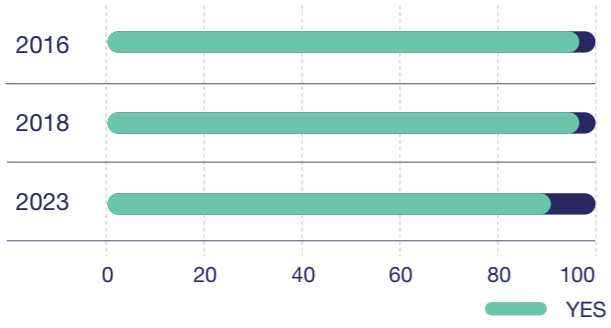
Patient given the opportunity to explain the health problem



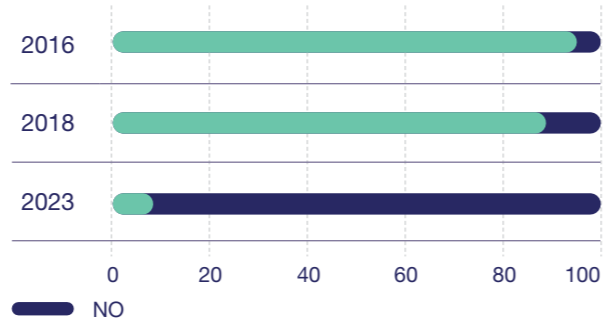
Medical doctor/nurse ensured privacy during the visit



Medical doctor explained the questioning, physical examinations and health problems



Medical doctor clearly explained the intake of prescribed medicines



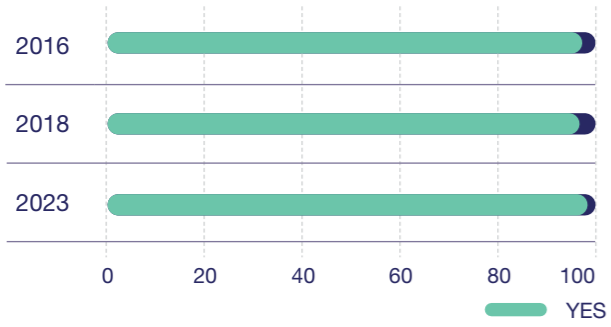
Medical doctor asked the patient if they are currently taking any prescriptions



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

