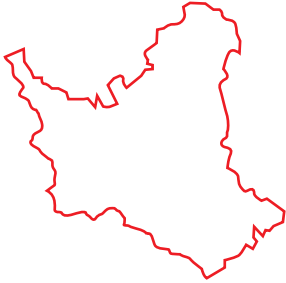


Swiss Agency for Development and Cooperation (SDC)

Accessible Quality Healthcare Project:



Gjakovë

2016-2018-2023



**Accessible
Quality
Healthcare**

Kvalitetna i Pristupačna Zdravstvena Zaštita

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

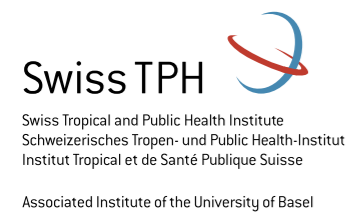
Associated Institute of the University of Basel

Swiss Agency for Development and Cooperation (SDC)

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

2016-2018-2023

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Contributions

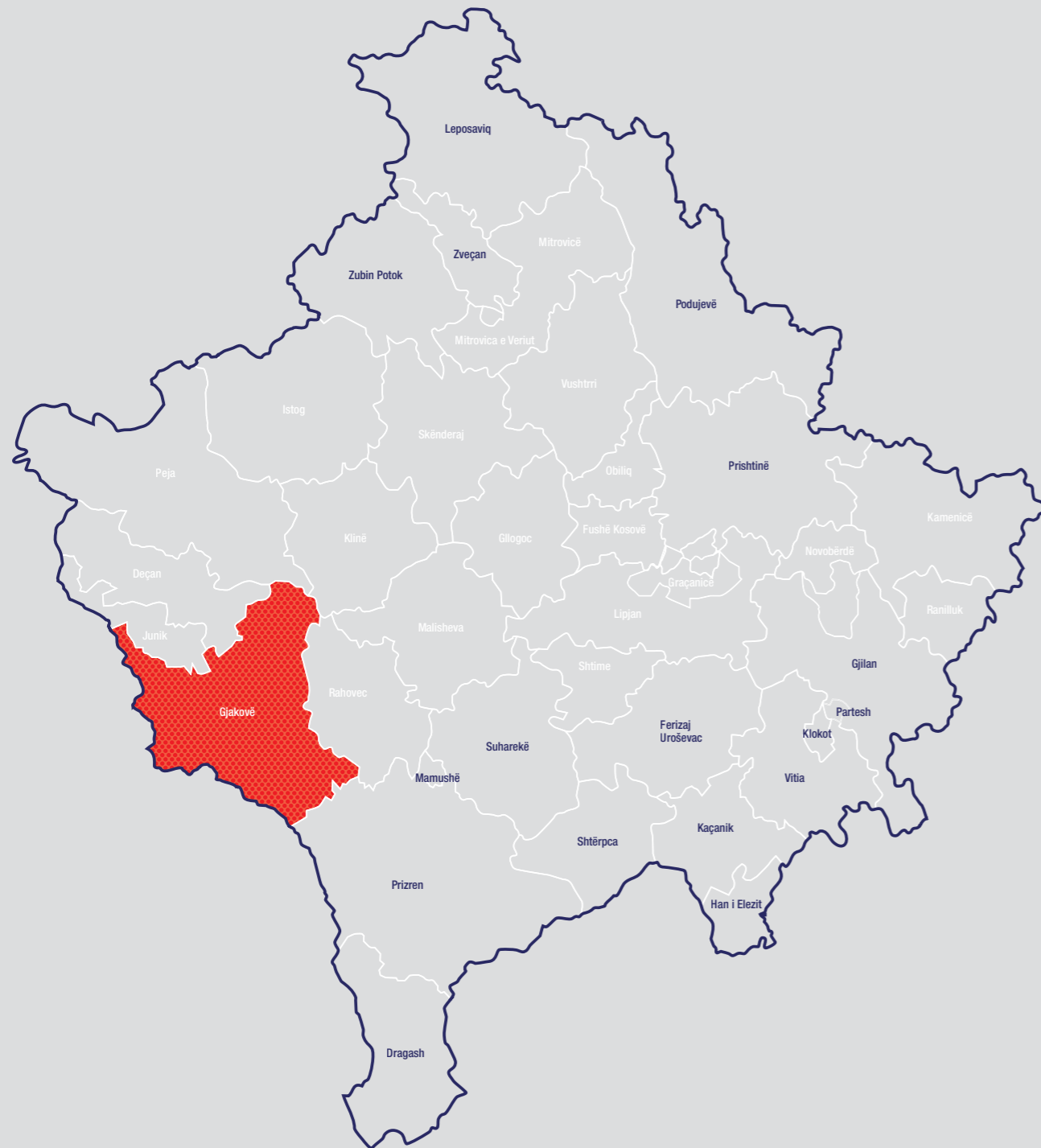
Dr. Ariana Bytyci-Katanolli and Shegë Bahtiri conducted the data analysis, results and visualization.

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:

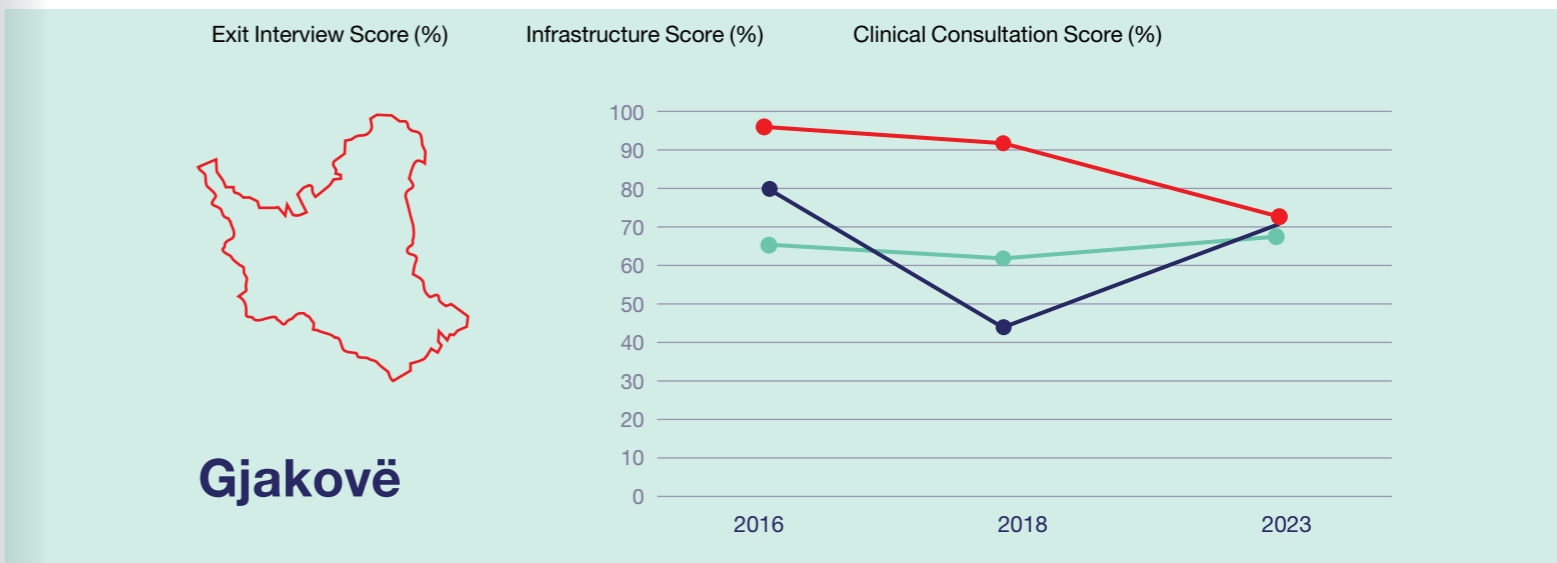
- i** Quality of the facility infrastructure (structural attributes)
- ii** Quality of provider-patient interactions (process attributes); and
- iii** Patient satisfaction after consultation (outcomes)

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 begins at approximately 70% in 2016, decreases slightly by 2018, but then shows a notable recovery by 2023, reaching close to the initial value. The initial drop followed by recovery suggests fluctuation in actual availability observed during assessment visit of the infrastructure but in general a consistency in performance.

Starting just above 80% in 2016, clinical consultation scores decrease by 2018, dropping below 50%. There is a significant rebound by 2023, with the score reaching closer to the original 2016 level, indicating a stable performance in the quality of interactions during clinical consultations.

The Exit Interview score metric shows a different trend, with a high starting point near 90%

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/>

in 2016, a drop in 2018, and then a steep decline in 2023, ending slightly above 70%. The declining exit interview scores point towards an area of concern regarding patient satisfaction.

Overall, MFMC Gjakove’s performance demonstrates a commendable rebound in both infrastructure quality and clinical consultation

effectiveness by 2023, after dips in the preceding study year. However, the significant decline in exit interview scores over the years signals potential issues affecting overall patient satisfaction that need to be explored and addressed to ensure the maintenance of high-quality care and patient experience.

1. Infrastructure assessment: Status of general medical equipment

The infrastructure available at key facilities in Gjakove 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 - Vellezrit Farasheri / Gjakovë		FMC 6 Ponoshec/ Village Ponoshec		FMC 4 Orize / Anton Qetta / Gjakovë		FMC 5 Ereniku / Gjon Sereqi / Gjakovë		FMC 9 Rogove / Village Rogove/ Gjakove	
	2016	2023	2016	2023	2016	2023	2016	2023	2016	2023
Microsurgery	↑↑	↓	↓	↑↑	↓	↑↑	↑↑	↑↑	↑↑	↑↑
Nebulizer	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Ambu mask	↑↑	↑↑	↓	↑↑	↑↑	↑↑	↓	↑↑	↑↑	↑↑
Strong source of light in good condition (portable)	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Nasal speculum	↑↑	↓	↓	↓	↓	↑↑	↑↑	↑↑	↑↑	↓
Otoscope	↑↑	↑↑	↑↑	↑↑	↑↓	↑↑	↓	↑↑	↑↓	↑↑
Ophthalmoscope	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↓	↑↑	↑↓	↑↑

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

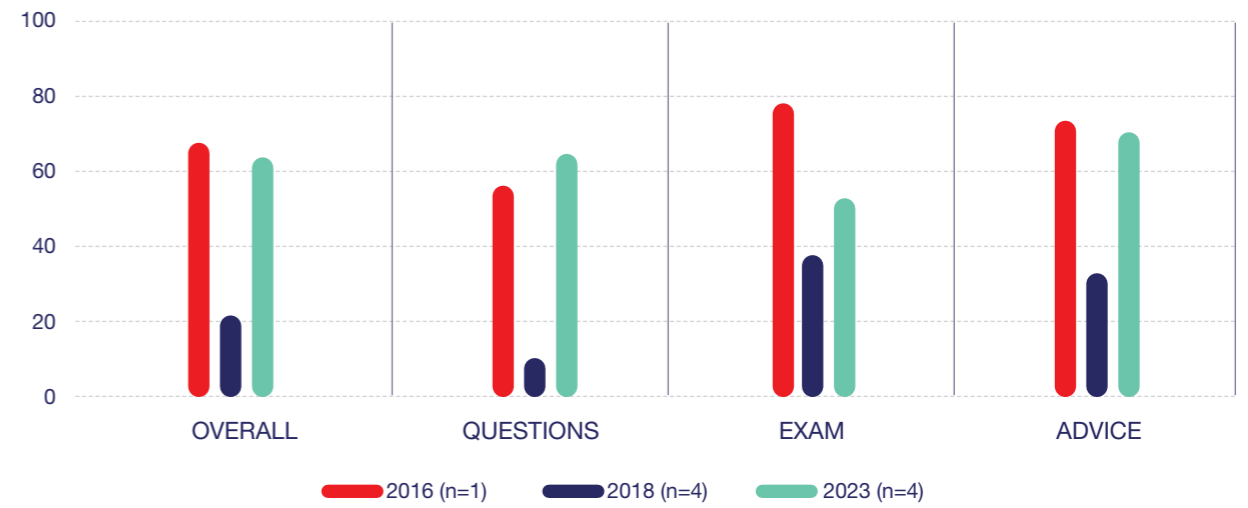
Doppler	↑↑	↓	↓	↓	↑↑	↑↓	↓	↑↑	↑↓	↓
Glucometer	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↓	↑↑
Peak flow meter	↑↑	↑↑	↑↑	↑↑	↓	↑↑	↓	↓	↑↑	↓
Tape measure	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↓	↑↑	↑↑
Pen light	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↓	↑↑	↑↑
Head light	↓	↓	↓	↓	↓	↑↓	↓	↓	↓	↓
Neurological hammer	↑↑	↑↑	↑↑	↑↑	↓	↑↑	↓	↓	↑↑	↑↑
Weight scale for adults	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
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	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑

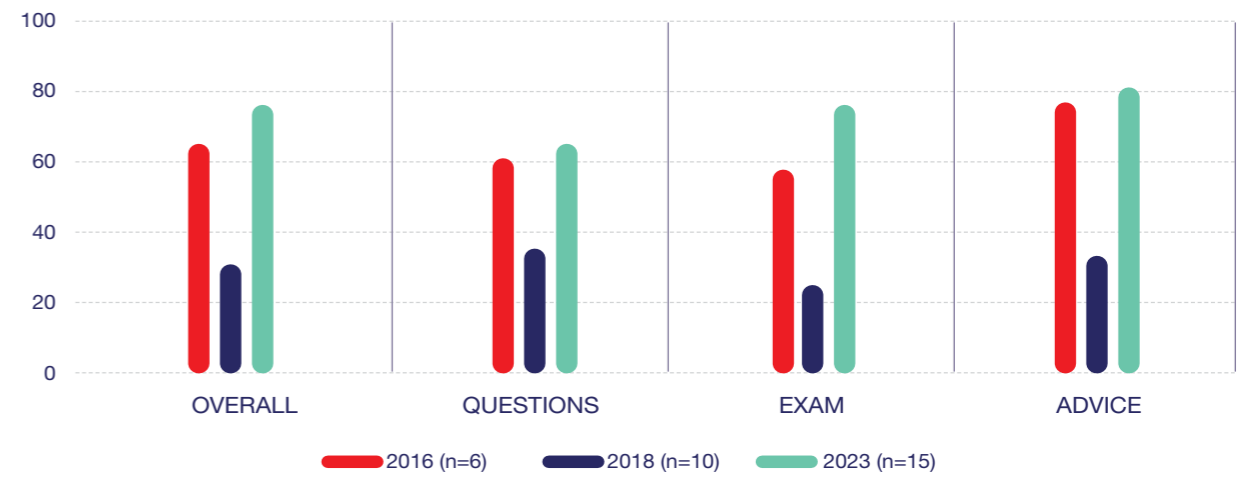
2. Clinical Observations

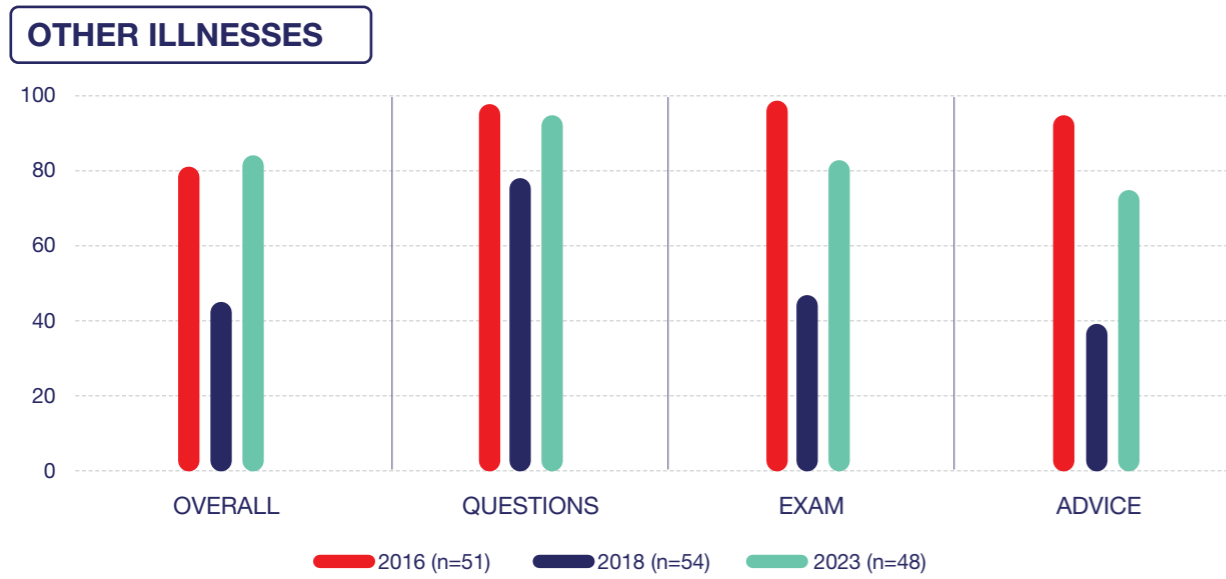
These bar graphs represent patient satisfaction in various service areas at MFMC Gjakove, focusing on Diabetes, Hypertension, and Other Illnesses over the years 2016, 2018, and 2023.

DIABETES



HYPERTENSION





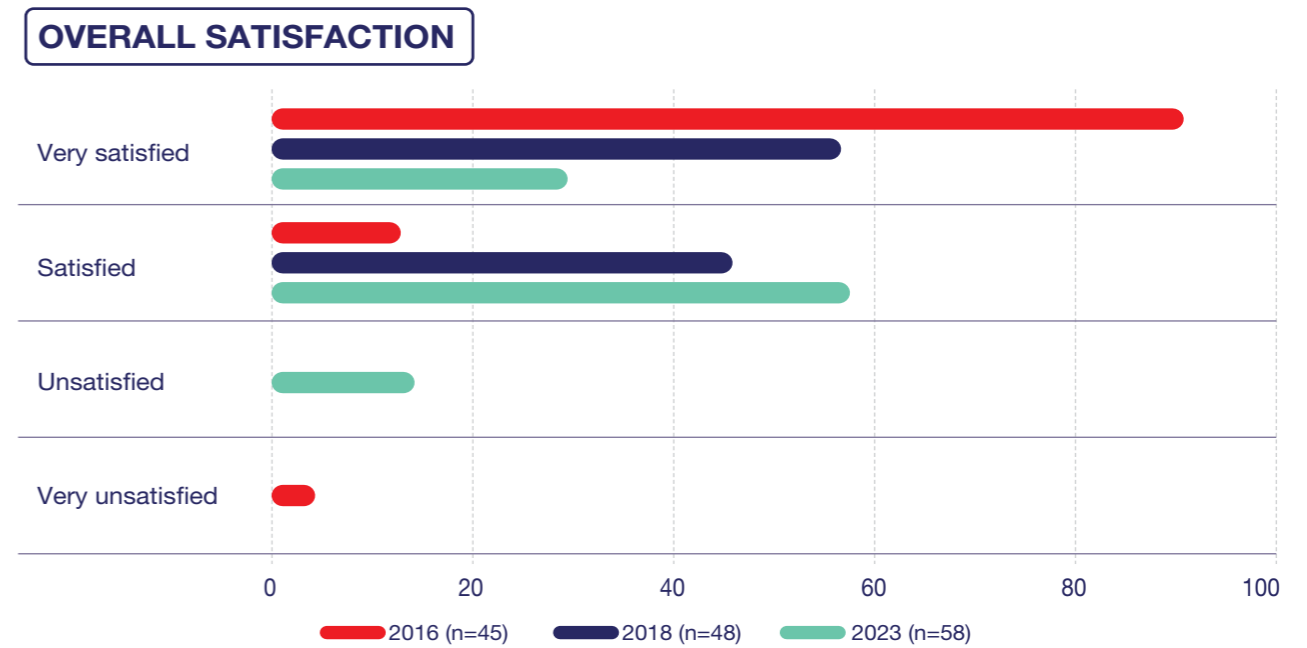
For diabetes, the small sample size across the years (n=1 in 2016 and n=4 in both 2018 and 2023) limits the robustness of trend analysis. Though from the above, the trend seems to be that almost all areas go down from 2016 to 2018. Nonetheless, between 2018 and 2023, we see a noticeable incline. The only increase in the latest study in 2023 is the Questions category, while all others are lower than original 2016 levels.

In the hypertension category, the data suggests a stable pattern of satisfaction over time, and a slight increase across all areas by 2023. This implies that the clinical practice applied to patients on managing their condition is improving. There is a notable dip in across all areas studied in 2018, but this appears to have been addressed by 2023, with levels rebounding to surpass those of 2016. This rebound could indicate successful interventions by MFMC Gjakove to improve the examination process.

Regarding other illness, the Overall satisfaction maintains a steady level across the years after the dip in 2018. The rest of the areas studied all rather showed a decline over time compared to the original 2016 values. 2018 across all areas experienced a dip followed by an increase in 2023.

Collectively, across the conditions of Diabetes, Hypertension and Other Illnesses at MFMC Gjakove, clinical practices observed for treating Hypertension patients seems to have improved over the years. While for the other categories most parameters have showed a lower performance than the original 2016 scores.

3. Exit Interviews



The bar graph shows patient overall satisfaction at MFMC Gjakove, measured at three different points in time: 2016, 2018, and 2023.

In 2016, with 45 respondents, the majority reported high satisfaction, with more patients feeling “Very satisfied” than “Satisfied.” There’s a small segment of “Very Unsatisfied” patients.

By 2018, with a slightly larger group of 48 respondents, there is a shift: the “Very Satisfied” and “Satisfied” category had all the responses with the former having the majority of the responses.

In 2023, with 58 respondents, we observe that the “Very satisfied” group has declined significantly compared to all previous years, suggesting a notable decrease in the highest level of satisfaction among patients. The “Satisfied” category shows an increase becoming the highest share of responses for this year, while the “Unsatisfied” category also saw some responses.

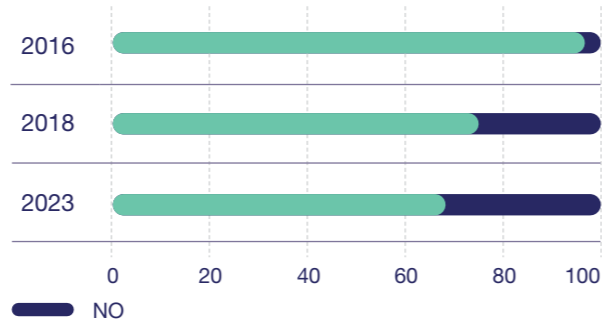
Qualitatively, these trends indicate that MFMC Gjakove’s overall performance, in terms of patient satisfaction reported by patients has been going down. By 2023, the decrease in the “Very satisfied” across the years had gone hand in hand with a stable increase in levels of “Satisfied” patient. Furthermore, an increase in the “Satisfied” patients response category still reflects a substantial positive patient experience. The few to none in “Unsatisfied” patients, alongside a consistent minimal presence of “Very unsatisfied” patients, suggests that not only is MFMC Gjakove managing to maintain a high level of service quality This highlights the facility’s success in maintaining patient satisfaction over the years though aspects for improvement should be further explored.

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

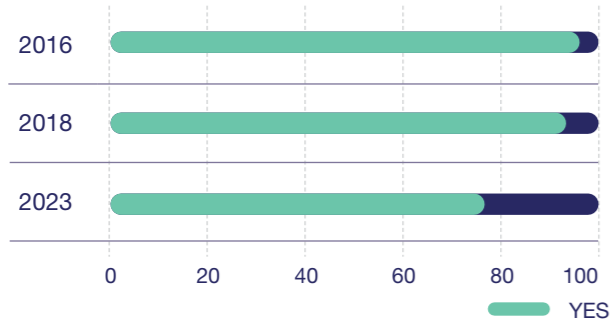
Patient given the opportunity to explain the health problem



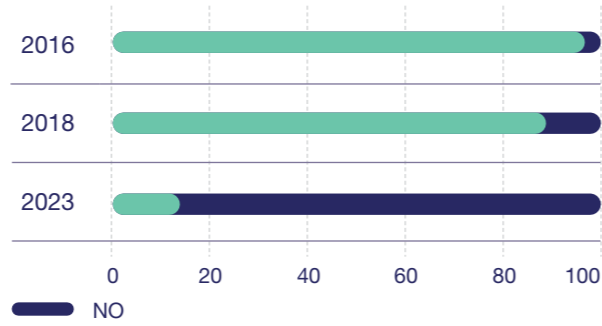
Medical doctor/nurse ensured privacy during the visit



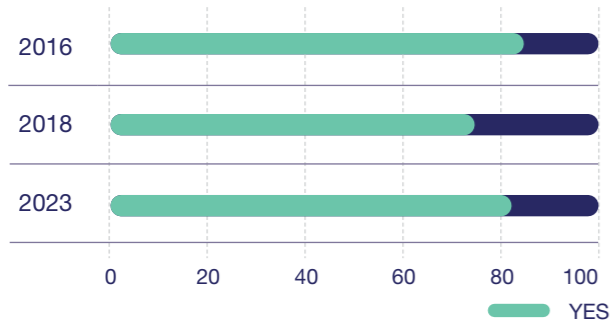
Medical doctor explained the questioning, physical examinations and health problems



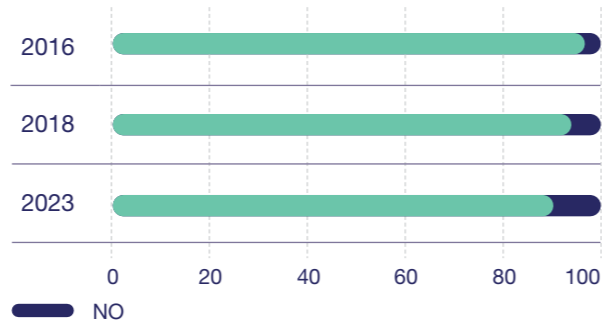
Medical doctor clearly explained the intake of prescribed medicines



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

