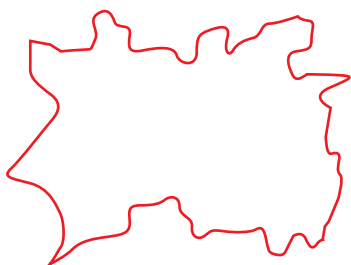


Swiss Agency for Development and Cooperation (SDC)

# Accessible Quality Healthcare Project:



**Fushë Kosovë**

2016-2018-2023



**Accessible  
Quality  
Healthcare**

Kujdesa Shëndetësore | Kvaliteti dhe Qëllimor  
Pristupačna i Kvalitetna Zdravstvena Zadržja

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)

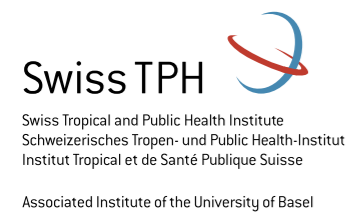
**Accessible Quality  
Healthcare Project:  
Fushë Kosovë  
Quality of Care  
in Primary Health Care  
Trends across**

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**2016-2018-2023**

# Contacts

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SDC project implemented by Swiss TPH

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# Acknowledgements

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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.

## Acknowledgements

We are very thankful to Nicu Fota, Dr. Qamile Ramadani and Dr. Merita Shehu and all the AtQH staff for providing overall support to the study. We warmly thank our local study coordinators Dr. Pranvera Krasniqi and Dr. Myvedete Tershnjaku from the National Institute of Public Health Kosovo for their commitment and support in the implementation and quality assurance of the study.

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:**

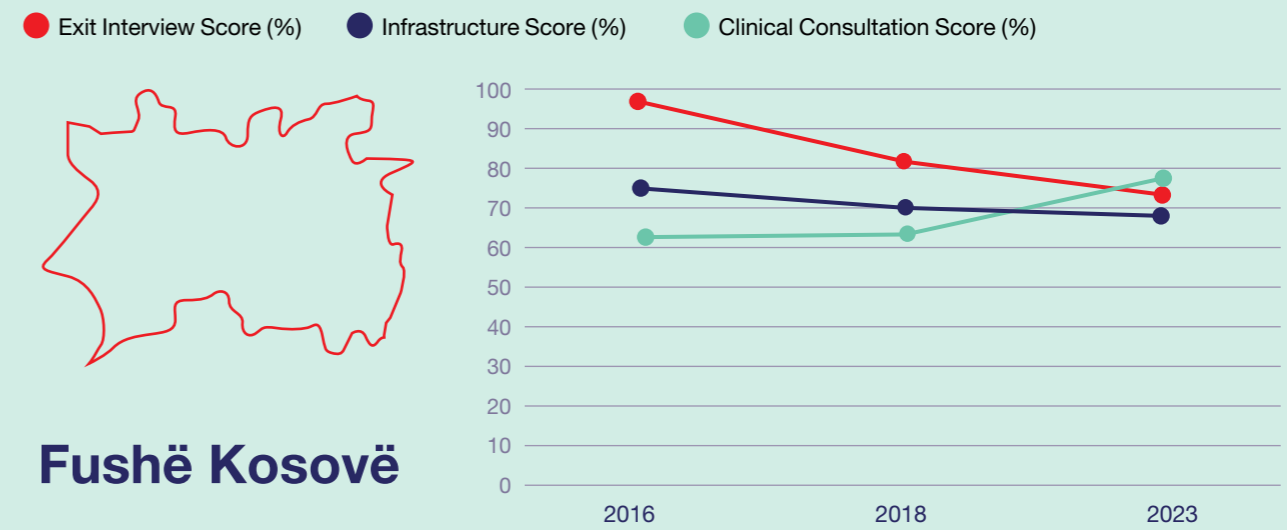
- i Quality of the facility infrastructure (structural attributes)
- ii Quality of provider-patient interactions (process attributes); and
- iii Patient satisfaction after consultation (outcomes)

**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. <sup>1</sup>



Infrastructure score metric starts at 60% in 2016, shows a notable increase in 2018 to about 65% and continues further to increase in 2023. This pattern suggests an improvement in the facility’s infrastructure or the factors it encompasses.

Beginning just below 80% in 2016, clinical consultation marks slight decrease in 2018 and in 2023 reaching to about 70%. This stability and

small decrease indicate a consistent and further space for possibly improving quality of clinical consultations in the years to come.

Exit interview score displays a consistent declining trend, starting near 100% in 2016 and falling to just above 80% in 2018, with a further drop by 2023 to a score around 70%. The decreasing exit interview score points to a lowering in patient satisfaction

<sup>1</sup> 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/>

upon completion of their healthcare experience over time.

In summary, the overall performance of MFMC Fushe Kosove indicates a commendable improvement in infrastructure score and stable clinical consultation quality. However, the decreasing trend in exit interview scores from their

peaks in 2018 highlights areas of concern that may need addressing to ensure sustained quality of care and patient satisfaction in the future. The hope remains that the positive impact of collaborative efforts between the MFMC leadership, municipal directorates, health staff, and citizens, along with support from the AQH project, will continue to lead towards further improvements.

### 1. Infrastructure assessment: Status of general medical equipment

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

Equipment	Facility type (Availability, Functionality) <sup>2</sup>					
	MFMC - "Dr.Fatmir Krasniqi"		FMC- Bardh i Madh		FMC- Miradi e Poshtme	
	2016	2023	2016	2023	2016	2023
Microsurgery	↑↑	↑↑	↑↑	↑↑	↓	↑↑
Nebulizer	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Ambu mask	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Strong source of light in good condition (portable)	↑↑	↑↑	↑↑	↑↑	↓	↑↑
Nasal speculum	↓	↑↑	↓	↓	↓	↓
Otoscope	↑↑	↑↑	↑↑	↑↑	↑↑	↑↑
Ophthalmoscope	↑↑	↑↑	↓	↑↑	↑↑	↑↑
Doppler	↑↑	↓	↓	↓	↓	↓

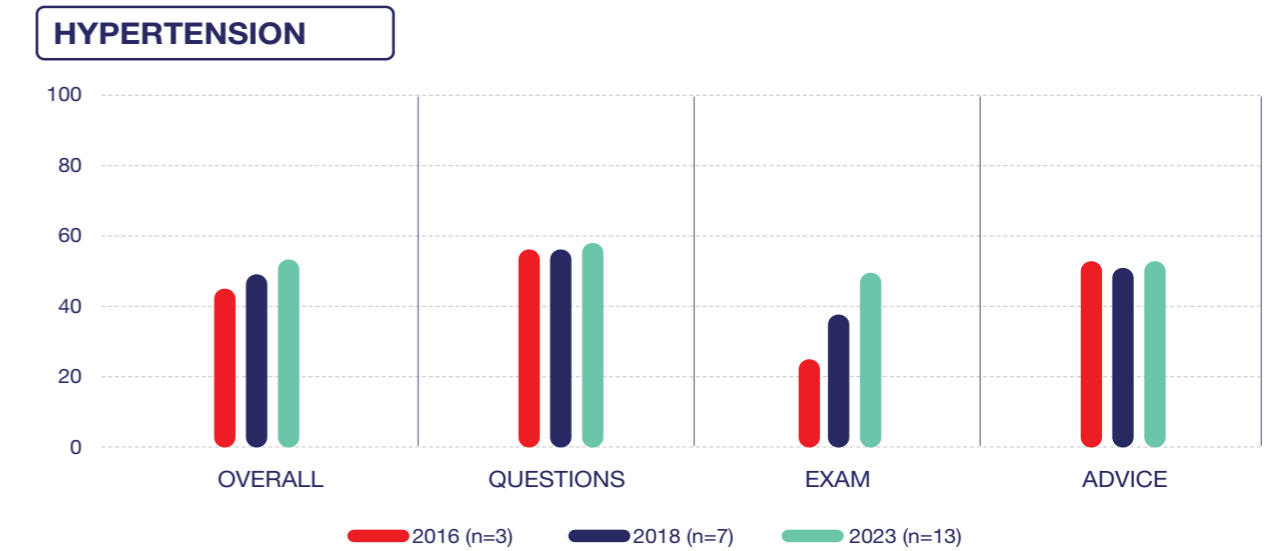
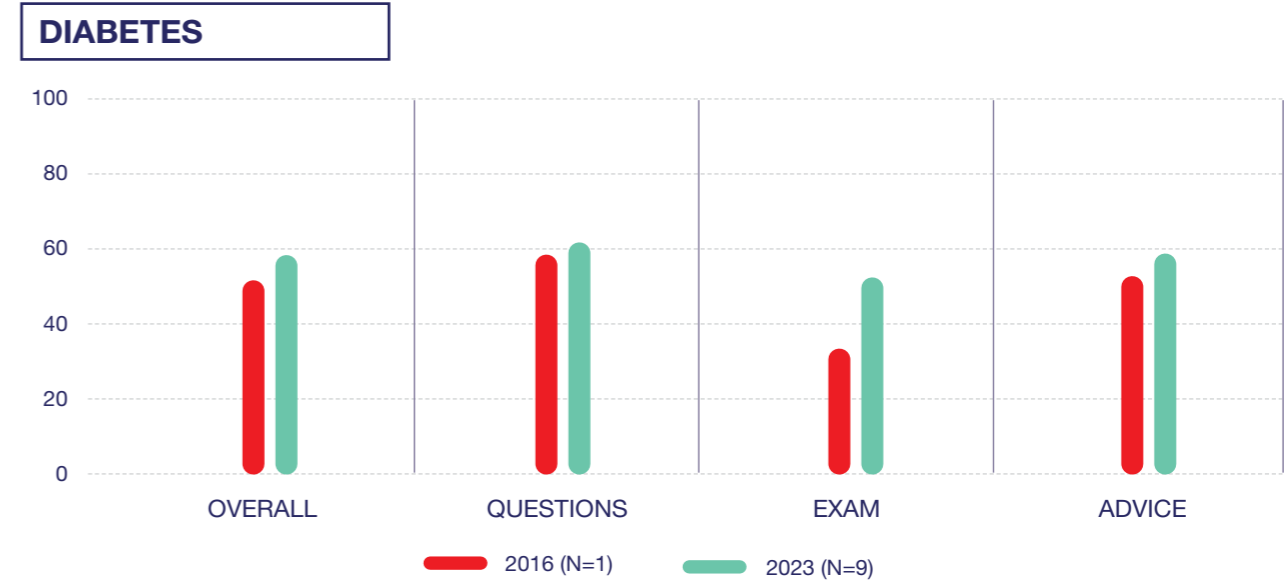
<sup>2</sup> ↑ = Available; ↑ = Functional, ↓ = Not available, ↓ = Not functional

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 display patient satisfaction metrics for Diabetes, Hypertension, and Other Illnesses at MFMC Fushe Kosove, measured across Overall satisfaction, satisfaction with Questions, Exam, and Advice in 2016, 2018, and 2023.





The clinical observation data for Decan municipality dThe data from 2016 indicates that there was only one respondent for Diabetes, making it a limited sample that is not statistically significant. In 2023, there are nine respondents, suggesting an increase in the number of patients treated or surveyed for Diabetes. The graph shows an upward trend across all categories (Overall, Questions, Exam, Advice) in 2023, suggesting an improved patient perception or an increase in the metric being measured over the seven-year period. This is potentially pointing to better service quality or patient experience specifically related to Diabetes care at MFMC Fushe Kosove.

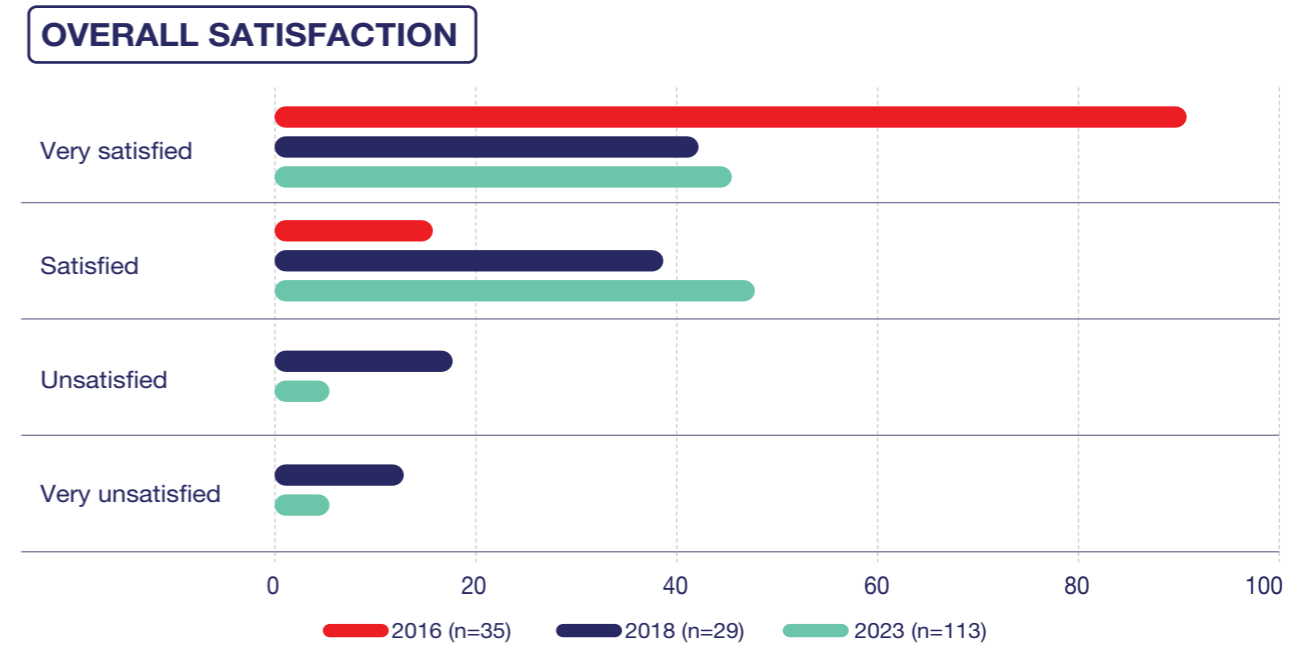
The respondent count for Hypertension at MFMC Fushe Kosove increased from three in 2016 to thirteen in 2023, indicating a larger patient base or increased survey participation over time. The graph displays an upward trend in the Overall category, which implies an increase in the general satisfaction or metric being measured from 2016 to 2023. Likewise, the categories for Questions and Exam also show an increase in the metric over this period. It is worth noting that while there is a slight drop in 2018 for the Advice category, the number rebounds in 2023, surpassing the 2016 level. This progression suggests an improvement across all parameters examined for hypertension

management over the years in MFMC Fushe Kosove.

The graph for Other Illnesses shows an increase in the sample size from thirty in 2016 to seventy in 2023. The Overall category demonstrates an increase in the measured metric or satisfaction in 2023 relative to 2016, suggesting a improvement in patient experience. The Questions category exhibits stability with a marginal increase (between 2018 and 2023), implying consistent patient interactions in this area. The Exam category decreased notably by 2023 from the 2018 levels, suggesting variability and potential patient concerns about the examination process that may need to be addressed. Advice sees a small increase from 2018, though not returning to the levels of 2016, which may point to some recovery in the quality of advice given to patients at MFMC Fushe Kosove.

In summary, the data across the three graphs indicate that MFMC Fushe Kosove is seeing more patients and providing improved levels of care over time for Diabetes, Hypertension, and Other Illnesses. Certain areas such as patient consultations (Questions) and the provision of advice are maintaining or improving in patient perception.

### 3. Exit Interviews



In 2016, out of 35 respondents, the majority were in the “Very satisfied” category with a smaller yet substantial portion being “Satisfied”. There were no respondents recorded as “Unsatisfied” or “Very unsatisfied”.

By 2018, the total number of respondents decreased to 29. The “Very satisfied” category still held the majority, but there was a noticeable increase in the “Satisfied” category (compared to 2016), indicating a broader distribution in the level of satisfaction. Additionally, we observe the emergence of respondents in the “Unsatisfied” and “Very unsatisfied” categories, albeit still a small number, suggesting a slight downturn in patient satisfaction.

Moving to 2023, there is a significant increase in respondents to 113. A closer analysis shows that the combined proportion of “Very satisfied” and “Satisfied” patients has grown since 2018, reflecting a positive trend. The “Very satisfied” category has seen a proportional decrease, with “Satisfied” becoming the predominant response, but the overall share of patients reporting satisfaction (when combining both “Very satisfied” and

“Satisfied”) has increased compared to 2018. The “Unsatisfied” and “Very unsatisfied” category, remain the least populated category.

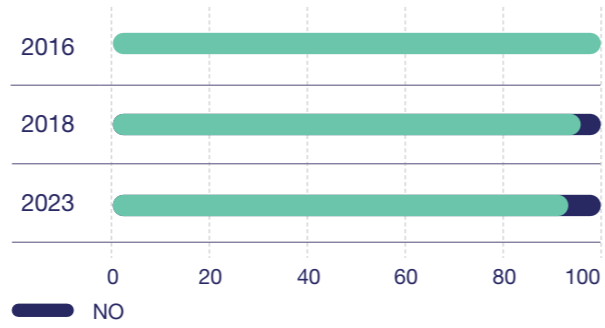
The progression from 2016 to 2023 indicates that while the proportion of “Very satisfied” respondents has decreased, the total satisfaction (combining “Very satisfied” and “Satisfied”) has not only increased but has also improved from 2018 to 2023. The presence of respondents in the “Unsatisfied” and “Very unsatisfied” categories since 2016 could suggest more openness in expressing dissatisfaction, or it might reflect areas where improvements are possible. Understanding the underlying factors contributing to these trends would be valuable for further improving patient care and satisfaction. Between 2018 and 2023, the uptick in satisfaction indicates effective changes or initiatives introduced by MFMC Fushe Kosove that have positively impacted patient experience.

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

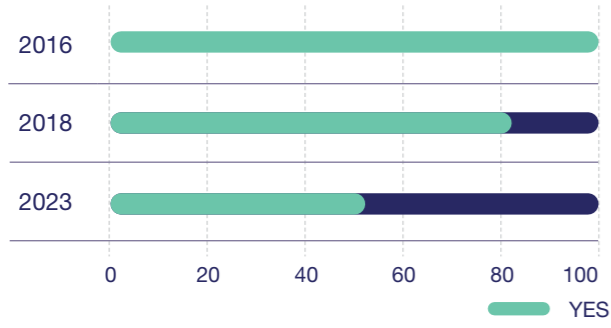
Patient given the opportunity to explain the health problem



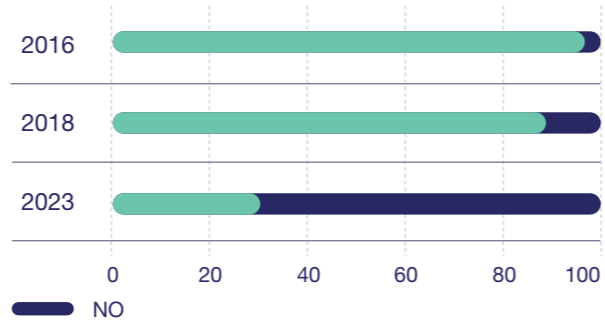
Medical doctor/nurse ensured privacy during the visit



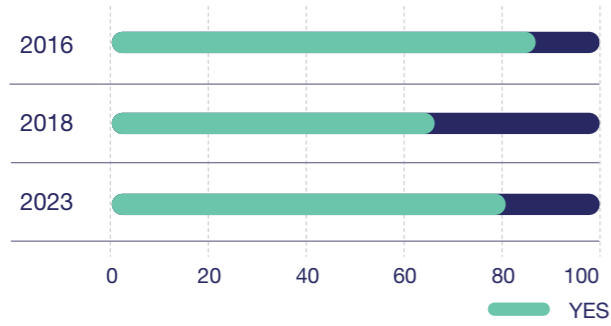
Medical doctor explained the questioning, physical examinations and health problems



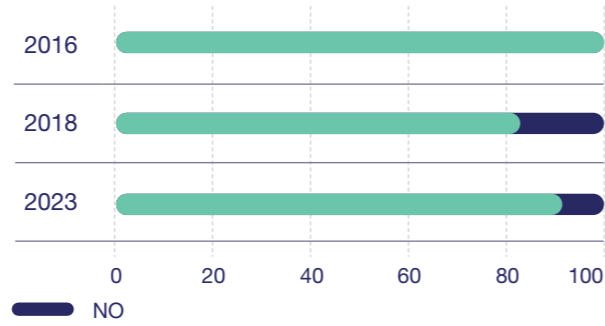
Medical doctor clearly explained the intake of prescribed medicines



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

