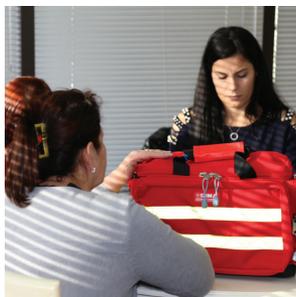


Health for All Project

Key achievements of the first phase



HAP-1 quick facts



Timeframe:
January 2015 -
March 2019



Regions covered:
Qark of Diber and
Qark of Fier



Donor:
Government of Switzerland
through the Swiss Agency
for Development and
Cooperation (SDC)

Implementing agencies: Swiss Tropical
and Public Health Institute (leader);
Terre des Hommes; Save the Children;
HAP Center



HAP-1 general objective is for the Albanian population to benefit a better health through improved Primary Care services and Health Promotion activities. The specific outcomes of HAP have two foci: the first on health sector institutions and the second on the citizens:



Outcome 1: Central government, donors and other relevant actors' engagement in the health system lead to better management and provision of services by qualified health professionals.



Outcome 2: Citizens in target regions have increased access to quality primary health services. More health-conscious citizens increasingly participate and contribute towards an accountable and responsive health system.



Follow-up: The Project entered its second phase on 1 April 2019 and is being implemented by Swiss TPH through HAP center.

HAP-1 impact in primary health care quality and access to health services

In order to track the changes occurred in the PHC service in Dibra and Fier regions following HAP interventions during the first phase, two main studies and surveys have been conducted on base and end-line, respectively the Quality of Care and Access of Families to PHC services.

Quality of Care measured at health service level has experienced positive changes in Fier and Diber regions. Consequently, there is a 10% increase of PHC services use in HAP regions as results from the cross-sectional study implemented in 38 Primary Health Centers in urban and rural locations in both regions.

PHC service infrastructure has improved substantially in terms of overall cleanliness, availability of basic equipments, transparency and public accountability (score increase of +17% in Dibra and +6% in Fier compared to 2015). Patient satisfaction with health services continues to be high in both regions with 89-95% being satisfied or very satisfied.

The quality of care has improved by 20-30% meaning that doctors are better following the standardized procedures and protocols for the clinical and physical examination of diabetic and hypertension patients. As a result, care for NCD (diabetic and hypertension) patients has improved and patients are served better.

Doctors are communicating better with diabetic patients regarding:

-adherence with diabetes treatment (baseline 62%; endline 77%)

-sedentary way of life (baseline 5%; endline 42.6%)

-the need for follow-up visits (baseline 47%; endline 72%)

-prescribed medicines (baseline 47%; endline 78%)

-results of the examination(s) (baseline 42%; endline 67%).

The situation is promising also for patients with hypertension as quality of care has improved from 40% (baseline) to 60% (endline). The weighted average scores for both regions were best for:

- giving advice (baseline 38%; endline 60%)

- patients opportunity to ask questions (baseline 24%; endline 46%).

Overall Albania experienced positive progress on the **accessibility of public health services** as resulting from the "Family Access to PHC" survey:

- 80% of chronic patients and 87% of acute patients stated that they didn't encounter difficulties in accessing health service (2015: 70% of chronic patients and 76% of acute patients)
- Mother and child health has improved with 69% of women reporting their health has been checked from a health provider typically within the first week after discharge from hospital (baseline 62%). Additionally, 80% of mothers state that a healthcare provider checked the baby's health within two days after birth (baseline 74%).
- Knowledge on cardiovascular diseases has improved with 23% of interviewed being able to cite more than four risk factors for cardiovascular disease (compared to 18% in baseline).

Assistance for policies and strategies at national and regional level

The interaction of SDC/HAP and other donor agencies with MoHSP has increased the sensitivity and awareness of decision-makers about the need for further reform in PHC and health promotion. Consequently, several policies, strategic documents and national plans have been elaborated and are under implementation:

1. The report of the **Albanian Demographic Health Survey** conducted with the financial and technical support from SDC/HAP and UN agencies (UNFPA, UNICEF, UN Women) was published in November 2018. The report serves as reference for the elaboration of evidence-based policies and respective services.
2. HAP contributed to the elaboration and dissemination of the **National Action Plan of Health Promotion 2017-2021**.
3. HAP is providing technical support through international and national expertise for the elaboration of the **National Strategy for the reform of PHC** in Albania, a process launched by MoHSP
4. The following **surveys and studies** have been completed:
 - a) Quality of Care in PHC (baseline and end-line)
 - b) Access to health services (baseline and end-line)
 - c) Health Vulnerability in Albanian PHC.
5. HAP supported development of a series of **regulatory documents** such as:
 - a) Guideline for elaboration of budget PHC center level;
 - b) a Set of documents necessary for the accreditation of PHC centers;
 - c) Guideline for the establishment and functioning of Peer Groups.



Support for strengthening management capacities in health

New master program in health management established

A new Master program in Health Management has been established for the first time from Albanian public universities thanks to HAP support. The program is being offered by two Faculties, that of Medicine in the University of Medicine and Economy in the University of Tirana. The first cohort of students graduated in Fall 2018, while the second cohort began their studies in the master program in November 2018.



Enhancing capacities of PHC management teams and beyond

Being aware that more skilled and capable human resources are the basics for the improvement of the service offered at PHC, HAP has enabled a series of training packages on managerial skills.

The results of these trainings have been optimized through Forums of Managers that have been introduced and supported by HAP. The Forum of Manager is a CE tool recognized by NCCE for sharing best experiences and practices related to PHC management aspects among different PHC management teams. 75% of HC managers in the two regions are part of 7 Forum of Managers awarded with a total of 130 credits.

Management teams

Management teams of 24 HC developed and are implementing annual plans following training and coaching sessions supported by HAP.



HC managers

80 HC managers attended managerial training modules on Albanian legislation, HR management, leadership & communication etc.



Head nurses

97 head nurses from the two regions have been trained on planning, HR management, communication, leadership and nurse service organization.



Accountants

HAP developed and provided training courses to 44 PHC accountants on budgeting and planning, legislation, procurement procedures etc.



Hospital managers

40 hospital managers and their close collaborators attended the 10 day 'Introductory course in hospital management'.



80 Albanian PHC health managers and providers attended study visits abroad on organization and functioning of PHC services.

Strengthening clinical skills of PHC teams

HAP has invested continuously in strengthening the technical capacities of PHC providers through CME activities to improve the quality of PHC and health indicators of the population served.

- Peer Groups (PGs) have been introduced by HAP as innovative tools of Continuing Medical Education (CME) to PHC providers in Dibra and Fier regions. PGs are on-site training methods where family doctors and nurses of the same health center, but not limited to, meet upon a pre-arranged plan to discuss on several aspects of their clinical practice. PG is officially recognized by NCCE as CME activity and consequently accredited.
- HAP CME activities have led to an improved clinical practice of PHC teams at outcome level as revealed by the end line Quality of Care Survey. In both regions there is an improvement of 20% on how GPs provide advice to diabetic patients and an improvement of 22% on how they provide explanations and advice to patients with hypertension.

Engagement of PHC teams in PGs in Dibra and Fier region

General practitioners

71%



Family nurses

79%



Clinical trainings supported by HAP

- 75 members of 5 24/7 PHC emergency teams attended a five-topic training package provided during 13 days on pre-hospital emergency medicine.
- 887 nurses out of 1181 were trained on the use of nurse bag tools and almost all teams of doctors and nurses in charge of child health in 80 PHCs in Diber and Fier regions were trained on growth assessment as per WHO child growth charts in reporting child growth and feeding practice indicators.
- The developed training toolkits such as: Manual on the use of doctor's bag tools and Manual on the use of nurse bag tools and other training materials helped the implementation into daily practice of diagnostic and problem-solving abilities obtained in training activities and encouraged the further training among colleagues at HC level.

Improvement of PHC health infrastructure and supply of medical equipment

An important contribution of HAP has been the direct investment in PHC infrastructure improvement and acquisition of medical equipments that are necessary for daily clinical practice.

These investments have contributed to creating higher comfort and better quality of services for patients and has also had an impact on the motivation and self-esteem of HCs personnel:

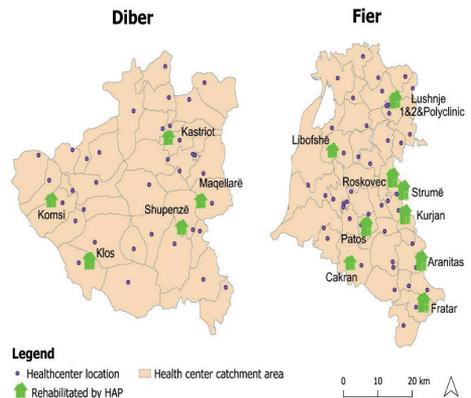
193,163 inhabitants are benefiting improved healthcare service thanks to the SDC investment of more than **3.3 Million Euro** for the rehabilitation of 16 healthcenters (5 in Dibra qark; 9 in Fier qark and 2 in Tirana qark).

223 family doctors have been equipped with the doctor's bag and trained on the use of the 17 medical tools.

1181 family nurses have been equipped with the nurse bag containing 16 basic medical instruments and trained on their use.

224 family physicians are using the e-prescription system in the two qarks with laptops supplied by HAP.

All PHCs in Fier and Diber regions were supplied with **233 weight scales** and **330 sets** of baby/child length/height measuring systems for monitoring of child growth and nutrition thus improving qualitatively the 0-5 years old child growth assessment.



Location of HCs rehabilitated by HAP in the Fier and Dibra qark. *Outside these regions, HAP has invested in the rehabilitation of two HCs in Tirana region, respectively in Vora and Sauk.*

Fostering good-governance and accountability to PHC

With transparency and accountability being of major importance toward a quality service, HAP provided technical and financial support to enhance transparent and accountable health management systems in Fier and Diber:

■ HAP made operational the anti-corruption units at 6 Directorates of Public Health through a series of training's in capacitating them to put into practice their tasks and roles as defined by MoHSP and by supplying all 80 PHC centers with the users complaints and opinions corners.

Local health entities capacities have been strengthened through HAP supported training on anti-corruption and complaint management.

■ HAP continually supported HC managers to conduct annual health center performance analysis with participation and involvement of community, local government, local NGOs and other interest groups. Community members were informed on HC's performance and planned activities, but they also could communicate their major concerns and ask questions. On the other side, the meetings helped HC managers to consider community members inquiries and work of solution possibilities.

■ HAP collaborated with experienced NGOs in delivering information sessions and community activities in increasing the awareness on patients' rights, responsibilities and new initiatives introduced by MoHSP and other health institutions.



Transparency and accountability in action

584 complaints reported

49% have been taken up by local health entities

2700 community members attended

92 annual HC performance analysis

6465 community members attended

182 citizen information sessions

Raising awareness on non-communicable diseases

Non-communicable chronic diseases (cardio-vascular, diabetes, cancer, chronic respiratory diseases) are the biggest killer in Albania and the main cause of disabilities.

During HAP-1, about 22,000 Community Members benefited directly from Health Promotion Activities and 900 PHC providers have been trained on participatory health promotion with a special focus on NCD prevention:

App. **900 PHC providers** from Fier, Diber and other regions as well as health promotion specialists working in the 6 Cabinets of the Public Health Directorates, (recently renamed Local Units of Health Services), attended training sessions on community and PHC providers **participatory approaches** in planning, implementation and monitoring of health promotion activities.

The training led to a series of **health promotion activities** planned and implemented in collaboration with IPH, health promotion units at DPH, HCs and local NGOs. App.16,000 community members attended these activities that promoted Diabetes type 2 prevention and control, Hypertension prevention and control, cervical cancer prevention and breast cancer prevention, personal and family hygiene among Roma 1 children and prevention and better control of thalassemia

1680 people (pupils, teachers and parents) attended HAP-piloted **health promotion activities in schools** that aimed promoting healthy eating, physical activity and good mental health.

HAP supported development of 4 TV spots that promoted prevention of Hypertension, Diabetes type II, the annual check-up for NCDs and the role of family physician. The TVC-s were broadcasted in the local and national media and reached 213,300 people.



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PerSHENDETje campaign as an innovative health promotion approach

HAP developed and implemented an innovative two-pronged community outreach and primary health care strengthening model named PërSHENDETje that engaged individuals, families and communities in meaningful, participatory activities to enhance their knowledge on NCDs risk factors as well as the benefits of behaviour change to prevent disease and increase demand for NCD screening services.

The PërSHENDETje model comprised a mobile community event consisting of five interactive NCD topic stations. Participants made a self-evaluation at each station regarding their own life style (healthy eating, physical activity, smoking and alcohol consuming).



4800 people attended the 33 PerSHENDETje events in Fier and Diber qark

Station 1

Introduction to NCD risk factors and the mobile outreach event



Station 2

Risks of unhealthy eating and prevention of malnutrition



Station 3

Consequences of low physical activity and advices on how to increase physical activity



Station 4

Hints on adequate alcohol consumption and information on health effects of alcohol abuse



Station 5

Risks to tobacco smoke exposure including second-hand smoking



Final

Meeting with PHC personnel to discuss the results of the self-estimation and set an appointment at the HC for follow-up.



 Schweizerische Eidgenossenschaft
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and Cooperation SDC



Swiss TPH



 Save the Children