

# FIER

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Frakull Health Centre

At the beginning of my work as a family nurse, working with patients was challenging due to the lack of equipment and practical skills. I was often forced to refer patients to the city polyclinic even for simple services, and this made me feel deeply uncomfortable.

Thanks to the interventions of the HAP Project—particularly the provision of the nurse's kit and hands-on training—I now have the tools and competencies needed to deliver a wide range of procedures within our health centre. Today, we are able to provide services such as ear irrigation, oxygen therapy, ECG examinations, and the treatment of lymphoedema directly at the primary care level, avoiding unnecessary travel for patients and significantly improving the quality of health care in the community.

Eljona Troka  
Nurse



Before HAP's support, my day-to-day work lacked not only certain medical equipment, but above all clear protocols and appropriate tools for diagnosis and risk assessment. For example, dyslipidaemias were often considered only when patients were already under the care of a cardiologist, while in primary health care they were not assessed in a systematic way.

Following the training on dyslipidaemias and the use of cardiovascular risk assessment tools, I have been able to diagnose, treat and follow up 267 new patients who had previously not been assessed. Today, assessment and follow-up are carried out in line with established protocols, with a clear focus on prevention.

Dr. Melsena Leknikaj  
Family Doctor

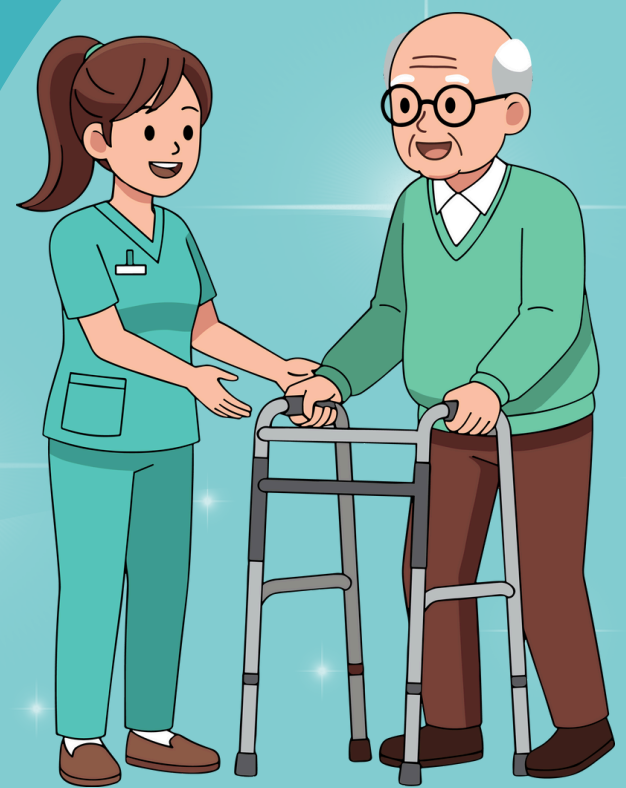


Before receiving home care, my mobility was extremely limited due to hemiplegia, and it was almost impossible for me to attend the health centre on a regular basis. This made it difficult to follow my treatment properly and to prevent complications such as pressure sores, urinary infections and respiratory problems.

Thanks to the regular home visits by nurses and the supportive equipment provided through the HAP project, my health condition is now monitored on an ongoing basis and I am able to move more easily. I have received guidance on positioning, hygiene and the care I need, and my family members are now better prepared to support me.

Today, I feel more independent, safer and better supported, and my treatment is followed regularly without the need to travel long distances.

Sokrat B.  
Patient



Deri rishtazi, roli i psikologut në Kujdesin Shëndetësor Parësor ishte ende i paqartë në nivel institucional duke qenë një rol relativisht i ri. Në punën e përditshme në Qendrën Socio-Shëndetësore Nr. 8 në Tiranë, mungonin udhëzime të strukturuar që të orientonin funksionin, përgjegjësitë dhe bashkëpunimin me ekipin shëndetësor.

Përfshirja ime në grupin konsultues për hartimin e Manualit të Psikologut në KSHP, si dhe trajnimi për Udhëzuesin e Menaxhimit të Çrregullimeve të Shëndetit Mendor, pasuar nga Grupi i Kolegëve, ndihmuan që përvoja praktike të refleктоhej në dokumente konkrete pune. Sot roli im është më i qartë, më i strukturuar dhe më i integruar në shërbimet e kujdesit parësor.

Majlinda Xhika  
Psychologist



Before HAP's support, we faced a lack of standardised and up-to-date protocols, limited practical training, and a shortage of basic equipment that would genuinely support our work in Primary Health Care. This made it difficult to organise our activities and to deliver quality services in the field.

HAP's support introduced updated protocols, practice-oriented trainings and logistical equipment for the Local Unit of Health Care and health centres. Particularly important was the support for establishing Peer Groups and for monitoring the implementation of protocols. Today, our work is more structured, better coordinated and more effective.

Dr. Alba Muka  
Specialist Doctor



In the past, the lack of medical supplies and equipment significantly hindered our work and often forced us to refer patients to hospital, creating delays and additional difficulties, particularly for patients with limited mobility.

Thanks to HAP's support, through the provision of equipment and specialised trainings, staff capacities have improved considerably. Today, we are able to deliver more home-based services with greater safety and efficiency. As a result, the quality of care has improved, as have patients' trust and satisfaction, with patients feeling more supported and safer within their own communities.

Brikena Shuka  
Nurse



Before taking part in HAP trainings, my work with chronic patients was based mainly on personal experience and the resources available at the health centre. I needed clearer and more practical guidance on the assessment and management of chronic diseases in primary health care.

Thanks to the trainings on chronic conditions, as well as the guidelines and protocols provided by HAP, I have improved the way I assess patients and provide simple counselling on the management of diabetes, hypertension, asthma, COPD and dyslipidaemia.

Dr. Vilma Palluqi  
Family Doctor



# VLORA

Novosela Health Centre

I had heard from colleagues about the HAP project and the positive impact it had had on their work. They shared how, after the trainings and the provision of examination tools, their work had become easier and more effective.

When the trainings also began at our health centre, I experienced this change first-hand. HAP's intervention was not limited to supplying better diagnostic equipment, but also included trainings on work organisation. This has helped us to diagnose more accurately and to work better as a team.

**Dr. Arben Xhuveli**  
Family Doctor and Director



Before participating in the training-of-trainers organised by HAP, I was not fully aware of the scope and potential of my role as a psychologist within the Health Centre beyond its basic functions. The lack of structured trainings and clear, practical guidance made collaboration with medical staff and intervention in mental health cases unclear and fragmented.

The specialised trainings, Peer Groups, and involvement in the development of the Manual for Psychologists brought professional clarity and practical working tools. Today, my work is more structured, collaboration with physicians has improved, and the approach to patients with mental health problems is more comprehensive and more effective.

Albana Xhemali  
Psychologist



Before HAP introduced home-based care, providing health services for chronic and disabled patients was quite challenging, as visits to the centre were often impossible for them. One of the patients we regularly follow is diagnosed with chronic kidney failure and respiratory insufficiency, and her constant fatigue made it very difficult for her to attend the health centre.

Thanks to HAP's support and the implementation of home-based care, we now regularly monitor key health parameters and provide practical advice on treatment and diet. Moreover, thanks to the equipment provided by HAP, we are now able to offer the patient oxygen therapy at home. Today, care is more continuous, safer, and closer to patients and their families.

Floriana Shehaj  
Nurse





Happy Holidays