

Oversight visit in Tirana

Date of the visit: 10-11 December 2014

Oversight committee members:

Bujana Hoti

Blerta Lika

Present staff from outpatient and infection disease hospital:

Issues raised and identified:

*The work in both facilities was welcomed by the patients. The outpatient facility helps a lot with people not to go around within the hospital but the services offered must be extended to social- psychological support part of clinical.*

*The psychologist is not that visible anymore, as stated by patients. The doctor there is changed and is not all the time available and communication is done through the nurse. The nurse, though, is very nice and helpful and tries to do her best to fulfill the requests and patients. The infection disease social worker is also of help. She is professional and goo willing.*

*The doctors also are very good but the facilities available do not allow them to do their best. ARV are not always available, missing drugs disrupt the treatment, lab tests are not available and doctors do not know the recent status of the patient.*

Issues identified:

*Some of the issues raised were known to the oversight team and also the steps taken to address the delay of ARV. There is a need to establish good PSM systems within the government and public facilities and also with contractors.*

*The outpatient clinic is appreciated by patients but there is a need to capacitate with human resources and also to established job description with deliverables and indicators to measure. There is a perception that people are there but not always available to perform their duties.*

*The issue of indicators and deliverables as part of job description and annual work plans is a standard to be established within the public administration as well as within CSO. It still lacks. Annual reporting of employees is not standardized.*

*Anyhow, in general the service is good but need improvement to adequately perform all its services.*

*The IEC materials are not produced by the outpatient and should be included as line in the budget together with other administrative costs.*

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