

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**Yes**

Open Time M-F:	NA
Open Time Sat:	NA
Average stop time:	NA

NDoH May 2019 Circular: "Facilities must be open from 5.00 - 19.00, as well as 8.00 - 16.00 on Saturdays."

### Time Patients Spend at the Facility?

Patient Responses: 27

Amount of time spent: **7:16**

This ranks:

- 373 of 396 Facilities Nationally (Bottom Quarter)
- 12 of 14 Facilities in the Province (Bottom Quarter)
- 5 of 7 Facilities in the District (Bottom Half)

### Earliest Patient Arrival Time

Patient Responses: 24

Earliest arrival time **4:07**

This ranks:

- 384 of 396 Facilities Nationally (Bottom Quarter)
- 9 of 14 Facilities in the Province (Bottom Half)
- 3 of 7 Facilities in the District (Top Half)

### Are the Queues at the Facility Long?

Patient Responses: 27

**58%** of patients report long queues

There is not enough staff	5
Staff take long breaks ( for tea, lunch etc.)	9
Other reason	7
Don't Know	3

### Please specify the other reasons why the queues are long

<input checked="" type="checkbox"/> Certain department doesn't have enough staff like family planning we wait long	<input checked="" type="checkbox"/> If they can be committed to their job.	<input checked="" type="checkbox"/> It takes too long to find files
<input checked="" type="checkbox"/> There are too many patients to serv,the filing system delays the queue as patients wait too long to get files	<input checked="" type="checkbox"/> There are too many patients to serve	<input checked="" type="checkbox"/> They are busy chatting on WhatsApp while we are waiting

### How Safe is the Facility to Wait Before it Opens?

Patient Responses: 4

Very Unsafe:	0%
Unsafe:	0%
Neither Safe or Unsafe:	0%
Safe:	100%
Very Safe:	0%
Don't know:	0%

100%

This ranks:

- 63 of 335 Facilities Nationally (Top Quarter)
- 2 of 6 Facilities in the Province (Top Half)
- 1 of 3 Facilities in the District (Top Half)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 27

Always:	7%
Sometimes:	44%
Never:	37%
Don't know:	11%

This ranks:

- 344 of 396 Facilities Nationally (Bottom Quarter)
- 12 of 14 Facilities in the Province (Bottom Quarter)
- 5 of 7 Facilities in the District (Bottom Half)

### Are Staff Friendly and Professional?

Patient Responses: 27

Yes:	15%
Sometimes:	52%
Never:	33%

This ranks:

- 378 of 396 Facilities Nationally (Bottom Quarter)
- 13 of 14 Facilities in the Province (Bottom Quarter)
- 6 of 7 Facilities in the District (Bottom Quarter)

### Facility Manager: Does the Facility have Enough Staff?

Facility Responses: 1

**No**

### Which Cadres are Understaffed?

<input type="checkbox"/> Doctor	<input checked="" type="checkbox"/> Professional nurse	<input type="checkbox"/> Enrolled nurse
<input type="checkbox"/> Enrolled nurse assistant	<input type="checkbox"/> Pharmacist	<input type="checkbox"/> Assistant pharmacist
<input type="checkbox"/> Lab technician	<input type="checkbox"/> Lay counselors	<input type="checkbox"/> Linkage officers
<input type="checkbox"/> Adherence club facilitators	<input type="checkbox"/> Data capturer	<input type="checkbox"/> Security guard
<input checked="" type="checkbox"/> Cleaner	<input checked="" type="checkbox"/> General assistant	<input type="checkbox"/> No cadre is understaffed
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer	

## Clinic Conditions

### What is the Condition of the Building?

Total Observations: 1

Building condition was: **Good**

<input type="checkbox"/> Broken furniture	<input type="checkbox"/> Broken windows or doors	<input type="checkbox"/> Broken roof or walls
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	

### What is the Condition of the Toilets?

Total Observations: 1

Toilet condition was: **Good**

<input type="checkbox"/> No soap	<input type="checkbox"/> No water	<input type="checkbox"/> No toilet paper
<input type="checkbox"/> No light	<input type="checkbox"/> Dirty	<input type="checkbox"/> Blocked
<input type="checkbox"/> Broken	<input type="checkbox"/> Out of order	<input type="checkbox"/> Don't Know

### How Clean is the Facility

Patient Responses: 25

Very Dirty:	0%
Dirty:	0%
Neither Clean or Dirty:	4%
Clean:	16%
Very Clean:	80%
Don't know:	0%

This ranks:

- 57 of 396 Facilities Nationally (Top Quarter)
- 4 of 14 Facilities in the Province (Top Half)
- 1 of 7 Facilities in the District (Top Quarter)

### Facility Manager: Is there enough space in the facility to meet patient's needs?

Facility Responses: 1

## No, we require something additional

<input checked="" type="checkbox"/> Patients waiting space	<input checked="" type="checkbox"/> Rooms for medical care	<input type="checkbox"/> Private HIV counseling or testing
<input type="checkbox"/> Laboratory space	<input checked="" type="checkbox"/> Files	<input type="checkbox"/> Data capturers
<input type="checkbox"/> Adherence clubs	<input type="checkbox"/> Pharmacy	<input checked="" type="checkbox"/> Storage
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

## Access to Medicines and Shortages/Stockouts

### Patient Reports of Medicine Shortage(s)

Patient Responses: 20

HIV medicine:	5%
PrEP:	5%
TB medicine:	5%
Contraceptives:	5%
Pregnancy Test:	5%
Vaccines:	5%
Bandages (or other dry stock):	5%
Other medicines or tests:	5%

### Any Patients left without the Medicine due to Shortage

Patient Responses: 27

Yes:	44%
No:	37%
Don't know:	19%

### Patient Reports of Medicine Shortage(s)

Patient Reports of Medicine Shortage(s)

<input checked="" type="checkbox"/> HIV medicine	<input checked="" type="checkbox"/> PrEP	<input checked="" type="checkbox"/> TB medicine
<input checked="" type="checkbox"/> Contraceptives	<input checked="" type="checkbox"/> Pregnancy Test	<input checked="" type="checkbox"/> Vaccines
<input checked="" type="checkbox"/> Bandages (or other dry stock)	<input checked="" type="checkbox"/> Other medicines or tests	<input type="checkbox"/> None of the above
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer	

Contraception shortage(s)

<input type="checkbox"/> Condoms (male/external)	<input checked="" type="checkbox"/> Female/internal condoms	<input checked="" type="checkbox"/> Birth control pill
<input type="checkbox"/> Injection	<input checked="" type="checkbox"/> Implant	<input type="checkbox"/> IUD (interuterine device)
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

HIV medication shortage(s)

<input type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<input checked="" type="checkbox"/> Lamivudine (3TC)	<input type="checkbox"/> Emtricitabine (FTC)	<input type="checkbox"/> Abacavir (ABC)
<input checked="" type="checkbox"/> Zidovudine (AZT)	<input type="checkbox"/> Loinavir/Ritonavir (LPV/r)	<input type="checkbox"/> Atazanavir/Ritonavir (ATV/r)
<input type="checkbox"/> Dolutegravir (DTG)	<input type="checkbox"/> Nevirapine (NVP)	<input type="checkbox"/> Other
<input type="checkbox"/> Don't Know	<input type="checkbox"/> Prefer not to answer	<input type="checkbox"/> EFV-Based First Line FDC

### Facility Staff Reports of Medicine Shortage(s)

Facility Staff Reports of Medicine Shortage(s)

<input checked="" type="checkbox"/> HIV medicine	<input type="checkbox"/> PrEP	<input type="checkbox"/> TB medicine
<input checked="" type="checkbox"/> Contraceptives	<input type="checkbox"/> Pregnancy Test	<input checked="" type="checkbox"/> Vaccines
<input type="checkbox"/> Bandages (or other dry stock)	<input type="checkbox"/> Other medicines or diagnostic tests	<input type="checkbox"/> None of the above
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer	

Facility Staff: Contraception Shortage(s)

<input type="checkbox"/> Condoms (male/external)	<input type="checkbox"/> Female/internal condoms	<input checked="" type="checkbox"/> Birth control pill
<input type="checkbox"/> Injection	<input type="checkbox"/> Implant	<input type="checkbox"/> IUD (interuterine device)
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

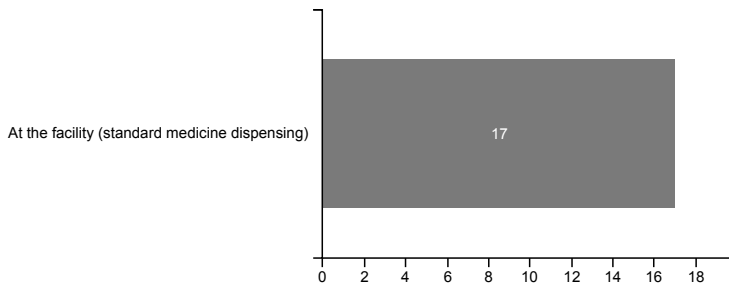
HIV medication shortage(s)

<input checked="" type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<input type="checkbox"/> Lamivudine (3TC)	<input type="checkbox"/> Emtricitabine (FTC)	<input type="checkbox"/> Abacavir (ABC)
<input type="checkbox"/> Zidovudine (AZT)	<input type="checkbox"/> Loinavir/Ritonavir (LPV/r)	<input type="checkbox"/> Atazanavir/Ritonavir (ATV/r)
<input type="checkbox"/> Nevirapine (NVP)	<input checked="" type="checkbox"/> Other	<input type="checkbox"/> Don't Know
<input type="checkbox"/> Prefer not to answer	<input type="checkbox"/> EFV-Based First Line FDC	<input type="checkbox"/> Dolutegravir (DTG)

## ARV Collection and Access

### Where do you Collect ARVs?

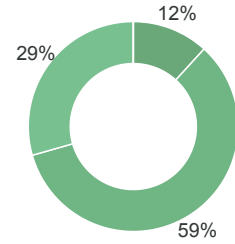
Patient Responses: 17



### Length of HIV medicine refill?

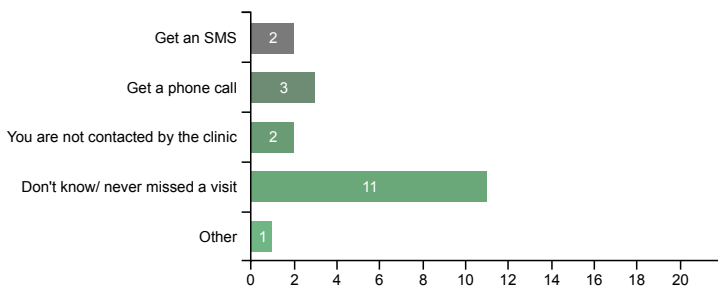
Patient Responses: 17

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	12%
2 months:	59%
3 months:	29%
6 months:	0%
Don't know:	0%



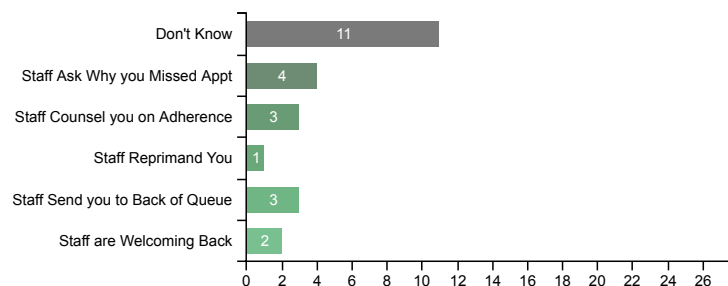
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 19



### When a patient misses a visit, what happens the next time the patients comes to collect ARVs?

Patient Responses: 24



### Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 17

**35%** of patients say they would like to collect ARVs closer to home

This ranks:

- 109 of 395 Facilities Nationally (Top Half)
- 4 of 14 Facilities in the Province (Top Half)
- 2 of 7 Facilities in the District (Top Half)

## Adherence Clubs

### If Not in an Adherence Club Already, Are you Aware of Them at this Facility?

Patient Responses: 17

**6%** of patients are aware of facility adherence clubs

### Does the Adherence Club make HIV medicine pick up faster?

No Data for this Indicator

### Is there peer support from PLHIV in the club?

No Data for this Indicator

### Does the Adherence Club provide information about the importance of taking your HIV medicine?

No Data for this Indicator

### Number of Adherence Clubs at the Facility

Total Adherence Clubs at Facility:	2
• Facility-Based Clubs:	2
• Community-Based Clubs:	0
Number of Adherence Club Facilitators:	NA
Number of Adherence Club Nurses:	NA
Adherence Clubs per Facilitator:	NA

This ranks:

No Ranking Data Available

### Topics Covered in the Adherence Club

No Data for this Indicator

## Access to Viral Load Testing / Information

### Do Patients Know Their Viral Load?

Patient Responses: 17

**88%** of patients know their viral load

This ranks:

- 197 of 395 Facilities Nationally (Top Half)
- 10 of 14 Facilities in the Province (Bottom Half)
- 4 of 7 Facilities in the District (Bottom Half)

### Have Patients had a Viral Load Test in the Past Year?

Patient Responses: 17

**100%** of patients report having a viral load test

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 14 Facilities in the Province (Top Quarter)
- 1 of 7 Facilities in the District (Top Quarter)

### Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 17

**88%** of patients report viral load was explained

This ranks:

- 217 of 395 Facilities Nationally (Bottom Half)
- 11 of 14 Facilities in the Province (Bottom Quarter)
- 6 of 7 Facilities in the District (Bottom Quarter)

### Treatment Literacy: Do Patients Understand Viral Load and their Health?

Patient Responses: 17

**94%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 152 of 395 Facilities Nationally (Top Half)
- 11 of 14 Facilities in the Province (Bottom Quarter)
- 4 of 7 Facilities in the District (Bottom Half)

### Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 17

**88%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

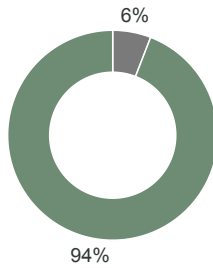
- 127 of 395 Facilities Nationally (Top Half)
- 8 of 14 Facilities in the Province (Bottom Half)
- 4 of 7 Facilities in the District (Bottom Half)

## Confidentiality and Privacy

### Have Patients been Asked to Participate in Index Testing?

Patient Responses: 17

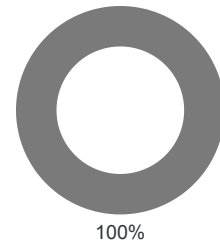
Yes: 6%  
No: 94%



### Did a Health Worker Tell You You can Refuse to Participate in Index Testing?

Patient Responses: 1

No: 100%



This ranks:

- 350 of 376 Facilities Nationally (Bottom Quarter)
- 8 of 8 Facilities in the Province (Bottom Quarter)
- 3 of 3 Facilities in the District (Bottom Quarter)

### Do Patients Feel this Facility Keep People's HIV Status Confidential and Private?

Patient Responses: 17

**12%** of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 391 of 395 Facilities Nationally (Bottom Quarter)
- 13 of 14 Facilities in the Province (Bottom Quarter)
- 6 of 7 Facilities in the District (Bottom Quarter)

## Psycho-Social Support for PLHIV

### Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 17

**88%** of patients report counseling is available

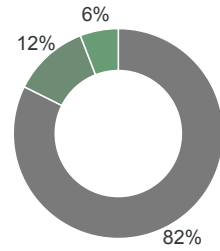
This ranks:

- 287 of 395 Facilities Nationally (Bottom Half)
- 13 of 14 Facilities in the Province (Bottom Quarter)
- 6 of 7 Facilities in the District (Bottom Quarter)

### Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 17

Yes:	82%
No:	12%
Don't know:	6%



## PrEP and DTG-Related Contraceptive Access

### What patients are offered PrEP? Select all that apply

<input type="checkbox"/> Adolescent girls/young women	<input type="checkbox"/> All women	<input type="checkbox"/> Men who have sex with men
<input type="checkbox"/> Sex workers	<input type="checkbox"/> People who inject drugs	<input checked="" type="checkbox"/> Anyone who is sexually active
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

### Are Women Who are On or Switching to Dolutegravir-Based Regimens Offered Contraception?

Facility Responses: 1

**Yes**

## COVID-19 Disruptions

### Is the clinic currently open during the COVID-19 crisis?

Yes the clinic is open, and patients can enter the facility

### Is the clinic faced with any of the following issues because of the COVID-19 crisis?

<input type="checkbox"/> There is no physical distancing inside the clinic grounds	<input type="checkbox"/> There is no physical distancing outside the gates of the clinic	<input type="checkbox"/> There is no access to soap and water
<input type="checkbox"/> There is no access to hand sanitiser	<input type="checkbox"/> Health workers are not wearing masks	<input type="checkbox"/> Health workers are not wearing masks properly
<input type="checkbox"/> Chronic patients are not entering the facility — they wait for medicines outside the gates	<input type="checkbox"/> The facility is not screening people for COVID-19 symptoms	<input type="checkbox"/> Clinical staff in the facility do not have enough PPE (masks, sanitiser)
<input type="checkbox"/> Non-clinical staff in the facility do not have enough PPE (masks, sanitiser)	<input type="checkbox"/> CHWs/CCGs do not have enough PPE (masks, sanitiser)	<input type="checkbox"/> Other
<input checked="" type="checkbox"/> None of the above	<input type="checkbox"/> There is no access to hand sanitiser	

### Have you had any of the following issues getting healthcare because of the COVID-19 crisis?

<input type="checkbox"/> I couldn't get transportation to the clinic when I needed it	<input type="checkbox"/> The clinic wasn't open when I needed it	<input checked="" type="checkbox"/> The clinic didn't have the medicine that I needed
<input checked="" type="checkbox"/> The queue at the clinic was longer than usual	<input checked="" type="checkbox"/> There were less staff working than usual	<input checked="" type="checkbox"/> The clinic not providing the service I needed
<input checked="" type="checkbox"/> There is no physical distancing at the clinic putting me at risk of getting COVID-19	<input checked="" type="checkbox"/> There is no access to soap and water at the clinic	<input type="checkbox"/> There is no access to hand sanitiser at the clinic
<input type="checkbox"/> Other	<input checked="" type="checkbox"/> None of the above	

### Facility Manager: Have you had any of the following issues at your clinic because of the COVID-19 crisis?

<input checked="" type="checkbox"/> We are experiencing more stockouts or shortages of medicines than usual	<input type="checkbox"/> We are experiencing more shortages of personal protective equipment for staff than usual	<input type="checkbox"/> We can only serve patients at the gate—patients do not enter the facility
<input type="checkbox"/> We have more restricted hours of operation than usual	<input type="checkbox"/> We have higher patient wait times than usual	<input type="checkbox"/> We are operating with fewer staff than usual
<input type="checkbox"/> The clinic has been completely closed for a period of time	<input type="checkbox"/> We can serve less patients than usual	<input type="checkbox"/> None of the above
<input type="checkbox"/> Other		

## TB Infection Control

Details	Green = 0 No	Yellow = 1-2 No	Red = 2+ No	Clinic Result: <b>RED</b>
<p><b>Enough room in the waiting area?</b></p> <p>Most recent observation:</p> <hr/>			<b>No</b>	<p>Of 438 Facility Observations:</p> <ul style="list-style-type: none"> <li>• Yes: 208</li> <li>• No: 228</li> <li>• Don't know: 2</li> </ul>
<p><b>Time Patients Spend at the Facility?</b></p> <p>Amount of time spent: (pass requires less than 1:15).</p> <hr/>			<b>No: 7:16</b>	<p>This ranks:</p> <ul style="list-style-type: none"> <li>• 373 of 396 Facilities Nationally (Bottom Quarter)</li> <li>• 12 of 14 Facilities in the Province (Bottom Quarter)</li> <li>• 5 of 7 Facilities in the District (Bottom Half)</li> </ul>
<p><b>Were the Facility Windows Open?</b></p> <p>Most recent observation:</p> <hr/>			<b>Yes</b>	<p>Of 438 Facility Observations:</p> <ul style="list-style-type: none"> <li>• Yes: 421</li> <li>• No: 17</li> </ul>
<p><b>Are people being asked for TB symptoms?</b></p> <p>11% of patients report:Yes</p> <hr/>			<b>No</b>	<p>This ranks:</p> <ul style="list-style-type: none"> <li>• 365 of 396 Facilities Nationally (Bottom Quarter)</li> <li>• 10 of 14 Facilities in the Province (Bottom Half)</li> <li>• 3 of 7 Facilities in the District (Top Half)</li> </ul>
<p><b>Are people who are coughing in a separate room?</b></p> <p>15% of patients report:Yes</p> <hr/>			<b>No</b>	<p>This ranks:</p> <ul style="list-style-type: none"> <li>• 313 of 396 Facilities Nationally (Bottom Quarter)</li> <li>• 10 of 14 Facilities in the Province (Bottom Half)</li> <li>• 3 of 7 Facilities in the District (Top Half)</li> </ul>
<p><b>Are there posters telling patient to cover mouth when coughing/sneezing?</b></p> <p>Most recent observation:</p> <hr/>			<b>Yes</b>	<p>Of 438 Facility Observations:</p> <ul style="list-style-type: none"> <li>• Yes: 402</li> <li>• No: 36</li> </ul>