

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No**

|                    |       |
|--------------------|-------|
| Open Time M-F:     | 7:45  |
| Open Time Sat:     | NA    |
| Average stop time: | 15:21 |

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: 18

Amount of time spent: **4:46**

This ranks:

- 252 of 389 Facilities Nationally (Bottom Half)
- 4 of 15 Facilities in the Province (Top Half)
- 3 of 7 Facilities in the District (Top Half)

### Earliest Patient Arrival Time

Patient Responses: 18

Earliest arrival time: **4:53**

This ranks:

- 371 of 389 Facilities Nationally (Bottom Quarter)
- 14 of 15 Facilities in the Province (Bottom Quarter)
- 6 of 7 Facilities in the District (Bottom Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 18

**76%** of patients report long queues

|   |    |
|---|----|
| There is not enough staff   | 10 |
| Staff take long breaks (for tea, lunch etc.)                                | 1  |
| There are too many patients   | 3  |
| It takes too long to find files, the filing system is messy, files are lost | 2  |
| Other reason  | 3  |

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

Patient Responses: 3

|   |  |   |
|---|--|---|
| <input checked="" type="checkbox"/> staff are working or working slowly | <input checked="" type="checkbox"/> Facility starts seeing patients late | <input checked="" type="checkbox"/> the Clinic opens late |
|---|--|---|

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

Patient Responses: 10

|                         |     |
|-------------------------|-----|
| Very Unsafe:            | 10% |
| Unsafe:                 | 20% |
| Neither Safe or Unsafe: | 40% |
| Safe:                   | 30% |
| Very Safe:              | 0%  |
| Don't know:             | 0%  |

This ranks:

- 183 of 321 Facilities Nationally (Bottom Half)
- 4 of 14 Facilities in the Province (Top Half)
- 2 of 6 Facilities in the District (Top Half)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 18

|            |     |
|------------|-----|
| Always:    | 11% |
| Sometimes: | 72% |
| Never:     | 17% |

This ranks:

- 297 of 389 Facilities Nationally (Bottom Quarter)
- 10 of 15 Facilities in the Province (Bottom Half)
- 7 of 7 Facilities in the District (Bottom Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 18

|            |     |
|------------|-----|
| Yes:       | 89% |
| Sometimes: | 11% |

This ranks:

- 73 of 389 Facilities Nationally (Top Quarter)
- 1 of 15 Facilities in the Province (Top Quarter)
- 1 of 7 Facilities in the District (Top Quarter)

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

Facility Responses: 1

**No**

### Which Cadres are Understaffed?

Facility Responses: 1

|  |  |   |
|--|--|---|
| <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 type="checkbox"/> Cleaner                     | <input type="checkbox"/> General assistant             | <input type="checkbox"/> No cadre is understaffed |
| <input type="checkbox"/> Dont know                   | <input type="checkbox"/> Prefer not to answer          |   |

## Clinic Conditions

### What is the Condition of the Building?

Total Observations: 2

Building condition was: **Bad**

|   |  |  |
|---|--|--|
| <input checked="" type="checkbox"/> No light /or lights not working in some areas of the facility | <input type="checkbox"/> Broken furniture        | <input checked="" type="checkbox"/> Broken or cracked roof, walls or floor |
| <input type="checkbox"/> No running water at the facility   | <input type="checkbox"/> Broken windows or doors | <input checked="" type="checkbox"/> Old building needs renovation          |
| <input type="checkbox"/> Rubbish piles  | <input type="checkbox"/> Other                   |  |

### What is the Condition of the Toilets?

Total Observations: 2

Toilet condition was: **Bad**

|  |  |   |
|--|--|---|
| <input checked="" type="checkbox"/> No soap  | <input type="checkbox"/> No water at all         | <input checked="" type="checkbox"/> No toilet paper |
| <input checked="" type="checkbox"/> No light | <input type="checkbox"/> Dirty                   | <input type="checkbox"/> Blocked                    |
| <input type="checkbox"/> Broken              | <input checked="" type="checkbox"/> Out of order | <input type="checkbox"/> No running water           |

### How Clean is the Facility

Patient Responses: 18

|                          |     |
|--------------------------|-----|
| Very Dirty:              | 6%  |
| Dirty:                   | 0%  |
| Neither Clean nor Dirty: | 39% |
| Clean:                   | 33% |
| Very Clean:              | 22% |
| Dont know:               | 0%  |

This ranks:

- 297 of 389 Facilities Nationally (Bottom Quarter)
- 3 of 15 Facilities in the Province (Top Quarter)
- 2 of 7 Facilities in the District (Top Half)

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

No Data for this Indicator

## Access to Medicines and Shortages/Stockouts

### Patient Reports of Medicine Shortage(s)

No Data for this Indicator

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

Patient Responses: 18

|            |     |
|------------|-----|
| No:        | 89% |
| Dont know: | 11% |

### Patient Reports of Medicine Shortage(s)

Patient Reports of Medicine Shortage(s)

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

Contraception shortage(s)

|  |  |  |
|--|--|--|
| <input type="checkbox"/> Condoms (male/external) | <input type="checkbox"/> Female/internal condoms | <input 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"/> Dont 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 type="checkbox"/> Lamivudine (3TC)   | <input type="checkbox"/> Emtricitabine (FTC)         | <input type="checkbox"/> Abacavir (ABC)               |
| <input type="checkbox"/> Zidovudine (AZT)   | <input type="checkbox"/> Lobinavir/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 type="checkbox"/> HIV medicine                  | <input type="checkbox"/> PrEP   | <input type="checkbox"/> TB medicine       |
| <input type="checkbox"/> Contraceptives                | <input type="checkbox"/> Pregnancy Test                                 | <input type="checkbox"/> Vaccines          |
| <input type="checkbox"/> Bandages (or other dry stock) | <input checked="" type="checkbox"/> Other medicines or diagnostic tests | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Dont 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 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"/> Dont know               | <input type="checkbox"/> Prefer not to answer      |

HIV medication shortage(s)

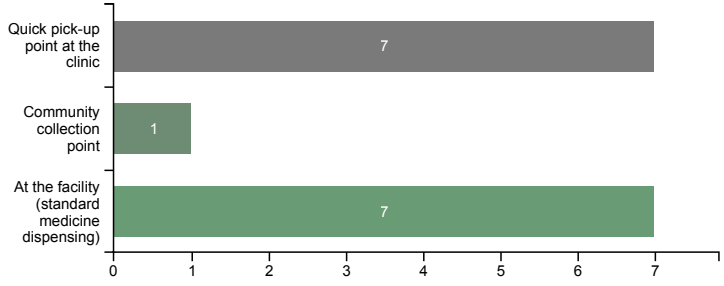
|   |  |   |
|---|--|---|
| <input type="checkbox"/> First Line FDC       | <input type="checkbox"/> DTG-Based First Line FDC    | <input type="checkbox"/> Dumiva (ABC/3TC)             |
| <input type="checkbox"/> Lamivudine (3TC)     | <input type="checkbox"/> Emtricitabine (FTC)         | <input type="checkbox"/> Abacavir (ABC)               |
| <input type="checkbox"/> Zidovudine (AZT)     | <input type="checkbox"/> Lobinavir/Ritonavir (LPV/r) | <input type="checkbox"/> Atazanavir/Ritonavir (ATV/r) |
| <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    | <input type="checkbox"/> Dolutegravir (DTG)           |



## ARV Collection and Access

### Where do you Collect ARVs?

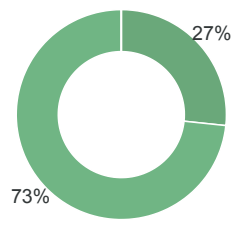
Patient Responses: 15



### Length of HIV medicine refill?

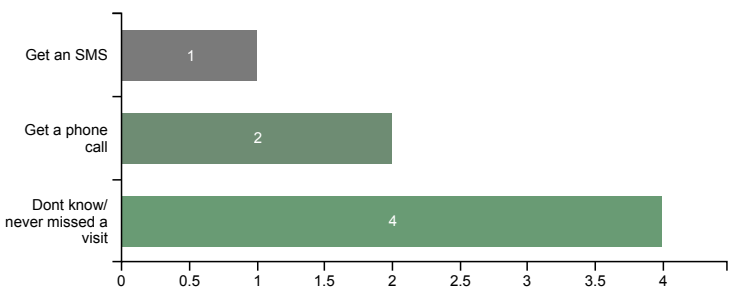
Patient Responses: 15

|             |     |
|-------------|-----|
| 1 week:     | 0%  |
| 2 weeks:    | 0%  |
| 3 weeks:    | 0%  |
| 1 month:    | 27% |
| 2 months:   | 73% |
| 3 months:   | 0%  |
| 6 months:   | 0%  |
| Don't know: | 0%  |



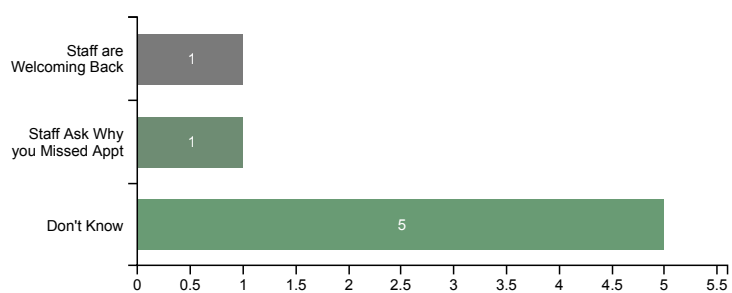
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 7



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

Patient Responses: 7



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

Patient Responses: 15

**67%** of patients say they would like to collect ARVs closer to home

This ranks:

- 264 of 387 Facilities Nationally (Bottom Half)
- 5 of 14 Facilities in the Province (Top Half)
- 2 of 6 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: 14

**60%** of patients are aware of facility adherence clubs

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

Total Responses: 1

**100%** of patients say yes

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

Total Responses: 1

**100%** of patients say yes

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

Total Responses: 1

**100%** of patients say yes

### Adherence Club Staffing

|  |    |
|--|----|
| Total Adherence Clubs at Facility:     | 4  |
| • Facility-Based Clubs:                | 4  |
| • Community-Based Clubs:               | 0  |
| Number of Adherence Club Facilitators: | NA |
| Number of Adherence Club Nurses:       | 1  |
| Adherence Clubs per Facilitator:       | NA |

This ranks:

No Ranking Data Available

### Topics Covered in the Adherence Club

Total Responses: 1

|   |  |   |
|---|--|---|
| <input checked="" type="checkbox"/> Side effects of medicines | <input checked="" type="checkbox"/> Why patients should adhere to their ARVs | <input checked="" type="checkbox"/> Different medicine options, such as new drugs (ex. Doloutegravir) |
| <input type="checkbox"/> Other                                | <input type="checkbox"/> None  | <input type="checkbox"/> Don't know   |
| <input type="checkbox"/> Prefer not to answer                 |  |   |

## Access to Viral Load Testing / Information

### Do Patients Know Their Viral Load?

Patient Responses: 15

**87%** of patients know their viral load

This ranks:

- 199 of 387 Facilities Nationally (Bottom Half)
- 4 of 14 Facilities in the Province (Top Half)
- 2 of 6 Facilities in the District (Top Half)

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

Patient Responses: 15

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

This ranks:

- 1 of 387 Facilities Nationally (Top Quarter)
- 1 of 14 Facilities in the Province (Top Quarter)
- 1 of 6 Facilities in the District (Top Quarter)

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

Patient Responses: 15

**87%** of patients report viral load was explained

This ranks:

- 229 of 387 Facilities Nationally (Bottom Half)
- 5 of 14 Facilities in the Province (Top Half)
- 2 of 6 Facilities in the District (Top Half)

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

Patient Responses: 15

**93%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 168 of 387 Facilities Nationally (Top Half)
- 6 of 14 Facilities in the Province (Top Half)
- 3 of 6 Facilities in the District (Bottom Half)

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

Patient Responses: 15

**87%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

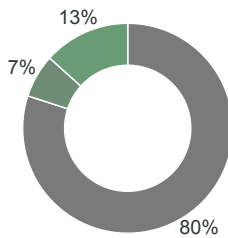
- 172 of 387 Facilities Nationally (Top Half)
- 4 of 14 Facilities in the Province (Top Half)
- 3 of 6 Facilities in the District (Bottom Half)

## Confidentiality and Privacy

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

Patient Responses: 15

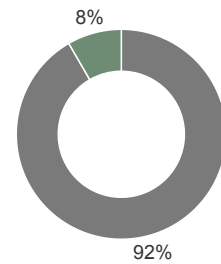
|            |     |
|------------|-----|
| Yes:       | 80% |
| No:        | 7%  |
| Dont know: | 13% |



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

Patient Responses: 12

|      |     |
|------|-----|
| Yes: | 92% |
| No:  | 8%  |



This ranks:

- 168 of 372 Facilities Nationally (Top Half)
- 5 of 13 Facilities in the Province (Top Half)
- 5 of 6 Facilities in the District (Bottom Quarter)

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

Patient Responses: 15

**100%** of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 1 of 387 Facilities Nationally (Top Quarter)
- 1 of 14 Facilities in the Province (Top Quarter)
- 1 of 6 Facilities in the District (Top Quarter)

## Psycho-Social Support for PLHIV

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 15

**100%** of patients report counseling is available

This ranks:

- 1 of 386 Facilities Nationally (Top Quarter)
- 1 of 14 Facilities in the Province (Top Quarter)
- 1 of 6 Facilities in the District (Top Quarter)

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 15

|            |     |
|------------|-----|
| Yes:       | 93% |
| Dont know: | 7%  |

## 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 type="checkbox"/> Anyone who is sexually active |
| <input type="checkbox"/> Other                        | <input type="checkbox"/> Dont know               | <input type="checkbox"/> Prefer not to answer          |

## COVID-19 Disruptions

**Is the clinic currently open during the COVID-19 crisis?** Total Observations:2

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?** Total Observations:2

|   |  |   |
|---|--|---|
| <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?** Patient Responses: 18

|   |  |   |
|---|--|---|
| <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 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 type="checkbox"/> The clinic not providing the service I needed      |
| <input 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?** Facility Responses:1

|  |   |  |
|--|---|--|
| <input 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 checked="" 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: **RED**

### Enough room in the waiting area?

Most Recent Observation

**Yes**

Of 430 Facility Observations:

- No: 231
- Yes: 199

### Time Spent in the Facility after Opening

(pass requires less than 1:15).

**No: 4:41**

This ranks:

- 257 of 389 Facilities Nationally (Bottom Half)
- 4 of 15 Facilities in the Province (Top Half)
- 3 of 7 Facilities in the District (Top Half)

### Were the Facility Windows Open?

Most Recent Observation

**Yes**

Of 430 Facility Observations:

- Yes: 407
- No: 23

### Are people being asked for TB symptoms?

31% of patients report:Yes

**No**

This ranks:

- 311 of 389 Facilities Nationally (Bottom Quarter)
- 6 of 15 Facilities in the Province (Top Half)
- 3 of 7 Facilities in the District (Top Half)

### Are people who are coughing in a separate room?

19% of patients report:Yes

**No**

This ranks:

- 296 of 389 Facilities Nationally (Bottom Quarter)
- 4 of 15 Facilities in the Province (Top Half)
- 3 of 7 Facilities in the District (Top Half)