

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No**

Open Time M-F:	7:00
Open Time Sat:	7:00
Average stop time:	15:42
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: 32

Amount of time spent: **7:50**

This ranks:

- 387 of 396 Facilities Nationally (Bottom Quarter)
- 17 of 17 Facilities in the Province (Bottom Quarter)
- 5 of 5 Facilities in the District (Bottom Quarter)

### Earliest Patient Arrival Time

Patient Responses: 32

Earliest arrival time **4:00**

This ranks:

- 386 of 396 Facilities Nationally (Bottom Quarter)
- 17 of 17 Facilities in the Province (Bottom Quarter)
- 5 of 5 Facilities in the District (Bottom Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 32

**97%** of patients report long queues

There is not enough staff	20
Staff take long breaks ( for tea, lunch etc.)	15
Other reason	22

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

<input checked="" type="checkbox"/> Go slow of staff	<input checked="" type="checkbox"/> The staff don't work	<input checked="" type="checkbox"/> The staff is slow
<input checked="" type="checkbox"/> The staff is slow and they start working late	<input checked="" type="checkbox"/> The staff work on slow pase	<input checked="" type="checkbox"/> They Go slow
<input checked="" type="checkbox"/> They are slow ,	<input checked="" type="checkbox"/> They start working late	<input checked="" type="checkbox"/> Too many patients
<input checked="" type="checkbox"/> Too many patients	<input checked="" type="checkbox"/> Too many patients to serve	<input checked="" type="checkbox"/> Too many patients to serve
<input checked="" type="checkbox"/> it takes long to find our files	<input checked="" type="checkbox"/> many patients	<input checked="" type="checkbox"/> slow
<input checked="" type="checkbox"/> staff slow	<input checked="" type="checkbox"/> they are slow	<input checked="" type="checkbox"/> work when they want

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

Patient Responses: 24

Very Unsafe:	83%
Unsafe:	8%
Neither Safe or Unsafe:	0%
Safe:	0%
Very Safe:	8%
Don't know:	0%

This ranks:

- 311 of 335 Facilities Nationally (Bottom Quarter)
- 14 of 15 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 32

Always:	22%
Sometimes:	25%
Never:	50%
Don't know:	3%

This ranks:

- 339 of 396 Facilities Nationally (Bottom Quarter)
- 16 of 17 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 31

Yes:	26%
Sometimes:	10%
Never:	61%
Don't know:	3%

This ranks:

- 388 of 396 Facilities Nationally (Bottom Quarter)
- 17 of 17 Facilities in the Province (Bottom Quarter)
- 5 of 5 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 checked="" type="checkbox"/> Enrolled nurse
<input checked="" type="checkbox"/> Enrolled nurse assistant	<input type="checkbox"/> Pharmacist	<input checked="" type="checkbox"/> Assistant pharmacist
<input type="checkbox"/> Lab technician	<input type="checkbox"/> Lay counselors	<input checked="" type="checkbox"/> Linkage officers
<input checked="" type="checkbox"/> Adherence club facilitators	<input checked="" 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: **Bad**

<input checked="" 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: **Bad**

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

### How Clean is the Facility

Patient Responses: 32

Very Dirty:	59%
Dirty:	28%
Neither Clean or Dirty:	9%
Clean:	0%
Very Clean:	3%
Don't know:	0%

This ranks:

- 392 of 396 Facilities Nationally (Bottom Quarter)
- 15 of 17 Facilities in the Province (Bottom Quarter)
- 5 of 5 Facilities in the District (Bottom 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 checked="" type="checkbox"/> Private HIV counseling or testing
<input checked="" type="checkbox"/> Laboratory space	<input checked="" type="checkbox"/> Files	<input checked="" type="checkbox"/> Data capturers
<input type="checkbox"/> Adherence clubs	<input checked="" 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: 29

HIV medicine:	3%
PrEP:	3%
Contraceptives:	3%
Pregnancy Test:	3%
Vaccines:	3%

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

Patient Responses: 32

Yes:	63%
No:	25%
Don't know:	13%

### Patient Reports of Medicine Shortage(s)

Patient Reports of Medicine Shortage(s)

<input checked="" type="checkbox"/> HIV medicine	<input checked="" type="checkbox"/> PrEP	<input type="checkbox"/> TB medicine
<input checked="" type="checkbox"/> Contraceptives	<input checked="" type="checkbox"/> Pregnancy Test	<input checked="" 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"/> Don't know	<input type="checkbox"/> Prefer not to answer	

Contraception shortage(s)

<input checked="" type="checkbox"/> Condoms (male/external)	<input checked="" type="checkbox"/> Female/internal condoms	<input checked="" type="checkbox"/> Birth control pill
<input checked="" 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 checked="" 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 checked="" type="checkbox"/> Contraceptives	<input checked="" type="checkbox"/> Pregnancy Test	<input checked="" 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"/> 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 type="checkbox"/> Birth control pill
<input checked="" 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

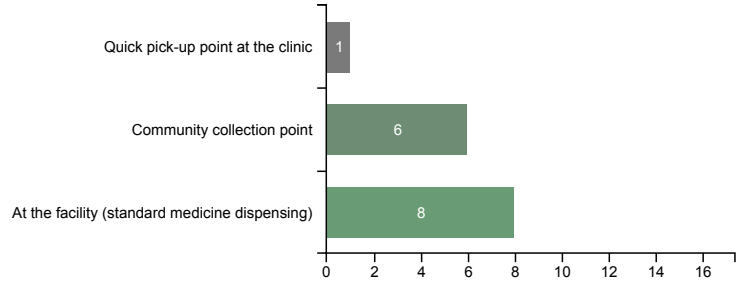
HIV medication shortage(s)

<input type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<input 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?

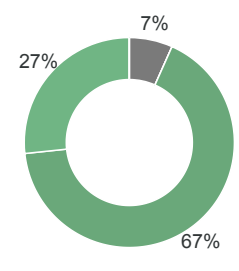
Patient Responses: 15



### Length of HIV medicine refill?

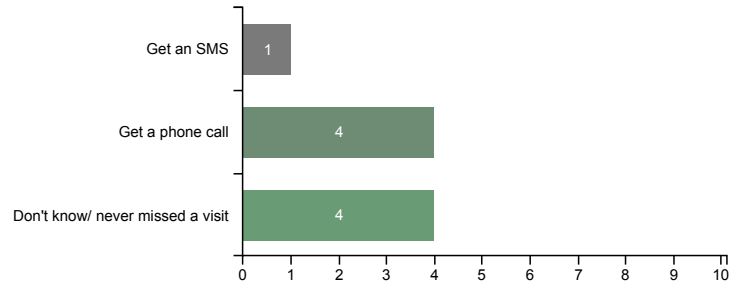
Patient Responses: 15

1 week:	7%
2 weeks:	0%
3 weeks:	0%
1 month:	67%
2 months:	27%
3 months:	0%
6 months:	0%
Don't know:	0%



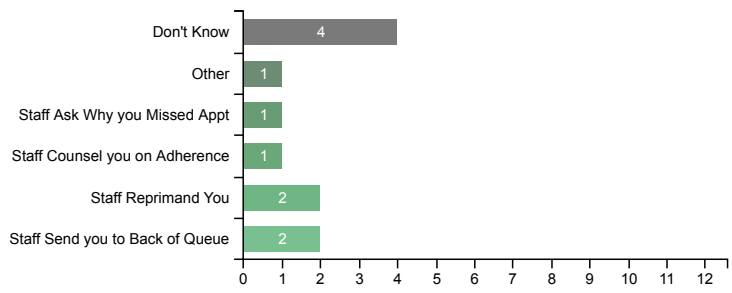
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 9



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

Patient Responses: 11



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

Patient Responses: 15

**40%** of patients say they would like to collect ARVs closer to home

This ranks:

- 122 of 395 Facilities Nationally (Top Half)
- 11 of 16 Facilities in the Province (Bottom Half)
- 5 of 5 Facilities in the District (Bottom Quarter)

## Adherence Clubs

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

Patient Responses: 15

**33%** 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

### Number of Adherence Clubs at the Facility

Total Adherence Clubs at Facility:	6
• Facility-Based Clubs:	6
• 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

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

No Data for this Indicator

### 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: 15

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

This ranks:

- 206 of 395 Facilities Nationally (Bottom Half)
- 13 of 16 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

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

Patient Responses: 15

**93%** of patients report having a viral load test

This ranks:

- 303 of 395 Facilities Nationally (Bottom Quarter)
- 12 of 16 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

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

Patient Responses: 14

**21%** of patients report viral load was explained

This ranks:

- 392 of 395 Facilities Nationally (Bottom Quarter)
- 16 of 16 Facilities in the Province (Bottom Quarter)
- 5 of 5 Facilities in the District (Bottom Quarter)

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

Patient Responses: 15

**87%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 226 of 395 Facilities Nationally (Bottom Half)
- 14 of 16 Facilities in the Province (Bottom Quarter)
- 5 of 5 Facilities in the District (Bottom Quarter)

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

Patient Responses: 15

**20%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

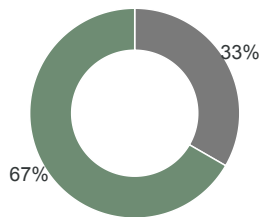
- 362 of 395 Facilities Nationally (Bottom Quarter)
- 15 of 16 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

## Confidentiality and Privacy

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

Patient Responses: 15

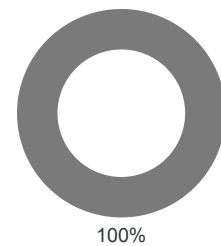
Yes: 33%  
No: 67%



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

Patient Responses: 5

Yes: 100%



This ranks:

- 1 of 376 Facilities Nationally (Top Quarter)
- 1 of 15 Facilities in the Province (Top Quarter)
- 1 of 5 Facilities in the District (Top Quarter)

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

Patient Responses: 15

**71%** of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 370 of 395 Facilities Nationally (Bottom Quarter)
- 15 of 16 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

## Psycho-Social Support for PLHIV

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

**67%** of patients report counseling is available

This ranks:

- 343 of 395 Facilities Nationally (Bottom Quarter)
- 12 of 16 Facilities in the Province (Bottom Quarter)
- 5 of 5 Facilities in the District (Bottom Quarter)

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

Yes:	53%
No:	27%
Don't know:	20%

## PrEP and DTG-Related Contraceptive Access

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

<input checked="" type="checkbox"/> Adolescent girls/young women	<input checked="" type="checkbox"/> All women	<input checked="" type="checkbox"/> Men who have sex with men
<input checked="" type="checkbox"/> Sex workers	<input checked="" 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 checked="" type="checkbox"/> There is no physical distancing outside the gates of the clinic	<input checked="" 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 checked="" 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 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 checked="" 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 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 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 438 Facility Observations:

- Yes: 208
- No: 228
- Don't know: 2

### Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15).

**No: 7:50**

This ranks:

- 387 of 396 Facilities Nationally (Bottom Quarter)
- 17 of 17 Facilities in the Province (Bottom Quarter)
- 5 of 5 Facilities in the District (Bottom Quarter)

### Were the Facility Windows Open?

Most recent observation:

**Yes**

Of 438 Facility Observations:

- Yes: 421
- No: 17

### Are people being asked for TB symptoms?

35% of patients report:Yes

**No**

This ranks:

- 299 of 396 Facilities Nationally (Bottom Quarter)
- 9 of 17 Facilities in the Province (Bottom Half)
- 4 of 5 Facilities in the District (Bottom Quarter)

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

35% of patients report:Yes

**No**

This ranks:

- 238 of 396 Facilities Nationally (Bottom Half)
- 5 of 17 Facilities in the Province (Top Half)
- 4 of 5 Facilities in the District (Bottom Quarter)

### Are there posters telling patient to cover mouth when coughing/sneezing?

Most recent observation:

**Yes**

Of 438 Facility Observations:

- Yes: 402
- No: 36