

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No**

Open Time M-F: 8:00  
 Open Time Sat: NA  
 Average stop time: 14:56

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: 19

Amount of time spent: **6:30**

This ranks:

- 342 of 394 Facilities Nationally (Bottom Quarter)
- 108 of 118 Facilities in the Province (Bottom Quarter)
- 35 of 39 Facilities in the District (Bottom Quarter)

### Earliest Patient Arrival Time

Patient Responses: 19

Earliest arrival time **5:06**

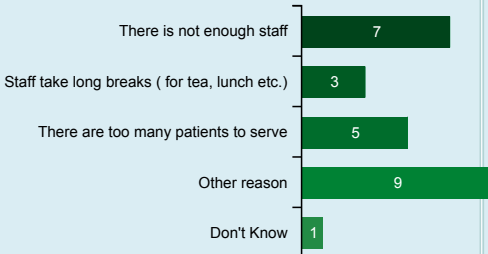
This ranks:

- 291 of 397 Facilities Nationally (Bottom Half)
- 82 of 118 Facilities in the Province (Bottom Half)
- 31 of 39 Facilities in the District (Bottom Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 19

**95%** of patients report long queues

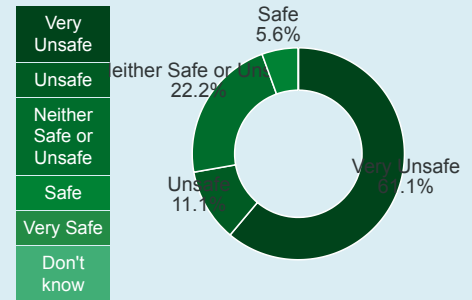


### Please specify the other reasons why the queues are long

|                                                                         |                                                                                                   |                                                                                       |
|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> They take their time                | <input checked="" type="checkbox"/> staff is not working on time                                  | <input checked="" type="checkbox"/> the staff is roaming around the facility not work |
| <input checked="" type="checkbox"/> the nurses are slow                 | <input checked="" type="checkbox"/> they are slow to do their job                                 | <input checked="" type="checkbox"/> they are working slow staff I mean                |
| <input checked="" type="checkbox"/> they do their job at their own time | <input checked="" type="checkbox"/> they don't do their job at time, they start at their own time | <input checked="" type="checkbox"/> working time is not enough                        |

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

Patient Responses: 18



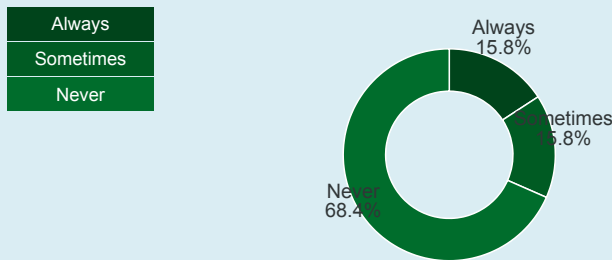
This ranks:

- 301 of 340 Facilities Nationally (Bottom Quarter)
- 108 of 112 Facilities in the Province (Bottom Quarter)
- 32 of 34 Facilities in the District (Bottom Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 19

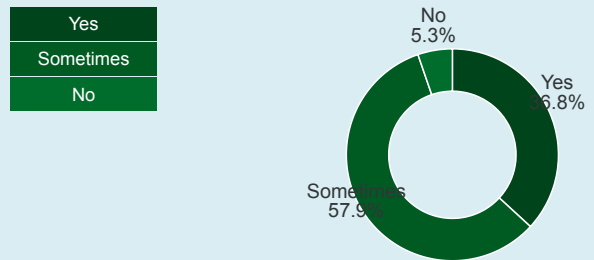


This ranks:

- 355 of 397 Facilities Nationally (Bottom Quarter)
- 110 of 118 Facilities in the Province (Bottom Quarter)
- 35 of 39 Facilities in the District (Bottom Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 19



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

Facility Responses: 1

**No**

### Which Cadres are Understaffed?

|                                                                 |                                                        |                                                          |
|-----------------------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------|
| <input checked="" type="checkbox"/> Doctor                      | <input checked="" type="checkbox"/> Professional nurse | <input checked="" type="checkbox"/> Enrolled nurse       |
| <input checked="" type="checkbox"/> Enrolled nurse assistant    | <input checked="" type="checkbox"/> Pharmacist         | <input checked="" type="checkbox"/> Assistant pharmacist |
| <input type="checkbox"/> Lab technician                         | <input type="checkbox"/> Lay counselors                | <input type="checkbox"/> Linkage officers                |
| <input checked="" type="checkbox"/> Adherence club facilitators | <input checked="" 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"/> Don't know                             | <input type="checkbox"/> Prefer not to answer          |                                                          |

## Clinic Conditions and Patient Safety

### 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:

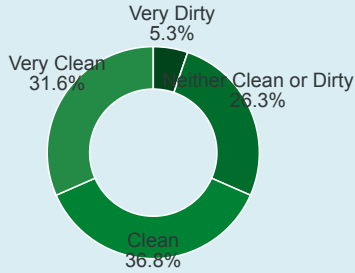
**Bad**

|                                             |                                       |                                                     |
|---------------------------------------------|---------------------------------------|-----------------------------------------------------|
| <input checked="" type="checkbox"/> No soap | <input type="checkbox"/> No water     | <input checked="" type="checkbox"/> No toilet paper |
| <input type="checkbox"/> No light           | <input 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: 19

|                        |
|------------------------|
| Very Dirty             |
| Dirty                  |
| Neither Clean or Dirty |
| Clean                  |
| Very Clean             |
| Don't know             |



This ranks:

- 186 of 397 Facilities Nationally (Top Half)
- 58 of 118 Facilities in the Province (Top Half)
- 21 of 39 Facilities in the District (Bottom Half)

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

Facility Responses:1

**No, we require something additional**

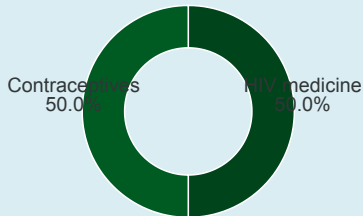
|                                                            |                                                            |                                                                       |
|------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------------|
| <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 type="checkbox"/> Laboratory space                  | <input checked="" type="checkbox"/> Files                  | <input checked="" type="checkbox"/> Data captureurs                   |
| <input checked="" type="checkbox"/> Adherence clubs        | <input checked="" type="checkbox"/> Pharmacy               | <input 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: 4

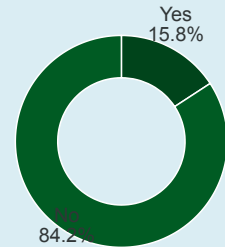
|                |
|----------------|
| HIV medicine   |
| Contraceptives |



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

Patient Responses: 19

|     |
|-----|
| Yes |
| No  |



### Patient Reports of Medicine Shortage(s)

#### Patient 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 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 type="checkbox"/> Condoms (male/external) | <input type="checkbox"/> Female/internal condoms | <input type="checkbox"/> Birth control pill        |
| <input checked="" 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 checked="" 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 type="checkbox"/> Other medicines or diagnostic tests | <input checked="" 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 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      |

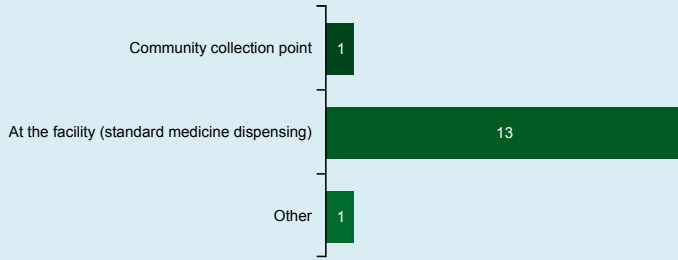
#### HIV medication shortage(s)

|                                               |                                                      |                                                       |
|-----------------------------------------------|------------------------------------------------------|-------------------------------------------------------|
| <input 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

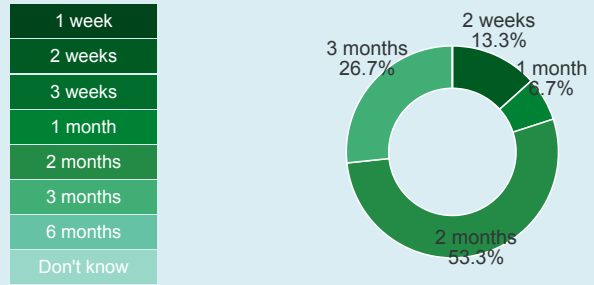
### Where do you Collect ARVs?

Patient Responses: 15



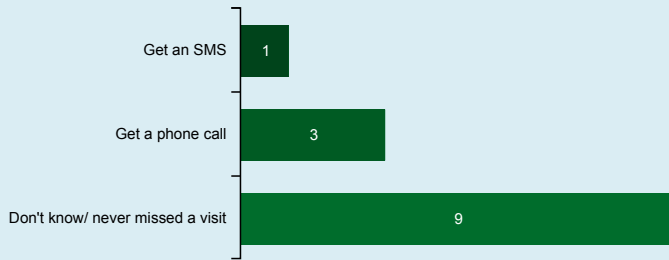
### Length of HIV medicine refill?

Patient Responses: 15



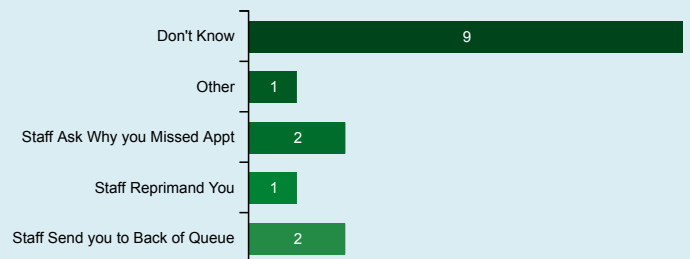
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 13



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

Patient Responses: 15



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

Patient Responses: 15

**87%** of patients say they would like to collect ARVs closer to home

- This ranks:
- 246 of 397 Facilities Nationally (Bottom Half)
  - 90 of 118 Facilities in the Province (Bottom Quarter)
  - 31 of 39 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

**7%** 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

### Adherence Club Staffing

|                                        |    |
|----------------------------------------|----|
| Total Adherence Clubs at Facility:     | 0  |
| • Facility-Based Clubs:                | 0  |
| • 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: 15

**53%** of patients know their viral load

This ranks:

- 308 of 397 Facilities Nationally (Bottom Quarter)
- 93 of 118 Facilities in the Province (Bottom Quarter)
- 26 of 39 Facilities in the District (Bottom 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 397 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 39 Facilities in the District (Top Quarter)

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

Patient Responses: 15

**93%** of patients report viral load was explained

This ranks:

- 121 of 396 Facilities Nationally (Top Half)
- 27 of 118 Facilities in the Province (Top Quarter)
- 5 of 39 Facilities in the District (Top Quarter)

### 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:

- 113 of 397 Facilities Nationally (Top Half)
- 26 of 118 Facilities in the Province (Top Quarter)
- 8 of 39 Facilities in the District (Top Quarter)

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

Patient Responses: 15

**27%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

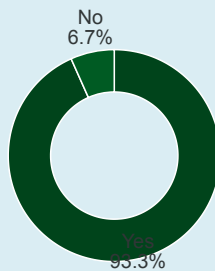
- 309 of 397 Facilities Nationally (Bottom Quarter)
- 102 of 118 Facilities in the Province (Bottom Quarter)
- 27 of 39 Facilities in the District (Bottom Half)

## Confidentiality and Privacy

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

Patient Responses: 15

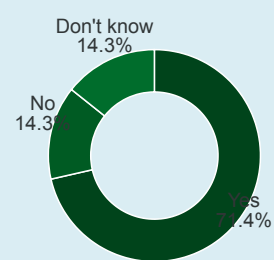
|     |
|-----|
| Yes |
| No  |



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

Patient Responses: 14

|     |
|-----|
| Yes |
| No  |



This ranks:

- 202 of 388 Facilities Nationally (Bottom Half)
- 57 of 117 Facilities in the Province (Top Half)
- 23 of 38 Facilities in the District (Bottom Half)

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

Patient Responses: 15

**73%** of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 317 of 397 Facilities Nationally (Bottom Quarter)
- 98 of 118 Facilities in the Province (Bottom Quarter)
- 29 of 39 Facilities in the District (Bottom Half)

## Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 15

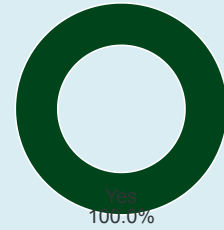
**100%** of patients report counseling is available

This ranks:

- 1 of 397 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 39 Facilities in the District (Top Quarter)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 15



## 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 type="checkbox"/> Men who have sex with men                |
| <input 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 checked="" 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 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 checked="" 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 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 type="checkbox"/> There is no physical distancing at the clinic putting me at risk of getting COVID-19 | <input 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 that 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: **No**

Of 435 Facility Observations:

- Yes: 208
- No: 227

### Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15). **No: 6:30**

This ranks:

- 342 of 394 Facilities Nationally (Bottom Quarter)
- 108 of 118 Facilities in the Province (Bottom Quarter)
- 35 of 39 Facilities in the District (Bottom Quarter)

### Were the Facility Windows Open?

Most recent observation: **Yes**

Of 435 Facility Observations:

- Yes: 400
- No: 35

### Are people being asked for TB symptoms?

42% of patients report: Yes **No**

This ranks:

- 226 of 397 Facilities Nationally (Bottom Half)
- 79 of 118 Facilities in the Province (Bottom Half)
- 22 of 39 Facilities in the District (Bottom Half)

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

11% of patients report: Yes **No**

This ranks:

- 299 of 397 Facilities Nationally (Bottom Quarter)
- 108 of 118 Facilities in the Province (Bottom Quarter)
- 32 of 39 Facilities in the District (Bottom Quarter)

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

Most recent observation: **Yes**

Of 435 Facility Observations:

- Yes: 379
- No: 56