

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No Data**

|                    |       |
|--------------------|-------|
| Open Time M-F:     | NA    |
| Open Time Sat:     | NA    |
| Average stop time: | 16:07 |

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: 23

Amount of time spent: **4:01**

- This ranks:
- 176 of 354 Facilities Nationally (Top Half)
  - 12 of 38 Facilities in the Province (Top Half)
  - 6 of 18 Facilities in the District (Top Half)

### Earliest Patient Arrival Time

Patient Responses: 23

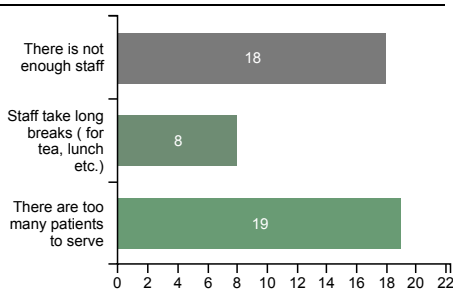
Earliest arrival time **6:28**

- This ranks:
- 46 of 354 Facilities Nationally (Top Quarter)
  - 5 of 38 Facilities in the Province (Top Quarter)
  - 2 of 18 Facilities in the District (Top Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 23

**86%** of patients report long queues

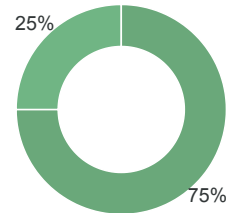


### Please specify the other reasons why the queues are long

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

Patient Responses: 4

|                         |     |
|-------------------------|-----|
| Very Unsafe:            | 0%  |
| Unsafe:                 | 0%  |
| Neither Safe or Unsafe: | 0%  |
| Safe:                   | 75% |
| Very Safe:              | 25% |
| Dont know:              | 0%  |



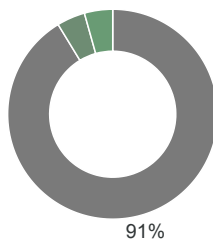
- This ranks:
- 63 of 295 Facilities Nationally (Top Quarter)
  - 8 of 32 Facilities in the Province (Top Quarter)
  - 6 of 17 Facilities in the District (Top Half)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 23

|            |     |
|------------|-----|
| Sometimes: | 91% |
| Never:     | 4%  |
| Dont know: | 4%  |

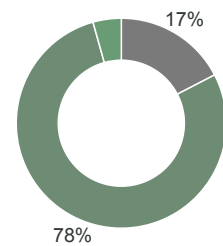


- This ranks:
- 267 of 354 Facilities Nationally (Bottom Quarter)
  - 32 of 38 Facilities in the Province (Bottom Quarter)
  - 14 of 18 Facilities in the District (Bottom Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 23

|            |     |
|------------|-----|
| Yes:       | 17% |
| Sometimes: | 78% |
| Dont know: | 4%  |



- This ranks:
- 311 of 354 Facilities Nationally (Bottom Quarter)
  - 34 of 38 Facilities in the Province (Bottom Quarter)
  - 15 of 18 Facilities in the District (Bottom Quarter)

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

Facility Responses: 1

**No**

### Which Cadres are Understaffed?

Facility Responses: 1

|  |  |  |
|--|--|--|
| <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 type="checkbox"/> Pharmacist                    | <input type="checkbox"/> Assistant pharmacist      |
| <input checked="" 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?

No Data for this Indicator

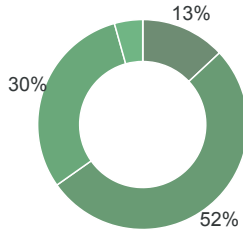
### What is the Condition of the Toilets?

No Data for this Indicator

### How Clean is the Facility

Patient Responses: 23

|                          |     |
|--------------------------|-----|
| Very Dirty:              | 0%  |
| Dirty:                   | 13% |
| Neither Clean nor Dirty: | 52% |
| Clean:                   | 30% |
| Very Clean:              | 4%  |
| Dont know:               | 0%  |



This ranks:

- 317 of 354 Facilities Nationally (Bottom Quarter)
- 37 of 38 Facilities in the Province (Bottom Quarter)
- 18 of 18 Facilities in the District (Bottom Quarter)

### 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

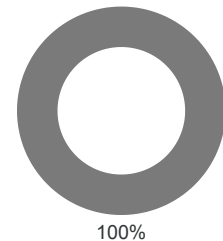
### Patient Reports of Medicine Shortage(s)

No Data for this Indicator

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

Patient Responses: 23

No: 100%



### 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 checked="" 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 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)

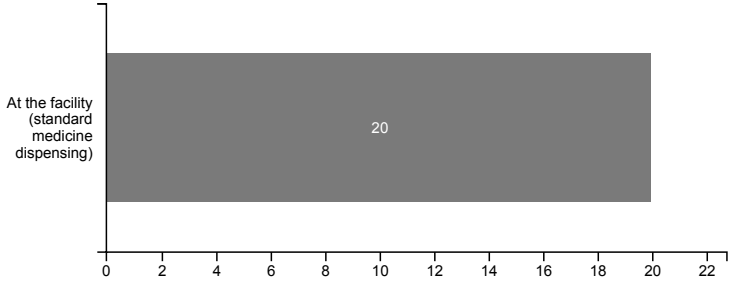
|   |  |   |
|---|--|---|
| <input type="checkbox"/> First Line FDC       | <input type="checkbox"/> DTG-Based First Line FDC    | <input type="checkbox"/> Dumiva (ABC/3TC)             |
| <input type="checkbox"/> Lamivudine (3TC)     | <input type="checkbox"/> Emtricitabine (FTC)         | <input type="checkbox"/>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

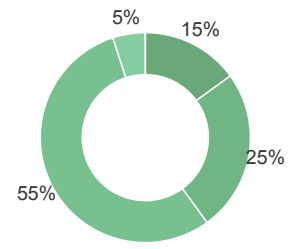
Patient Responses: 20



### Length of HIV medicine refill?

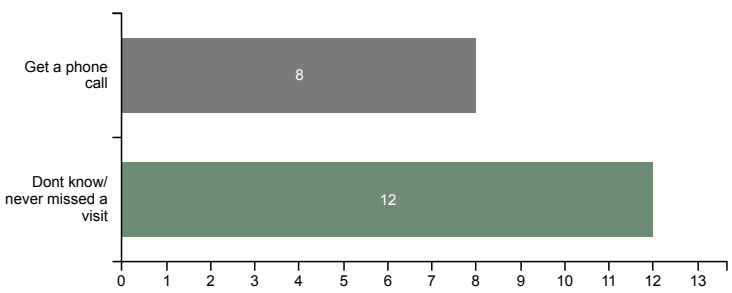
Patient Responses: 20

|             |     |
|-------------|-----|
| 1 week:     | 0%  |
| 2 weeks:    | 0%  |
| 3 weeks:    | 0%  |
| 1 month:    | 15% |
| 2 months:   | 25% |
| 3 months:   | 55% |
| 6 months:   | 5%  |
| Don't know: | 0%  |



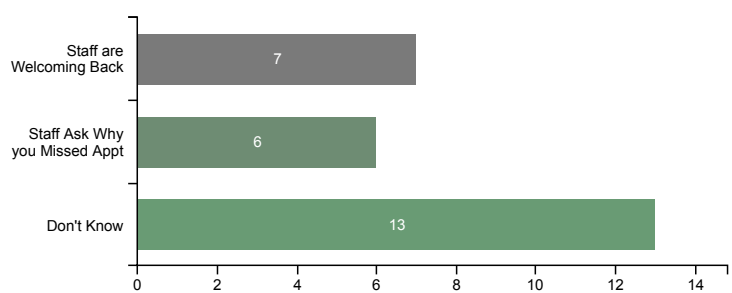
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 20



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

Patient Responses: 20



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

Patient Responses: 20

**50%** of patients say they would like to collect ARVs closer to home

This ranks:

- 161 of 351 Facilities Nationally (Top Half)
- 17 of 38 Facilities in the Province (Top Half)
- 4 of 18 Facilities in the District (Top Quarter)

## Adherence Clubs

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

Patient Responses: 20

**5%** 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:       | 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 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: 20

**100%** of patients know their viral load

This ranks:

- 1 of 350 Facilities Nationally (Top Quarter)
- 1 of 38 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

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

Patient Responses: 20

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

This ranks:

- 1 of 351 Facilities Nationally (Top Quarter)
- 1 of 38 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

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

Patient Responses: 20

**100%** of patients report viral load was explained

This ranks:

- 1 of 351 Facilities Nationally (Top Quarter)
- 1 of 38 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

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

Patient Responses: 20

**100%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 1 of 351 Facilities Nationally (Top Quarter)
- 1 of 38 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

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

Patient Responses: 20

**100%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

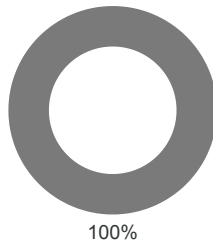
- 1 of 351 Facilities Nationally (Top Quarter)
- 1 of 38 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

## Confidentiality and Privacy

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

Patient Responses: 20

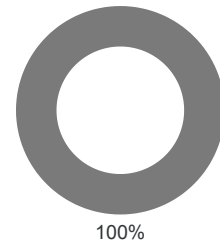
Yes: 100%



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

Patient Responses: 20

Yes: 100%



This ranks:

- 1 of 336 Facilities Nationally (Top Quarter)
- 1 of 38 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

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

Patient Responses: 20

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

This ranks:

- 1 of 351 Facilities Nationally (Top Quarter)
- 1 of 38 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

## Psycho-Social Support for PLHIV

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 20

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

This ranks:

- 1 of 351 Facilities Nationally (Top Quarter)
- 1 of 38 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 20

Yes: 100%

100%

## 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          |

**Is the clinic currently open during the COVID-19 crisis?** Total Observations: 1

Yes, but the clinic is going to close very soon

## COVID-19 Disruptions

**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 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: 23

|   |  |   |
|---|--|---|
| <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 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 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 checked="" type="checkbox"/> We have more restricted hours of operation than usual                   | <input checked="" type="checkbox"/> We have higher patient wait times than usual                                  | <input checked="" 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: YELLOW**

### Enough room in the waiting area?

No Data for this Indicator

Of 392 Facility Observations:

- No: 213
- Yes: 179

### Time Spent in the Facility after Opening

(pass requires less than 1:15).

## No: 3:55

This ranks:

- 181 of 354 Facilities Nationally (Bottom Half)
- 12 of 38 Facilities in the Province (Top Half)
- 6 of 18 Facilities in the District (Top Half)

### Were the Facility Windows Open?

No Data for this Indicator

Of 392 Facility Observations:

- Yes: 371
- No: 21

### Are people being asked for TB symptoms?

100% of patients report:Yes

## Yes

This ranks:

- 1 of 354 Facilities Nationally (Top Quarter)
- 1 of 38 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

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

100% of patients report:Yes

## Yes

This ranks:

- 1 of 352 Facilities Nationally (Top Quarter)
- 1 of 37 Facilities in the Province (Top Quarter)
- 1 of 17 Facilities in the District (Top Quarter)