

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No**

|   |       |
|---|-------|
| Open Time M-F:  | 7:00  |
| Open Time Sat:  | NA    |
| Average stop time:  | 16:24 |
| NDoH May 2019 Circular:<br>"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: 15

Amount of time spent: **5:39**

This ranks:

- 307 of 396 Facilities Nationally (Bottom Quarter)
- 34 of 43 Facilities in the Province (Bottom Quarter)
- 15 of 18 Facilities in the District (Bottom Quarter)

### Earliest Patient Arrival Time

Patient Responses: 15

Earliest arrival time **5:16**

This ranks:

- 262 of 396 Facilities Nationally (Bottom Half)
- 30 of 43 Facilities in the Province (Bottom Half)
- 15 of 18 Facilities in the District (Bottom Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 15

**60%** of patients report long queues

|   |   |
|---|---|
| There is not enough staff                     | 4 |
| Staff take long breaks ( for tea, lunch etc.) | 5 |
| Other reason                                  | 1 |

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

There are too many patients to serve

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

Patient Responses: 2

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

100%

This ranks:

- 325 of 335 Facilities Nationally (Bottom Quarter)
- 32 of 34 Facilities in the Province (Bottom Quarter)
- 15 of 15 Facilities in the District (Bottom Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 15

|            |     |
|------------|-----|
| Always:    | 27% |
| Sometimes: | 60% |
| Never:     | 13% |

This ranks:

- 195 of 396 Facilities Nationally (Top Half)
- 20 of 43 Facilities in the Province (Top Half)
- 9 of 18 Facilities in the District (Bottom Half)

### Are Staff Friendly and Professional?

Patient Responses: 15

|            |     |
|------------|-----|
| Yes:       | 13% |
| Sometimes: | 80% |
| Never:     | 7%  |

This ranks:

- 343 of 396 Facilities Nationally (Bottom Quarter)
- 35 of 43 Facilities in the Province (Bottom Quarter)
- 16 of 18 Facilities in the District (Bottom Quarter)

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

Facility Responses: 1

**No**

### Which Cadres are Understaffed?

|  |  |   |
|--|--|---|
| <input type="checkbox"/> Doctor                      | <input checked="" type="checkbox"/> Professional nurse | <input type="checkbox"/> Enrolled nurse           |
| <input type="checkbox"/> Enrolled nurse assistant    | <input checked="" 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 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: **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 checked="" 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 checked="" type="checkbox"/> Out of order | <input type="checkbox"/> Don't Know                 |

### How Clean is the Facility

Patient Responses: 15

|                         |     |
|-------------------------|-----|
| Very Dirty:             | 13% |
| Dirty:                  | 20% |
| Neither Clean or Dirty: | 60% |
| Clean:                  | 7%  |
| Very Clean:             | 0%  |
| Don't know:             | 0%  |

This ranks:

- 369 of 396 Facilities Nationally (Bottom Quarter)
- 41 of 43 Facilities in the Province (Bottom Quarter)
- 17 of 18 Facilities in the District (Bottom Quarter)

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

Facility Responses: 1

## Yes enough space

|   |   |  |
|---|---|--|
| <input type="checkbox"/> Patients waiting space | <input type="checkbox"/> Rooms for medical care | <input type="checkbox"/> Private HIV counseling or testing |
| <input type="checkbox"/> Laboratory space       | <input type="checkbox"/> Files                  | <input type="checkbox"/> Data captureurs                   |
| <input type="checkbox"/> Adherence clubs        | <input 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: 1

HIV medicine: 100%

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

Patient Responses: 15

|             |     |
|-------------|-----|
| Yes:        | 7%  |
| No:         | 47% |
| Don't know: | 47% |

### 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 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 type="checkbox"/> Injection               | <input type="checkbox"/> Implant                 | <input type="checkbox"/> IUD (interuterine device) |
| <input type="checkbox"/> Other                   | <input type="checkbox"/> Don't know              | <input type="checkbox"/> Prefer not to answer      |

HIV medication shortage(s)

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

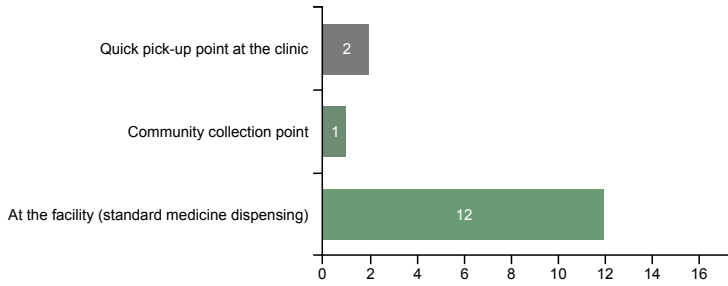
HIV medication shortage(s)

|   |  |   |
|---|--|---|
| <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?

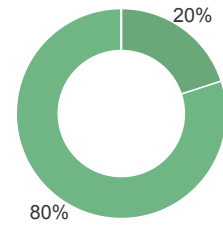
Patient Responses: 15



### Length of HIV medicine refill?

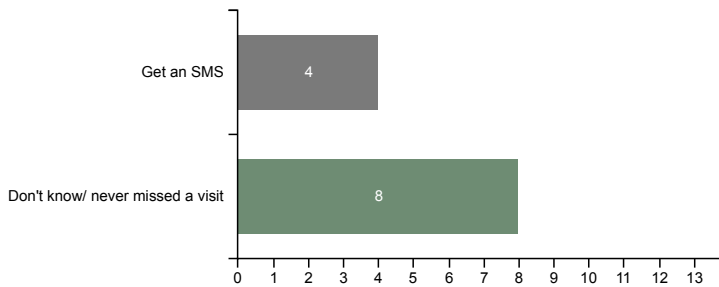
Patient Responses: 15

|             |     |
|-------------|-----|
| 1 week:     | 0%  |
| 2 weeks:    | 0%  |
| 3 weeks:    | 0%  |
| 1 month:    | 20% |
| 2 months:   | 80% |
| 3 months:   | 0%  |
| 6 months:   | 0%  |
| Don't know: | 0%  |



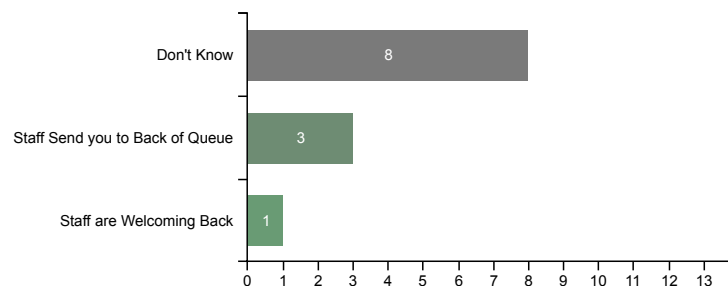
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 12



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

Patient Responses: 12



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

Patient Responses: 15

**13%** of patients say they would like to collect ARVs closer to home

This ranks:

- 32 of 395 Facilities Nationally (Top Quarter)
- 4 of 43 Facilities in the Province (Top Quarter)
- 1 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: 15

**0%** 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:     | 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

### 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

**36%** of patients know their viral load

This ranks:

- 374 of 395 Facilities Nationally (Bottom Quarter)
- 40 of 43 Facilities in the Province (Bottom Quarter)
- 15 of 18 Facilities in the District (Bottom Quarter)

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

Patient Responses: 15

**80%** of patients report having a viral load test

This ranks:

- 374 of 395 Facilities Nationally (Bottom Quarter)
- 42 of 43 Facilities in the Province (Bottom Quarter)
- 17 of 18 Facilities in the District (Bottom Quarter)

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

Patient Responses: 12

**58%** of patients report viral load was explained

This ranks:

- 360 of 395 Facilities Nationally (Bottom Quarter)
- 38 of 43 Facilities in the Province (Bottom Quarter)
- 13 of 18 Facilities in the District (Bottom Half)

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

Patient Responses: 15

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

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 43 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: 14

**0%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

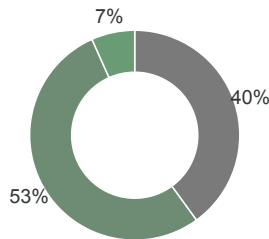
- 383 of 395 Facilities Nationally (Bottom Quarter)
- 43 of 43 Facilities in the Province (Bottom Quarter)
- 18 of 18 Facilities in the District (Bottom Quarter)

## Confidentiality and Privacy

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

Patient Responses: 15

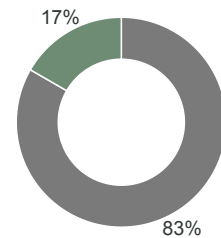
|             |     |
|-------------|-----|
| Yes:        | 40% |
| No:         | 53% |
| Don't know: | 7%  |



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

Patient Responses: 6

|      |     |
|------|-----|
| Yes: | 83% |
| No:  | 17% |



This ranks:

- 221 of 376 Facilities Nationally (Bottom Half)
- 27 of 42 Facilities in the Province (Bottom Half)
- 10 of 18 Facilities in the District (Bottom Half)

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

Patient Responses: 15

**92%** of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 319 of 395 Facilities Nationally (Bottom Quarter)
- 38 of 43 Facilities in the Province (Bottom Quarter)
- 14 of 18 Facilities in the District (Bottom Quarter)

## Psycho-Social Support for PLHIV

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

Patient Responses: 15

**40%** of patients report counseling is available

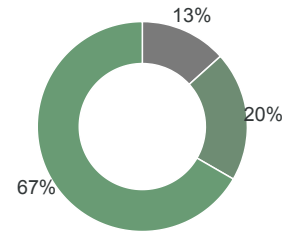
This ranks:

- 377 of 395 Facilities Nationally (Bottom Quarter)
- 41 of 43 Facilities in the Province (Bottom Quarter)
- 16 of 18 Facilities in the District (Bottom Quarter)

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

Patient Responses: 15

|             |     |
|-------------|-----|
| Yes:        | 13% |
| No:         | 20% |
| Don't know: | 67% |



## 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 type="checkbox"/> People who inject drugs | <input checked="" type="checkbox"/> Anyone who is sexually active |
| <input type="checkbox"/> Other                                   | <input type="checkbox"/> Don't know              | <input type="checkbox"/> Prefer not to answer                     |

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

Facility Responses: 1

**Yes**

## COVID-19 Disruptions

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

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

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

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

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

|   |   |   |
|---|---|---|
| <input type="checkbox"/> I couldn't get transportation to the clinic when I needed it                         | <input type="checkbox"/> The clinic wasn't open when I needed it            | <input checked="" type="checkbox"/> The clinic didn't have the medicine that I needed |
| <input checked="" type="checkbox"/> The queue at the clinic was longer than usual                             | <input 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 checked="" type="checkbox"/> We are experiencing more stockouts or shortages of medicines than usual | <input checked="" 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 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: 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: 5:39**

This ranks:

- 307 of 396 Facilities Nationally (Bottom Quarter)
- 34 of 43 Facilities in the Province (Bottom Quarter)
- 15 of 18 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?

7% of patients report: Yes

**No**

This ranks:

- 370 of 396 Facilities Nationally (Bottom Quarter)
- 38 of 43 Facilities in the Province (Bottom Quarter)
- 16 of 18 Facilities in the District (Bottom Quarter)

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

7% of patients report: Yes

**No**

This ranks:

- 346 of 396 Facilities Nationally (Bottom Quarter)
- 35 of 43 Facilities in the Province (Bottom Quarter)
- 17 of 18 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