

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No**

Open Time M-F: 6:45  
 Open Time Sat: NA  
 Average stop time: 15:54

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: 20

Amount of time spent: **3:07**

- This ranks:
- 26 of 394 Facilities Nationally (Top Quarter)
  - 2 of 43 Facilities in the Province (Top Quarter)
  - 1 of 21 Facilities in the District (Top Quarter)

### Earliest Patient Arrival Time

Patient Responses: 21

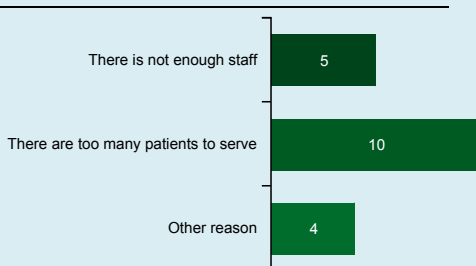
Earliest arrival time **5:08**

- This ranks:
- 280 of 397 Facilities Nationally (Bottom Half)
  - 33 of 43 Facilities in the Province (Bottom Quarter)
  - 17 of 21 Facilities in the District (Bottom Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 21

**48%** of patients report long queues



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

- |  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> They start working late                  | <input checked="" type="checkbox"/> They start working at 8 but the clinic opens at 7 | <input checked="" type="checkbox"/> They start working late |
| <input checked="" type="checkbox"/> They take a small group of people inside |   |   |

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

Patient Responses: 5

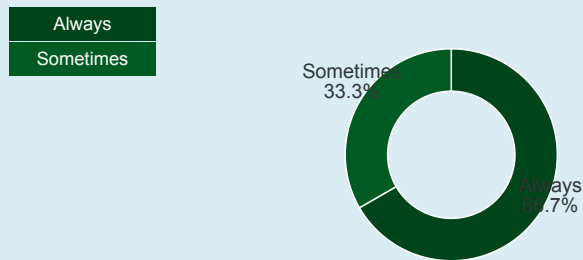


- This ranks:
- 331 of 340 Facilities Nationally (Bottom Quarter)
  - 37 of 38 Facilities in the Province (Bottom Quarter)
  - 15 of 16 Facilities in the District (Bottom Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 21



- This ranks:
- 23 of 397 Facilities Nationally (Top Quarter)
  - 2 of 43 Facilities in the Province (Top Quarter)
  - 1 of 21 Facilities in the District (Top Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 21



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

Facility Responses: 1

**No**

### Which Cadres are Understaffed?

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Doctor                              | <input type="checkbox"/> Professional nurse    | <input checked="" type="checkbox"/> Enrolled nurse |
| <input checked="" 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 type="checkbox"/> Data capturer         | <input type="checkbox"/> Security guard            |
| <input checked="" 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:

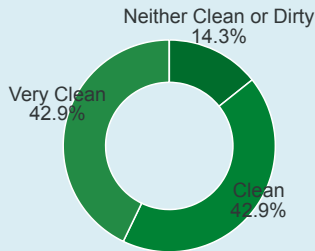
**Bad**

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

### How Clean is the Facility

Patient Responses: 21

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



This ranks:

- 114 of 397 Facilities Nationally (Top Half)
- 6 of 43 Facilities in the Province (Top Quarter)
- 5 of 21 Facilities in the District (Top Quarter)

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

Facility Responses: 1

**No, we require something additional**

|   |   |  |
|---|---|--|
| <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 capturers                    |
| <input type="checkbox"/> Adherence clubs        | <input 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: 1

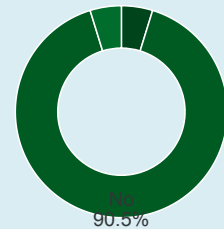
|                |
|----------------|
| Contraceptives |
| Vaccines       |



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

Patient Responses: 21

|            |
|------------|
| Yes        |
| No         |
| Don't know |



### 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 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 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 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      |

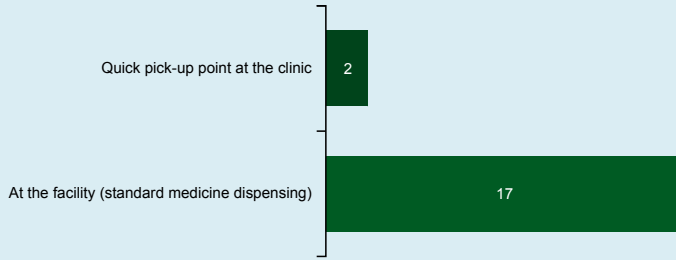
#### HIV medication shortage(s)

|   |  |   |
|---|--|---|
| <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

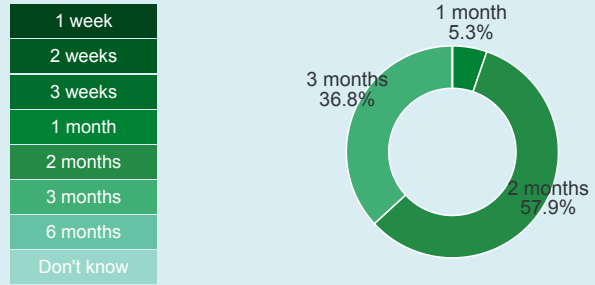
### Where do you Collect ARVs?

Patient Responses: 19



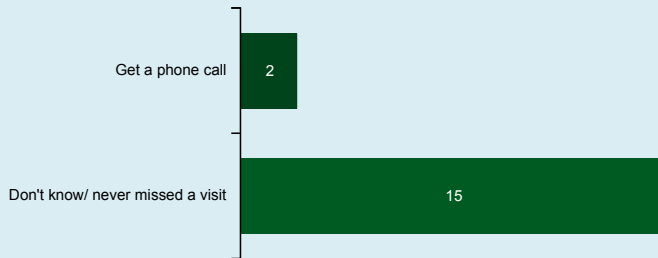
### Length of HIV medicine refill?

Patient Responses: 19



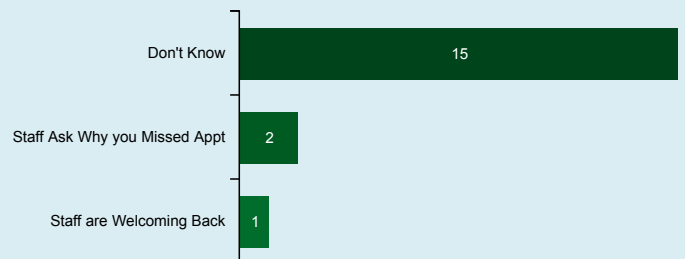
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 17



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

Patient Responses: 18



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

Patient Responses: 19

**53%** of patients say they would like to collect ARVs closer to home

This ranks:

- 73 of 397 Facilities Nationally (Top Quarter)
- 12 of 43 Facilities in the Province (Top Half)
- 11 of 21 Facilities in the District (Bottom Half)

## Adherence Clubs

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

Patient Responses: 19

**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

### 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: 19

**0%** of patients know their viral load

This ranks:

- 393 of 397 Facilities Nationally (Bottom Quarter)
- 42 of 43 Facilities in the Province (Bottom Quarter)
- 20 of 21 Facilities in the District (Bottom Quarter)

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

Patient Responses: 19

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

This ranks:

- 1 of 397 Facilities Nationally (Top Quarter)
- 1 of 43 Facilities in the Province (Top Quarter)
- 1 of 21 Facilities in the District (Top Quarter)

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

Patient Responses: 19

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

This ranks:

- 317 of 396 Facilities Nationally (Bottom Quarter)
- 35 of 43 Facilities in the Province (Bottom Quarter)
- 16 of 21 Facilities in the District (Bottom Quarter)

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

Patient Responses: 19

**47%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 340 of 397 Facilities Nationally (Bottom Quarter)
- 39 of 43 Facilities in the Province (Bottom Quarter)
- 17 of 21 Facilities in the District (Bottom Quarter)

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

Patient Responses: 19

**47%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

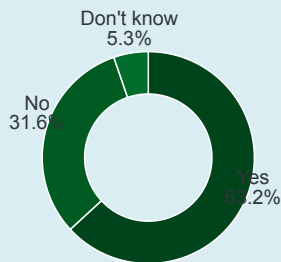
- 232 of 397 Facilities Nationally (Bottom Half)
- 21 of 43 Facilities in the Province (Top Half)
- 6 of 21 Facilities in the District (Top Half)

## Confidentiality and Privacy

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

Patient Responses: 19

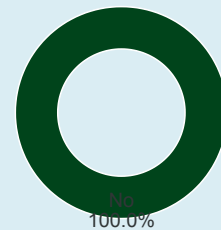
|            |
|------------|
| Yes        |
| No         |
| Don't know |



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

Patient Responses: 12

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



This ranks:

- 353 of 388 Facilities Nationally (Bottom Quarter)
- 37 of 43 Facilities in the Province (Bottom Quarter)
- 19 of 21 Facilities in the District (Bottom Quarter)

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

Patient Responses: 19

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

This ranks:

- 1 of 397 Facilities Nationally (Top Quarter)
- 1 of 43 Facilities in the Province (Top Quarter)
- 1 of 21 Facilities in the District (Top Quarter)

## Psycho-Social Support for PLHIV

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

Patient Responses: 19

**0%** of patients report counseling is available

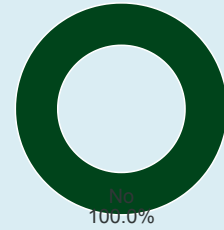
This ranks:

- 391 of 397 Facilities Nationally (Bottom Quarter)
- 41 of 43 Facilities in the Province (Bottom Quarter)
- 19 of 21 Facilities in the District (Bottom Quarter)

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

Patient Responses: 19

|            |
|------------|
| Yes        |
| No         |
| Don't know |



## 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 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 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?

|  |   |  |
|--|---|--|
| <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: <b>RED</b> |
|--|--------------|-----------------|--|---------------------------|
| <p><b>Enough room in the waiting area?</b></p> <p>Most recent observation:</p> <hr/>   |              | <b>No</b>       | <p>Of 435 Facility Observations:</p> <ul style="list-style-type: none"> <li>• Yes: 208</li> <li>• No: 227</li> </ul>   |                           |
| <p><b>Time Patients Spend at the Facility?</b></p> <p>Amount of time spent: (pass requires less than 1:15).</p> <hr/>        |              | <b>No: 3:07</b> | <p>This ranks:</p> <ul style="list-style-type: none"> <li>• 26 of 394 Facilities Nationally (Top Quarter)</li> <li>• 2 of 43 Facilities in the Province (Top Quarter)</li> <li>• 1 of 21 Facilities in the District (Top Quarter)</li> </ul>             |                           |
| <p><b>Were the Facility Windows Open?</b></p> <p>Most recent observation:</p> <hr/>  |              | <b>Yes</b>      | <p>Of 435 Facility Observations:</p> <ul style="list-style-type: none"> <li>• Yes: 400</li> <li>• No: 35</li> </ul>  |                           |
| <p><b>Are people being asked for TB symptoms?</b></p> <p>5% of patients report: Yes</p> <hr/>                                |              | <b>No</b>       | <p>This ranks:</p> <ul style="list-style-type: none"> <li>• 367 of 397 Facilities Nationally (Bottom Quarter)</li> <li>• 40 of 43 Facilities in the Province (Bottom Quarter)</li> <li>• 21 of 21 Facilities in the District (Bottom Quarter)</li> </ul> |                           |
| <p><b>Are people who are coughing in a separate room?</b></p> <p>5% of patients report: Yes</p> <hr/>                        |              | <b>No</b>       | <p>This ranks:</p> <ul style="list-style-type: none"> <li>• 333 of 397 Facilities Nationally (Bottom Quarter)</li> <li>• 32 of 43 Facilities in the Province (Bottom Half)</li> <li>• 19 of 21 Facilities in the District (Bottom Quarter)</li> </ul>    |                           |
| <p><b>Are there posters telling patient to cover mouth when coughing/sneezing?</b></p> <p>Most recent observation:</p> <hr/> |              | <b>No</b>       | <p>Of 435 Facility Observations:</p> <ul style="list-style-type: none"> <li>• Yes: 379</li> <li>• No: 56</li> </ul>  |                           |