



# Hikhensile Clinic Monitoring Report

Gauteng - City of Johannesburg: 2021 Q4

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

No Data

Open Time M-F:	NA
Open Time Sat:	NA
Average stop time:	17:10

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: 6

Amount of time spent: 2:00

This ranks:

- 4 of 76 Facilities Nationally (Top Quarter)
- 1 of 28 Facilities in the Province (Top Quarter)
- 1 of 12 Facilities in the District (Top Quarter)

### Earliest Patient Arrival Time

Patient Responses: 8

Earliest arrival time: 4:52

This ranks:

- 71 of 76 Facilities Nationally (Bottom Quarter)
- 25 of 28 Facilities in the Province (Bottom Quarter)
- 11 of 12 Facilities in the District (Bottom Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 9

67%

of patients report long queues

There is not enough staff	2
There are too many patients to serve	1
Other reason	3
Dont Know	1

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

Patient Responses: 3

they are slow     they just dont care for patients

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

Patient Responses: 1

Very Unsafe:	100%
Unsafe:	0%
Neither Safe or Unsafe:	0%
Safe:	0%
Very Safe:	0%
Dont know:	0%

100%

This ranks:

- 51 of 51 Facilities Nationally (Bottom Quarter)
- 17 of 17 Facilities in the Province (Bottom Quarter)
- 8 of 8 Facilities in the District (Bottom Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 9

Always:	67%
Sometimes:	22%
Dont know:	11%

This ranks:

- 8 of 76 Facilities Nationally (Top Quarter)
- 4 of 28 Facilities in the Province (Top Quarter)
- 3 of 12 Facilities in the District (Top Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 9

Yes:	44%
Sometimes:	56%

This ranks:

- 55 of 76 Facilities Nationally (Bottom Half)
- 20 of 28 Facilities in the Province (Bottom Half)
- 11 of 12 Facilities in the District (Bottom Quarter)

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

Facility Responses: 1

Yes

### Which Cadres are Understaffed?

<input type="checkbox"/> Doctor	<input type="checkbox"/> Professional nurse	<input type="checkbox"/> Enrolled nurse
<input type="checkbox"/> Enrolled nurse assistant	<input 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 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

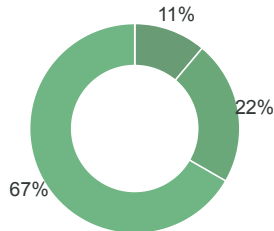
### What is the Condition of the Toilets?

No Data for this Indicator

### How Clean is the Facility

Patient Responses: 9

Very Dirty:	0%
Dirty:	0%
Neither Clean nor Dirty:	11%
Clean:	22%
Very Clean:	67%
Dont know:	0%



This ranks:

- 27 of 76 Facilities Nationally (Top Half)
- 12 of 28 Facilities in the Province (Top Half)
- 5 of 12 Facilities in the District (Top Half)

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

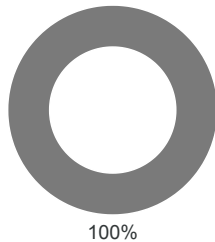
No Data for this Indicator

## Access to Medicines and Shortages/Stockouts

### Patient Reports of Medicine Shortage(s)

Patient Responses: 1

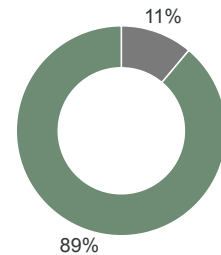
HIV medicine: 100%



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

Patient Responses: 9

Yes:	11%
No:	89%



### 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"/> 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 checked="" 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)

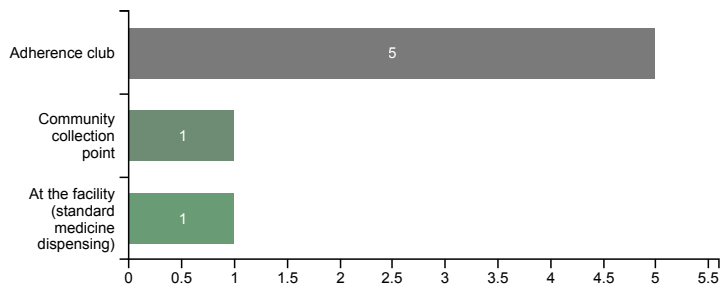
<input type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<input type="checkbox"/> Lamivudine (3TC)	<input type="checkbox"/> Emtricitabine (FTC)	<input type="checkbox"/> Abacavir (ABC)
<input type="checkbox"/> Zidovudine (AZT)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

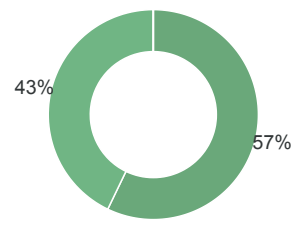
Patient Responses: 7



Length of HIV medicine refill?

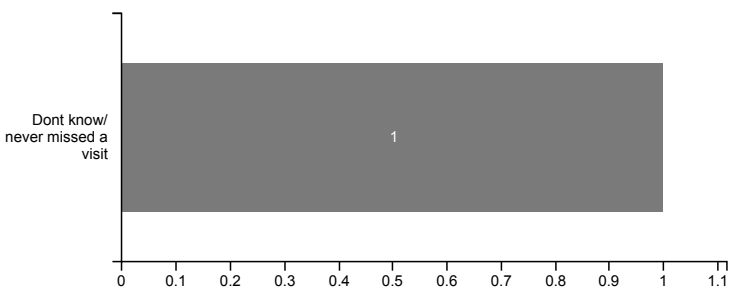
Patient Responses: 7

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	57%
2 months:	43%
3 months:	0%
6 months:	0%
Don't know:	0%



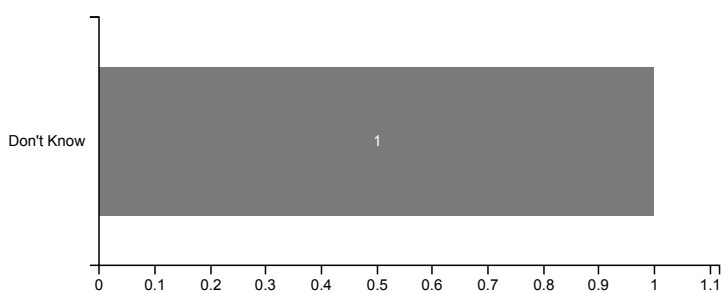
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 1



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

Patient Responses: 1



Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 7

**14%** of patients say they would like to collect ARVs closer to home

This ranks:

- 17 of 75 Facilities Nationally (Top Quarter)
- 11 of 28 Facilities in the Province (Top Half)
- 4 of 12 Facilities in the District (Top Half)

## Adherence Clubs

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

Patient Responses: 2

**100%** of patients are aware of facility adherence clubs

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 4

**75%** of patients say yes

Is there peer support from PLHIV in the club?

Total Responses: 4

**100%** of patients say yes

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

Total Responses: 4

**50%** of patients say yes

Adherence Club Staffing

Total Adherence Clubs at Facility:	96
• Facility-Based Clubs:	96
• Community-Based Clubs:	0
Number of Adherence Club Facilitators:	NA
Number of Adherence Club Nurses:	2
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 checked="" 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: 7

**83%** of patients know their viral load

This ranks:

- 41 of 75 Facilities Nationally (Bottom Half)
- 16 of 28 Facilities in the Province (Bottom Half)
- 7 of 12 Facilities in the District (Bottom Half)

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

Patient Responses: 7

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

This ranks:

- 1 of 75 Facilities Nationally (Top Quarter)
- 1 of 28 Facilities in the Province (Top Quarter)
- 1 of 12 Facilities in the District (Top Quarter)

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

Patient Responses: 7

**71%** of patients report viral load was explained

This ranks:

- 56 of 75 Facilities Nationally (Bottom Half)
- 22 of 28 Facilities in the Province (Bottom Quarter)
- 10 of 12 Facilities in the District (Bottom Quarter)

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

Patient Responses: 7

**43%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 68 of 75 Facilities Nationally (Bottom Quarter)
- 25 of 28 Facilities in the Province (Bottom Quarter)
- 12 of 12 Facilities in the District (Bottom Quarter)

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

Patient Responses: 7

**14%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

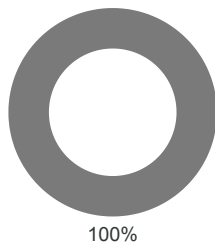
- 68 of 75 Facilities Nationally (Bottom Quarter)
- 24 of 28 Facilities in the Province (Bottom Quarter)
- 12 of 12 Facilities in the District (Bottom Quarter)

## Confidentiality and Privacy

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

Patient Responses: 7

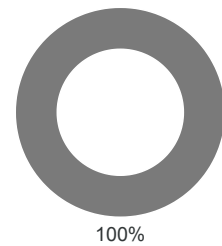
Yes: 100%



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

Patient Responses: 7

Yes: 100%



This ranks:

- 1 of 67 Facilities Nationally (Top Quarter)
- 1 of 24 Facilities in the Province (Top Quarter)
- 1 of 10 Facilities in the District (Top Quarter)

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

Patient Responses: 7

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

This ranks:

- 1 of 75 Facilities Nationally (Top Quarter)
- 1 of 28 Facilities in the Province (Top Quarter)
- 1 of 12 Facilities in the District (Top Quarter)



# Hikhensile Clinic Monitoring Report

Gauteng - City of Johannesburg: 2021 Q4

## Psycho-Social Support for PLHIV

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 7

**83%** of patients report counseling is available

This ranks:

- 63 of 74 Facilities Nationally (Bottom Quarter)
- 25 of 28 Facilities in the Province (Bottom Quarter)
- 10 of 12 Facilities in the District (Bottom Quarter)

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 7

Yes:	71%
No:	14%
Dont know:	14%

## 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

## COVID-19 Disruptions

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

**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: 9

<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 type="checkbox"/> The queue at the clinic was longer than usual	<input 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 type="checkbox"/> We are experiencing more stockouts or shortages of medicines than usual	<input type="checkbox"/> We are experiencing more shortages of personal protective equipment for staff than usual	<input type="checkbox"/> We can only serve patients at the gate—patients do not enter the facility
<input type="checkbox"/> We have more restricted hours of operation than usual	<input type="checkbox"/> We have higher patient wait times than usual	<input type="checkbox"/> We are operating with fewer staff than usual
<input type="checkbox"/> The clinic has been completely closed for a period of time	<input type="checkbox"/> We can serve less patients than usual	<input checked="" type="checkbox"/> None of the above
<input type="checkbox"/> Other		



## TB Infection Control

**Details**                      **Green = 0 No**                      **Yellow = 1-2 No**                      **Red = 2+ No**                      **Clinic Result: YELLOW**

### Enough room in the waiting area?

No Data for this Indicator

Of 78 Facility Observations:

- Yes: 42
- No: 36

### Time Spent in the Facility after Opening

(pass requires less than 1:15).

**No: 2:00**

This ranks:

- 5 of 76 Facilities Nationally (Top Quarter)
- 1 of 28 Facilities in the Province (Top Quarter)
- 1 of 12 Facilities in the District (Top Quarter)

### Were the Facility Windows Open?

No Data for this Indicator

Of 78 Facility Observations:

- Yes: 75
- No: 3

### Are people being asked for TB symptoms?

88% of patients report:Yes

**Yes**

This ranks:

- 27 of 76 Facilities Nationally (Top Half)
- 11 of 28 Facilities in the Province (Top Half)
- 4 of 12 Facilities in the District (Top Half)

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

100% of patients report:Yes

**Yes**

This ranks:

- 1 of 75 Facilities Nationally (Top Quarter)
- 1 of 27 Facilities in the Province (Top Quarter)
- 1 of 12 Facilities in the District (Top Quarter)