



Holy Cross Gateway Clinic Monitoring Report

Eastern Cape - OR Tambo: 2021 Q4

Facility Hours and Waiting Times

Facility is Open 24 Hours

No

Open Time M-F:	7:00
Open Time Sat:	NA
Average stop time:	14:55

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: 17

Amount of time spent: **3:16**

This ranks:

- 79 of 292 Facilities Nationally (Top Half)
- 4 of 32 Facilities in the Province (Top Quarter)
- 2 of 14 Facilities in the District (Top Quarter)

Earliest Patient Arrival Time Patient Responses: 17

Earliest arrival time **5:24**

This ranks:

- 207 of 292 Facilities Nationally (Bottom Half)
- 28 of 32 Facilities in the Province (Bottom Quarter)
- 12 of 14 Facilities in the District (Bottom Quarter)

Are the Queues at the Facility Long? Patient Responses: 17

19% of patients report long queues

There is not enough staff	2
Staff take long breaks (for tea, lunch etc.)	2

Please specify the other reasons why the queues are long

How Safe is the Facility to Wait Before it Opens? Patient Responses: 1

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

100%

This ranks:

- 193 of 238 Facilities Nationally (Bottom Quarter)
- 20 of 28 Facilities in the Province (Bottom Half)
- 10 of 14 Facilities in the District (Bottom Half)

Facility Staff

Are there Enough Staff at the Facility? Patient Responses: 17

Always:	6%
Sometimes:	88%
Never:	6%

88%

This ranks:

- 186 of 292 Facilities Nationally (Bottom Half)
- 18 of 32 Facilities in the Province (Bottom Half)
- 9 of 14 Facilities in the District (Bottom Half)

Are Staff Friendly and Professional? Patient Responses: 17

Yes:	29%
Sometimes:	59%
Never:	6%
Dont know:	6%

59%

This ranks:

- 243 of 292 Facilities Nationally (Bottom Quarter)
- 25 of 32 Facilities in the Province (Bottom Quarter)
- 11 of 14 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 type="checkbox"/> Doctor	<input checked="" 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 checked="" type="checkbox"/> Security guard
<input checked="" 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?

Total Observations: 1

Building condition was: **Good**

<input type="checkbox"/> No light /or lights not working in some areas of the facility	<input type="checkbox"/> Broken furniture	<input type="checkbox"/> Broken or cracked roof, walls or floor
<input type="checkbox"/> No running water at the facility	<input type="checkbox"/> Broken windows or doors	<input type="checkbox"/> Old building needs renovation
<input type="checkbox"/> Rubbish piles	<input type="checkbox"/> Other	

What is the Condition of the Toilets?

Total Observations: 1

Toilet condition was: **Bad**

<input type="checkbox"/> No soap	<input type="checkbox"/> No water at all	<input checked="" type="checkbox"/> No toilet paper
<input type="checkbox"/> No light	<input checked="" type="checkbox"/> Dirty	<input type="checkbox"/> Blocked
<input type="checkbox"/> Broken	<input type="checkbox"/> Out of order	<input type="checkbox"/> No running water

How Clean is the Facility

Patient Responses: 17

Very Dirty:	0%
Dirty:	0%
Neither Clean nor Dirty:	41%
Clean:	59%
Very Clean:	0%
Dont know:	0%

This ranks:

- 223 of 292 Facilities Nationally (Bottom Quarter)
- 25 of 32 Facilities in the Province (Bottom Quarter)
- 13 of 14 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)

Patient Responses: 1

Contraceptives: 100%

Any Patients left without the Medicine due to Shortage

Patient Responses: 17

Yes:	6%
No:	53%
Dont know:	41%

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"/> 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 checked="" 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 type="checkbox"/> HIV medicine	<input type="checkbox"/> PrEP	<input type="checkbox"/> TB medicine
<input checked="" type="checkbox"/> Contraceptives	<input type="checkbox"/> Pregnancy Test	<input checked="" 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 checked="" type="checkbox"/> Other	<input type="checkbox"/> Dont know	<input type="checkbox"/> Prefer not to answer

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<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)



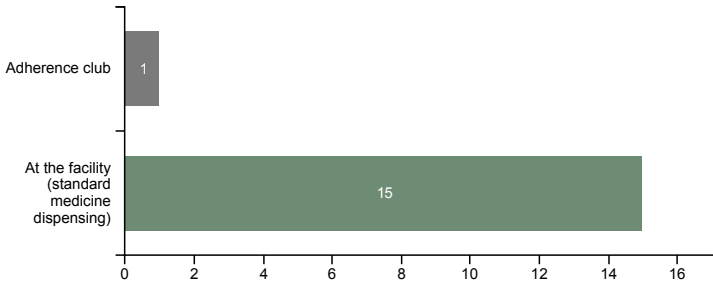
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ARV Collection and Access

Where do you Collect ARVs?

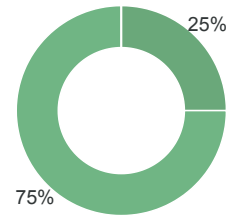
Patient Responses: 16



Length of HIV medicine refill?

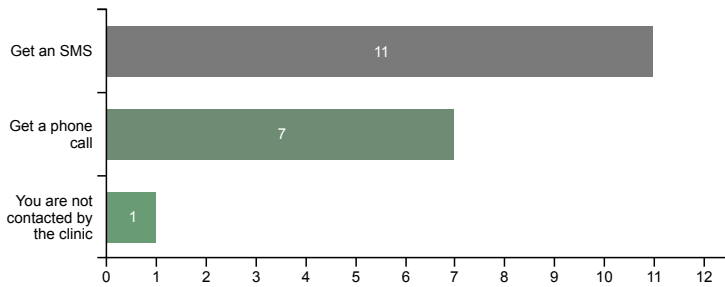
Patient Responses: 16

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	25%
2 months:	75%
3 months:	0%
6 months:	0%
Don't know:	0%



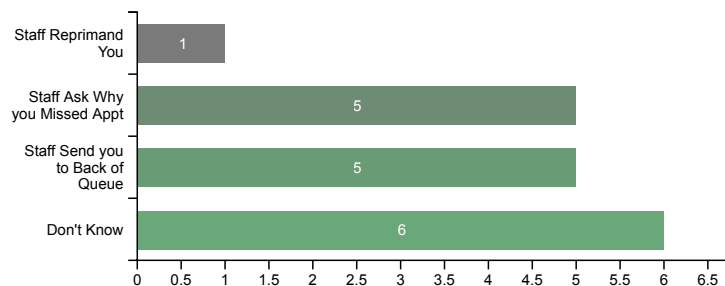
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 15



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: 16

56% of patients say they would like to collect ARVs closer to home

This ranks:

- 164 of 288 Facilities Nationally (Bottom Half)
- 13 of 32 Facilities in the Province (Top Half)
- 7 of 14 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: 15

40% of patients are aware of facility adherence clubs

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 1

100% of patients say yes

Is there peer support from PLHIV in the club?

Total Responses: 1

0% of patients say yes

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

Total Responses: 1

0% of patients say yes

Adherence Club Staffing

Total Adherence Clubs at Facility:	18
• Facility-Based Clubs:	0
• Community-Based Clubs:	18
Number of Adherence Club Facilitators:	NA
Number of Adherence Club Nurses:	0
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: 16

93% of patients know their viral load

This ranks:

- 118 of 288 Facilities Nationally (Top Half)
- 12 of 32 Facilities in the Province (Top Half)
- 3 of 14 Facilities in the District (Top Quarter)

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

Patient Responses: 16

93% of patients report having a viral load test

This ranks:

- 214 of 288 Facilities Nationally (Bottom Half)
- 21 of 32 Facilities in the Province (Bottom Half)
- 8 of 14 Facilities in the District (Bottom Half)

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 14

93% of patients report viral load was explained

This ranks:

- 140 of 287 Facilities Nationally (Top Half)
- 10 of 32 Facilities in the Province (Top Half)
- 1 of 14 Facilities in the District (Top Quarter)

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

Patient Responses: 16

88% of patients understand an undetectable viral load means ARVs are working

This ranks:

- 160 of 288 Facilities Nationally (Bottom Half)
- 12 of 32 Facilities in the Province (Top Half)
- 2 of 14 Facilities in the District (Top Quarter)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 16

88% of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

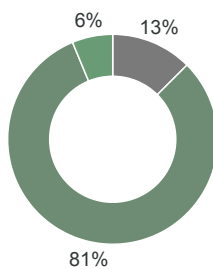
- 124 of 288 Facilities Nationally (Top Half)
- 11 of 32 Facilities in the Province (Top Half)
- 2 of 14 Facilities in the District (Top Quarter)

Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 16

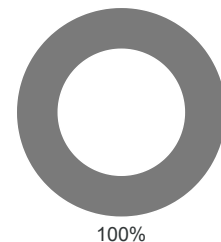
Yes:	13%
No:	81%
Dont know:	6%



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

Patient Responses: 2

No:	100%
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This ranks:

No Ranking Data Available

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

Patient Responses: 16

47% of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 275 of 287 Facilities Nationally (Bottom Quarter)
- 27 of 32 Facilities in the Province (Bottom Quarter)
- 9 of 14 Facilities in the District (Bottom Half)



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Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 16

89% of patients report counseling is available

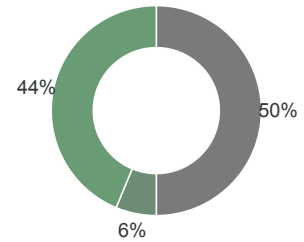
This ranks:

- 215 of 288 Facilities Nationally (Bottom Half)
- 24 of 32 Facilities in the Province (Bottom Quarter)
- 9 of 14 Facilities in the District (Bottom Half)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 16

Yes:	50%
No:	6%
Dont know:	44%



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?

Total Observations:1

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?

Total Observations:1

<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?

Patient Responses: 17

<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 checked="" 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		



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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 303 Facility Observations:
• No: 167
• Yes: 136

Time Spent in the Facility after Opening

(pass requires less than 1:15). **No: 3:16**

This ranks:
• 95 of 292 Facilities Nationally (Top Half)
• 4 of 32 Facilities in the Province (Top Quarter)
• 2 of 14 Facilities in the District (Top Quarter)

Were the Facility Windows Open?

Most Recent Observation **Yes**

Of 303 Facility Observations:
• Yes: 285
• No: 18

Are people being asked for TB symptoms?

29% of patients report:Yes **No**

This ranks:
• 232 of 292 Facilities Nationally (Bottom Quarter)
• 23 of 32 Facilities in the Province (Bottom Half)
• 11 of 14 Facilities in the District (Bottom Quarter)

Are people who are coughing in a separate room?

0% of patients report:Yes **No**

This ranks:
No Ranking Data Available