

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**Yes**

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

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: 18

Amount of time spent: **7:23**

This ranks:

- 376 of 396 Facilities Nationally (Bottom Quarter)
- 134 of 135 Facilities in the Province (Bottom Quarter)
- 68 of 68 Facilities in the District (Bottom Quarter)

### Earliest Patient Arrival Time

Patient Responses: 20

Earliest arrival time **4:53**

This ranks:

- 345 of 396 Facilities Nationally (Bottom Quarter)
- 126 of 135 Facilities in the Province (Bottom Quarter)
- 64 of 68 Facilities in the District (Bottom Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 20

**100%** of patients report long queues

|  |    |
|--|----|
| There is not enough staff                    | 18 |
| Staff take long breaks (for tea, lunch etc.) | 10 |
| Other reason                                 | 1  |

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

It take long to find files

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

Patient Responses: 8

|                         |     |
|-------------------------|-----|
| Very Unsafe:            | 50% |
| Unsafe:                 | 13% |
| Neither Safe or Unsafe: | 13% |
| Safe:                   | 25% |
| Very Safe:              | 0%  |
| Don't know:             | 0%  |

This ranks:

- 252 of 335 Facilities Nationally (Bottom Quarter)
- 89 of 106 Facilities in the Province (Bottom Quarter)
- 48 of 61 Facilities in the District (Bottom Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 20

|            |     |
|------------|-----|
| Always:    | 5%  |
| Sometimes: | 80% |
| Never:     | 15% |

This ranks:

- 294 of 396 Facilities Nationally (Bottom Half)
- 92 of 135 Facilities in the Province (Bottom Half)
- 47 of 68 Facilities in the District (Bottom Half)

### Are Staff Friendly and Professional?

Patient Responses: 20

|            |     |
|------------|-----|
| Yes:       | 15% |
| Sometimes: | 65% |
| Never:     | 20% |

This ranks:

- 358 of 396 Facilities Nationally (Bottom Quarter)
- 128 of 135 Facilities in the Province (Bottom Quarter)
- 62 of 68 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 checked="" type="checkbox"/> Enrolled nurse assistant | <input type="checkbox"/> Pharmacist                    | <input checked="" type="checkbox"/> Assistant pharmacist |
| <input type="checkbox"/> Lab technician                      | <input checked="" type="checkbox"/> Lay counselors     | <input checked="" type="checkbox"/> Linkage officers     |
| <input type="checkbox"/> Adherence club facilitators         | <input type="checkbox"/> Data capturer                 | <input checked="" type="checkbox"/> Security guard       |
| <input 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

### 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: **Good**

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

### How Clean is the Facility

Patient Responses: 20

|                             |     |
|-----------------------------|-----|
| Very Dirty:                 | 0%  |
| Dirty:                      | 0%  |
| Neither Clean or 35% Dirty: |     |
| Clean:                      | 65% |
| Very Clean:                 | 0%  |
| Don't know:                 | 0%  |

This ranks:

- 272 of 396 Facilities Nationally (Bottom Half)
- 91 of 135 Facilities in the Province (Bottom Half)
- 41 of 68 Facilities in the District (Bottom Half)

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

Facility Responses:1

## No, we require something additional

|  |  |   |
|--|--|---|
| <input checked="" type="checkbox"/> Patients waiting space | <input checked="" type="checkbox"/> Rooms for medical care | <input checked="" type="checkbox"/> Private HIV counseling or testing |
| <input checked="" type="checkbox"/> Laboratory space       | <input type="checkbox"/> Files                             | <input type="checkbox"/> Data capturers                               |
| <input checked="" 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: 8

|                                |     |
|--------------------------------|-----|
| HIV medicine:                  | 13% |
| PrEP:                          | 13% |
| Contraceptives:                | 13% |
| Pregnancy Test:                | 13% |
| Bandages (or other dry stock): | 13% |

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

Patient Responses: 20

|             |     |
|-------------|-----|
| Yes:        | 20% |
| No:         | 30% |
| Don't know: | 50% |

### Patient Reports of Medicine Shortage(s)

Patient Reports of Medicine Shortage(s)

|   |  |  |
|---|--|--|
| <input checked="" type="checkbox"/> HIV medicine                  | <input checked="" type="checkbox"/> PrEP           | <input type="checkbox"/> TB medicine       |
| <input checked="" type="checkbox"/> Contraceptives                | <input checked="" type="checkbox"/> Pregnancy Test | <input type="checkbox"/> Vaccines          |
| <input checked="" 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 checked="" 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 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 checked="" 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 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      |

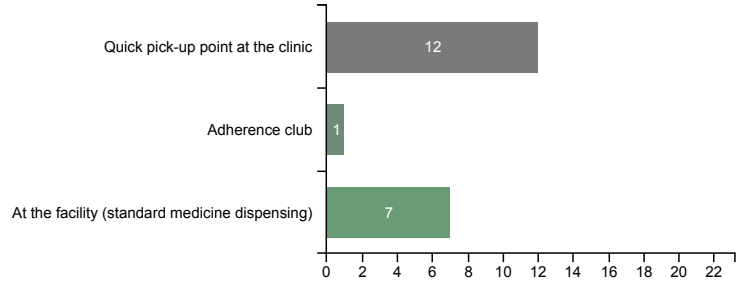
HIV medication shortage(s)

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

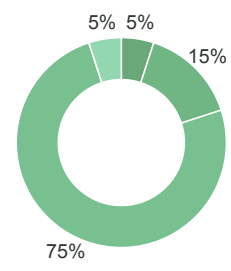
Patient Responses: 20



### Length of HIV medicine refill?

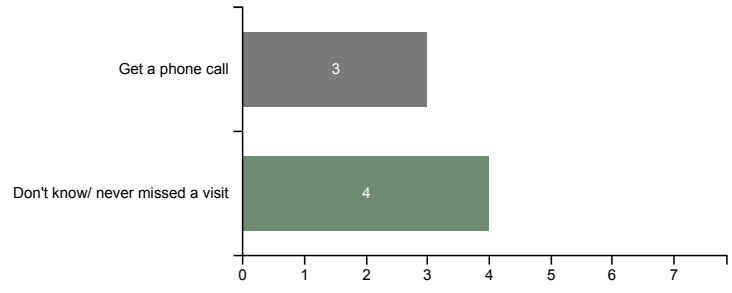
Patient Responses: 20

|             |     |
|-------------|-----|
| 1 week:     | 0%  |
| 2 weeks:    | 0%  |
| 3 weeks:    | 0%  |
| 1 month:    | 5%  |
| 2 months:   | 15% |
| 3 months:   | 75% |
| 6 months:   | 0%  |
| Don't know: | 5%  |



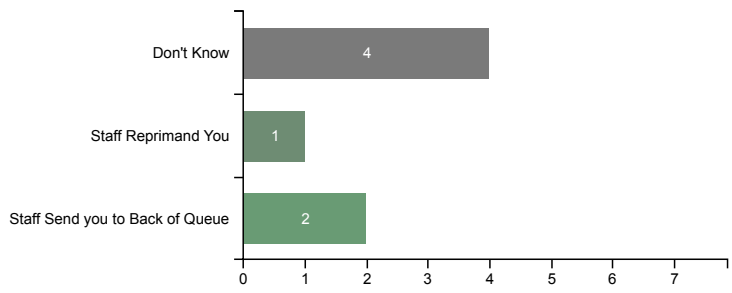
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 7



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

Patient Responses: 7



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

Patient Responses: 20

**90%** of patients say they would like to collect ARVs closer to home

This ranks:

- 369 of 395 Facilities Nationally (Bottom Quarter)
- 125 of 135 Facilities in the Province (Bottom Quarter)
- 61 of 68 Facilities in the District (Bottom Quarter)

## Adherence Clubs

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

Patient Responses: 19

**79%** 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

### Number of Adherence Clubs at the Facility

|  |    |
|--|----|
| Total Adherence Clubs at Facility:     | 5  |
| • Facility-Based Clubs:                | 1  |
| • Community-Based Clubs:               | 4  |
| 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: 20

**85%** of patients know their viral load

This ranks:

- 228 of 395 Facilities Nationally (Bottom Half)
- 96 of 135 Facilities in the Province (Bottom Half)
- 47 of 68 Facilities in the District (Bottom Half)

### 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 395 Facilities Nationally (Top Quarter)
- 1 of 135 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

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

Patient Responses: 20

**70%** of patients report viral load was explained

This ranks:

- 316 of 395 Facilities Nationally (Bottom Quarter)
- 117 of 135 Facilities in the Province (Bottom Quarter)
- 60 of 68 Facilities in the District (Bottom Quarter)

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

Patient Responses: 20

**70%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 311 of 395 Facilities Nationally (Bottom Quarter)
- 110 of 135 Facilities in the Province (Bottom Quarter)
- 57 of 68 Facilities in the District (Bottom Quarter)

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

Patient Responses: 20

**55%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

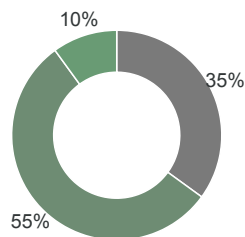
- 274 of 395 Facilities Nationally (Bottom Half)
- 100 of 135 Facilities in the Province (Bottom Half)
- 55 of 68 Facilities in the District (Bottom Quarter)

## Confidentiality and Privacy

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

Patient Responses: 20

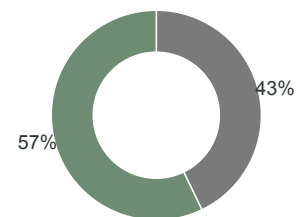
|             |     |
|-------------|-----|
| Yes:        | 35% |
| No:         | 55% |
| Don't know: | 10% |



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

Patient Responses: 7

|      |     |
|------|-----|
| Yes: | 43% |
| No:  | 57% |



This ranks:

- 313 of 376 Facilities Nationally (Bottom Quarter)
- 112 of 129 Facilities in the Province (Bottom Quarter)
- 55 of 68 Facilities in the District (Bottom Quarter)

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

Patient Responses: 20

**95%** of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 284 of 395 Facilities Nationally (Bottom Half)
- 122 of 135 Facilities in the Province (Bottom Quarter)
- 62 of 68 Facilities in the District (Bottom 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 395 Facilities Nationally (Top Quarter)
- 1 of 135 Facilities in the Province (Top Quarter)
- 1 of 68 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 checked="" type="checkbox"/> Adolescent girls/young women | <input 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 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 checked="" 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?**

|  |  |   |
|--|--|---|
| <input checked="" 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 checked="" type="checkbox"/> There were less staff working than usual | <input type="checkbox"/> The clinic not providing the service I needed                |
| <input checked="" 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 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: <b>RED</b> |
|--|--------------|-----------------|--|---------------------------|
| <p><b>Enough room in the waiting area?</b></p> <p>Most recent observation:</p> <hr/>   |              | <b>Yes</b>      | <p>Of 438 Facility Observations:</p> <ul style="list-style-type: none"> <li>• Yes: 208</li> <li>• No: 228</li> <li>• Don't know: 2</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: 7:23</b> | <p>This ranks:</p> <ul style="list-style-type: none"> <li>• 376 of 396 Facilities Nationally (Bottom Quarter)</li> <li>• 134 of 135 Facilities in the Province (Bottom Quarter)</li> <li>• 68 of 68 Facilities in the District (Bottom Quarter)</li> </ul> |                           |
| <p><b>Were the Facility Windows Open?</b></p> <p>Most recent observation:</p> <hr/>  |              | <b>Yes</b>      | <p>Of 438 Facility Observations:</p> <ul style="list-style-type: none"> <li>• Yes: 421</li> <li>• No: 17</li> </ul>  |                           |
| <p><b>Are people being asked for TB symptoms?</b></p> <p>40% of patients report:Yes</p> <hr/>                                |              | <b>No</b>       | <p>This ranks:</p> <ul style="list-style-type: none"> <li>• 285 of 396 Facilities Nationally (Bottom Half)</li> <li>• 110 of 135 Facilities in the Province (Bottom Quarter)</li> <li>• 54 of 68 Facilities in the District (Bottom Quarter)</li> </ul>    |                           |
| <p><b>Are people who are coughing in a separate room?</b></p> <p>16% of patients report:Yes</p> <hr/>                        |              | <b>No</b>       | <p>This ranks:</p> <ul style="list-style-type: none"> <li>• 311 of 396 Facilities Nationally (Bottom Quarter)</li> <li>• 111 of 135 Facilities in the Province (Bottom Quarter)</li> <li>• 56 of 68 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>Yes</b>      | <p>Of 438 Facility Observations:</p> <ul style="list-style-type: none"> <li>• Yes: 402</li> <li>• No: 36</li> </ul>  |                           |