

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No**

|                    |       |
|--------------------|-------|
| Open Time M-F:     | 7:00  |
| Open Time Sat:     | NA    |
| Average stop time: | 15:17 |

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: **2:58**

This ranks:

- 60 of 355 Facilities Nationally (Top Quarter)
- 34 of 124 Facilities in the Province (Top Half)
- 1 of 5 Facilities in the District (Top Quarter)

### Earliest Patient Arrival Time

Patient Responses: 20

Earliest arrival time **5:58**

This ranks:

- 90 of 357 Facilities Nationally (Top Half)
- 36 of 126 Facilities in the Province (Top Half)
- 1 of 5 Facilities in the District (Top Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 20

**50%** of patients report long queues

| Reason  | Count |
|---|-------|
| There is not enough staff   | 1     |
| There are too many patients to serve  | 8     |
| It takes too long to find files, the filing system is messy, files are lost | 2     |
| Other reason  | 2     |

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

Only Monday the queue is long     Staff morning meetings

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

Patient Responses: 2

Very Unsafe

Unsafe

Neither Safe or Unsafe

Safe

Very Safe

Don't know

This ranks:

- 1 of 293 Facilities Nationally (Top Quarter)
- 1 of 99 Facilities in the Province (Top Quarter)
- 1 of 5 Facilities in the District (Top Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 20

Always

Sometimes

Don't know

This ranks:

- 21 of 357 Facilities Nationally (Top Quarter)
- 15 of 126 Facilities in the Province (Top Quarter)
- 1 of 5 Facilities in the District (Top Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 20

Yes

Sometimes

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

No Data for this Indicator

### Which Cadres are Understaffed?

No Data for this Indicator

## 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: **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             |
| Dirty                  |
| Neither Clean or Dirty |
| Clean                  |
| Very Clean             |
| Don't know             |

Very Clean 100.0%

This ranks:

- 1 of 357 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 5 Facilities in the District (Top 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)

No Data for this Indicator

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

Patient Responses: 20

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

No 100.0%

### 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 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 (intrauterine 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"/> Loinavir/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 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 (intrauterine device) |
| <input type="checkbox"/> Other                   | <input type="checkbox"/> Don't know              | <input type="checkbox"/> Prefer not to answer      |

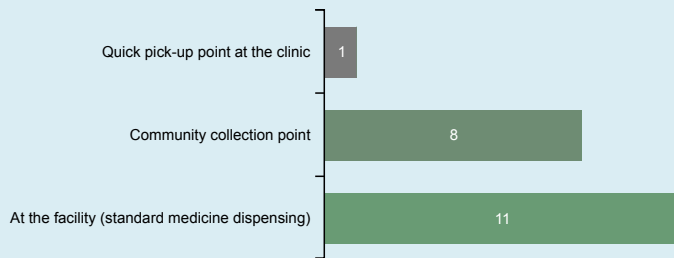
**HIV medication shortage(s)**

|   |   |   |
|---|---|---|
| <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"/> Loinavir/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

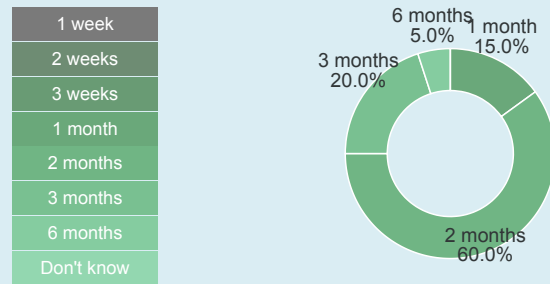
### Where do you Collect ARVs?

Patient Responses: 20



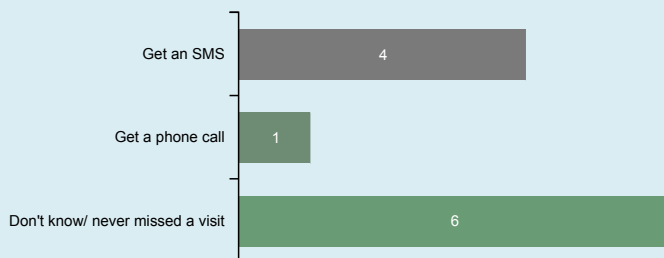
### Length of HIV medicine refill?

Patient Responses: 20



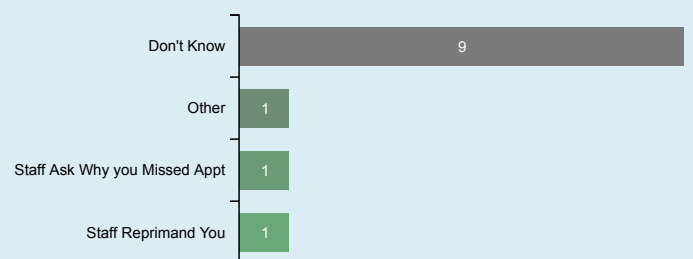
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 11



### 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: 20

**30%** of patients say they would like to collect ARVs closer to home

This ranks:

- 97 of 355 Facilities Nationally (Top Half)
- 22 of 126 Facilities in the Province (Top Quarter)
- 1 of 5 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: 20

**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

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: 20

**68%** of patients know their viral load

This ranks:

- 281 of 355 Facilities Nationally (Bottom Quarter)
- 107 of 126 Facilities in the Province (Bottom Quarter)
- 5 of 5 Facilities in the District (Bottom Quarter)

### 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 355 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 5 Facilities in the District (Top Quarter)

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

Patient Responses: 19

**67%** of patients report viral load was explained

This ranks:

- 295 of 353 Facilities Nationally (Bottom Quarter)
- 110 of 125 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

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

Patient Responses: 20

**65%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 294 of 355 Facilities Nationally (Bottom Quarter)
- 107 of 126 Facilities in the Province (Bottom Quarter)
- 4 of 5 Facilities in the District (Bottom Quarter)

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

Patient Responses: 20

**65%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

- 232 of 355 Facilities Nationally (Bottom Half)
- 83 of 126 Facilities in the Province (Bottom Half)
- 3 of 5 Facilities in the District (Bottom Half)

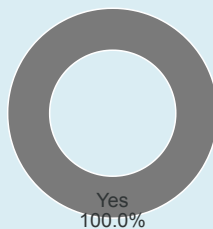
## Confidentiality and Privacy

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

Patient Responses: 20

Yes

No

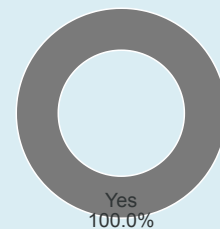


### Did a Health Worker Tell You You can Refuse to Participate in Index Testing?

Patient Responses: 20

Yes

No



This ranks:

- 1 of 325 Facilities Nationally (Top Quarter)
- 1 of 121 Facilities in the Province (Top Quarter)
- 1 of 5 Facilities in the District (Top Quarter)

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

Patient Responses: 20

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

This ranks:

- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 5 Facilities in the District (Top Quarter)

## Psycho-Social Support for PLHIV

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

Patient Responses: 20

**95%** of patients report counseling is available

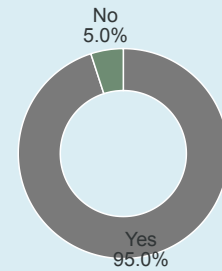
This ranks:

- 212 of 355 Facilities Nationally (Bottom Half)
- 103 of 126 Facilities in the Province (Bottom Quarter)
- 3 of 5 Facilities in the District (Bottom Half)

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

Patient Responses: 20

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



## PrEP and DTG-Related Contraceptive Access

### What patients are offered PrEP? Select all that apply

No Data for this Indicator

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

No Data for this Indicator

## 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 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?

No Data for this Indicator

## TB Infection Control

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

### Enough room in the waiting area?

Most recent observation: **Yes**

Of 356 Facility Observations:

- Yes: 177
- No: 179

### Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15). **No: 2:58**

This ranks:

- 60 of 355 Facilities Nationally (Top Quarter)
- 34 of 124 Facilities in the Province (Top Half)
- 1 of 5 Facilities in the District (Top Quarter)

### Were the Facility Windows Open?

Most recent observation: **Yes**

Of 356 Facility Observations:

- Yes: 340
- No: 16

### Are people being asked for TB symptoms?

100% of patients report: **Yes**

This ranks:

- 1 of 357 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 5 Facilities in the District (Top Quarter)

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

33% of patients report: **No**

This ranks:

- 237 of 357 Facilities Nationally (Bottom Half)
- 92 of 126 Facilities in the Province (Bottom Half)
- 1 of 5 Facilities in the District (Top Quarter)

### Are there posters telling patient to cover mouth when coughing/sneezing?

Most recent observation: **Yes**

Of 356 Facility Observations:

- Yes: 314
- No: 42

## TB Services