

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No**

Open Time M-F: 7:30  
 Open Time Sat: NA  
 Average stop time: 14:52

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: **3:53**

- This ranks:
- 87 of 394 Facilities Nationally (Top Quarter)
  - 26 of 118 Facilities in the Province (Top Quarter)
  - 9 of 49 Facilities in the District (Top Quarter)

### Earliest Patient Arrival Time

Patient Responses: 20

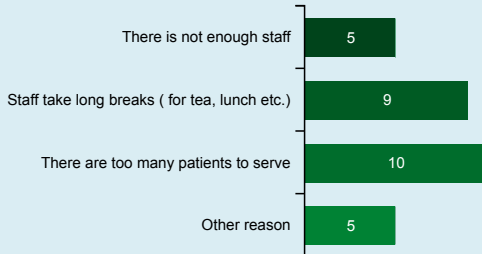
Earliest arrival time **5:15**

- This ranks:
- 248 of 397 Facilities Nationally (Bottom Half)
  - 70 of 118 Facilities in the Province (Bottom Half)
  - 25 of 49 Facilities in the District (Bottom Half)

### Are the Queues at the Facility Long?

Patient Responses: 20

**90%** of patients report long queues

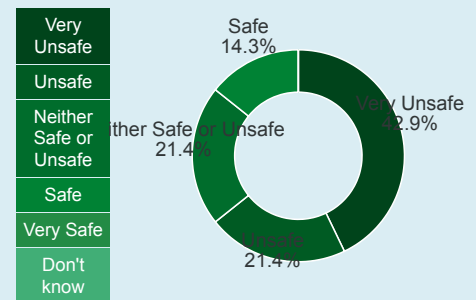


### Please specify the other reasons why the queues are long

- it takes too long to find files, the filing system is messy, files are lost
- slow progress in the Facility
- the administration is very poor
- they work slow

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

Patient Responses: 14

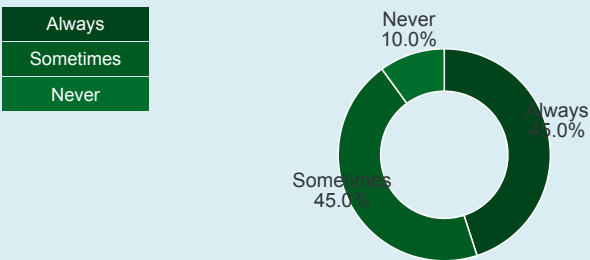


- This ranks:
- 275 of 340 Facilities Nationally (Bottom Quarter)
  - 101 of 112 Facilities in the Province (Bottom Quarter)
  - 44 of 49 Facilities in the District (Bottom Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

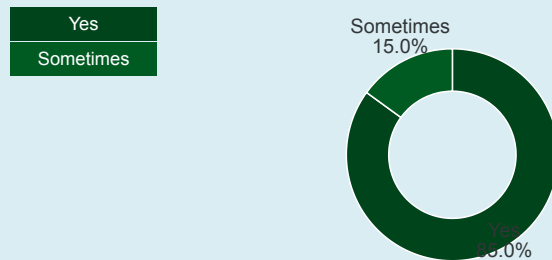
Patient Responses: 20



- This ranks:
- 94 of 397 Facilities Nationally (Top Quarter)
  - 44 of 118 Facilities in the Province (Top Half)
  - 18 of 49 Facilities in the District (Top Half)

### Are Staff Friendly and Professional?

Patient Responses: 20



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

Facility Responses: 1

**No**

### Which Cadres are Understaffed?

- |  |  |  |
|--|--|--|
| <input checked="" 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 checked="" type="checkbox"/> Lay counselors     | <input checked="" type="checkbox"/> Linkage officers |
| <input type="checkbox"/> Adherence club facilitators | <input checked="" 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 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:

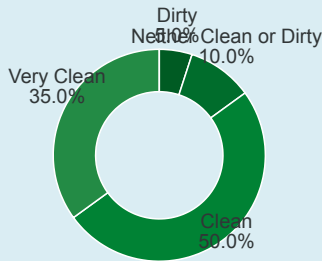
**Bad**

<input checked="" type="checkbox"/> No soap	<input type="checkbox"/> No water	<input checked="" type="checkbox"/> No toilet paper
<input checked="" 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



This ranks:

- 140 of 397 Facilities Nationally (Top Half)
- 47 of 118 Facilities in the Province (Top Half)
- 14 of 49 Facilities in the District (Top Half)

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

Facility Responses:1

**Yes enough space**

<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 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: 2

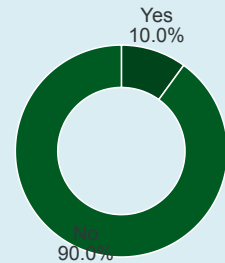
HIV medicine



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

Patient Responses: 20

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 type="checkbox"/> Contraceptives	<input checked="" type="checkbox"/> Pregnancy Test	<input checked="" 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 (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"/> 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 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 type="checkbox"/> Injection	<input type="checkbox"/> Implant	<input type="checkbox"/> IUD (interuterine device)
<input checked="" type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

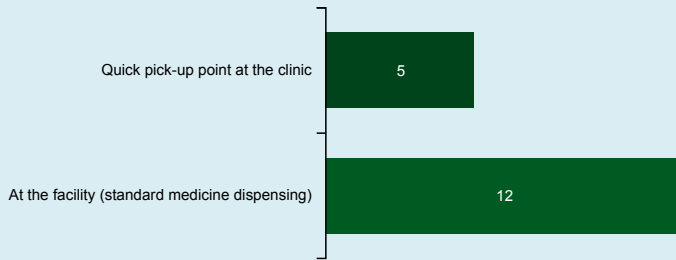
#### HIV medication shortage(s)

<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

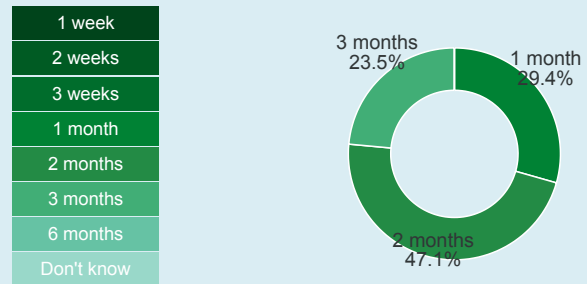
### Where do you Collect ARVs?

Patient Responses: 17



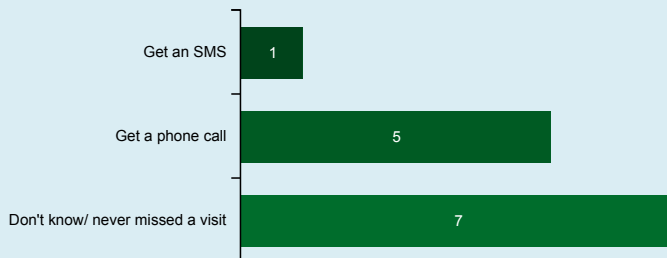
### Length of HIV medicine refill?

Patient Responses: 17



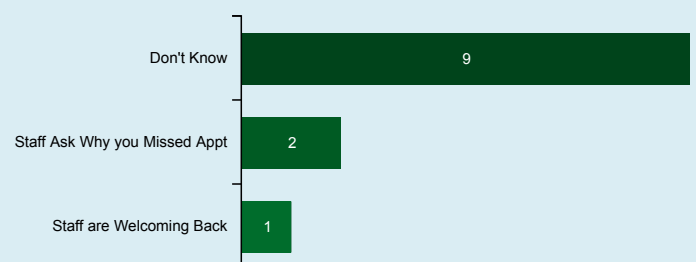
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 13



### 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: 17

**94%** of patients say they would like to collect ARVs closer to home

This ranks:

- 311 of 397 Facilities Nationally (Bottom Quarter)
- 111 of 118 Facilities in the Province (Bottom Quarter)
- 48 of 49 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: 17

**24%** 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: 17

**82%** of patients know their viral load

This ranks:

- 182 of 397 Facilities Nationally (Top Half)
- 42 of 118 Facilities in the Province (Top Half)
- 12 of 49 Facilities in the District (Top Quarter)

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

Patient Responses: 17

**94%** of patients report having a viral load test

This ranks:

- 204 of 397 Facilities Nationally (Bottom Half)
- 50 of 118 Facilities in the Province (Top Half)
- 19 of 49 Facilities in the District (Top Half)

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

Patient Responses: 16

**81%** of patients report viral load was explained

This ranks:

- 213 of 396 Facilities Nationally (Bottom Half)
- 64 of 118 Facilities in the Province (Bottom Half)
- 31 of 49 Facilities in the District (Bottom Half)

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

Patient Responses: 17

**94%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 96 of 397 Facilities Nationally (Top Quarter)
- 18 of 118 Facilities in the Province (Top Quarter)
- 6 of 49 Facilities in the District (Top Quarter)

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

Patient Responses: 17

**94%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

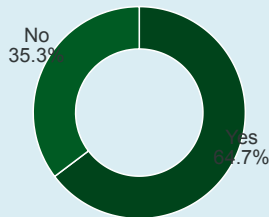
- 40 of 397 Facilities Nationally (Top Quarter)
- 8 of 118 Facilities in the Province (Top Quarter)
- 2 of 49 Facilities in the District (Top Quarter)

## Confidentiality and Privacy

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

Patient Responses: 17

Yes



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

Patient Responses: 11

Yes

No



This ranks:

- 288 of 388 Facilities Nationally (Bottom Half)
- 93 of 117 Facilities in the Province (Bottom Quarter)
- 37 of 49 Facilities in the District (Bottom Quarter)

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

Patient Responses: 17

**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 118 Facilities in the Province (Top Quarter)
- 1 of 49 Facilities in the District (Top Quarter)

## Psycho-Social Support for PLHIV

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

Patient Responses: 17

**88%** of patients report counseling is available

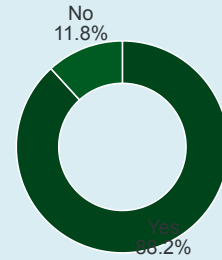
This ranks:

- 150 of 397 Facilities Nationally (Top Half)
- 22 of 118 Facilities in the Province (Top Quarter)
- 4 of 49 Facilities in the District (Top Quarter)

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

Patient Responses: 17

Yes
No



## 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 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 checked="" 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 checked="" 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 checked="" 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 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 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 checked="" 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: **YELLOW**

**Enough room in the waiting area?**

Most recent observation: **Yes**

Of 435 Facility Observations:

- Yes: 208
- No: 227

**Time Patients Spend at the Facility?**

Amount of time spent: (pass requires less than 1:15). **No: 3:53**

This ranks:

- 87 of 394 Facilities Nationally (Top Quarter)
- 26 of 118 Facilities in the Province (Top Quarter)
- 9 of 49 Facilities in the District (Top Quarter)

**Were the Facility Windows Open?**

Most recent observation: **Yes**

Of 435 Facility Observations:

- Yes: 400
- No: 35

**Are people being asked for TB symptoms?**

65% of patients report: Yes **Yes**

This ranks:

- 142 of 397 Facilities Nationally (Top Half)
- 41 of 118 Facilities in the Province (Top Half)
- 19 of 49 Facilities in the District (Top Half)

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

60% of patients report: Yes **Yes**

This ranks:

- 81 of 397 Facilities Nationally (Top Quarter)
- 26 of 118 Facilities in the Province (Top Quarter)
- 13 of 49 Facilities in the District (Top Half)

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

Most recent observation: **Yes**

Of 435 Facility Observations:

- Yes: 379
- No: 56