

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: 26

Amount of time spent: **6:53**

This ranks:

- 365 of 396 Facilities Nationally (Bottom Quarter)
- 113 of 118 Facilities in the Province (Bottom Quarter)
- 20 of 23 Facilities in the District (Bottom Quarter)

Earliest Patient Arrival Time

Patient Responses: 26

Earliest arrival time **4:35**

This ranks:

- 373 of 396 Facilities Nationally (Bottom Quarter)
- 110 of 118 Facilities in the Province (Bottom Quarter)
- 21 of 23 Facilities in the District (Bottom Quarter)

Are the Queues at the Facility Long?

Patient Responses: 26

96% of patients report long queues

There is not enough staff	15
Staff take long breaks (for tea, lunch etc.)	12
Other reason	4

Please specify the other reasons why the queues are long

<input checked="" type="checkbox"/> They are too slow	<input checked="" type="checkbox"/> patients are too many most times	<input checked="" type="checkbox"/> they are too slow
<input checked="" type="checkbox"/> they are waisting time while gossiping		

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 4

Very Unsafe:	75%
Unsafe:	0%
Neither Safe or Unsafe:	25%
Safe:	0%
Very Safe:	0%
Don't know:	0%

This ranks:

- 304 of 335 Facilities Nationally (Bottom Quarter)
- 103 of 108 Facilities in the Province (Bottom Quarter)
- 17 of 20 Facilities in the District (Bottom Quarter)

Facility Staff

Are there Enough Staff at the Facility?

Patient Responses: 26

Always:	12%
Sometimes:	73%
Never:	15%

This ranks:

- 273 of 396 Facilities Nationally (Bottom Half)
- 102 of 118 Facilities in the Province (Bottom Quarter)
- 18 of 23 Facilities in the District (Bottom Quarter)

Are Staff Friendly and Professional?

Patient Responses: 26

Yes:	19%
Sometimes:	62%
Never:	19%

This ranks:

- 349 of 396 Facilities Nationally (Bottom Quarter)
- 110 of 118 Facilities in the Province (Bottom Quarter)
- 20 of 23 Facilities in the District (Bottom Quarter)

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 checked="" type="checkbox"/> Enrolled nurse assistant	<input checked="" type="checkbox"/> Pharmacist	<input type="checkbox"/> Assistant pharmacist
<input checked="" type="checkbox"/> Lab technician	<input type="checkbox"/> Lay counselors	<input type="checkbox"/> Linkage officers
<input type="checkbox"/> Adherence club facilitators	<input checked="" type="checkbox"/> Data capturer	<input type="checkbox"/> Security guard
<input checked="" 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:

Bad

<input checked="" type="checkbox"/> Broken furniture	<input type="checkbox"/> Broken windows or doors	<input type="checkbox"/> Broken roof or walls
<input checked="" type="checkbox"/> Other	<input type="checkbox"/> Don't know	

What is the Condition of the Toilets?

Total Observations:1

Toilet condition was:

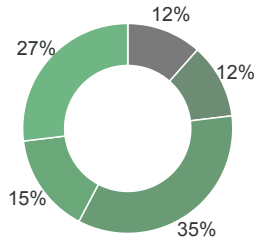
Bad

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

How Clean is the Facility

Patient Responses: 26

Very Dirty:	12%
Dirty:	12%
Neither Clean or 35% Dirty:	12%
Clean:	15%
Very Clean:	27%
Don't know:	0%



This ranks:

- 313 of 396 Facilities Nationally (Bottom Quarter)
- 99 of 118 Facilities in the Province (Bottom Quarter)
- 18 of 23 Facilities in the District (Bottom Quarter)

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

Facility Responses:1

No, we require something additional

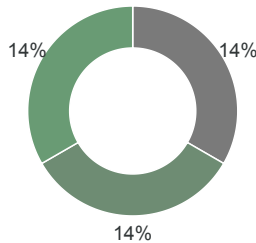
<input checked="" type="checkbox"/> Patients waiting space	<input checked="" type="checkbox"/> Rooms for medical care	<input checked="" type="checkbox"/> Private HIV counseling or testing
<input type="checkbox"/> Laboratory space	<input checked="" type="checkbox"/> Files	<input type="checkbox"/> Data captureurs
<input type="checkbox"/> Adherence clubs	<input checked="" 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: 7

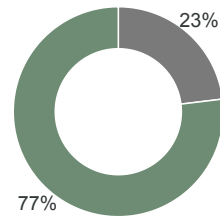
HIV medicine:	14%
Vaccines:	14%
Other medicines 14% or tests:	14%



Any Patients left without the Medicine due to Shortage

Patient Responses: 26

Yes:	23%
No:	77%



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 checked="" type="checkbox"/> Vaccines
<input type="checkbox"/> Bandages (or other dry stock)	<input checked="" 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 checked="" 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 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

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"/> 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

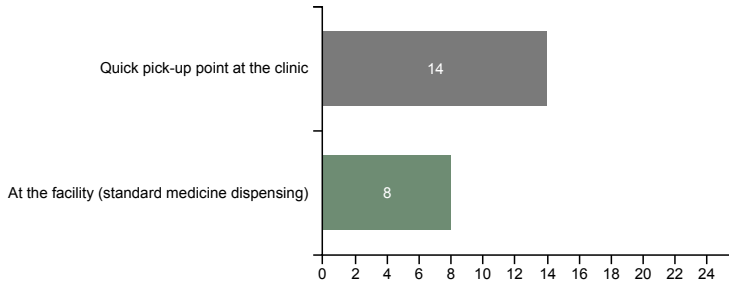
HIV medication shortage(s)

<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 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?

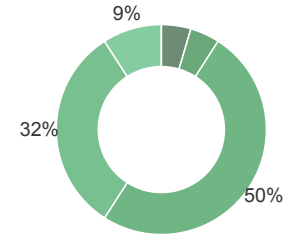
Patient Responses: 22



Length of HIV medicine refill?

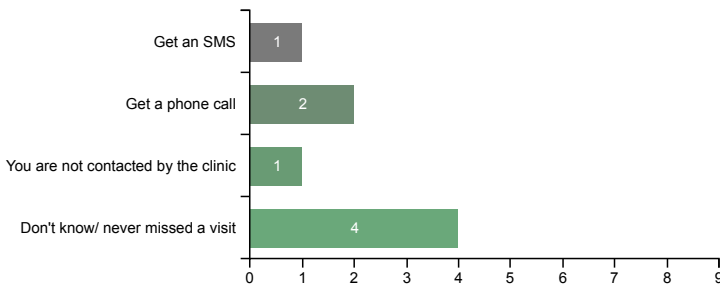
Patient Responses: 22

1 week:	0%
2 weeks:	5%
3 weeks:	0%
1 month:	5%
2 months:	50%
3 months:	32%
6 months:	9%
Don't know:	0%



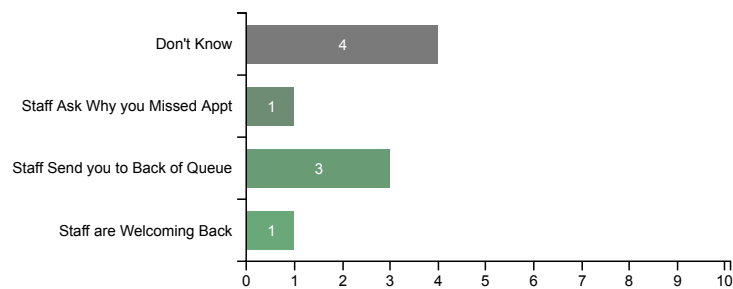
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 8



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

Patient Responses: 9



Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 22

68% of patients say they would like to collect ARVs closer to home

This ranks:

- 270 of 395 Facilities Nationally (Bottom Half)
- 93 of 118 Facilities in the Province (Bottom Quarter)
- 21 of 23 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: 22

24% of patients are aware of facility adherence clubs

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 1

NA% of patients say yes

Is there peer support from PLHIV in the club?

Total Responses: 1

NA% of patients say yes

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

Total Responses: 1

NA% of patients say yes

Number of Adherence Clubs at the Facility

Total Adherence Clubs at Facility:	70
• Facility-Based Clubs:	35
• Community-Based Clubs:	35
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: 22

67% of patients know their viral load

This ranks:

- 302 of 395 Facilities Nationally (Bottom Quarter)
- 89 of 118 Facilities in the Province (Bottom Quarter)
- 20 of 23 Facilities in the District (Bottom Quarter)

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

Patient Responses: 22

100% of patients report having a viral load test

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 23 Facilities in the District (Top Quarter)

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 22

68% of patients report viral load was explained

This ranks:

- 327 of 395 Facilities Nationally (Bottom Quarter)
- 101 of 118 Facilities in the Province (Bottom Quarter)
- 21 of 23 Facilities in the District (Bottom Quarter)

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

Patient Responses: 22

86% of patients understand an undetectable viral load means ARVs are working

This ranks:

- 243 of 395 Facilities Nationally (Bottom Half)
- 64 of 118 Facilities in the Province (Bottom Half)
- 13 of 23 Facilities in the District (Bottom Half)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 22

36% of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

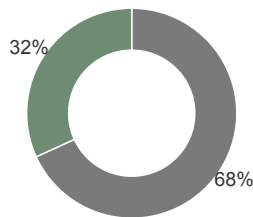
- 335 of 395 Facilities Nationally (Bottom Quarter)
- 98 of 118 Facilities in the Province (Bottom Quarter)
- 21 of 23 Facilities in the District (Bottom Quarter)

Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 22

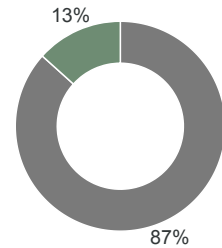
Yes: 68%
No: 32%



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

Patient Responses: 15

Yes: 87%
No: 13%



This ranks:

- 206 of 376 Facilities Nationally (Bottom Half)
- 46 of 116 Facilities in the Province (Top Half)
- 8 of 23 Facilities in the District (Top Half)

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

Patient Responses: 22

91% of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 325 of 395 Facilities Nationally (Bottom Quarter)
- 94 of 118 Facilities in the Province (Bottom Quarter)
- 20 of 23 Facilities in the District (Bottom Quarter)

Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 22

100% of patients report counseling is available

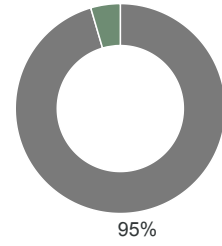
This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 23 Facilities in the District (Top Quarter)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 22

Yes: 95%
Don't know: 5%



95%

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?

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 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 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 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 checked="" 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 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: **RED**

Enough room in the waiting area?

Most recent observation:

Yes

Of 438 Facility Observations:

- Yes: 208
- No: 228
- Don't know: 2

Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15).

No: 6:53

This ranks:

- 365 of 396 Facilities Nationally (Bottom Quarter)
- 113 of 118 Facilities in the Province (Bottom Quarter)
- 20 of 23 Facilities in the District (Bottom Quarter)

Were the Facility Windows Open?

Most recent observation:

Yes

Of 438 Facility Observations:

- Yes: 421
- No: 17

Are people being asked for TB symptoms?

19% of patients report:Yes

No

This ranks:

- 346 of 396 Facilities Nationally (Bottom Quarter)
- 106 of 118 Facilities in the Province (Bottom Quarter)
- 22 of 23 Facilities in the District (Bottom Quarter)

Are people who are coughing in a separate room?

15% of patients report:Yes

No

This ranks:

- 313 of 396 Facilities Nationally (Bottom Quarter)
- 97 of 118 Facilities in the Province (Bottom Quarter)
- 18 of 23 Facilities in the District (Bottom Quarter)

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

Most recent observation:

No

Of 438 Facility Observations:

- Yes: 402
- No: 36