

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: 31

Amount of time spent: **5:43**

This ranks:

- 311 of 396 Facilities Nationally (Bottom Quarter)
- 7 of 14 Facilities in the Province (Bottom Half)
- 1 of 7 Facilities in the District (Top Quarter)

Earliest Patient Arrival Time

Patient Responses: 32

Earliest arrival time **4:50**

This ranks:

- 357 of 396 Facilities Nationally (Bottom Quarter)
- 7 of 14 Facilities in the Province (Bottom Half)
- 1 of 7 Facilities in the District (Top Quarter)

Are the Queues at the Facility Long?

Patient Responses: 32

88% of patients report long queues

Reason	Count
There is not enough staff	16
Staff take long breaks (for tea, lunch etc.)	8
Other reason	7

Please specify the other reasons why the queues are long

<input checked="" type="checkbox"/> It takes too long to find files	<input checked="" type="checkbox"/> It takes too long to find files, the filing system is messy, files are.	<input checked="" type="checkbox"/> It takes too long to find files, the filing system is messy, files are lost.
<input checked="" type="checkbox"/> There are too many patients to serve.	<input checked="" type="checkbox"/> missed appointments patients	<input checked="" type="checkbox"/> patients don't attend their appointments on correct dates at times
<input checked="" type="checkbox"/> there are long ques but staff is always faster		

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 2

Category	Percentage
Very Unsafe:	0%
Unsafe:	0%
Neither Safe or Unsafe:	50%
Safe:	0%
Very Safe:	0%
Don't know:	50%

This ranks:

- 150 of 335 Facilities Nationally (Top Half)
- 4 of 6 Facilities in the Province (Bottom Half)
- 2 of 3 Facilities in the District (Bottom Half)

Facility Staff

Are there Enough Staff at the Facility?

Patient Responses: 32

Always:	28%
Sometimes:	59%
Never:	13%

This ranks:

- 191 of 396 Facilities Nationally (Top Half)
- 7 of 14 Facilities in the Province (Bottom Half)
- 1 of 7 Facilities in the District (Top Quarter)

Are Staff Friendly and Professional?

Patient Responses: 32

Yes:	38%
Sometimes:	53%
Never:	9%

This ranks:

- 303 of 396 Facilities Nationally (Bottom Quarter)
- 9 of 14 Facilities in the Province (Bottom Half)
- 3 of 7 Facilities in the District (Top Half)

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 checked="" 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 type="checkbox"/> Lay counselors	<input type="checkbox"/> Linkage officers
<input type="checkbox"/> Adherence club facilitators	<input 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: **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 checked="" type="checkbox"/> No water	<input type="checkbox"/> No toilet paper
<input type="checkbox"/> No light	<input checked="" type="checkbox"/> Dirty	<input type="checkbox"/> Blocked
<input checked="" type="checkbox"/> Broken	<input checked="" type="checkbox"/> Out of order	<input type="checkbox"/> Don't Know

How Clean is the Facility

Patient Responses: 32

Very Dirty:	13%
Dirty:	0%
Neither Clean or Dirty:	47%
Clean:	31%
Very Clean:	9%
Don't know:	0%

This ranks:

- 320 of 396 Facilities Nationally (Bottom Quarter)
- 10 of 14 Facilities in the Province (Bottom Half)
- 5 of 7 Facilities in the District (Bottom 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: 4

HIV medicine:	25%
Other medicines or tests:	25%
Don't know:	25%

Any Patients left without the Medicine due to Shortage

Patient Responses: 32

Yes:	9%
No:	66%
Don't know:	25%

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 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 checked="" 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 type="checkbox"/> Other
<input checked="" 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)

<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)

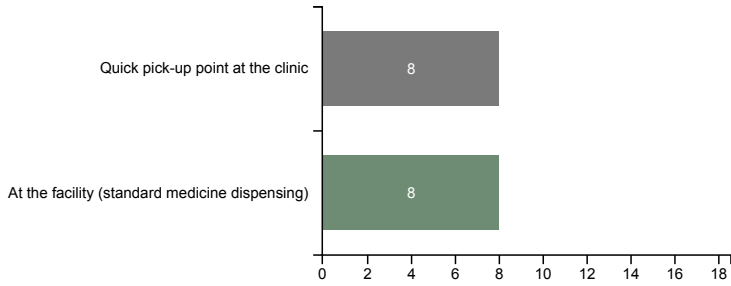
<input type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<input type="checkbox"/> Lamivudine (3TC)	<input type="checkbox"/> Emtricitabine (FTC)	<input type="checkbox"/> Abacavir (ABC)
<input type="checkbox"/> Zidovudine (AZT)	<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?

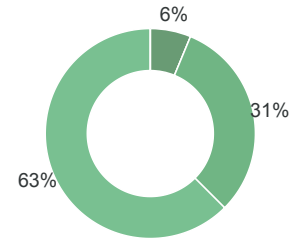
Patient Responses: 16



Length of HIV medicine refill?

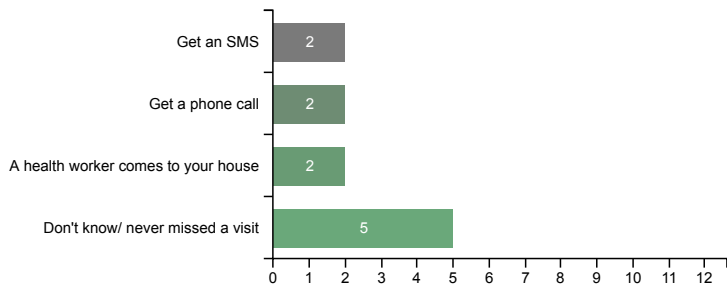
Patient Responses: 16

1 week:	0%
2 weeks:	0%
3 weeks:	6%
1 month:	0%
2 months:	31%
3 months:	63%
6 months:	0%
Don't know:	0%



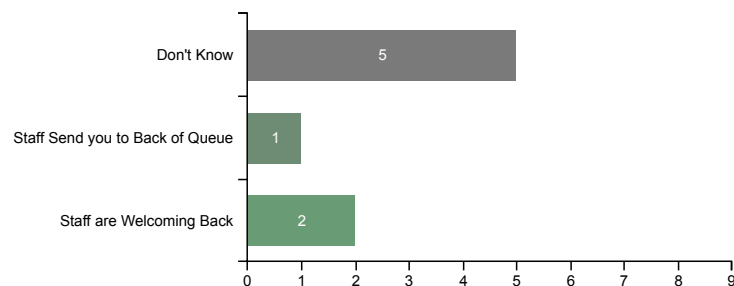
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 11



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

Patient Responses: 8



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:

- 205 of 395 Facilities Nationally (Bottom Half)
- 8 of 14 Facilities in the Province (Bottom Half)
- 5 of 7 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: 16

7% 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:	44
• Facility-Based Clubs:	22
• Community-Based Clubs:	22
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: 16

88% of patients know their viral load

This ranks:

- 199 of 395 Facilities Nationally (Bottom Half)
- 11 of 14 Facilities in the Province (Bottom Quarter)
- 5 of 7 Facilities in the District (Bottom Half)

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

Patient Responses: 16

100% of patients report having a viral load test

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 14 Facilities in the Province (Top Quarter)
- 1 of 7 Facilities in the District (Top Quarter)

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 16

88% of patients report viral load was explained

This ranks:

- 220 of 395 Facilities Nationally (Bottom Half)
- 12 of 14 Facilities in the Province (Bottom Quarter)
- 7 of 7 Facilities in the District (Bottom Quarter)

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

Patient Responses: 16

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

This ranks:

- 156 of 395 Facilities Nationally (Top Half)
- 12 of 14 Facilities in the Province (Bottom Quarter)
- 5 of 7 Facilities in the District (Bottom Half)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 16

75% of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

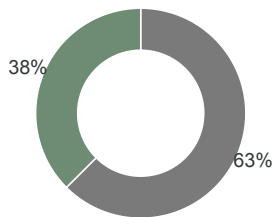
- 179 of 395 Facilities Nationally (Top Half)
- 9 of 14 Facilities in the Province (Bottom Half)
- 5 of 7 Facilities in the District (Bottom Half)

Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 16

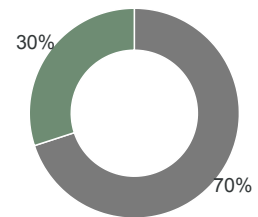
Yes: 63%
No: 38%



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

Patient Responses: 10

Yes: 70%
No: 30%



This ranks:

- 266 of 376 Facilities Nationally (Bottom Half)
- 6 of 8 Facilities in the Province (Bottom Quarter)
- 1 of 3 Facilities in the District (Top Half)

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

Patient Responses: 15

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

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 14 Facilities in the Province (Top Quarter)
- 1 of 7 Facilities in the District (Top Quarter)

Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 16

94% of patients report counseling is available

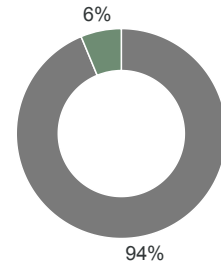
This ranks:

- 238 of 395 Facilities Nationally (Bottom Half)
- 11 of 14 Facilities in the Province (Bottom Quarter)
- 4 of 7 Facilities in the District (Bottom Half)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 16

Yes:	94%
No:	6%



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 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 type="checkbox"/> There is no physical distancing outside the gates of the clinic	<input checked="" 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 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 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 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 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 checked="" type="checkbox"/> We have higher patient wait times than usual	<input checked="" 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: 5:43**

This ranks:
• 311 of 396 Facilities Nationally (Bottom Quarter)
• 7 of 14 Facilities in the Province (Bottom Half)
• 1 of 7 Facilities in the District (Top 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?

30% of patients report:Yes **No**

This ranks:
• 310 of 396 Facilities Nationally (Bottom Quarter)
• 8 of 14 Facilities in the Province (Bottom Half)
• 1 of 7 Facilities in the District (Top Quarter)

Are people who are coughing in a separate room?

31% of patients report:Yes **No**

This ranks:
• 250 of 396 Facilities Nationally (Bottom Half)
• 9 of 14 Facilities in the Province (Bottom Half)
• 2 of 7 Facilities in the District (Top Half)

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

Most recent observation: **Yes**

Of 438 Facility Observations:
• Yes: 402
• No: 36