

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No Data**

|                    |       |
|--------------------|-------|
| Open Time M-F:     | NA    |
| Open Time Sat:     | NA    |
| Average stop time: | 16:47 |

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: 27

Amount of time spent: **5:31**

This ranks:

- 290 of 354 Facilities Nationally (Bottom Quarter)
- 31 of 38 Facilities in the Province (Bottom Quarter)
- 12 of 18 Facilities in the District (Bottom Half)

### Earliest Patient Arrival Time

Patient Responses: 27

Earliest arrival time: **5:25**

This ranks:

- 252 of 354 Facilities Nationally (Bottom Half)
- 30 of 38 Facilities in the Province (Bottom Quarter)
- 16 of 18 Facilities in the District (Bottom Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 27

**88%** of patients report long queues

|  |    |
|--|----|
| There is not enough staff                      | 7  |
| Staff take long breaks (for little or no work) | 10 |
| Staff are not working or working slowly        | 8  |
| Other reason                                   | 12 |
| Dont Know                                      | 1  |

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

Patient Responses: 12

|   |   |  |
|---|---|--|
| <input checked="" type="checkbox"/> Staff Work slowly   | <input checked="" type="checkbox"/> Staff are not working or working slowly                           | <input checked="" type="checkbox"/> Staff are not working or work slowly                       |
| <input checked="" type="checkbox"/> The Clinic opens late Staff are not working or working slowly | <input checked="" type="checkbox"/> Staff are not working or working slowly                           | <input checked="" type="checkbox"/> The Clinic opens late Staff are not working or work slowly |
| <input checked="" type="checkbox"/> Staff working slowly  | <input checked="" type="checkbox"/> The Clinic opens late Staff are not working and or working slowly |  |

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

Patient Responses: 9

|                         |     |
|-------------------------|-----|
| Very Unsafe:            | 11% |
| Unsafe:                 | 0%  |
| Neither Safe or Unsafe: | 0%  |
| Safe:                   | 44% |
| Very Safe:              | 44% |
| Dont know:              | 0%  |

This ranks:

- 76 of 295 Facilities Nationally (Top Half)
- 9 of 32 Facilities in the Province (Top Half)
- 7 of 17 Facilities in the District (Top Half)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 27

|            |     |
|------------|-----|
| Always:    | 52% |
| Sometimes: | 37% |
| Never:     | 7%  |
| Dont know: | 4%  |

This ranks:

- 87 of 354 Facilities Nationally (Top Quarter)
- 5 of 38 Facilities in the Province (Top Quarter)
- 2 of 18 Facilities in the District (Top Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 27

|            |     |
|------------|-----|
| Yes:       | 44% |
| Sometimes: | 48% |
| Never:     | 7%  |

This ranks:

- 261 of 354 Facilities Nationally (Bottom Half)
- 27 of 38 Facilities in the Province (Bottom Half)
- 11 of 18 Facilities in the District (Bottom Half)

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

**Prefer not to answer**

### Which Cadres are Understaffed?

Facility Responses: 1

|  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> Doctor           | <input 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 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 type="checkbox"/> Cleaner                     | <input type="checkbox"/> General assistant    | <input type="checkbox"/> No cadre is understaffed |
| <input type="checkbox"/> Dont know                   | <input type="checkbox"/> Prefer not to answer |   |

## Clinic Conditions

### What is the Condition of the Building?

No Data for this Indicator

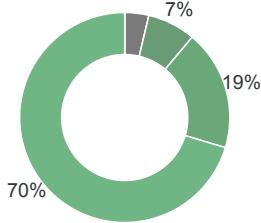
### What is the Condition of the Toilets?

No Data for this Indicator

### How Clean is the Facility

Patient Responses: 27

|                          |     |
|--------------------------|-----|
| Very Dirty:              | 4%  |
| Dirty:                   | 0%  |
| Neither Clean nor Dirty: | 7%  |
| Clean:                   | 19% |
| Very Clean:              | 70% |
| Dont know:               | 0%  |



This ranks:

- 98 of 354 Facilities Nationally (Top Half)
- 7 of 38 Facilities in the Province (Top Quarter)
- 3 of 18 Facilities in the District (Top Quarter)

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

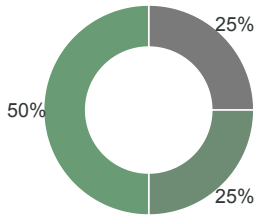
No Data for this Indicator

## Access to Medicines and Shortages/Stockouts

### Patient Reports of Medicine Shortage(s)

Patient Responses: 4

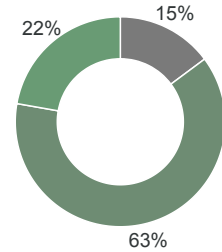
|                           |     |
|---------------------------|-----|
| TB medicine:              | 25% |
| Other medicines or tests: | 25% |
| Dont know:                | 50% |



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

Patient Responses: 27

|            |     |
|------------|-----|
| Yes:       | 15% |
| No:        | 63% |
| Dont know: | 22% |



### Patient Reports of Medicine Shortage(s)

#### Patient Reports of Medicine Shortage(s)

|  |  |   |
|--|--|---|
| <input type="checkbox"/> HIV medicine                  | <input type="checkbox"/> PrEP                                | <input checked="" 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"/> Dont 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"/> Dont 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"/> 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 checked="" type="checkbox"/> Other medicines or diagnostic tests | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Dont 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"/> Dont know               | <input type="checkbox"/> Prefer not to answer      |

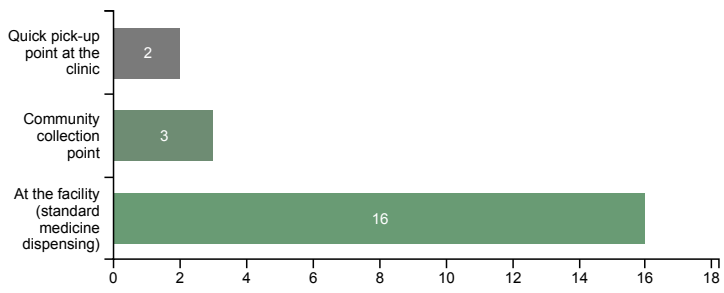
#### HIV medication shortage(s)

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

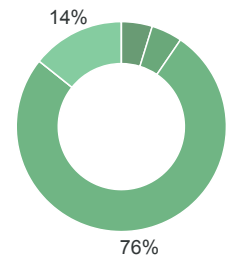
Patient Responses: 21



### Length of HIV medicine refill?

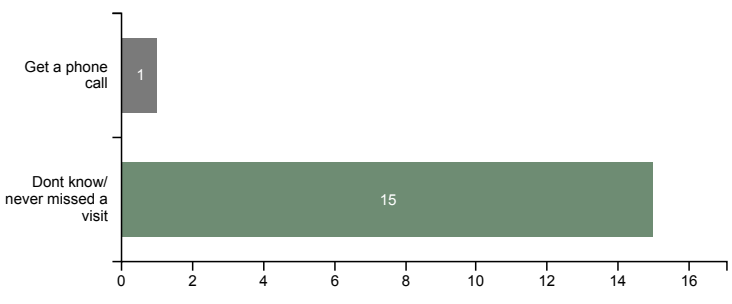
Patient Responses: 21

|             |     |
|-------------|-----|
| 1 week:     | 0%  |
| 2 weeks:    | 0%  |
| 3 weeks:    | 5%  |
| 1 month:    | 5%  |
| 2 months:   | 76% |
| 3 months:   | 0%  |
| 6 months:   | 14% |
| Don't know: | 0%  |



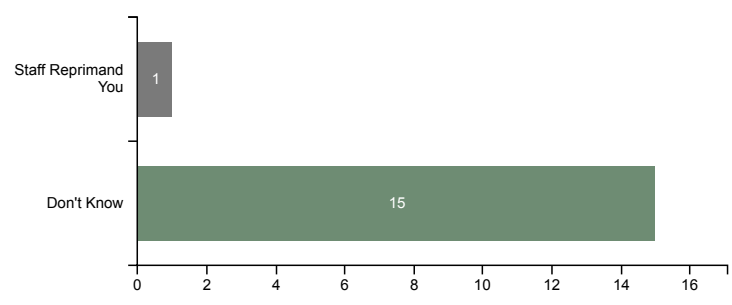
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 16



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

Patient Responses: 16



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

Patient Responses: 21

**100%** of patients say they would like to collect ARVs closer to home

This ranks:

- 329 of 351 Facilities Nationally (Bottom Quarter)
- 34 of 38 Facilities in the Province (Bottom Quarter)
- 14 of 18 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: 21

**57%** 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

|  |   |  |
|--|---|--|
| <input type="checkbox"/> Side effects of medicines | <input type="checkbox"/> Why patients should adhere to their ARVs | <input type="checkbox"/> Different medicine options, such as new drugs (ex. Doloutegravir) |
| <input type="checkbox"/> Other                     | <input type="checkbox"/> None                                     | <input type="checkbox"/> Don't know  |
| <input type="checkbox"/> Prefer not to answer      |   |  |

## Access to Viral Load Testing / Information

### Do Patients Know Their Viral Load?

Patient Responses: 21

**95%** of patients know their viral load

This ranks:

- 122 of 350 Facilities Nationally (Top Half)
- 8 of 38 Facilities in the Province (Top Quarter)
- 6 of 18 Facilities in the District (Top Half)

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

Patient Responses: 21

**100%** of patients report having a viral load test

This ranks:

- 1 of 351 Facilities Nationally (Top Quarter)
- 1 of 38 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

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

Patient Responses: 21

**85%** of patients report viral load was explained

This ranks:

- 218 of 351 Facilities Nationally (Bottom Half)
- 20 of 38 Facilities in the Province (Bottom Half)
- 8 of 18 Facilities in the District (Top Half)

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

Patient Responses: 21

**90%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 172 of 351 Facilities Nationally (Top Half)
- 19 of 38 Facilities in the Province (Bottom Half)
- 10 of 18 Facilities in the District (Bottom Half)

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

Patient Responses: 21

**90%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

- 138 of 351 Facilities Nationally (Top Half)
- 15 of 38 Facilities in the Province (Top Half)
- 8 of 18 Facilities in the District (Top Half)

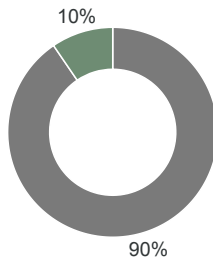
## Confidentiality and Privacy

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

Patient Responses: 21

Yes: 90%

No: 10%

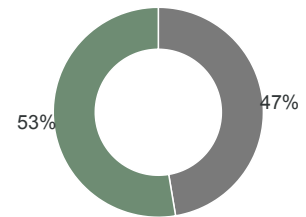


### Did a Health Worker Tell You You can Refuse to Participate in Index Testing?

Patient Responses: 19

Yes: 47%

No: 53%



This ranks:

- 274 of 336 Facilities Nationally (Bottom Quarter)
- 29 of 38 Facilities in the Province (Bottom Quarter)
- 13 of 18 Facilities in the District (Bottom Half)

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

Patient Responses: 21

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

This ranks:

- 1 of 351 Facilities Nationally (Top Quarter)
- 1 of 38 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

## Psycho-Social Support for PLHIV

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

Patient Responses: 21

**11%** of patients report counseling is available

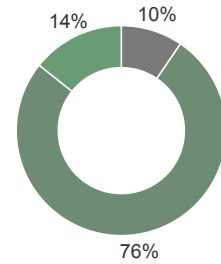
This ranks:

- 343 of 351 Facilities Nationally (Bottom Quarter)
- 33 of 38 Facilities in the Province (Bottom Quarter)
- 14 of 18 Facilities in the District (Bottom Quarter)

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

Patient Responses: 21

|             |     |
|-------------|-----|
| Yes:        | 10% |
| No:         | 76% |
| Don't know: | 14% |



## 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 type="checkbox"/> Men who have sex with men     |
| <input 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          |

## COVID-19 Disruptions

### Is the clinic currently open during the COVID-19 crisis?

### 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 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?

Patient Responses: 27

|   |   |   |
|---|---|---|
| <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 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 checked="" 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?

Facility Responses: 1

|  |   |  |
|--|---|--|
| <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   |   |  |



# Lillian Mambakazi CHC Monitoring Report

Mpumalanga - Gert Sibande: 2021 Q4

## TB Infection Control

|                |                     |                        |                    |  |
|----------------|---------------------|------------------------|--------------------|--|
| <b>Details</b> | <b>Green = 0 No</b> | <b>Yellow = 1-2 No</b> | <b>Red = 2+ No</b> | <b>Clinic Result: <span style="color: red;">RED</span></b> |
|----------------|---------------------|------------------------|--------------------|--|

### Enough room in the waiting area?

No Data for this Indicator

Of 392 Facility Observations:

- No: 213
- Yes: 179

### Time Spent in the Facility after Opening

(pass requires less than 1:15).

## No: 5:31

This ranks:

- 307 of 354 Facilities Nationally (Bottom Quarter)
- 33 of 38 Facilities in the Province (Bottom Quarter)
- 14 of 18 Facilities in the District (Bottom Quarter)

### Were the Facility Windows Open?

No Data for this Indicator

Of 392 Facility Observations:

- Yes: 371
- No: 21

### Are people being asked for TB symptoms?

11% of patients report:Yes

## No

This ranks:

- 309 of 354 Facilities Nationally (Bottom Quarter)
- 34 of 38 Facilities in the Province (Bottom Quarter)
- 14 of 18 Facilities in the District (Bottom Quarter)

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

4% of patients report:Yes

## No

This ranks:

- 315 of 352 Facilities Nationally (Bottom Quarter)
- 34 of 37 Facilities in the Province (Bottom Quarter)
- 15 of 17 Facilities in the District (Bottom Quarter)