

## 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: 16

Amount of time spent: **6:01**

This ranks:

- 327 of 396 Facilities Nationally (Bottom Quarter)
- 124 of 135 Facilities in the Province (Bottom Quarter)
- 60 of 68 Facilities in the District (Bottom Quarter)

### Earliest Patient Arrival Time

Patient Responses: 16

Earliest arrival time **5:50**

This ranks:

- 112 of 396 Facilities Nationally (Top Half)
- 47 of 135 Facilities in the Province (Top Half)
- 14 of 68 Facilities in the District (Top Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 16

**81%** of patients report long queues

There is not enough staff	10
Staff take long breaks (for tea, lunch etc.)	8

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

No Data for this Indicator

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

Patient Responses: 10

Very Unsafe:	20%
Unsafe:	40%
Neither Safe or Unsafe:	20%
Safe:	20%
Very Safe:	0%
Don't know:	0%

This ranks:

- 220 of 335 Facilities Nationally (Bottom Half)
- 83 of 106 Facilities in the Province (Bottom Quarter)
- 43 of 61 Facilities in the District (Bottom Half)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 16

Always:	6%
Sometimes:	88%
Never:	6%

This ranks:

- 243 of 396 Facilities Nationally (Bottom Half)
- 71 of 135 Facilities in the Province (Bottom Half)
- 39 of 68 Facilities in the District (Bottom Half)

### Are Staff Friendly and Professional?

Patient Responses: 16

Yes:	31%
Sometimes:	56%
Never:	13%

This ranks:

- 329 of 396 Facilities Nationally (Bottom Quarter)
- 123 of 135 Facilities in the Province (Bottom Quarter)
- 58 of 68 Facilities in the District (Bottom Quarter)

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

Facility Responses: 1

**Yes**

### Which Cadres are Understaffed?

No Data for this Indicator

## 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: **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: 16

Very Dirty:	0%
Dirty:	13%
Neither Clean or 50% Dirty:	
Clean:	25%
Very Clean:	13%
Don't know:	0%

This ranks:

- 311 of 396 Facilities Nationally (Bottom Quarter)
- 105 of 135 Facilities in the Province (Bottom Quarter)
- 49 of 68 Facilities in the District (Bottom Half)

### 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 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

Contraceptives:	25%
Pregnancy Test:	25%

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

Patient Responses: 16

Yes:	19%
No:	63%
Don't know:	19%

### 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 checked="" type="checkbox"/> Contraceptives	<input checked="" 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 checked="" type="checkbox"/> Injection	<input type="checkbox"/> Implant	<input type="checkbox"/> IUD (interuterine device)
<input type="checkbox"/> Other	<input checked="" 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"/> 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 checked="" 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 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

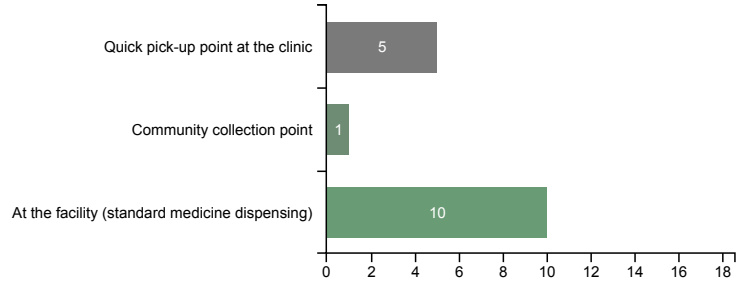
HIV medication shortage(s)

<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 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?

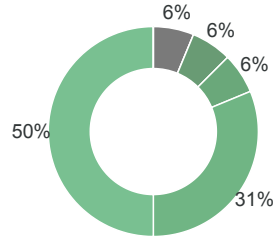
Patient Responses: 16



### Length of HIV medicine refill?

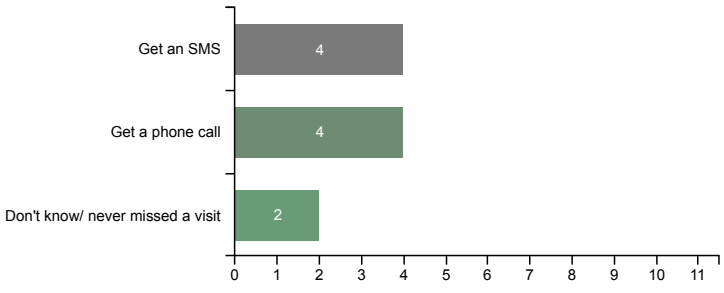
Patient Responses: 16

1 week:	6%
2 weeks:	0%
3 weeks:	6%
1 month:	6%
2 months:	31%
3 months:	50%
6 months:	0%
Don't know:	0%



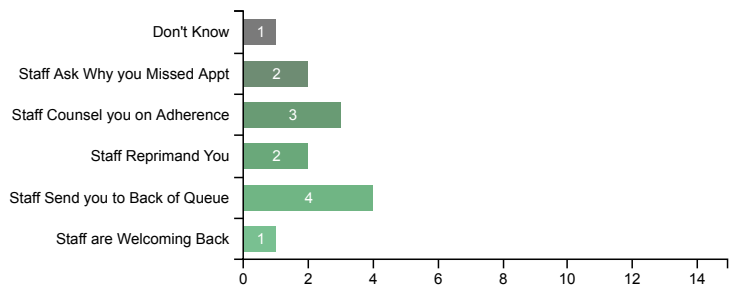
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 10



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

Patient Responses: 13



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

Patient Responses: 16

**81%** of patients say they would like to collect ARVs closer to home

- This ranks:
- 333 of 395 Facilities Nationally (Bottom Quarter)
  - 112 of 135 Facilities in the Province (Bottom Quarter)
  - 51 of 68 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: 16

**69%** 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

### Number of Adherence Clubs at the Facility

Total Adherence Clubs at Facility:	27
• Facility-Based Clubs:	14
• Community-Based Clubs:	13
Number of Adherence Club Facilitators:	NA
Number of Adherence Club Nurses:	NA
Adherence Clubs per Facilitator:	NA

This ranks:  
No Ranking Data Available

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

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: 16

**100%** of patients know their viral load

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 135 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

### 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 135 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

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

Patient Responses: 16

**94%** of patients report viral load was explained

This ranks:

- 164 of 395 Facilities Nationally (Top Half)
- 82 of 135 Facilities in the Province (Bottom Half)
- 42 of 68 Facilities in the District (Bottom Half)

### 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)
- 70 of 135 Facilities in the Province (Bottom Half)
- 39 of 68 Facilities in the District (Bottom Half)

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

Patient Responses: 16

**81%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

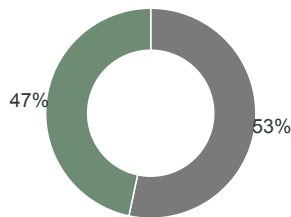
- 155 of 395 Facilities Nationally (Top Half)
- 72 of 135 Facilities in the Province (Bottom Half)
- 41 of 68 Facilities in the District (Bottom Half)

## Confidentiality and Privacy

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

Patient Responses: 15

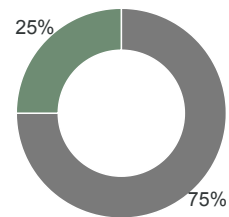
Yes:	53%
No:	47%



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

Patient Responses: 8

Yes:	75%
No:	25%



This ranks:

- 252 of 376 Facilities Nationally (Bottom Half)
- 102 of 129 Facilities in the Province (Bottom Quarter)
- 51 of 68 Facilities in the District (Bottom Quarter)

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

Patient Responses: 16

**88%** of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 337 of 395 Facilities Nationally (Bottom Quarter)
- 128 of 135 Facilities in the Province (Bottom Quarter)
- 66 of 68 Facilities in the District (Bottom Quarter)

## Psycho-Social Support for PLHIV

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

Patient Responses: 16

**94%** of patients report counseling is available

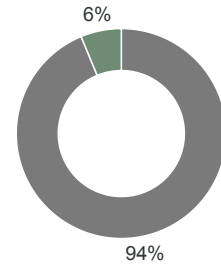
This ranks:

- 238 of 395 Facilities Nationally (Bottom Half)
- 108 of 135 Facilities in the Province (Bottom Quarter)
- 56 of 68 Facilities in the District (Bottom Quarter)

### 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 checked="" type="checkbox"/> Adolescent girls/young women	<input type="checkbox"/> All women	<input type="checkbox"/> Men who have sex with men
<input checked="" type="checkbox"/> Sex workers	<input 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 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 checked="" type="checkbox"/> I couldn't get transportation to the clinic when I needed it	<input checked="" 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 checked="" type="checkbox"/> There were less staff working than usual	<input type="checkbox"/> The clinic not providing the service I needed
<input checked="" 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 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		

## TB Infection Control

Details	Green = 0 No	Yellow = 1-2 No	Red = 2+ No	Clinic Result: <b>RED</b>
<p><b>Enough room in the waiting area?</b></p> <p>Most recent observation:</p> <hr/>			<b>No</b>	<div style="border: 1px solid black; padding: 5px;"> <p>Of 438 Facility Observations:</p> <ul style="list-style-type: none"> <li>• Yes: 208</li> <li>• No: 228</li> <li>• Don't know: 2</li> </ul> </div>
<p><b>Time Patients Spend at the Facility?</b></p> <p>Amount of time spent: (pass requires less than 1:15).</p> <hr/>		<b>No: 6:01</b>		<div style="border: 1px solid black; padding: 5px;"> <p>This ranks:</p> <ul style="list-style-type: none"> <li>• 327 of 396 Facilities Nationally (Bottom Quarter)</li> <li>• 124 of 135 Facilities in the Province (Bottom Quarter)</li> <li>• 60 of 68 Facilities in the District (Bottom Quarter)</li> </ul> </div>
<p><b>Were the Facility Windows Open?</b></p> <p>Most recent observation:</p> <hr/>			<b>Yes</b>	<div style="border: 1px solid black; padding: 5px;"> <p>Of 438 Facility Observations:</p> <ul style="list-style-type: none"> <li>• Yes: 421</li> <li>• No: 17</li> </ul> </div>
<p><b>Are people being asked for TB symptoms?</b></p> <p>25% of patients report:Yes</p> <hr/>			<b>No</b>	<div style="border: 1px solid black; padding: 5px;"> <p>This ranks:</p> <ul style="list-style-type: none"> <li>• 326 of 396 Facilities Nationally (Bottom Quarter)</li> <li>• 119 of 135 Facilities in the Province (Bottom Quarter)</li> <li>• 60 of 68 Facilities in the District (Bottom Quarter)</li> </ul> </div>
<p><b>Are people who are coughing in a separate room?</b></p> <p>20% of patients report:Yes</p> <hr/>			<b>No</b>	<div style="border: 1px solid black; padding: 5px;"> <p>This ranks:</p> <ul style="list-style-type: none"> <li>• 287 of 396 Facilities Nationally (Bottom Half)</li> <li>• 103 of 135 Facilities in the Province (Bottom Quarter)</li> <li>• 51 of 68 Facilities in the District (Bottom Quarter)</li> </ul> </div>
<p><b>Are there posters telling patient to cover mouth when coughing/sneezing?</b></p> <p>Most recent observation:</p> <hr/>			<b>Yes</b>	<div style="border: 1px solid black; padding: 5px;"> <p>Of 438 Facility Observations:</p> <ul style="list-style-type: none"> <li>• Yes: 402</li> <li>• No: 36</li> </ul> </div>