



## Facility Hours and Waiting Times

### Facility is Open 24 Hours

Yes

Open Time M-F:	NA
Open Time Sat:	NA
Average stop time:	13:24

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: 24

Amount of time spent: 5:20

This ranks:

- 228 of 292 Facilities Nationally (Bottom Quarter)
- 84 of 91 Facilities in the Province (Bottom Quarter)
- 42 of 45 Facilities in the District (Bottom Quarter)

### Earliest Patient Arrival Time

Patient Responses: 30

Earliest arrival time 5:23

This ranks:

- 212 of 292 Facilities Nationally (Bottom Half)
- 70 of 91 Facilities in the Province (Bottom Quarter)
- 33 of 45 Facilities in the District (Bottom Half)

### Are the Queues at the Facility Long?

Patient Responses: 30

97%

of patients report long queues

Reason	Count
There is not enough staff	9
Staff take long breaks (for tea, lunch)	3
There are too many patients long term files, the filing system is messy, files are not sorted	17
Other reasons	5
Don't know	1
Don't know	1

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

Patient Responses: 1

The staff are working slowly

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

Patient Responses: 3

Category	Percentage
Very Unsafe	0%
Unsafe	100%
Neither Safe or Unsafe	0%
Safe	0%
Very Safe	0%
Don't know	0%

100%

This ranks:

- 193 of 238 Facilities Nationally (Bottom Quarter)
- 67 of 70 Facilities in the Province (Bottom Quarter)
- 39 of 42 Facilities in the District (Bottom Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 30

Response	Percentage
Always	27%
Sometimes	63%
Never	7%
Don't know	3%

This ranks:

- 133 of 292 Facilities Nationally (Top Half)
- 48 of 91 Facilities in the Province (Bottom Half)
- 20 of 45 Facilities in the District (Top Half)

### Are Staff Friendly and Professional?

Patient Responses: 30

Response	Percentage
Yes	50%
Sometimes	50%

This ranks:

- 173 of 292 Facilities Nationally (Bottom Half)
- 74 of 91 Facilities in the Province (Bottom Quarter)
- 36 of 45 Facilities in the District (Bottom Quarter)

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

Facility Responses: 1

No

### Which Cadres are Understaffed?

Facility Responses: 1

<input 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 checked="" 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"/> 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"/> No light /or lights not working in some areas of the facility	<input type="checkbox"/> Broken furniture	<input type="checkbox"/> Broken or cracked roof, walls or floor
<input type="checkbox"/> No running water at the facility	<input type="checkbox"/> Broken windows or doors	<input type="checkbox"/> Old building needs renovation
<input type="checkbox"/> Rubbish piles	<input type="checkbox"/> Other	

### What is the Condition of the Toilets?

Total Observations: 1

Toilet condition was: **Good**

<input type="checkbox"/> No soap	<input type="checkbox"/> No water at all	<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"/> No running water

### How Clean is the Facility

Patient Responses: 30

Very Dirty:	0%
Dirty:	0%
Neither Clean nor Dirty:	23%
Clean:	47%
Very Clean:	30%
Dont know:	0%

This ranks:

- 163 of 292 Facilities Nationally (Bottom Half)
- 67 of 91 Facilities in the Province (Bottom Half)
- 32 of 45 Facilities in the District (Bottom Half)

### 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: 1

Contraceptives: 100%
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### Any Patients left without the Medicine due to Shortage

Patient Responses: 30

Yes:	7%
No:	40%
Dont know:	53%

### 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 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"/> 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 checked="" 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 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"/> 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 checked="" 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

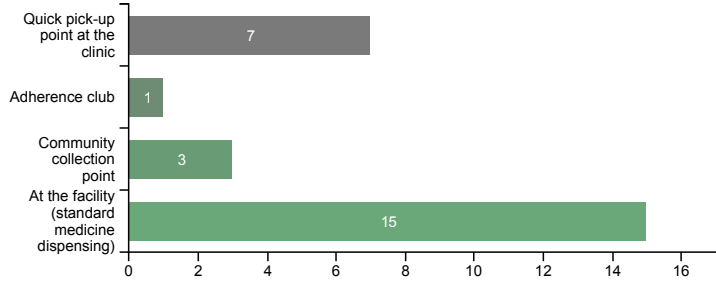
HIV medication shortage(s)

<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?

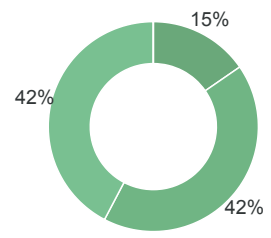
Patient Responses: 26



### Length of HIV medicine refill?

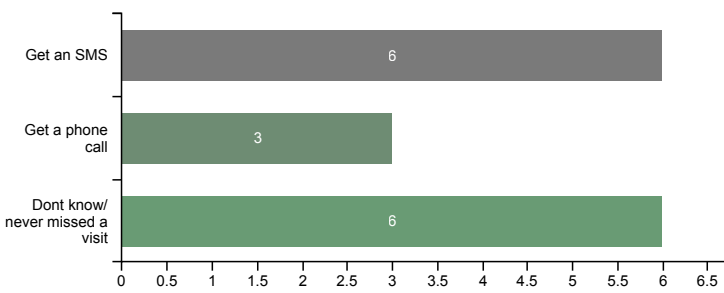
Patient Responses: 26

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	15%
2 months:	42%
3 months:	42%
6 months:	0%
Don't know:	0%



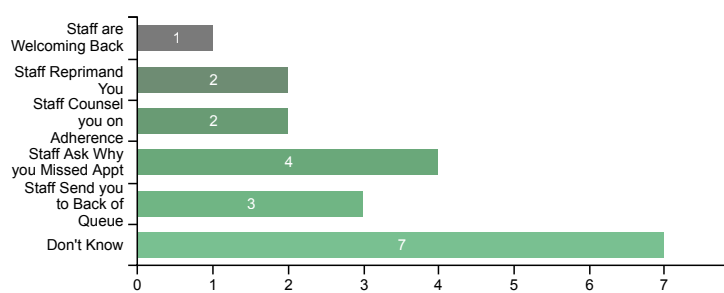
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 15



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

Patient Responses: 15



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

Patient Responses: 26

**61%** of patients say they would like to collect ARVs closer to home

This ranks:

- 181 of 288 Facilities Nationally (Bottom Half)
- 59 of 91 Facilities in the Province (Bottom Half)
- 29 of 45 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: 25

**71%** 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

### Adherence Club Staffing

No Data for this Indicator

### 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

<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: 26

**92%** of patients know their viral load

This ranks:

- 125 of 288 Facilities Nationally (Top Half)
- 57 of 91 Facilities in the Province (Bottom Half)
- 31 of 45 Facilities in the District (Bottom Half)

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

Patient Responses: 26

**88%** of patients report having a viral load test

This ranks:

- 251 of 288 Facilities Nationally (Bottom Quarter)
- 86 of 91 Facilities in the Province (Bottom Quarter)
- 42 of 45 Facilities in the District (Bottom Quarter)

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

Patient Responses: 23

**83%** of patients report viral load was explained

This ranks:

- 189 of 287 Facilities Nationally (Bottom Half)
- 67 of 91 Facilities in the Province (Bottom Half)
- 37 of 45 Facilities in the District (Bottom Quarter)

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

Patient Responses: 26

**73%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 216 of 288 Facilities Nationally (Bottom Quarter)
- 79 of 91 Facilities in the Province (Bottom Quarter)
- 41 of 45 Facilities in the District (Bottom Quarter)

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

Patient Responses: 26

**42%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

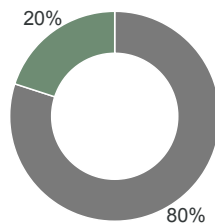
- 239 of 288 Facilities Nationally (Bottom Quarter)
- 78 of 91 Facilities in the Province (Bottom Quarter)
- 41 of 45 Facilities in the District (Bottom Quarter)

## Confidentiality and Privacy

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

Patient Responses: 25

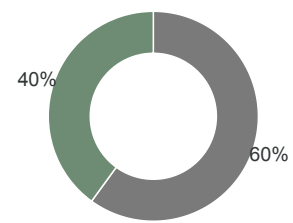
Yes:	80%
No:	20%



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

Patient Responses: 20

Yes:	60%
No:	40%



This ranks:

- 197 of 268 Facilities Nationally (Bottom Half)
- 70 of 88 Facilities in the Province (Bottom Quarter)
- 34 of 44 Facilities in the District (Bottom Quarter)

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

Patient Responses: 25

**92%** of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 222 of 287 Facilities Nationally (Bottom Quarter)
- 85 of 91 Facilities in the Province (Bottom Quarter)
- 40 of 45 Facilities in the District (Bottom Quarter)

## Psycho-Social Support for PLHIV

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 26

**100%** of patients report counseling is available

This ranks:

- 1 of 288 Facilities Nationally (Top Quarter)
- 1 of 91 Facilities in the Province (Top Quarter)
- 1 of 45 Facilities in the District (Top Quarter)

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 26

Yes: 100%

100%

## 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"/> Dont know	<input type="checkbox"/> Prefer not to answer

## COVID-19 Disruptions

**Is the clinic currently open during the COVID-19 crisis?** Total Observations: 1

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?** Total Observations: 1

<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?** Patient Responses: 30

<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 checked="" type="checkbox"/> The queue at the clinic was longer than usual	<input checked="" type="checkbox"/> There were less staff working than usual	<input checked="" 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?** 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		



## 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                      **No**

Of 303 Facility Observations:  
 • No: 167  
 • Yes: 136

**Time Spent in the Facility after Opening**  
 (pass requires less than 1:15).                      **No: 5:20**

This ranks:  
 • 239 of 292 Facilities Nationally (Bottom Quarter)  
 • 85 of 91 Facilities in the Province (Bottom Quarter)  
 • 43 of 45 Facilities in the District (Bottom Quarter)

**Were the Facility Windows Open?**  
 Most Recent Observation                      **Yes**

Of 303 Facility Observations:  
 • Yes: 285  
 • No: 18

**Are people being asked for TB symptoms?**  
 46% of patients report:Yes                      **No**

This ranks:  
 • 195 of 292 Facilities Nationally (Bottom Half)  
 • 71 of 91 Facilities in the Province (Bottom Quarter)  
 • 37 of 45 Facilities in the District (Bottom Quarter)

**Are people who are coughing in a separate room?**  
 28% of patients report:Yes                      **No**

This ranks:  
 • 199 of 291 Facilities Nationally (Bottom Half)  
 • 67 of 91 Facilities in the Province (Bottom Half)  
 • 36 of 45 Facilities in the District (Bottom Quarter)