

Facility Hours and Waiting Times

Facility is Open 24 Hours

No

Open Time M-F: 7:00
 Open Time Sat: NA
 Average stop time: 15:10

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: 20

Amount of time spent: **4:40**

- This ranks:
- 167 of 394 Facilities Nationally (Top Half)
 - 11 of 46 Facilities in the Province (Top Quarter)
 - 3 of 14 Facilities in the District (Top Quarter)

Earliest Patient Arrival Time

Patient Responses: 20

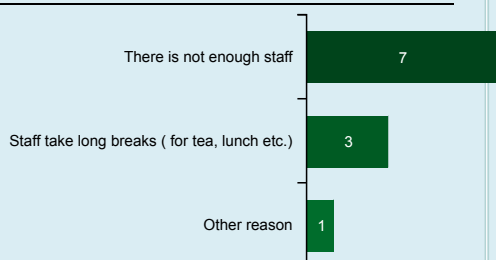
Earliest arrival time **5:39**

- This ranks:
- 134 of 397 Facilities Nationally (Top Half)
 - 21 of 46 Facilities in the Province (Top Half)
 - 4 of 14 Facilities in the District (Top Half)

Are the Queues at the Facility Long?

Patient Responses: 20

35% of patients report long queues

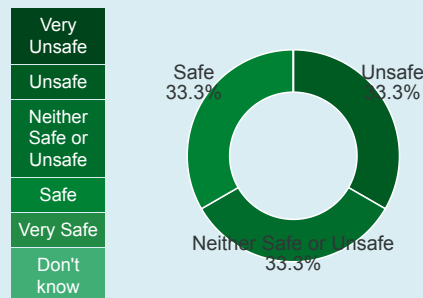


Please specify the other reasons why the queues are long

Staff they don't care

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 3

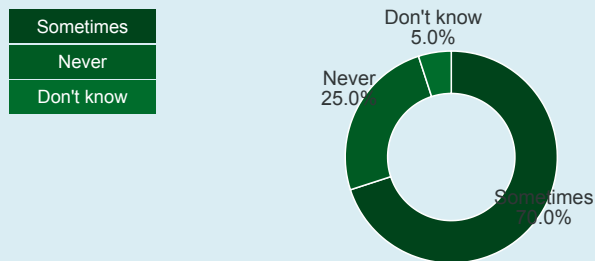


- This ranks:
- 162 of 340 Facilities Nationally (Top Half)
 - 11 of 40 Facilities in the Province (Top Half)
 - 3 of 13 Facilities in the District (Top Quarter)

Facility Staff

Are there Enough Staff at the Facility?

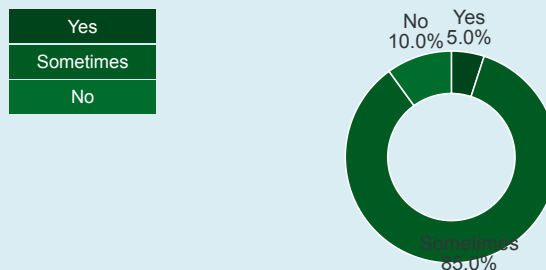
Patient Responses: 20



- This ranks:
- 305 of 397 Facilities Nationally (Bottom Quarter)
 - 33 of 46 Facilities in the Province (Bottom Half)
 - 11 of 14 Facilities in the District (Bottom Quarter)

Are Staff Friendly and Professional?

Patient Responses: 20



Facility Manager: Does the Facility have Enough Staff?

Facility Responses: 1

Yes

Which Cadres are Understaffed?

No Data for this Indicator

Clinic Conditions and Patient Safety

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:

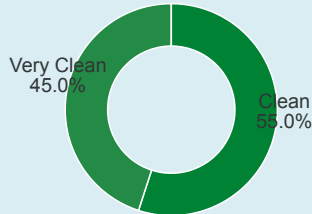
Bad

| | | |
|---|---------------------------------------|---|
| <input checked="" type="checkbox"/> No soap | <input 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 type="checkbox"/> Broken | <input type="checkbox"/> Out of order | <input type="checkbox"/> Don't Know |

How Clean is the Facility

Patient Responses: 20

| |
|------------------------|
| Very Dirty |
| Dirty |
| Neither Clean or Dirty |
| Clean |
| Very Clean |
| Don't know |



This ranks:

- 97 of 397 Facilities Nationally (Top Quarter)
- 9 of 46 Facilities in the Province (Top Quarter)
- 1 of 14 Facilities in the District (Top Quarter)

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

Facility Responses: 1

No, we require something additional

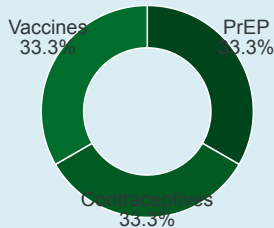
| | | |
|--|--|---|
| <input checked="" type="checkbox"/> Patients waiting space | <input checked="" type="checkbox"/> Rooms for medical care | <input checked="" type="checkbox"/> Private HIV counseling or testing |
| <input type="checkbox"/> Laboratory space | <input type="checkbox"/> Files | <input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

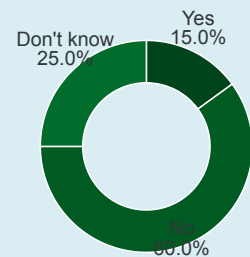
Don't know



Any Patients left without the Medicine due to Shortage

Patient Responses: 20

| |
|------------|
| Yes |
| No |
| Don't know |



Patient Reports of Medicine Shortage(s)

Patient Reports of Medicine Shortage(s)

| | | |
|--|---|--|
| <input type="checkbox"/> HIV medicine | <input checked="" type="checkbox"/> PrEP | <input type="checkbox"/> TB medicine |
| <input checked="" 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 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 checked="" 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"/> 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"/> 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 checked="" 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) |
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| <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) |

Lusikisiki Village Clinic (Qaukeni) Monitoring Report

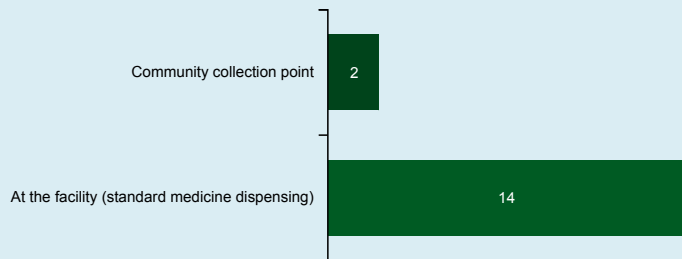
Eastern Cape - OR Tambo: 2021 Q1



ARV Collection and Access

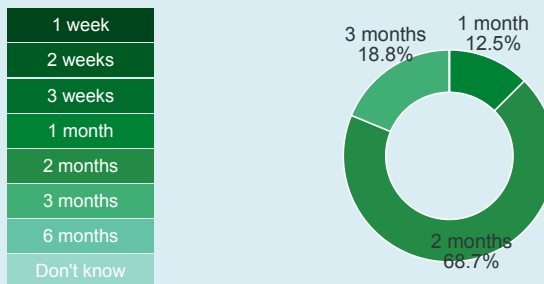
Where do you Collect ARVs?

Patient Responses: 16



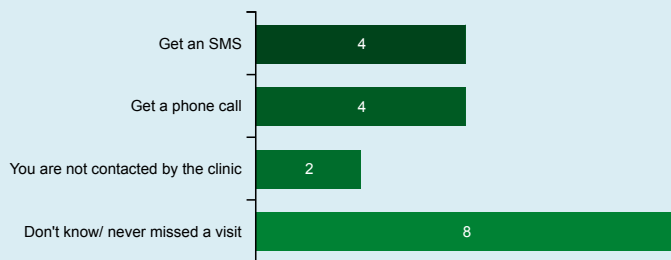
Length of HIV medicine refill?

Patient Responses: 16



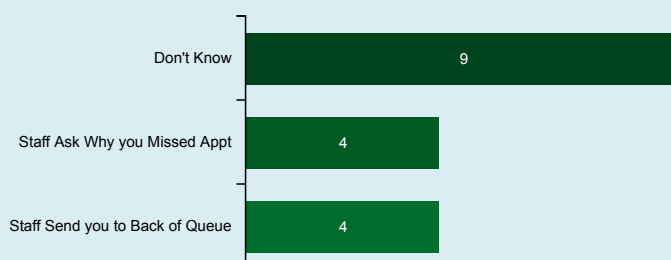
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 18



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

Patient Responses: 17



Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 16

75% of patients say they would like to collect ARVs closer to home

This ranks:

- 178 of 397 Facilities Nationally (Top Half)
- 10 of 46 Facilities in the Province (Top Quarter)
- 5 of 14 Facilities in the District (Top Half)

Adherence Clubs

If Not in an Adherence Club Already, Are you Aware of Them at this Facility?

Patient Responses: 16

25% of patients are aware of facility adherence clubs

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 4

{0}% of patients say yes

Is there peer support from PLHIV in the club?

Total Responses: 4

{0}% of patients say yes

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

Total Responses: 4

{0}% of patients say yes

Adherence Club Staffing

| | |
|--|----|
| Total Adherence Clubs at Facility: | 25 |
| • Facility-Based Clubs: | 0 |
| • Community-Based Clubs: | 25 |
| 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

100% of patients know their viral load

This ranks:

- 1 of 397 Facilities Nationally (Top Quarter)
- 1 of 46 Facilities in the Province (Top Quarter)
- 1 of 14 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 397 Facilities Nationally (Top Quarter)
- 1 of 46 Facilities in the Province (Top Quarter)
- 1 of 14 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:

- 114 of 396 Facilities Nationally (Top Half)
- 11 of 45 Facilities in the Province (Top Quarter)
- 1 of 14 Facilities in the District (Top Quarter)

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

Patient Responses: 16

88% of patients understand an undetectable viral load means ARVs are working

This ranks:

- 154 of 397 Facilities Nationally (Top Half)
- 17 of 46 Facilities in the Province (Top Half)
- 2 of 14 Facilities in the District (Top Quarter)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 16

88% of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

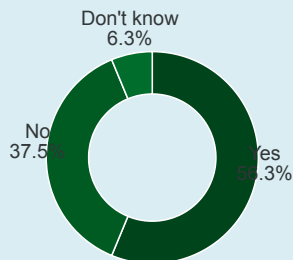
- 77 of 397 Facilities Nationally (Top Quarter)
- 9 of 46 Facilities in the Province (Top Quarter)
- 2 of 14 Facilities in the District (Top Quarter)

Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 16

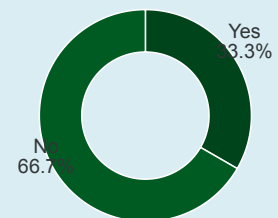
Yes
Don't know



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

Patient Responses: 9

Yes
No



This ranks:

- 310 of 388 Facilities Nationally (Bottom Quarter)
- 35 of 46 Facilities in the Province (Bottom Quarter)
- 6 of 14 Facilities in the District (Top Half)

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

Patient Responses: 16

44% of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 371 of 397 Facilities Nationally (Bottom Quarter)
- 39 of 46 Facilities in the Province (Bottom Quarter)
- 8 of 14 Facilities in the District (Bottom Half)

Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 16

19% of patients report counseling is available

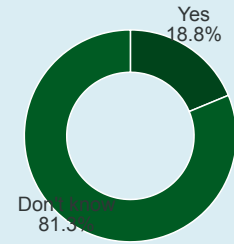
This ranks:

- 377 of 397 Facilities Nationally (Bottom Quarter)
- 44 of 46 Facilities in the Province (Bottom Quarter)
- 12 of 14 Facilities in the District (Bottom Quarter)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 16

| |
|------------|
| Yes |
| No |
| Don't know |



PrEP and DTG-Related Contraceptive Access

What patients are offered PrEP? Select all that apply

| | | |
|--|--|---|
| <input checked="" type="checkbox"/> Adolescent girls/young women | <input checked="" 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 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 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 checked="" 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 that 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: **Yes**

Of 435 Facility Observations:

- Yes: 208
- No: 227

Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15). **No: 4:40**

This ranks:

- 167 of 394 Facilities Nationally (Top Half)
- 11 of 46 Facilities in the Province (Top Quarter)
- 3 of 14 Facilities in the District (Top Quarter)

Were the Facility Windows Open?

Most recent observation: **Yes**

Of 435 Facility Observations:

- Yes: 400
- No: 35

Are people being asked for TB symptoms?

5% of patients report: Yes **No**

This ranks:

- 365 of 397 Facilities Nationally (Bottom Quarter)
- 39 of 46 Facilities in the Province (Bottom Quarter)
- 11 of 14 Facilities in the District (Bottom Quarter)

Are people who are coughing in a separate room?

0% of patients report: Yes **No**

This ranks:

- 336 of 397 Facilities Nationally (Bottom Quarter)
- 37 of 46 Facilities in the Province (Bottom Quarter)
- 8 of 14 Facilities in the District (Bottom Half)

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

Most recent observation: **Yes**

Of 435 Facility Observations:

- Yes: 379
- No: 56