



# Mason Street Clinic Monitoring Report

KwaZulu-Natal - Zululand: 2021 Q4

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No**

Open Time M-F:	7:00
Open Time Sat:	7:00
Average stop time:	18:07

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: 30

Amount of time spent: **4:01**

This ranks:

- 137 of 292 Facilities Nationally (Top Half)
- 67 of 91 Facilities in the Province (Bottom Half)
- 5 of 9 Facilities in the District (Bottom Half)

### Earliest Patient Arrival Time

Patient Responses: 27

Earliest arrival time: **6:44**

This ranks:

- 24 of 292 Facilities Nationally (Top Quarter)
- 11 of 91 Facilities in the Province (Top Quarter)
- 1 of 9 Facilities in the District (Top Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 30

**72%** of patients report long queues

There is not enough staff	8
Staff take long breaks (for tea, lunch)	9
There are too many patients long term files, the filing system is messy, files are not sorted	14
Other reasons	3
Dont Know	1

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

Patient Responses: 3

- Staff meetings
- If the facility manager manager should manage time when they have staff meeting sometimes they taking long time in the staff meeting.
- Staff most of the time attend 1 patient about 15 minutes and above.

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

Patient Responses: 15

Very Unsafe:	0%
Unsafe:	0%
Neither Safe or Unsafe:	0%
Safe:	27%
Very Safe:	73%
Dont know:	0%

73%

This ranks:

- 23 of 238 Facilities Nationally (Top Quarter)
- 10 of 70 Facilities in the Province (Top Quarter)
- 3 of 6 Facilities in the District (Bottom Half)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 30

Always:	17%
Sometimes:	63%
Never:	20%

20%

17%

63%

This ranks:

- 222 of 292 Facilities Nationally (Bottom Quarter)
- 65 of 91 Facilities in the Province (Bottom Half)
- 8 of 9 Facilities in the District (Bottom Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 30

Yes:	57%
Sometimes:	43%

43%

57%

This ranks:

- 162 of 292 Facilities Nationally (Bottom Half)
- 71 of 91 Facilities in the Province (Bottom Quarter)
- 7 of 9 Facilities in the District (Bottom Quarter)

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

No Data for this Indicator

### Which Cadres are Understaffed?

<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 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?** 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:	10%
Clean:	33%
Very Clean:	57%
Dont know:	0%

This ranks:

- 92 of 292 Facilities Nationally (Top Half)
- 39 of 91 Facilities in the Province (Top Half)
- 4 of 9 Facilities in the District (Top 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: 2

PrEP:	50%
Contraceptives:	50%

**Any Patients left without the Medicine due to Shortage** Patient Responses: 30

Yes:	7%
No:	77%
Dont know:	17%

**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 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 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"/> 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 type="checkbox"/> Other medicines or diagnostic tests	<input checked="" 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)



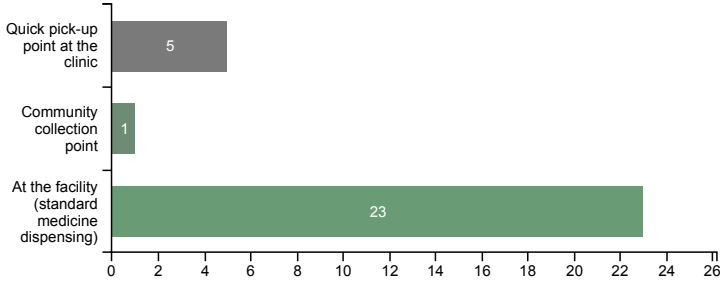
# Mason Street Clinic Monitoring Report

KwaZulu-Natal - Zululand: 2021 Q4

## ARV Collection and Access

### Where do you Collect ARVs?

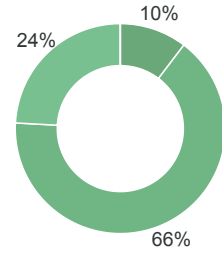
Patient Responses: 29



### Length of HIV medicine refill?

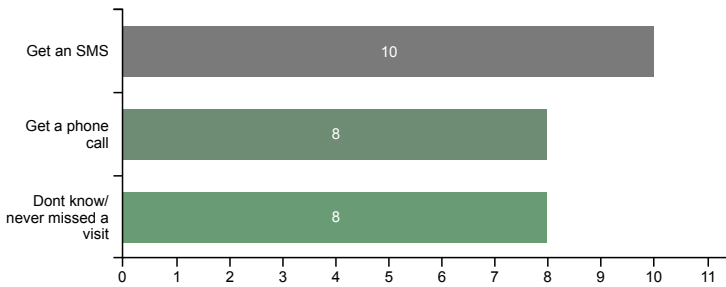
Patient Responses: 29

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	10%
2 months:	66%
3 months:	24%
6 months:	0%
Dont know:	0%



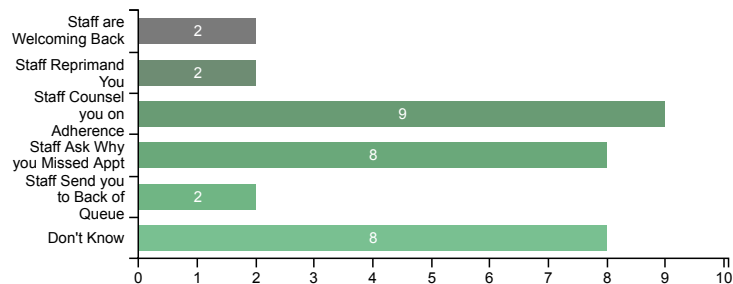
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 23



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

Patient Responses: 23



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

Patient Responses: 29

**62%** of patients say they would like to collect ARVs closer to home

This ranks:

- 183 of 288 Facilities Nationally (Bottom Half)
- 60 of 91 Facilities in the Province (Bottom Half)
- 7 of 9 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: 29

**68%** 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

Total Adherence Clubs at Facility:	6
• Facility-Based Clubs:	3
• Community-Based Clubs:	3
Number of Adherence Club Facilitators:	2
Number of Adherence Club Nurses:	3
Adherence Clubs per Facilitator:	3

This ranks:

- 15 of 42 Facilities Nationally (Top Half)
- 8 of 22 Facilities in the Province (Top Half)
- 1 of 3 Facilities in the District (Top Half)

### 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

Total Responses: 1

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

## Access to Viral Load Testing / Information

### Do Patients Know Their Viral Load?

Patient Responses: 29

**62%** of patients know their viral load

This ranks:

- 231 of 288 Facilities Nationally (Bottom Quarter)
- 79 of 91 Facilities in the Province (Bottom Quarter)
- 4 of 9 Facilities in the District (Top Half)

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

Patient Responses: 29

**93%** of patients report having a viral load test

This ranks:

- 223 of 288 Facilities Nationally (Bottom Quarter)
- 82 of 91 Facilities in the Province (Bottom Quarter)
- 9 of 9 Facilities in the District (Bottom Quarter)

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

Patient Responses: 27

**58%** of patients report viral load was explained

This ranks:

- 253 of 287 Facilities Nationally (Bottom Quarter)
- 85 of 91 Facilities in the Province (Bottom Quarter)
- 9 of 9 Facilities in the District (Bottom Quarter)

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

Patient Responses: 29

**69%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 226 of 288 Facilities Nationally (Bottom Quarter)
- 83 of 91 Facilities in the Province (Bottom Quarter)
- 9 of 9 Facilities in the District (Bottom Quarter)

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

Patient Responses: 29

**62%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

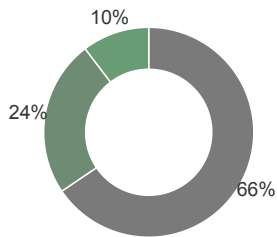
- 196 of 288 Facilities Nationally (Bottom Half)
- 70 of 91 Facilities in the Province (Bottom Quarter)
- 4 of 9 Facilities in the District (Top Half)

## Confidentiality and Privacy

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

Patient Responses: 29

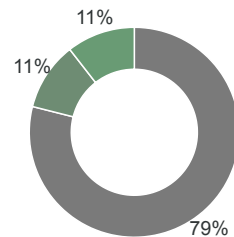
Yes:	66%
No:	24%
Dont know:	10%



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

Patient Responses: 19

Yes:	79%
No:	11%
Dont know:	11%



This ranks:

- 140 of 268 Facilities Nationally (Bottom Half)
- 61 of 88 Facilities in the Province (Bottom Half)
- 8 of 9 Facilities in the District (Bottom Quarter)

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

Patient Responses: 29

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

This ranks:

- 1 of 287 Facilities Nationally (Top Quarter)
- 1 of 91 Facilities in the Province (Top Quarter)
- 1 of 9 Facilities in the District (Top Quarter)

## Psycho-Social Support for PLHIV

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 29

**61%** of patients report counseling is available

This ranks:

- 267 of 288 Facilities Nationally (Bottom Quarter)
- 91 of 91 Facilities in the Province (Bottom Quarter)
- 9 of 9 Facilities in the District (Bottom Quarter)

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 29

Yes:	38%
No:	24%
Dont know:	38%

## 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 checked="" 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: 30

<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 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 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 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: 3:57**

This ranks:

- 145 of 292 Facilities Nationally (Top Half)
- 69 of 91 Facilities in the Province (Bottom Quarter)
- 5 of 9 Facilities in the District (Bottom Half)

### Were the Facility Windows Open?

Most Recent Observation

**Yes**

Of 303 Facility Observations:

- Yes: 285
- No: 18

### Are people being asked for TB symptoms?

39% of patients report:Yes

**No**

This ranks:

- 210 of 292 Facilities Nationally (Bottom Half)
- 74 of 91 Facilities in the Province (Bottom Quarter)
- 8 of 9 Facilities in the District (Bottom Quarter)

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

61% of patients report:Yes

**Yes**

This ranks:

- 141 of 291 Facilities Nationally (Top Half)
- 55 of 91 Facilities in the Province (Bottom Half)
- 4 of 9 Facilities in the District (Top Half)