

Facility Hours and Waiting Times

Facility is Open 24 Hours

No

| | |
|--------------------|-------|
| Open Time M-F: | 7:00 |
| Open Time Sat: | NA |
| Average stop time: | 15:45 |

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: 26

Amount of time spent: **4:06**

This ranks:

- 142 of 355 Facilities Nationally (Top Half)
- 8 of 37 Facilities in the Province (Top Quarter)
- 5 of 9 Facilities in the District (Bottom Half)

Earliest Patient Arrival Time

Patient Responses: 26

Earliest arrival time **5:21**

This ranks:

- 220 of 357 Facilities Nationally (Bottom Half)
- 26 of 37 Facilities in the Province (Bottom Half)
- 7 of 9 Facilities in the District (Bottom Quarter)

Are the Queues at the Facility Long?

Patient Responses: 26

83% of patients report long queues

| | |
|---|----|
| There is not enough staff | 6 |
| Staff take long breaks (for tea, lunch etc.) | 6 |
| There are too many patients to serve | 10 |
| It takes too long to find files, the filing system is messy, files are lost | 10 |
| Other reason | 1 |
| Don't Know | 1 |

Please specify the other reasons why the queues are long

- People who come late, I think they need to sort out if you come for minor things like drawing of blood ,patient need not to queue just go straight to blood room.
- Staff are slowly to attend patients.

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 19

| | |
|------------------------|-------|
| Very Unsafe | 52.6% |
| Unsafe | 0% |
| Neither Safe or Unsafe | 0% |
| Safe | 0% |
| Very Safe | 36.8% |
| Don't know | 5.3% |
| Very Safe | 5.3% |

This ranks:

- 186 of 293 Facilities Nationally (Bottom Half)
- 15 of 33 Facilities in the Province (Top Half)
- 7 of 9 Facilities in the District (Bottom Quarter)

Facility Staff

Are there Enough Staff at the Facility?

Patient Responses: 26

| | |
|------------|-------|
| Always | 23.1% |
| Sometimes | 61.5% |
| Never | 0% |
| Don't know | 11.5% |

This ranks:

- 180 of 357 Facilities Nationally (Bottom Half)
- 12 of 37 Facilities in the Province (Top Half)
- 3 of 9 Facilities in the District (Top Half)

Are Staff Friendly and Professional?

Patient Responses: 26

| | |
|------------|-------|
| Yes | 23.1% |
| Sometimes | 73.1% |
| Don't know | 0% |

Facility Manager: Does the Facility have Enough Staff?

No Data for this Indicator

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:

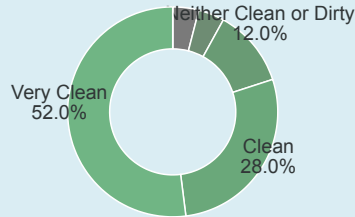
Bad

| | | |
|---|---------------------------------------|---|
| <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: 25

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



This ranks:

- 166 of 357 Facilities Nationally (Top Half)
- 12 of 37 Facilities in the Province (Top Half)
- 2 of 9 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

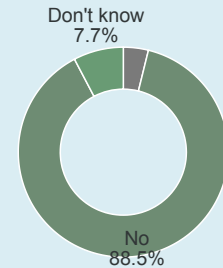
Patient Reports of Medicine Shortage(s)

No Data for this Indicator

Any Patients left without the Medicine due to Shortage

Patient Responses: 26

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



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 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"/> 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 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"/> 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 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 |

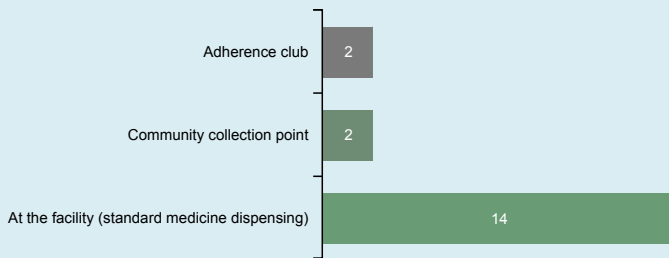
Facility Staff HIV medication shortage(s)

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

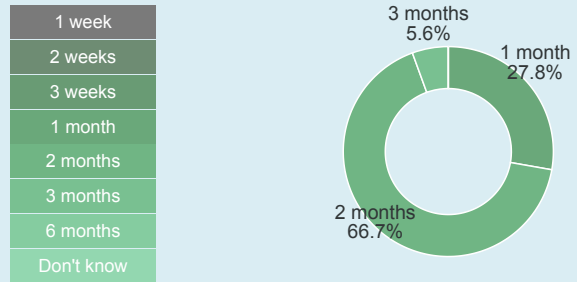
Where do you Collect ARVs?

Patient Responses: 18



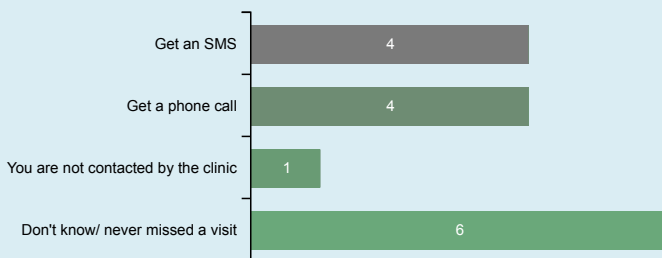
Length of HIV medicine refill?

Patient Responses: 18



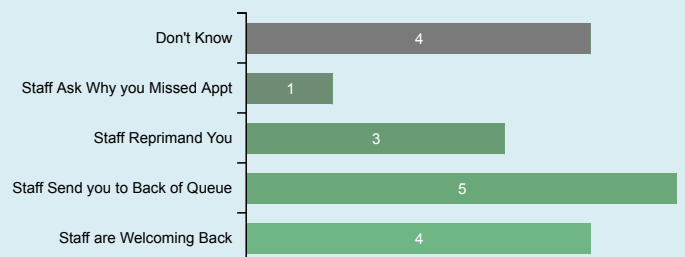
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 15



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

Patient Responses: 17



Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 18

56% of patients say they would like to collect ARVs closer to home

This ranks:

- 191 of 355 Facilities Nationally (Bottom Half)
- 13 of 37 Facilities in the Province (Top Half)
- 3 of 9 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

19% 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

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: 18

71% of patients know their viral load

This ranks:

- 270 of 355 Facilities Nationally (Bottom Quarter)
- 20 of 37 Facilities in the Province (Bottom Half)
- 6 of 9 Facilities in the District (Bottom Half)

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

Patient Responses: 18

94% of patients report having a viral load test

This ranks:

- 268 of 355 Facilities Nationally (Bottom Quarter)
- 25 of 37 Facilities in the Province (Bottom Half)
- 6 of 9 Facilities in the District (Bottom Half)

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 17

76% of patients report viral load was explained

This ranks:

- 265 of 353 Facilities Nationally (Bottom Quarter)
- 20 of 36 Facilities in the Province (Bottom Half)
- 2 of 9 Facilities in the District (Top Quarter)

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

Patient Responses: 18

61% of patients understand an undetectable viral load means ARVs are working

This ranks:

- 303 of 355 Facilities Nationally (Bottom Quarter)
- 26 of 37 Facilities in the Province (Bottom Half)
- 6 of 9 Facilities in the District (Bottom Half)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 18

67% of patients understand an undetectable viral load means a person cannot transmit HIV

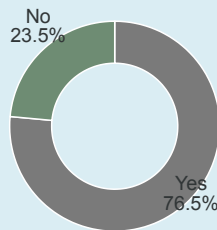
This ranks:

- 217 of 355 Facilities Nationally (Bottom Half)
- 17 of 37 Facilities in the Province (Top Half)
- 5 of 9 Facilities in the District (Bottom Half)

Confidentiality and Privacy

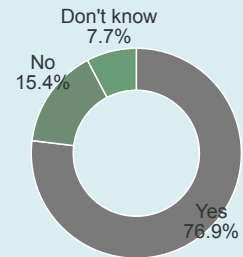
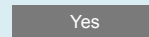
Have Patients been Asked to Participate in Index Testing?

Patient Responses: 17



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

Patient Responses: 13



This ranks:

- 211 of 325 Facilities Nationally (Bottom Half)
- 16 of 35 Facilities in the Province (Top Half)
- 4 of 9 Facilities in the District (Top Half)

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

Patient Responses: 18

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

This ranks:

- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 37 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: 18

94% of patients report counseling is available

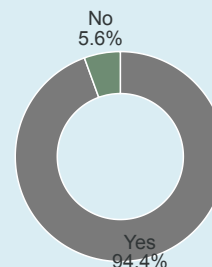
This ranks:

- 215 of 355 Facilities Nationally (Bottom Half)
- 22 of 37 Facilities in the Province (Bottom Half)
- 7 of 9 Facilities in the District (Bottom Quarter)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 18

Yes
Don't know



PrEP and DTG-Related Contraceptive Access

What patients are offered PrEP? Select all that apply

No Data for this Indicator

Are Women Who are On or Switching to Dolutegravir-Based Regimens Offered Contraception?

No Data for this Indicator

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 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 checked="" 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 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 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 checked="" type="checkbox"/> There is no access to soap and water at the clinic | <input checked="" 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?

No Data for this Indicator

TB Infection Control

Details Green = 0 No Yellow = 1-2 No Red = 2+ No Clinic Result: **YELLOW**

Enough room in the waiting area?

Most recent observation: **Yes**

Of 356 Facility Observations:

- Yes: 177
- No: 179

Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15). **No: 4:06**

This ranks:

- 142 of 355 Facilities Nationally (Top Half)
- 8 of 37 Facilities in the Province (Top Quarter)
- 5 of 9 Facilities in the District (Bottom Half)

Were the Facility Windows Open?

Most recent observation: **Yes**

Of 356 Facility Observations:

- Yes: 340
- No: 16

Are people being asked for TB symptoms?

52% of patients report: Yes **Yes**

This ranks:

- 256 of 357 Facilities Nationally (Bottom Half)
- 18 of 37 Facilities in the Province (Top Half)
- 7 of 9 Facilities in the District (Bottom Quarter)

Are people who are coughing in a separate room?

33% of patients report: Yes **No**

This ranks:

- 237 of 357 Facilities Nationally (Bottom Half)
- 17 of 37 Facilities in the Province (Top Half)
- 7 of 9 Facilities in the District (Bottom Quarter)

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

Most recent observation: **Yes**

Of 356 Facility Observations:

- Yes: 314
- No: 42

TB Services