

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No**

Open Time M-F:	7:30
Open Time Sat:	NA
Average stop time:	15:53
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: 29

Amount of time spent: **3:44**

This ranks:

- 138 of 396 Facilities Nationally (Top Half)
- 8 of 47 Facilities in the Province (Top Quarter)
- 7 of 9 Facilities in the District (Bottom Quarter)

### Earliest Patient Arrival Time

Patient Responses: 29

Earliest arrival time **5:57**

This ranks:

- 92 of 396 Facilities Nationally (Top Quarter)
- 15 of 47 Facilities in the Province (Top Half)
- 3 of 9 Facilities in the District (Top Half)

### Are the Queues at the Facility Long?

Patient Responses: 29

**80%** of patients report long queues

There is not enough staff	8
Staff take long breaks ( for tea, lunch etc.)	11
Other reason	9
Don't Know	1

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

<input checked="" type="checkbox"/> It takes too long to find the files	<input checked="" type="checkbox"/> There are many patients to serve	<input checked="" type="checkbox"/> There are too many patients to serve
<input checked="" type="checkbox"/> Too many patients to serve	<input checked="" type="checkbox"/> there are too many patients to serve	

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

Patient Responses: 18

Very Unsafe:	39%
Unsafe:	17%
Neither Safe or Unsafe:	11%
Safe:	17%
Very Safe:	17%
Don't know:	0%

This ranks:

- 204 of 335 Facilities Nationally (Bottom Half)
- 22 of 44 Facilities in the Province (Bottom Half)
- 2 of 9 Facilities in the District (Top Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 29

Always:	10%
Sometimes:	59%
Never:	24%
Don't know:	7%

This ranks:

- 309 of 396 Facilities Nationally (Bottom Quarter)
- 33 of 47 Facilities in the Province (Bottom Half)
- 4 of 9 Facilities in the District (Top Half)

### Are Staff Friendly and Professional?

Patient Responses: 29

Yes:	38%
Sometimes:	62%

This ranks:

- 284 of 396 Facilities Nationally (Bottom Half)
- 32 of 47 Facilities in the Province (Bottom Half)
- 8 of 9 Facilities in the District (Bottom Quarter)

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

Facility Responses: 1

**No**

### Which Cadres are Understaffed?

<input checked="" type="checkbox"/> Doctor	<input type="checkbox"/> Professional nurse	<input checked="" 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 checked="" type="checkbox"/> Cleaner	<input checked="" type="checkbox"/> General assistant	<input type="checkbox"/> No cadre is understaffed
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer	



# Matatiele Community Clinic Monitoring Report

Eastern Cape - Alfred Nzo: 2021 Q3

## Clinic Conditions

### What is the Condition of the Building?

Total Observations: 2

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: 2

Toilet condition was:

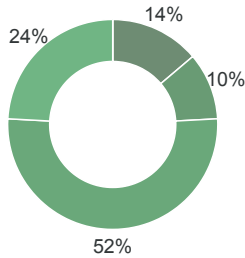
**Bad/Good**

<input checked="" type="checkbox"/> No soap	<input type="checkbox"/> No water	<input type="checkbox"/> No toilet paper
<input type="checkbox"/> No light	<input checked="" 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: 29

Very Dirty:	0%
Dirty:	14%
Neither Clean or 10% Dirty:	
Clean:	52%
Very Clean:	24%
Don't know:	0%



This ranks:

- 232 of 396 Facilities Nationally (Bottom Half)
- 27 of 47 Facilities in the Province (Bottom Half)
- 3 of 9 Facilities in the District (Top Half)

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

Facility Responses: 1

**Yes enough space**

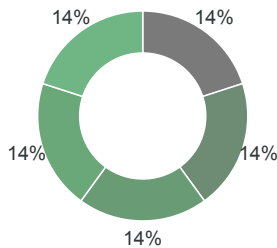
<input type="checkbox"/> Patients waiting space	<input type="checkbox"/> Rooms for medical care	<input type="checkbox"/> Private HIV counseling or testing
<input type="checkbox"/> Laboratory space	<input type="checkbox"/> Files	<input type="checkbox"/> Data captureurs
<input type="checkbox"/> Adherence 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: 7

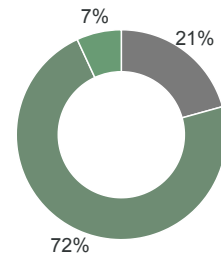
HIV medicine:	14%
PrEP:	14%
Contraceptives:	14%
Pregnancy Test:	14%
Bandages (or other dry stock):	14%



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

Patient Responses: 29

Yes:	21%
No:	72%
Don't know:	7%



### Patient Reports of Medicine Shortage(s)

#### Patient Reports of Medicine Shortage(s)

<input checked="" type="checkbox"/> HIV medicine	<input checked="" type="checkbox"/> PrEP	<input type="checkbox"/> TB medicine
<input checked="" type="checkbox"/> Contraceptives	<input checked="" type="checkbox"/> Pregnancy Test	<input type="checkbox"/> Vaccines
<input checked="" 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 checked="" type="checkbox"/> Condoms (male/external)	<input checked="" type="checkbox"/> Female/internal condoms	<input checked="" 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"/> 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 checked="" 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

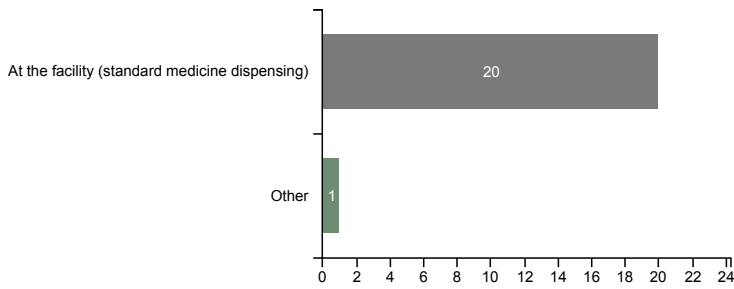
#### HIV medication shortage(s)

<input type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<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?

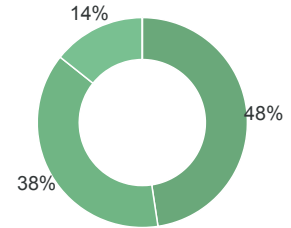
Patient Responses: 21



### Length of HIV medicine refill?

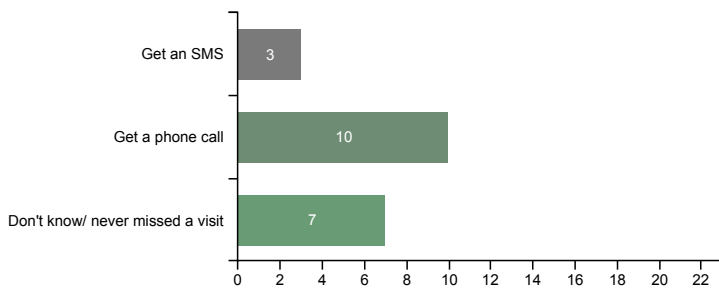
Patient Responses: 21

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	48%
2 months:	38%
3 months:	14%
6 months:	0%
Don't know:	0%



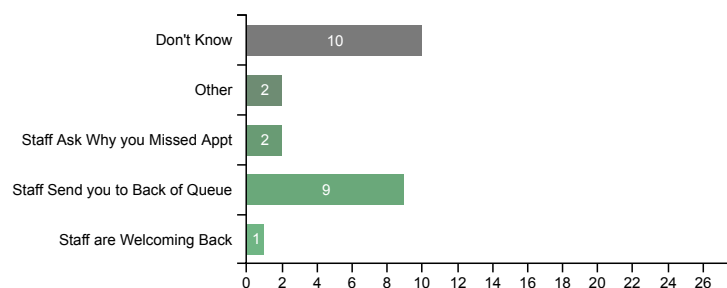
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 20



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

Patient Responses: 24



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

Patient Responses: 21

**86%** of patients say they would like to collect ARVs closer to home

This ranks:

- 349 of 395 Facilities Nationally (Bottom Quarter)
- 42 of 47 Facilities in the Province (Bottom Quarter)
- 6 of 9 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: 21

**45%** 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

### Number of Adherence Clubs at the Facility

Total Adherence Clubs at Facility:	7
• Facility-Based Clubs:	2
• Community-Based Clubs:	5
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: 21

**76%** of patients know their viral load

This ranks:

- 267 of 395 Facilities Nationally (Bottom Half)
- 30 of 47 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: 21

**89%** of patients report having a viral load test

This ranks:

- 344 of 395 Facilities Nationally (Bottom Quarter)
- 43 of 47 Facilities in the Province (Bottom Quarter)
- 7 of 9 Facilities in the District (Bottom Quarter)

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

Patient Responses: 17

**82%** of patients report viral load was explained

This ranks:

- 256 of 395 Facilities Nationally (Bottom Half)
- 23 of 47 Facilities in the Province (Top Half)
- 3 of 9 Facilities in the District (Top Half)

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

Patient Responses: 21

**67%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 316 of 395 Facilities Nationally (Bottom Quarter)
- 35 of 47 Facilities in the Province (Bottom Half)
- 7 of 9 Facilities in the District (Bottom Quarter)

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

Patient Responses: 21

**48%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

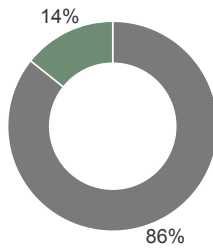
- 302 of 395 Facilities Nationally (Bottom Quarter)
- 39 of 47 Facilities in the Province (Bottom Quarter)
- 9 of 9 Facilities in the District (Bottom Quarter)

## Confidentiality and Privacy

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

Patient Responses: 21

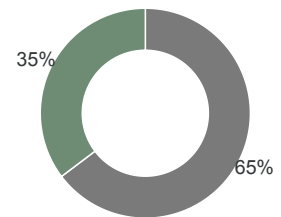
Yes:	86%
No:	14%



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

Patient Responses: 17

Yes:	65%
No:	35%



This ranks:

- 278 of 376 Facilities Nationally (Bottom Half)
- 27 of 46 Facilities in the Province (Bottom Half)
- 7 of 9 Facilities in the District (Bottom Quarter)

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

Patient Responses: 21

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

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 47 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: 21

**89%** of patients report counseling is available

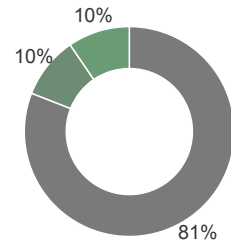
This ranks:

- 280 of 395 Facilities Nationally (Bottom Half)
- 30 of 47 Facilities in the Province (Bottom Half)
- 6 of 9 Facilities in the District (Bottom Half)

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

Patient Responses: 21

Yes:	81%
No:	10%
Don't know:	10%



## 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 checked="" type="checkbox"/> Men who have sex with men
<input checked="" type="checkbox"/> Sex workers	<input checked="" type="checkbox"/> People who inject drugs	<input 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 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 checked="" 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 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 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 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 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 checked="" type="checkbox"/> We are experiencing more stockouts or shortages of medicines than usual	<input checked="" 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		



# Matatiele Community Clinic Monitoring Report

Eastern Cape - Alfred Nzo: 2021 Q3

## TB Infection Control

<b>Details</b>	<b>Green = 0 No</b>	<b>Yellow = 1-2 No</b>	<b>Red = 2+ No</b>	<b>Clinic Result: <span style="color: red;">RED</span></b>
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### Enough room in the waiting area?

Most recent observation: **Yes**

Of 438 Facility Observations:

- Yes: 208
- No: 228
- Don't know: 2

### Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15). **No: 3:44**

This ranks:

- 138 of 396 Facilities Nationally (Top Half)
- 8 of 47 Facilities in the Province (Top Quarter)
- 7 of 9 Facilities in the District (Bottom Quarter)

### Were the Facility Windows Open?

Most recent observation: **Yes**

Of 438 Facility Observations:

- Yes: 421
- No: 17

### Are people being asked for TB symptoms?

26% of patients report:Yes **No**

This ranks:

- 324 of 396 Facilities Nationally (Bottom Quarter)
- 37 of 47 Facilities in the Province (Bottom Quarter)
- 9 of 9 Facilities in the District (Bottom Quarter)

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

26% of patients report:Yes **No**

This ranks:

- 268 of 396 Facilities Nationally (Bottom Half)
- 32 of 47 Facilities in the Province (Bottom Half)
- 8 of 9 Facilities in the District (Bottom Quarter)

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

Most recent observation: **Yes**

Of 438 Facility Observations:

- Yes: 402
- No: 36