

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:	15:38

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: 22

Amount of time spent: **4:26**

This ranks:

- 178 of 355 Facilities Nationally (Bottom Half)
- 57 of 116 Facilities in the Province (Top Half)
- 26 of 47 Facilities in the District (Bottom Half)

Earliest Patient Arrival Time

Patient Responses: 21

Earliest arrival time **5:19**

This ranks:

- 224 of 357 Facilities Nationally (Bottom Half)
- 63 of 116 Facilities in the Province (Bottom Half)
- 26 of 47 Facilities in the District (Bottom Half)

Are the Queues at the Facility Long?

Patient Responses: 22

95% of patients report long queues

There is not enough staff	8
Staff take long breaks (for tea, lunch etc.)	6
There are too many patients to serve	15
It takes too long to find files, the filing system is messy, files are lost	5
Other reason	6

Please specify the other reasons why the queues are long

<input checked="" type="checkbox"/> They don't work to take our cards and give us our files	<input checked="" type="checkbox"/> They take long to take our cards and give us our files	<input checked="" type="checkbox"/> it's slower since the Covid-19 outbreak
<input checked="" type="checkbox"/> the clerks take long to sign us in with our cards	<input checked="" type="checkbox"/> they dont work, we have to wait for them to start working	<input checked="" type="checkbox"/> they work too slow, because sometimes the line moves sometimes moves fast

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 9

Very Unsafe	22.2%
Unsafe	22.2%
Neither Safe or Unsafe	22.2%
Safe	22.2%
Very Safe	11.1%
Don't know	0%

This ranks:

- 181 of 293 Facilities Nationally (Bottom Half)
- 70 of 105 Facilities in the Province (Bottom Half)
- 32 of 47 Facilities in the District (Bottom Half)

Facility Staff

Are there Enough Staff at the Facility?

Patient Responses: 22

Always	31.8%
Sometimes	36.4%
Never	31.8%

This ranks:

- 233 of 357 Facilities Nationally (Bottom Half)
- 87 of 116 Facilities in the Province (Bottom Quarter)
- 37 of 47 Facilities in the District (Bottom Quarter)

Are Staff Friendly and Professional?

Patient Responses: 22

Yes	68.2%
Sometimes	27.3%
Never	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:

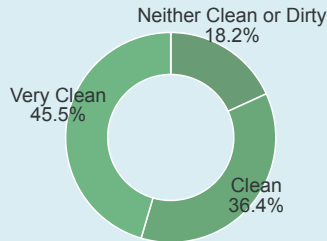
Bad

<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 checked="" type="checkbox"/> Out of order	<input type="checkbox"/> Don't Know

How Clean is the Facility

Patient Responses: 22

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



This ranks:

- 152 of 357 Facilities Nationally (Top Half)
- 53 of 116 Facilities in the Province (Top Half)
- 17 of 47 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: 1

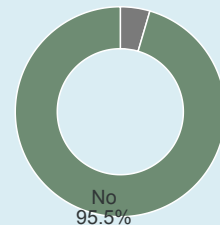
Other medicines or tests



Any Patients left without the Medicine due to Shortage

Patient Responses: 22

No



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 checked="" 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

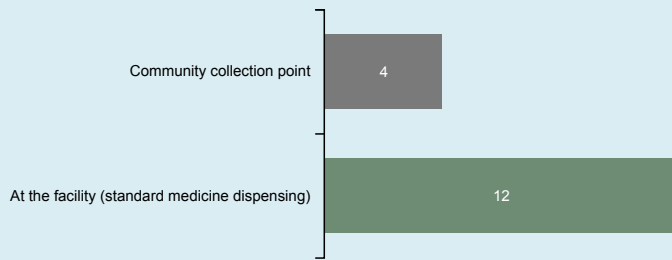
Facility Staff: HIV medication shortage(s)

<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

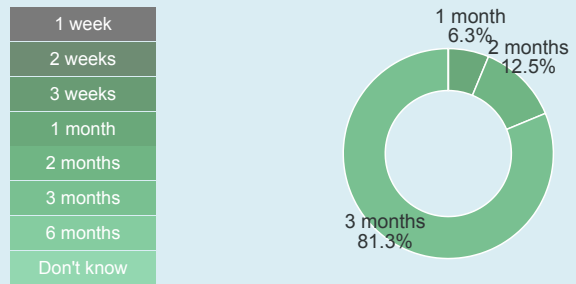
Where do you Collect ARVs?

Patient Responses: 16



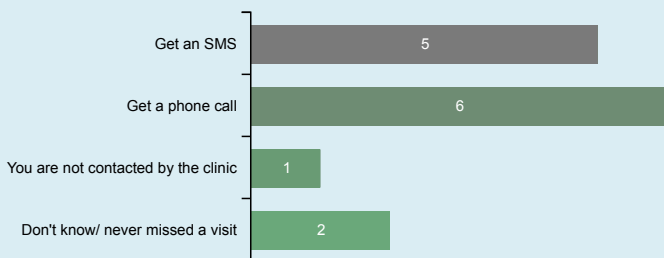
Length of HIV medicine refill?

Patient Responses: 16



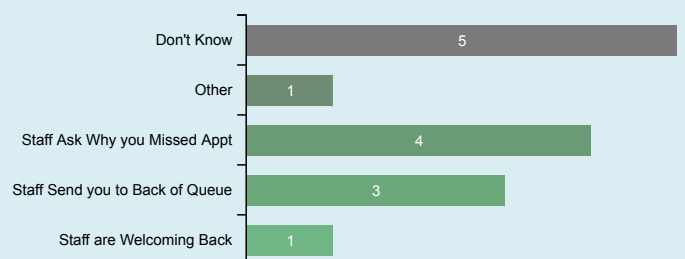
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 14



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

Patient Responses: 14



Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 16

0% of patients say they would like to collect ARVs closer to home

This ranks:

- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 116 Facilities in the Province (Top Quarter)
- 1 of 47 Facilities in the District (Top Quarter)

Adherence Clubs

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

Patient Responses: 16

40% 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: 16

75% of patients know their viral load

This ranks:

- 251 of 355 Facilities Nationally (Bottom Half)
- 87 of 116 Facilities in the Province (Bottom Quarter)
- 31 of 47 Facilities in the District (Bottom Half)

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

Patient Responses: 16

53% of patients report having a viral load test

This ranks:

- 346 of 355 Facilities Nationally (Bottom Quarter)
- 114 of 116 Facilities in the Province (Bottom Quarter)
- 46 of 47 Facilities in the District (Bottom Quarter)

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 8

88% of patients report viral load was explained

This ranks:

- 200 of 353 Facilities Nationally (Bottom Half)
- 58 of 116 Facilities in the Province (Bottom Half)
- 20 of 47 Facilities in the District (Top Half)

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

Patient Responses: 16

100% of patients understand an undetectable viral load means ARVs are working

This ranks:

- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 116 Facilities in the Province (Top Quarter)
- 1 of 47 Facilities in the District (Top Quarter)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 16

100% of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 116 Facilities in the Province (Top Quarter)
- 1 of 47 Facilities in the District (Top Quarter)

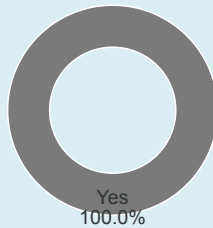
Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 16

Yes

No

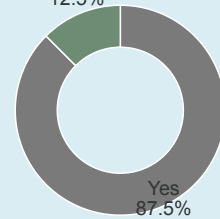


Did a Health Worker Tell You You can Refuse to Participate in Index Testing?

Patient Responses: 16

Yes

No
12.5%



This ranks:

- 190 of 325 Facilities Nationally (Bottom Half)
- 54 of 112 Facilities in the Province (Top Half)
- 26 of 47 Facilities in the District (Bottom Half)

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

Patient Responses: 16

94% of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 272 of 355 Facilities Nationally (Bottom Quarter)
- 82 of 116 Facilities in the Province (Bottom Half)
- 32 of 47 Facilities in the District (Bottom Half)

Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 16

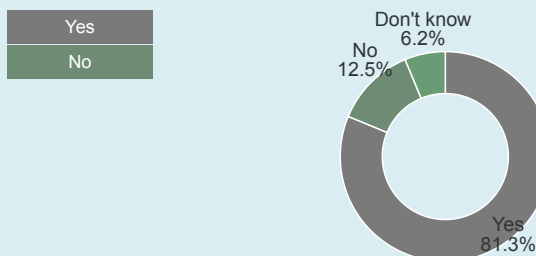
87% of patients report counseling is available

This ranks:

- 257 of 355 Facilities Nationally (Bottom Half)
- 70 of 116 Facilities in the Province (Bottom Half)
- 28 of 47 Facilities in the District (Bottom Half)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 16



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 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 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 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: 4:26

This ranks:

- 178 of 355 Facilities Nationally (Bottom Half)
- 57 of 116 Facilities in the Province (Top Half)
- 26 of 47 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?

82% of patients report:Yes

Yes

This ranks:

- 171 of 357 Facilities Nationally (Top Half)
- 54 of 116 Facilities in the Province (Top Half)
- 21 of 47 Facilities in the District (Top Half)

Are people who are coughing in a separate room?

100% of patients report:Yes

Yes

This ranks:

- 1 of 357 Facilities Nationally (Top Quarter)
- 1 of 116 Facilities in the Province (Top Quarter)
- 1 of 47 Facilities in the District (Top 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