

## Facility Hours and Waiting Times

**Facility is Open 24 Hours**

**Yes**

|                    |    |
|--------------------|----|
| Open Time M-F:     | NA |
| Open Time Sat:     | NA |
| Average stop time: | NA |

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: 15

Amount of time spent: **2:34**

This ranks:

- 38 of 355 Facilities Nationally (Top Quarter)
- 21 of 124 Facilities in the Province (Top Quarter)
- 5 of 12 Facilities in the District (Top Half)

**Earliest Patient Arrival Time** Patient Responses: 8

Earliest arrival time **5:39**

This ranks:

- 149 of 357 Facilities Nationally (Top Half)
- 58 of 126 Facilities in the Province (Top Half)
- 7 of 13 Facilities in the District (Bottom Half)

**Are the Queues at the Facility Long?** Patient Responses: 15

**100%** of patients report long queues

|                                                                             |    |
|-----------------------------------------------------------------------------|----|
| There is not enough staff                                                   | 2  |
| Staff take long breaks (for tea, lunch etc.)                                | 2  |
| There are too many patients to serve                                        | 9  |
| It takes too long to find files, the filing system is messy, files are lost | 11 |

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

No Data for this Indicator

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

No Data for this Indicator

## Facility Staff

**Are there Enough Staff at the Facility?** Patient Responses: 15

|            |
|------------|
| Always     |
| Sometimes  |
| Never      |
| Don't know |

This ranks:

- 307 of 357 Facilities Nationally (Bottom Quarter)
- 99 of 126 Facilities in the Province (Bottom Quarter)
- 12 of 13 Facilities in the District (Bottom Quarter)

**Are Staff Friendly and Professional?** Patient Responses: 14

|           |
|-----------|
| Yes       |
| Sometimes |

**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:

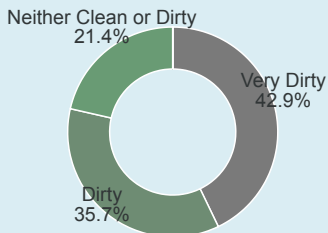
**Bad**

|                                              |                                                  |                                             |
|----------------------------------------------|--------------------------------------------------|---------------------------------------------|
| <input checked="" type="checkbox"/> No soap  | <input type="checkbox"/> No water                | <input type="checkbox"/> No toilet paper    |
| <input checked="" type="checkbox"/> No light | <input checked="" type="checkbox"/> Dirty        | <input checked="" type="checkbox"/> Blocked |
| <input checked="" type="checkbox"/> Broken   | <input checked="" type="checkbox"/> Out of order | <input type="checkbox"/> Don't Know         |

### How Clean is the Facility

Patient Responses: 14

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



This ranks:

- 351 of 357 Facilities Nationally (Bottom Quarter)
- 124 of 126 Facilities in the Province (Bottom Quarter)
- 12 of 13 Facilities in the District (Bottom 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)

Patient Responses: 1

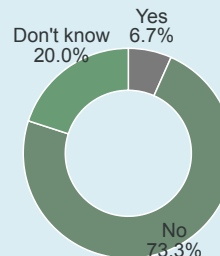
HIV medicine



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

Patient Responses: 15

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      |

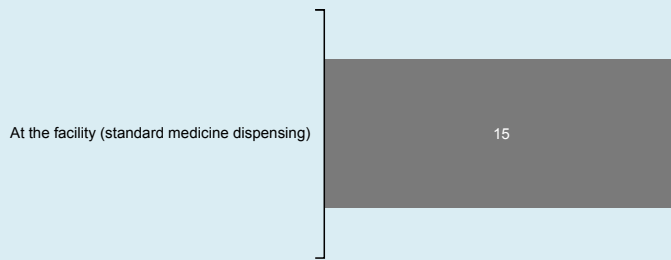
#### HIV medication shortage(s)

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

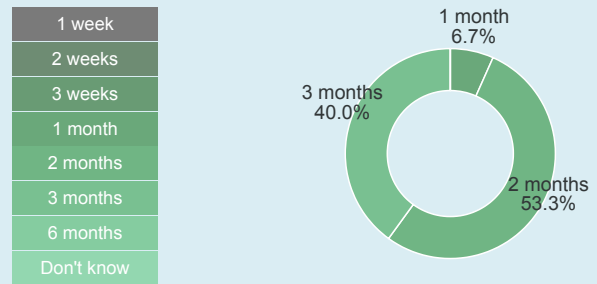
### Where do you Collect ARVs?

Patient Responses: 15



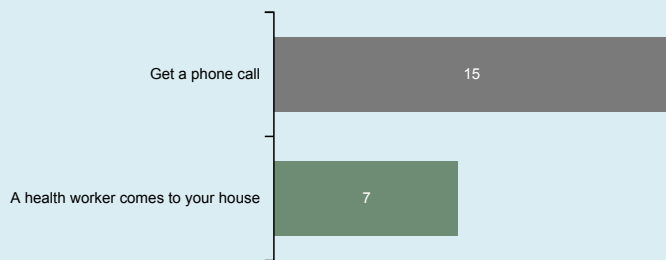
### Length of HIV medicine refill?

Patient Responses: 15



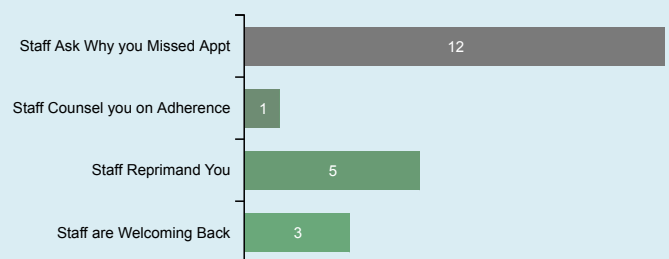
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 22



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

Patient Responses: 21



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

Patient Responses: 15

**67%** of patients say they would like to collect ARVs closer to home

This ranks:

- 231 of 355 Facilities Nationally (Bottom Half)
- 76 of 126 Facilities in the Province (Bottom Half)
- 7 of 13 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: 14

**85%** 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: 15

**87%** of patients know their viral load

This ranks:

- 205 of 355 Facilities Nationally (Bottom Half)
- 89 of 126 Facilities in the Province (Bottom Half)
- 13 of 13 Facilities in the District (Bottom Quarter)

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

Patient Responses: 15

**100%** of patients report having a viral load test

This ranks:

- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 13 Facilities in the District (Top Quarter)

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

Patient Responses: 13

**100%** of patients report viral load was explained

This ranks:

- 1 of 353 Facilities Nationally (Top Quarter)
- 1 of 125 Facilities in the Province (Top Quarter)
- 1 of 13 Facilities in the District (Top Quarter)

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

Patient Responses: 13

**62%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 302 of 355 Facilities Nationally (Bottom Quarter)
- 111 of 126 Facilities in the Province (Bottom Quarter)
- 12 of 13 Facilities in the District (Bottom Quarter)

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

Patient Responses: 13

**54%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

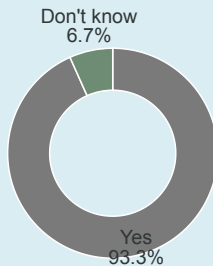
- 265 of 355 Facilities Nationally (Bottom Half)
- 95 of 126 Facilities in the Province (Bottom Quarter)
- 11 of 13 Facilities in the District (Bottom Quarter)

## Confidentiality and Privacy

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

Patient Responses: 15

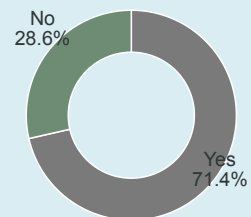
Yes  
Don't know



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

Patient Responses: 14

Yes  
No



This ranks:

- 240 of 325 Facilities Nationally (Bottom Half)
- 100 of 121 Facilities in the Province (Bottom Quarter)
- 13 of 13 Facilities in the District (Bottom Quarter)

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

Patient Responses: 15

**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 126 Facilities in the Province (Top Quarter)
- 1 of 13 Facilities in the District (Top Quarter)

## Psycho-Social Support for PLHIV

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 14

**0%** of patients report counseling is available

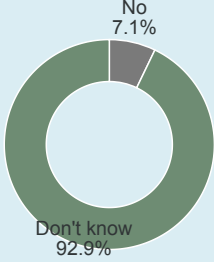
This ranks:

- 342 of 355 Facilities Nationally (Bottom Quarter)
- 125 of 126 Facilities in the Province (Bottom Quarter)
- 13 of 13 Facilities in the District (Bottom Quarter)

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 14

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 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 checked="" 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 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 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?**

No Data for this Indicator

## 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 356 Facility Observations:

- Yes: 177
- No: 179

### Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15). **No: 2:34**

This ranks:

- 38 of 355 Facilities Nationally (Top Quarter)
- 21 of 124 Facilities in the Province (Top Quarter)
- 5 of 12 Facilities in the District (Top 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?

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

This ranks:

- 334 of 357 Facilities Nationally (Bottom Quarter)
- 120 of 126 Facilities in the Province (Bottom Quarter)
- 13 of 13 Facilities in the District (Bottom Quarter)

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

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

This ranks:

- 304 of 357 Facilities Nationally (Bottom Quarter)
- 113 of 126 Facilities in the Province (Bottom Quarter)
- 13 of 13 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