

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**Yes**

Open Time M-F:	NA
Open Time Sat:	NA
Average stop time:	10:58

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: 37

Amount of time spent: **4:44**

This ranks:

- 234 of 354 Facilities Nationally (Bottom Half)
- 19 of 38 Facilities in the Province (Bottom Half)
- 10 of 16 Facilities in the District (Bottom Half)

### Earliest Patient Arrival Time

Patient Responses: 35

Earliest arrival time: **6:30**

This ranks:

- 43 of 354 Facilities Nationally (Top Quarter)
- 4 of 38 Facilities in the Province (Top Quarter)
- 3 of 16 Facilities in the District (Top Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 38

**86%** of patients report long queues

There is not enough staff	14
Staff take long breaks (for tea, lunch etc.)	9
There are too many patients	23
It takes too long to find files, the filing system is messy, files are lost	10
Other reason	2

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

Patient Responses: 2

staff are working slowly     staff work slowly

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

Patient Responses: 1

Very Unsafe:	0%
Unsafe:	0%
Neither Safe or Unsafe:	0%
Safe:	0%
Very Safe:	100%
Don't know:	0%

100%

This ranks:

- 1 of 295 Facilities Nationally (Top Quarter)
- 1 of 32 Facilities in the Province (Top Quarter)
- 1 of 11 Facilities in the District (Top Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 38

Always:	32%
Sometimes:	61%
Never:	5%
Don't know:	3%

61%

This ranks:

- 134 of 354 Facilities Nationally (Top Half)
- 14 of 38 Facilities in the Province (Top Half)
- 8 of 16 Facilities in the District (Bottom Half)

### Are Staff Friendly and Professional?

Patient Responses: 38

Yes:	39%
Sometimes:	61%

61%

This ranks:

- 256 of 354 Facilities Nationally (Bottom Half)
- 25 of 38 Facilities in the Province (Bottom Half)
- 12 of 16 Facilities in the District (Bottom Quarter)

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

Facility Responses: 1

**No**

### Which Cadres are Understaffed?

Facility Responses: 1

<input type="checkbox"/> Doctor	<input checked="" 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 checked="" type="checkbox"/> Data capturer	<input type="checkbox"/> Security guard
<input type="checkbox"/> Cleaner	<input type="checkbox"/> General assistant	<input checked="" type="checkbox"/> No cadre is understaffed
<input type="checkbox"/> Don't 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: 38

Very Dirty:	0%
Dirty:	5%
Neither Clean nor Dirty:	11%
Clean:	42%
Very Clean:	39%
Dont know:	3%

This ranks:

- 172 of 354 Facilities Nationally (Top Half)
- 19 of 38 Facilities in the Province (Bottom Half)
- 10 of 16 Facilities in the District (Bottom 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: 4

PrEP:	17%
TB medicine:	17%
Bandages (or other dry stock):	17%
Other medicines 33% or tests:	33%
Dont know:	17%

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

Patient Responses: 34

Yes:	12%
No:	35%
Dont know:	53%

### Patient Reports of Medicine Shortage(s)

Patient Reports of Medicine Shortage(s)

<input type="checkbox"/> HIV medicine	<input checked="" type="checkbox"/> PrEP	<input checked="" type="checkbox"/> TB medicine
<input type="checkbox"/> Contraceptives	<input type="checkbox"/> Pregnancy Test	<input type="checkbox"/> Vaccines
<input checked="" type="checkbox"/> Bandages (or other dry stock)	<input checked="" type="checkbox"/> Other medicines or tests	<input type="checkbox"/> None of the above
<input checked="" 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 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"/> Loinavir/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 checked="" 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 diagnostic tests	<input 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 checked="" type="checkbox"/> Injection	<input checked="" 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

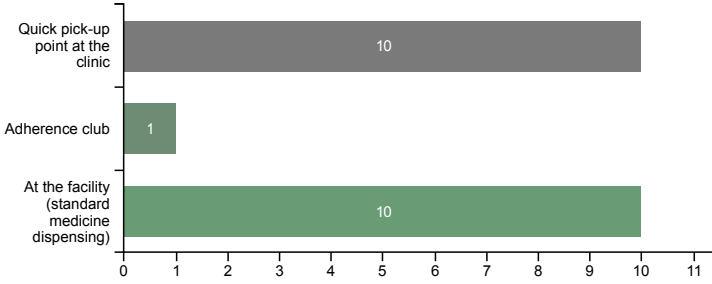
HIV medication shortage(s)

<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"/> Loinavir/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?

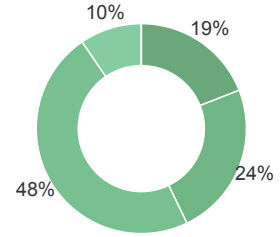
Patient Responses: 21



### Length of HIV medicine refill?

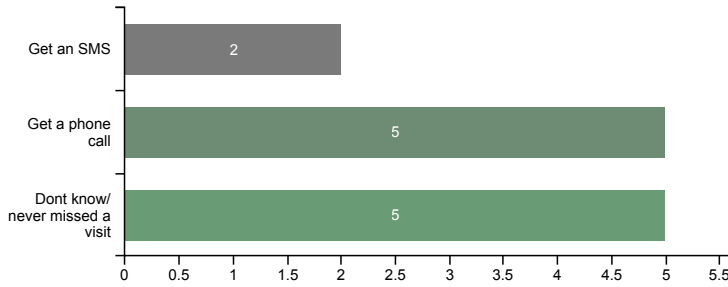
Patient Responses: 21

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	19%
2 months:	24%
3 months:	48%
6 months:	10%
Don't know:	0%



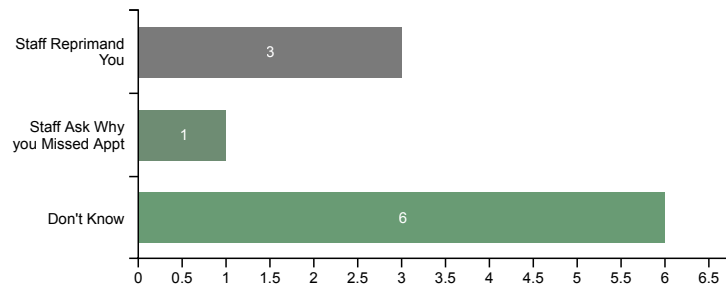
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 10



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

Patient Responses: 10



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

Patient Responses: 20

**43%** of patients say they would like to collect ARVs closer to home

This ranks:

- 134 of 351 Facilities Nationally (Top Half)
- 14 of 38 Facilities in the Province (Top Half)
- 10 of 16 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: 19

**12%** 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

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

## Access to Viral Load Testing / Information

### Do Patients Know Their Viral Load?

Patient Responses: 21

**86%** of patients know their viral load

This ranks:

- 187 of 350 Facilities Nationally (Bottom Half)
- 14 of 38 Facilities in the Province (Top Half)
- 4 of 16 Facilities in the District (Top Quarter)

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

Patient Responses: 21

**95%** of patients report having a viral load test

This ranks:

- 230 of 351 Facilities Nationally (Bottom Half)
- 29 of 38 Facilities in the Province (Bottom Quarter)
- 13 of 16 Facilities in the District (Bottom Quarter)

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

Patient Responses: 20

**80%** of patients report viral load was explained

This ranks:

- 242 of 351 Facilities Nationally (Bottom Half)
- 28 of 38 Facilities in the Province (Bottom Half)
- 13 of 16 Facilities in the District (Bottom Quarter)

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

Patient Responses: 21

**71%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 272 of 351 Facilities Nationally (Bottom Quarter)
- 27 of 38 Facilities in the Province (Bottom Half)
- 9 of 16 Facilities in the District (Bottom Half)

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

Patient Responses: 21

**71%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

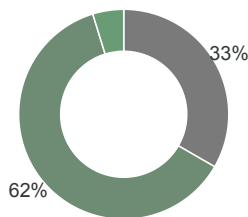
- 217 of 351 Facilities Nationally (Bottom Half)
- 22 of 38 Facilities in the Province (Bottom Half)
- 9 of 16 Facilities in the District (Bottom Half)

## Confidentiality and Privacy

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

Patient Responses: 21

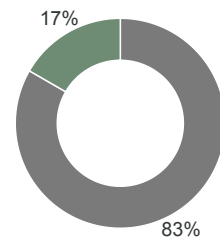
Yes:	33%
No:	62%
Dont know:	5%



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

Patient Responses: 6

Yes:	83%
No:	17%



This ranks:

- 216 of 336 Facilities Nationally (Bottom Half)
- 24 of 38 Facilities in the Province (Bottom Half)
- 12 of 16 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 351 Facilities Nationally (Top Quarter)
- 1 of 38 Facilities in the Province (Top Quarter)
- 1 of 16 Facilities in the District (Top Quarter)

## Psycho-Social Support for PLHIV

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

Patient Responses: 21

**95%** of patients report counseling is available

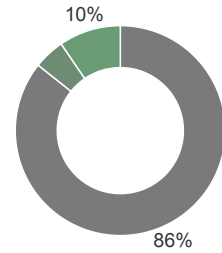
This ranks:

- 223 of 351 Facilities Nationally (Bottom Half)
- 19 of 38 Facilities in the Province (Bottom Half)
- 9 of 16 Facilities in the District (Bottom Half)

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

Patient Responses: 21

Yes:	86%
No:	5%
Dont know:	10%



## 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 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 checked="" 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: 38

<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 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?

Facility Responses:1

<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 checked="" 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 392 Facility Observations:  
• No: 213  
• Yes: 179

### Time Spent in the Facility after Opening

(pass requires less than 1:15).      **No: 4:44**

This ranks:  
• 241 of 354 Facilities Nationally (Bottom Half)  
• 19 of 38 Facilities in the Province (Bottom Half)  
• 10 of 16 Facilities in the District (Bottom Half)

### Were the Facility Windows Open?

Most Recent Observation      **Yes**

Of 392 Facility Observations:  
• Yes: 371  
• No: 21

### Are people being asked for TB symptoms?

51% of patients report:Yes      **Yes**

This ranks:  
• 219 of 354 Facilities Nationally (Bottom Half)  
• 17 of 38 Facilities in the Province (Top Half)  
• 8 of 16 Facilities in the District (Bottom Half)

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

21% of patients report:Yes      **No**

This ranks:  
• 259 of 352 Facilities Nationally (Bottom Half)  
• 25 of 37 Facilities in the Province (Bottom Half)  
• 14 of 16 Facilities in the District (Bottom Quarter)