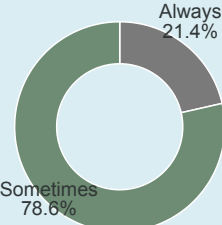
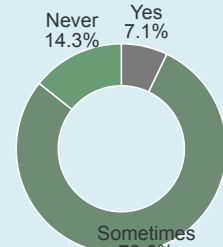


## Facility Hours and Waiting Times

|   |  |  |
|---|--|--|
| <p><b>Facility is Open 24 Hours</b></p> <p style="text-align: right; font-size: 2em;"><b>No</b></p> <div style="border: 1px solid black; padding: 5px;"> <p>Open Time M-F: 7:00<br/>             Open Time Sat: NA<br/>             Average stop time: 16:02</p> <p>NDoH May 2019 Circular: "Facilities must be open from 5.00 - 19.00, as well as 8.00 - 16.00 on Saturdays."</p> </div> | <p><b>Time Patients Spend at the Facility?</b> <span style="float: right;">Patient Responses: 13</span></p> <p>Amount of time spent: <span style="font-size: 2em;"><b>4:28</b></span></p> <div style="border: 1px solid black; padding: 5px;"> <p>This ranks:</p> <ul style="list-style-type: none"> <li>• 181 of 355 Facilities Nationally (Bottom Half)</li> <li>• 21 of 39 Facilities in the Province (Bottom Half)</li> <li>• 14 of 18 Facilities in the District (Bottom Quarter)</li> </ul> </div> | <p><b>Earliest Patient Arrival Time</b> <span style="float: right;">Patient Responses: 13</span></p> <p>Earliest arrival time <span style="font-size: 2em;"><b>6:12</b></span></p> <div style="border: 1px solid black; padding: 5px;"> <p>This ranks:</p> <ul style="list-style-type: none"> <li>• 50 of 357 Facilities Nationally (Top Quarter)</li> <li>• 7 of 39 Facilities in the Province (Top Quarter)</li> <li>• 5 of 18 Facilities in the District (Top Half)</li> </ul> </div> |
|---|--|--|

|   |  |   |
|---|--|---|
| <p><b>Are the Queues at the Facility Long?</b> <span style="float: right;">Patient Responses: 14</span></p> <p style="font-size: 2em;"><b>79%</b> of patients report long queues</p> <div style="border: 1px solid black; padding: 5px;"> <p>There is not enough staff 1</p> <p>Staff take long breaks ( for tea, lunch etc.) 3</p> <p>There are too many patients to serve 1</p> <p>It takes too long to find files, the filing system is messy, files are lost 1</p> <p>Other reason 3</p> <p>Don't Know 6</p> </div> | <p><b>Please specify the other reasons why the queues are long</b></p> <p><input checked="" type="checkbox"/> On Friday they start working at 10 am</p> <p><input checked="" type="checkbox"/> The staff members are slow</p> <p><input checked="" type="checkbox"/> They take a long time on their meetings</p> | <p><b>How Safe is the Facility to Wait Before it Opens?</b></p> <p>No Data for this Indicator</p> |
|---|--|---|

## Facility Staff

|  |  |
|--|--|
| <p><b>Are there Enough Staff at the Facility?</b> <span style="float: right;">Patient Responses: 14</span></p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 2px;">Always</div> <div style="border: 1px solid black; padding: 2px;">Sometimes</div> </div>  <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>This ranks:</p> <ul style="list-style-type: none"> <li>• 181 of 357 Facilities Nationally (Bottom Half)</li> <li>• 20 of 39 Facilities in the Province (Bottom Half)</li> <li>• 6 of 18 Facilities in the District (Top Half)</li> </ul> </div> | <p><b>Are Staff Friendly and Professional?</b> <span style="float: right;">Patient Responses: 14</span></p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 2px;">Yes</div> <div style="border: 1px solid black; padding: 2px;">Sometimes</div> <div style="border: 1px solid black; padding: 2px;">Never</div> </div>  |
|--|--|

|  |  |
|--|--|
| <p><b>Facility Manager: Does the Facility have Enough Staff?</b></p> <p>No Data for this Indicator</p> | <p><b>Which Cadres are Understaffed?</b></p> <p>No Data for this Indicator</p> |
|--|--|

## Clinic Conditions and Patient Safety

### What is the Condition of the Building?

Total Observations: 1

Building condition was:

**Bad**

|  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> Broken furniture | <input checked="" type="checkbox"/> Broken windows or doors | <input type="checkbox"/> Broken roof or walls |
| <input checked="" type="checkbox"/> Other            | <input type="checkbox"/> Don't know                         |   |

### What is the Condition of the Toilets?

Total Observations: 1

Toilet condition was:

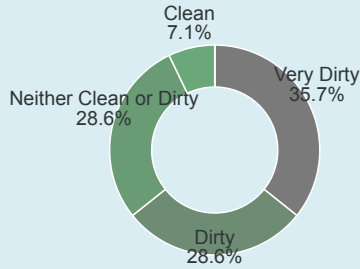
**Bad**

|  |  |   |
|--|--|---|
| <input checked="" type="checkbox"/> No soap  | <input checked="" type="checkbox"/> No water     | <input checked="" type="checkbox"/> No toilet paper |
| <input checked="" type="checkbox"/> No light | <input checked="" 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: 14

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



This ranks:

- 345 of 357 Facilities Nationally (Bottom Quarter)
- 38 of 39 Facilities in the Province (Bottom Quarter)
- 18 of 18 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

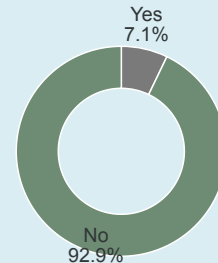
Don't know



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

Patient Responses: 14

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 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 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 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 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      |

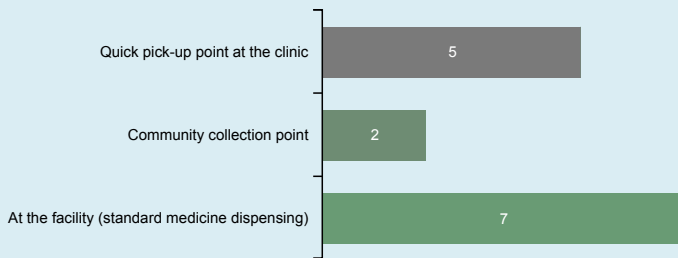
#### HIV medication shortage(s)

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

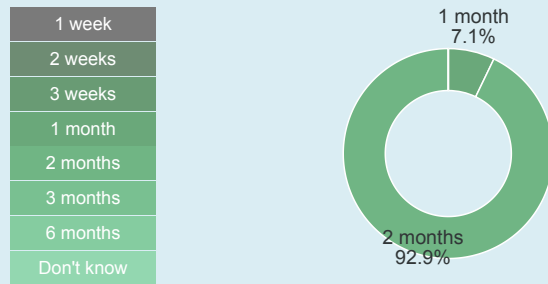
### Where do you Collect ARVs?

Patient Responses: 14



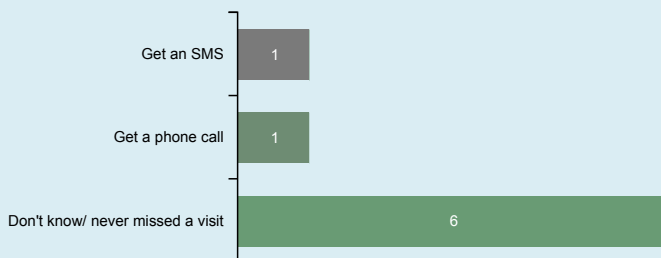
### Length of HIV medicine refill?

Patient Responses: 14



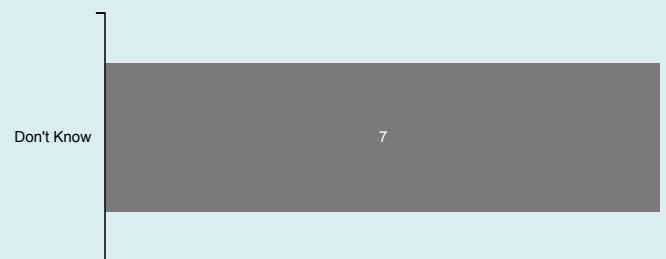
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 8



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

Patient Responses: 7



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

Patient Responses: 14

**14%** of patients say they would like to collect ARVs closer to home

This ranks:

- 49 of 355 Facilities Nationally (Top Quarter)
- 6 of 39 Facilities in the Province (Top Quarter)
- 1 of 18 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: 14

**0%** 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: 14

**7%** of patients know their viral load

This ranks:

- 351 of 355 Facilities Nationally (Bottom Quarter)
- 38 of 39 Facilities in the Province (Bottom Quarter)
- 17 of 18 Facilities in the District (Bottom Quarter)

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

Patient Responses: 14

**93%** of patients report having a viral load test

This ranks:

- 300 of 355 Facilities Nationally (Bottom Quarter)
- 37 of 39 Facilities in the Province (Bottom Quarter)
- 17 of 18 Facilities in the District (Bottom Quarter)

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

Patient Responses: 13

**23%** of patients report viral load was explained

This ranks:

- 346 of 353 Facilities Nationally (Bottom Quarter)
- 38 of 39 Facilities in the Province (Bottom Quarter)
- 18 of 18 Facilities in the District (Bottom Quarter)

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

Patient Responses: 14

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

This ranks:

- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 39 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

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

Patient Responses: 14

**7%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

- 338 of 355 Facilities Nationally (Bottom Quarter)
- 39 of 39 Facilities in the Province (Bottom Quarter)
- 18 of 18 Facilities in the District (Bottom Quarter)

## Confidentiality and Privacy

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

Patient Responses: 14

No



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

No Data for this Indicator

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

Patient Responses: 14

**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 39 Facilities in the Province (Top Quarter)
- 1 of 18 Facilities in the District (Top Quarter)

## Psycho-Social Support for PLHIV

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

Patient Responses: 14

**64%** of patients report counseling is available

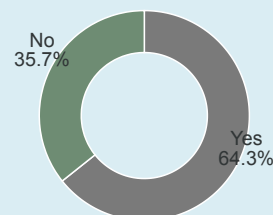
This ranks:

- 309 of 355 Facilities Nationally (Bottom Quarter)
- 35 of 39 Facilities in the Province (Bottom Quarter)
- 15 of 18 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 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 checked="" 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 type="checkbox"/> None of the above  | <input checked="" 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 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?**

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: **No**

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: 4:28**

This ranks:

- 181 of 355 Facilities Nationally (Bottom Half)
- 21 of 39 Facilities in the Province (Bottom Half)
- 14 of 18 Facilities in the District (Bottom Quarter)

### Were the Facility Windows Open?

Most recent observation: **Yes**

Of 356 Facility Observations:

- Yes: 340
- No: 16

### Are people being asked for TB symptoms?

29% of patients report: Yes **No**

This ranks:

- 288 of 357 Facilities Nationally (Bottom Quarter)
- 31 of 39 Facilities in the Province (Bottom Quarter)
- 16 of 18 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)
- 31 of 39 Facilities in the Province (Bottom Quarter)
- 15 of 18 Facilities in the District (Bottom Quarter)

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

Most recent observation: **No**

Of 356 Facility Observations:

- Yes: 314
- No: 42

## TB Services