

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: 16:20

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: 25

Amount of time spent: **5:38**

This ranks:

- 280 of 394 Facilities Nationally (Bottom Half)
- 86 of 118 Facilities in the Province (Bottom Half)
- 39 of 49 Facilities in the District (Bottom Quarter)

Earliest Patient Arrival Time

Patient Responses: 26

Earliest arrival time **5:43**

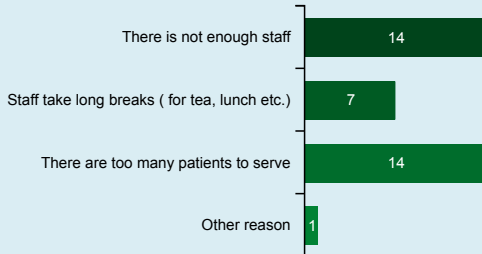
This ranks:

- 117 of 397 Facilities Nationally (Top Half)
- 29 of 118 Facilities in the Province (Top Quarter)
- 7 of 49 Facilities in the District (Top Quarter)

Are the Queues at the Facility Long?

Patient Responses: 26

62% of patients report long queues

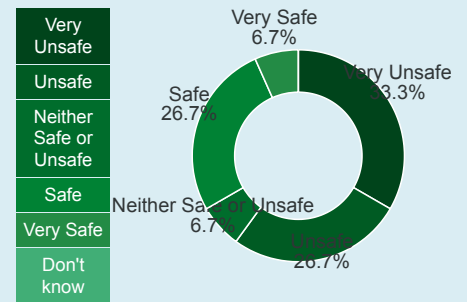


Please specify the other reasons why the queues are long

loss of files is always my problem

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 15



This ranks:

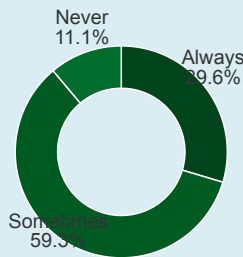
- 235 of 340 Facilities Nationally (Bottom Half)
- 88 of 112 Facilities in the Province (Bottom Quarter)
- 38 of 49 Facilities in the District (Bottom Quarter)

Facility Staff

Are there Enough Staff at the Facility?

Patient Responses: 27

- Always
- Sometimes
- Never



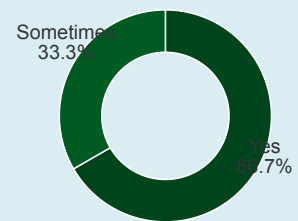
This ranks:

- 129 of 397 Facilities Nationally (Top Half)
- 58 of 118 Facilities in the Province (Top Half)
- 26 of 49 Facilities in the District (Bottom Half)

Are Staff Friendly and Professional?

Patient Responses: 27

- Yes
- Sometimes



Facility Manager: Does the Facility have Enough Staff?

Facility Responses: 1

No

Which Cadres are Understaffed?

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> Doctor | <input checked="" type="checkbox"/> Professional nurse | <input type="checkbox"/> Enrolled nurse |
| <input type="checkbox"/> Enrolled nurse assistant | <input checked="" type="checkbox"/> Pharmacist | <input type="checkbox"/> Assistant pharmacist |
| <input type="checkbox"/> Lab technician | <input checked="" type="checkbox"/> Lay counselors | <input type="checkbox"/> Linkage officers |
| <input checked="" type="checkbox"/> Adherence club facilitators | <input type="checkbox"/> Data capturer | <input type="checkbox"/> Security guard |
| <input 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 | |

Clinic Conditions and Patient Safety

What is the Condition of the Building?

Total Observations: 2

Building condition was:

Bad/Good

<input checked="" 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:

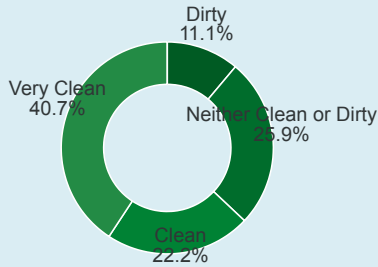
Bad

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

How Clean is the Facility

Patient Responses: 27

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



This ranks:

- 182 of 397 Facilities Nationally (Top Half)
- 57 of 118 Facilities in the Province (Top Half)
- 17 of 49 Facilities in the District (Top Half)

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

Facility Responses: 1

No, we require something additional

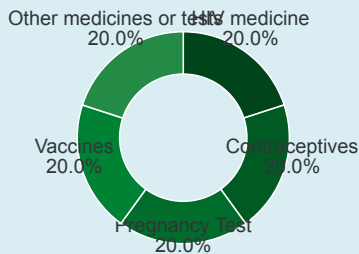
<input checked="" type="checkbox"/> Patients waiting space	<input checked="" type="checkbox"/> Rooms for medical care	<input checked="" type="checkbox"/> Private HIV counseling or testing
<input checked="" type="checkbox"/> Laboratory space	<input checked="" type="checkbox"/> Files	<input checked="" type="checkbox"/> Data capturers
<input checked="" type="checkbox"/> Adherence clubs	<input type="checkbox"/> Pharmacy	<input checked="" 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

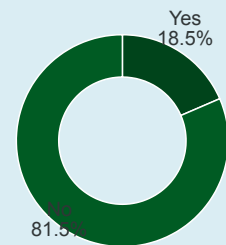
HIV medicine
Other medicines or tests



Any Patients left without the Medicine due to Shortage

Patient Responses: 27

No



Patient Reports of Medicine Shortage(s)

Patient Reports of Medicine Shortage(s)

<input checked="" type="checkbox"/> HIV medicine	<input type="checkbox"/> PrEP	<input type="checkbox"/> TB medicine
<input checked="" type="checkbox"/> Contraceptives	<input checked="" type="checkbox"/> Pregnancy Test	<input checked="" 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 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 checked="" 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 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 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

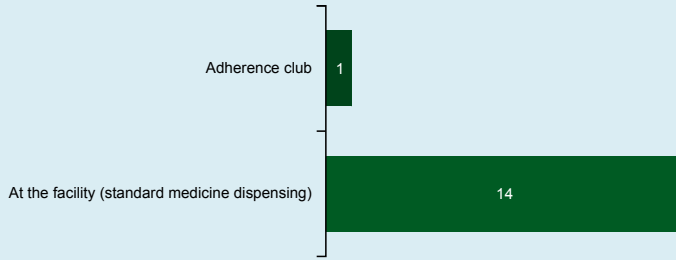
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<input type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<input type="checkbox"/> Lamivudine (3TC)	<input type="checkbox"/> Emtricitabine (FTC)	<input type="checkbox"/> Abacavir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

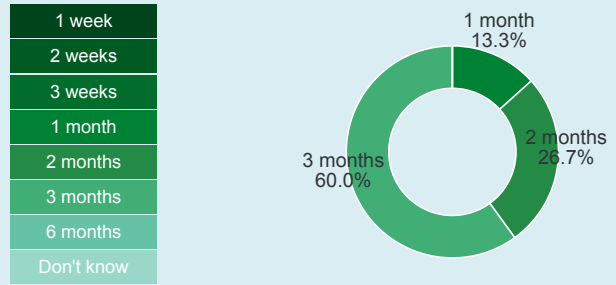
Where do you Collect ARVs?

Patient Responses: 15



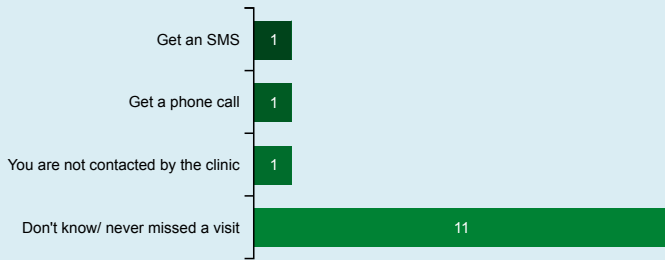
Length of HIV medicine refill?

Patient Responses: 15



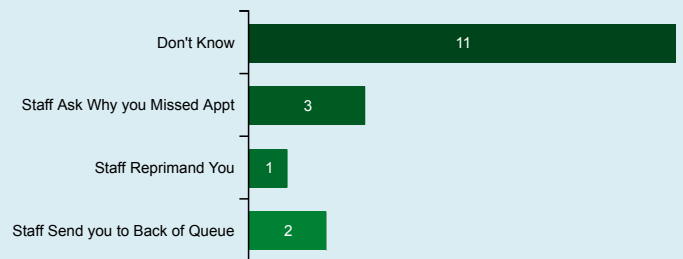
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 14



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

Patient Responses: 17



Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 15

93% of patients say they would like to collect ARVs closer to home

- This ranks:
- 292 of 397 Facilities Nationally (Bottom Half)
 - 106 of 118 Facilities in the Province (Bottom Quarter)
 - 47 of 49 Facilities in the District (Bottom Quarter)

Adherence Clubs

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

Patient Responses: 14

21% of patients are aware of facility adherence clubs

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 1

{0}% of patients say yes

Is there peer support from PLHIV in the club?

Total Responses: 1

{0}% of patients say yes

Does the Adherence Club provide information about the importance of taking your HIV medicine?

Total Responses: 1

{0}% of patients say yes

Adherence Club Staffing

- Total Adherence Clubs at Facility: 2
- Facility-Based Clubs: 1
 - Community-Based Clubs: 1
- Number of Adherence Club Facilitators: 2
- Number of Adherence Club Nurses: 2
- Adherence Clubs per Facilitator: 1

- This ranks:
- 41 of 42 Facilities Nationally (Bottom Quarter)
 - 13 of 14 Facilities in the Province (Bottom Quarter)
 - 5 of 5 Facilities in the District (Bottom Quarter)

Topics Covered in the Adherence Club

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> Side effects of medicines | <input checked="" type="checkbox"/> Why patients should adhere to their ARVs | <input checked="" 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: 15

80% of patients know their viral load

This ranks:

- 199 of 397 Facilities Nationally (Bottom Half)
- 49 of 118 Facilities in the Province (Top Half)
- 17 of 49 Facilities in the District (Top Half)

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

Patient Responses: 15

93% of patients report having a viral load test

This ranks:

- 235 of 397 Facilities Nationally (Bottom Half)
- 62 of 118 Facilities in the Province (Bottom Half)
- 27 of 49 Facilities in the District (Bottom Half)

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 14

86% of patients report viral load was explained

This ranks:

- 187 of 396 Facilities Nationally (Top Half)
- 55 of 118 Facilities in the Province (Top Half)
- 25 of 49 Facilities in the District (Bottom Half)

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

Patient Responses: 15

80% of patients understand an undetectable viral load means ARVs are working

This ranks:

- 211 of 397 Facilities Nationally (Bottom Half)
- 62 of 118 Facilities in the Province (Bottom Half)
- 24 of 49 Facilities in the District (Top Half)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 15

73% of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

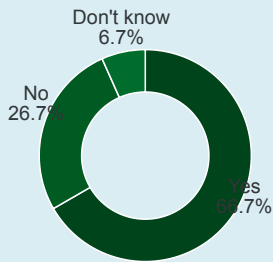
- 143 of 397 Facilities Nationally (Top Half)
- 46 of 118 Facilities in the Province (Top Half)
- 18 of 49 Facilities in the District (Top Half)

Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 15

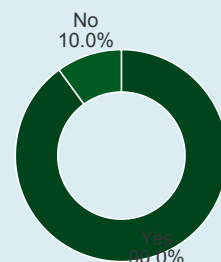
Yes
No
Don't know



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

Patient Responses: 10

Yes
No
Don't know



This ranks:

- 138 of 388 Facilities Nationally (Top Half)
- 25 of 117 Facilities in the Province (Top Quarter)
- 3 of 49 Facilities in the District (Top Quarter)

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

Patient Responses: 15

87% of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 251 of 397 Facilities Nationally (Bottom Half)
- 73 of 118 Facilities in the Province (Bottom Half)
- 30 of 49 Facilities in the District (Bottom Half)

Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 15

87% of patients report counseling is available

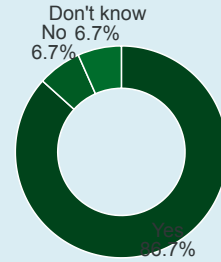
This ranks:

- 158 of 397 Facilities Nationally (Top Half)
- 23 of 118 Facilities in the Province (Top Quarter)
- 5 of 49 Facilities in the District (Top Quarter)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 15

Yes
Don't know



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 checked="" type="checkbox"/> Men who have sex with men
<input checked="" 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"/> 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

No

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 checked="" 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 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 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 checked="" 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 checked="" type="checkbox"/> I couldn't get transportation to the clinic when I needed it	<input checked="" type="checkbox"/> The clinic wasn't open when I needed it	<input checked="" 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 checked="" 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?

<input type="checkbox"/> We are experiencing more stockouts or shortages of medicines that 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 435 Facility Observations:

- Yes: 208
- No: 227

Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15). **No: 5:38**

This ranks:

- 280 of 394 Facilities Nationally (Bottom Half)
- 86 of 118 Facilities in the Province (Bottom Half)
- 39 of 49 Facilities in the District (Bottom Quarter)

Were the Facility Windows Open?

Most recent observation: **No**

Of 435 Facility Observations:

- Yes: 400
- No: 35

Are people being asked for TB symptoms?

44% of patients report: Yes **No**

This ranks:

- 214 of 397 Facilities Nationally (Bottom Half)
- 74 of 118 Facilities in the Province (Bottom Half)
- 37 of 49 Facilities in the District (Bottom Quarter)

Are people who are coughing in a separate room?

44% of patients report: Yes **No**

This ranks:

- 135 of 397 Facilities Nationally (Top Half)
- 51 of 118 Facilities in the Province (Top Half)
- 28 of 49 Facilities in the District (Bottom Half)

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

Most recent observation: **No**

Of 435 Facility Observations:

- Yes: 379
- No: 56