

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No**

Open Time M-F: 8:00  
 Open Time Sat: NA  
 Average stop time: 13:31

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: 18

Amount of time spent: **6:22**

- This ranks:
- 333 of 394 Facilities Nationally (Bottom Quarter)
  - 35 of 46 Facilities in the Province (Bottom Quarter)
  - 1 of 2 Facilities in the District (Bottom Half)

### Earliest Patient Arrival Time

Patient Responses: 19

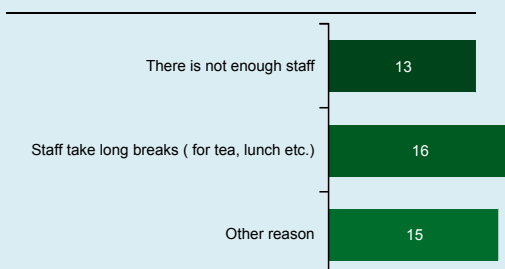
Earliest arrival time **4:49**

- This ranks:
- 338 of 397 Facilities Nationally (Bottom Quarter)
  - 40 of 46 Facilities in the Province (Bottom Quarter)
  - 1 of 2 Facilities in the District (Bottom Half)

### Are the Queues at the Facility Long?

Patient Responses: 19

**100%** of patients report long queues

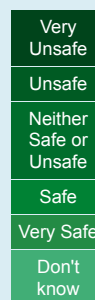


### Please specify the other reasons why the queues are long

- |  |   |  |
|--|---|--|
| <input checked="" type="checkbox"/> Every day they always short of staff, no receptionist, no pharmacist, the clinic is not organized  | <input checked="" type="checkbox"/> Nurses do their shopping during working hours, and on Mondays is always chaotic as if they are bhabhalazed                            | <input checked="" type="checkbox"/> Staff is always late and they always have meetings             |
| <input checked="" type="checkbox"/> They always sit in 1 room having their own meetings that are not work related. They don't arrive on time, before they work they take tea | <input checked="" type="checkbox"/> They always have meetings before they open, do shopping during working hours, always sitting together and take lunch at the same time | <input checked="" type="checkbox"/> They always sitting together, having unnecessary discussions   |
| <input checked="" type="checkbox"/> They are so relaxed  | <input checked="" type="checkbox"/> They are very lays, they spend more time discussing their own things during working hours   | <input checked="" type="checkbox"/> They are very slow, and they always short                      |
| <input checked="" type="checkbox"/> They are very slow   | <input checked="" type="checkbox"/> They don't work, they always busy with their phones and doing in & out  | <input checked="" type="checkbox"/> They don't work, they sit inside doing nothing                 |
| <input checked="" type="checkbox"/> They don't work and always short of staff  | <input checked="" type="checkbox"/> they are very lays and they do their personal staff during working hours  | <input checked="" type="checkbox"/> we don't have clinic marshals, we kept long time on wrong ques |

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

Patient Responses: 18

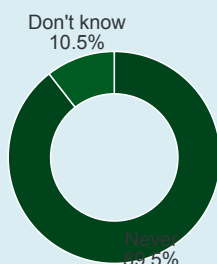
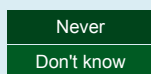


- This ranks:
- 331 of 340 Facilities Nationally (Bottom Quarter)
  - 38 of 40 Facilities in the Province (Bottom Quarter)
  - 1 of 2 Facilities in the District (Bottom Half)

## Facility Staff

### Are there Enough Staff at the Facility?

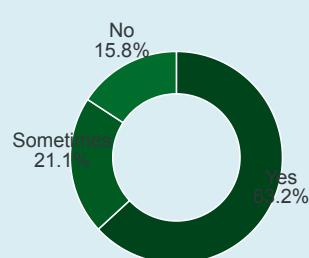
Patient Responses: 19



- This ranks:
- 395 of 397 Facilities Nationally (Bottom Quarter)
  - 46 of 46 Facilities in the Province (Bottom Quarter)
  - 2 of 2 Facilities in the District (Bottom Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 19



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

Facility Responses: 1

**Yes**

### Which Cadres are Understaffed?

No Data for this Indicator

## Clinic Conditions and Patient Safety

### What is the Condition of the Building?

No Data for this Indicator

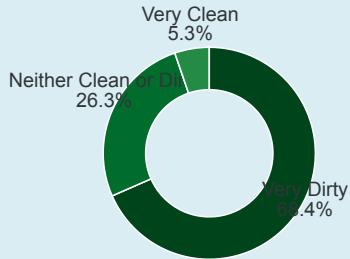
### What is the Condition of the Toilets?

No Data for this Indicator

### How Clean is the Facility

Patient Responses: 19

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



This ranks:

- 388 of 397 Facilities Nationally (Bottom Quarter)
- 45 of 46 Facilities in the Province (Bottom Quarter)
- 2 of 2 Facilities in the District (Bottom Quarter)

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

Facility Responses: 1

## No, we require something additional

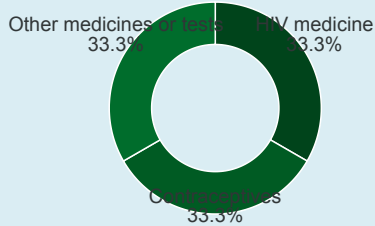
<input checked="" type="checkbox"/> Patients waiting space	<input checked="" type="checkbox"/> Rooms for medical care	<input checked="" type="checkbox"/> Private HIV counseling or testing
<input type="checkbox"/> Laboratory space	<input checked="" type="checkbox"/> Files	<input type="checkbox"/> Data capturers
<input type="checkbox"/> Adherence clubs	<input type="checkbox"/> Pharmacy	<input type="checkbox"/> Storage
<input checked="" 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: 13

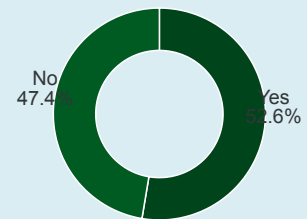
Contraceptives



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

Patient Responses: 19

- No
- Don't know



### 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 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 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 checked="" type="checkbox"/> First Line FDC	<input checked="" 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 checked="" 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

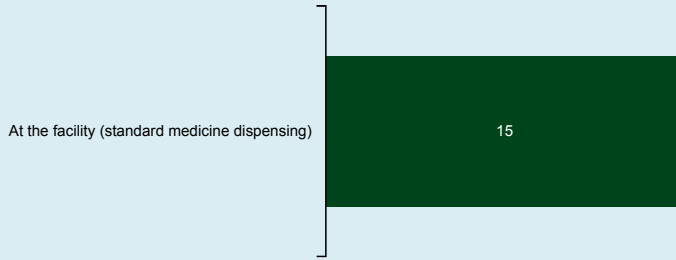
#### HIV medication shortage(s)

<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

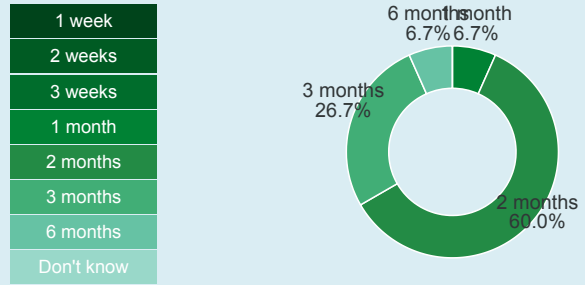
### Where do you Collect ARVs?

Patient Responses: 15



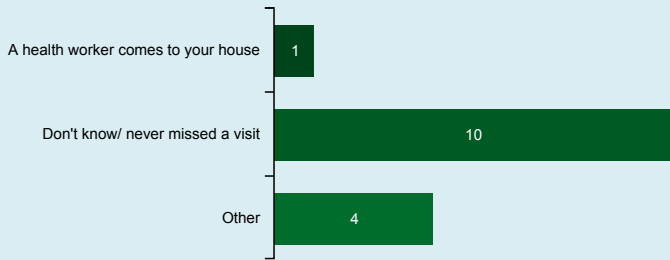
### Length of HIV medicine refill?

Patient Responses: 15



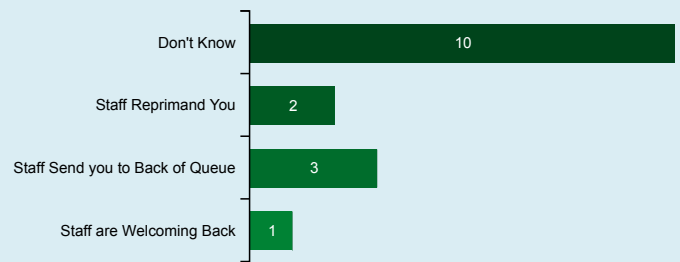
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 15



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

Patient Responses: 16



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

Patient Responses: 15

**100%** of patients say they would like to collect ARVs closer to home

- This ranks:
- 321 of 397 Facilities Nationally (Bottom Quarter)
  - 34 of 46 Facilities in the Province (Bottom Half)
  - 2 of 2 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: 15

**27%** 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:	0
• Facility-Based Clubs:	0
• Community-Based Clubs:	0
Number of Adherence Club Facilitators:	NA
Number of Adherence Club Nurses:	NA
Adherence Clubs per Facilitator:	NA

This ranks:  
No Ranking Data Available

### 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

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

This ranks:

- 389 of 397 Facilities Nationally (Bottom Quarter)
- 45 of 46 Facilities in the Province (Bottom Quarter)
- 2 of 2 Facilities in the District (Bottom Quarter)

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

Patient Responses: 15

**47%** of patients report having a viral load test

This ranks:

- 393 of 397 Facilities Nationally (Bottom Quarter)
- 45 of 46 Facilities in the Province (Bottom Quarter)
- 2 of 2 Facilities in the District (Bottom Quarter)

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

Patient Responses: 7

**43%** of patients report viral load was explained

This ranks:

- 349 of 396 Facilities Nationally (Bottom Quarter)
- 38 of 45 Facilities in the Province (Bottom Quarter)
- 2 of 2 Facilities in the District (Bottom Quarter)

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

Patient Responses: 15

**73%** of patients understand an undetectable viral load means ARVs are working

This ranks:

- 242 of 397 Facilities Nationally (Bottom Half)
- 27 of 46 Facilities in the Province (Bottom Half)
- 2 of 2 Facilities in the District (Bottom Quarter)

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

Patient Responses: 15

**53%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

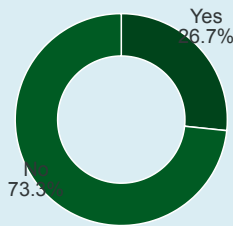
- 207 of 397 Facilities Nationally (Bottom Half)
- 25 of 46 Facilities in the Province (Bottom Half)
- 1 of 2 Facilities in the District (Bottom Half)

## Confidentiality and Privacy

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

Patient Responses: 15

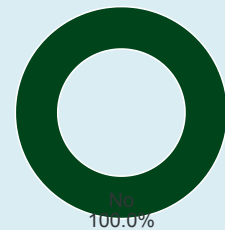
Yes



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

Patient Responses: 4

Yes



This ranks:

- 353 of 388 Facilities Nationally (Bottom Quarter)
- 41 of 46 Facilities in the Province (Bottom Quarter)
- 1 of 2 Facilities in the District (Bottom Half)

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

Patient Responses: 15

**33%** of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 380 of 397 Facilities Nationally (Bottom Quarter)
- 42 of 46 Facilities in the Province (Bottom Quarter)
- 2 of 2 Facilities in the District (Bottom Quarter)

## Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 15

**20%** of patients report counseling is available

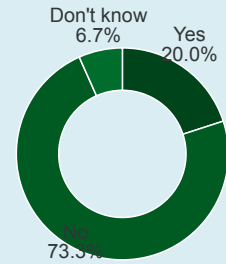
This ranks:

- 375 of 397 Facilities Nationally (Bottom Quarter)
- 43 of 46 Facilities in the Province (Bottom Quarter)
- 2 of 2 Facilities in the District (Bottom Quarter)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 15

Yes



## PrEP and DTG-Related Contraceptive Access

What patients are offered PrEP? Select all that apply

<input type="checkbox"/> Adolescent girls/young women	<input checked="" 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"/> 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

Yes

## COVID-19 Disruptions

Is the clinic currently open during the COVID-19 crisis?

Yes the clinic is open but the clinic is only serving patients outside—patients do not 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 checked="" 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 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 type="checkbox"/> The queue at the clinic was longer than usual	<input 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 checked="" 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 type="checkbox"/> None of the above
<input checked="" 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?

No Data for this Indicator

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: 6:22**

This ranks:

- 333 of 394 Facilities Nationally (Bottom Quarter)
- 35 of 46 Facilities in the Province (Bottom Quarter)
- 1 of 2 Facilities in the District (Bottom Half)

### Were the Facility Windows Open?

No Data for this Indicator

Of 435 Facility Observations:

- Yes: 400
- No: 35

### Are people being asked for TB symptoms?

0% of patients report: Yes

**No**

This ranks:

- 368 of 397 Facilities Nationally (Bottom Quarter)
- 40 of 46 Facilities in the Province (Bottom Quarter)
- 2 of 2 Facilities in the District (Bottom Quarter)

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

0% of patients report: Yes

**No**

This ranks:

- 336 of 397 Facilities Nationally (Bottom Quarter)
- 37 of 46 Facilities in the Province (Bottom Quarter)
- 2 of 2 Facilities in the District (Bottom Quarter)

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

No Data for this Indicator

Of 435 Facility Observations:

- Yes: 379
- No: 56