

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: 25

Amount of time spent: **5:14**

This ranks:

- 268 of 396 Facilities Nationally (Bottom Half)
- 83 of 118 Facilities in the Province (Bottom Half)
- 13 of 23 Facilities in the District (Bottom Half)

Earliest Patient Arrival Time

Patient Responses: 25

Earliest arrival time **5:36**

This ranks:

- 180 of 396 Facilities Nationally (Top Half)
- 38 of 118 Facilities in the Province (Top Half)
- 6 of 23 Facilities in the District (Top Half)

Are the Queues at the Facility Long?

Patient Responses: 25

84% of patients report long queues

Reason	Count
Staff take long breaks (for tea, lunch etc.)	10
There is not enough staff	8
Other reason	7

Please specify the other reasons why the queues are long

<input checked="" type="checkbox"/> early staff meetings before patients can be seen	<input checked="" type="checkbox"/> it takes a long time to get a file the filing system is messy	<input checked="" type="checkbox"/> it takes too long to find files, and files are lost the filing system is messy
<input checked="" type="checkbox"/> morning part staff take longer to attend to patients	<input checked="" type="checkbox"/> some of the facility staff they don't do their job properly	<input checked="" type="checkbox"/> sometimes they are slow
<input checked="" type="checkbox"/> staff nurses are slow most times		

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 1

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

100%

This ranks:

- NaN of 335 Facilities Nationally (Bottom Quarter)
- NaN of 108 Facilities in the Province (Bottom Quarter)
- NaN of 20 Facilities in the District (Bottom Quarter)

Facility Staff

Are there Enough Staff at the Facility?

Patient Responses: 25

Always:	36%
Sometimes:	60%
Never:	4%

This ranks:

- 141 of 396 Facilities Nationally (Top Half)
- 62 of 118 Facilities in the Province (Bottom Half)
- 12 of 23 Facilities in the District (Bottom Half)

Are Staff Friendly and Professional?

Patient Responses: 25

Yes:	72%
Sometimes:	28%

This ranks:

- 152 of 396 Facilities Nationally (Top Half)
- 37 of 118 Facilities in the Province (Top Half)
- 8 of 23 Facilities in the District (Top Half)

Facility Manager: Does the Facility have Enough Staff?

Facility Responses: 1

Yes

Which Cadres are Understaffed?

No Data for this Indicator

Clinic Conditions

What is the Condition of the Building?

Total Observations: 1

Building condition was: **Bad**

<input checked="" type="checkbox"/> Broken furniture	<input 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 type="checkbox"/> No soap	<input type="checkbox"/> No water	<input 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: 25

Very Dirty:	32%
Dirty:	8%
Neither Clean or 36% Dirty:	20%
Clean:	20%
Very Clean:	4%
Don't know:	0%

This ranks:

- 373 of 396 Facilities Nationally (Bottom Quarter)
- 114 of 118 Facilities in the Province (Bottom Quarter)
- 21 of 23 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 type="checkbox"/> Patients waiting space	<input checked="" type="checkbox"/> Rooms for medical care	<input 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 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: 4

HIV medicine:	25%
TB medicine:	25%
Vaccines:	25%
Other medicines 25% or tests:	25%

Any Patients left without the Medicine due to Shortage

Patient Responses: 25

Yes:	8%
No:	84%
Don't know:	8%

Patient Reports of Medicine Shortage(s)

Patient Reports of Medicine Shortage(s)

<input checked="" type="checkbox"/> HIV medicine	<input type="checkbox"/> PrEP	<input checked="" type="checkbox"/> TB medicine
<input type="checkbox"/> Contraceptives	<input 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 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 checked="" type="checkbox"/> Lamivudine (3TC)	<input type="checkbox"/> Emtricitabine (FTC)	<input type="checkbox"/> Abacavir (ABC)
<input checked="" 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 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 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 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

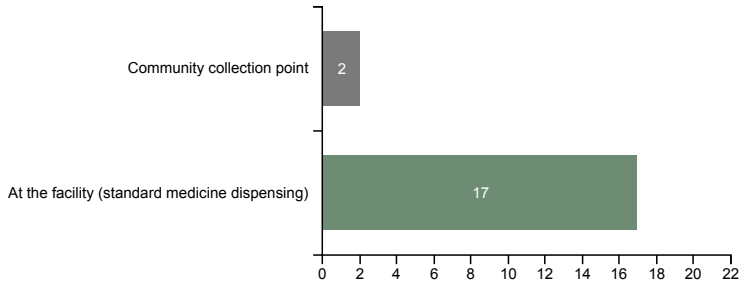
HIV medication shortage(s)

<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"/> Nevirapine (NVP)	<input checked="" 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?

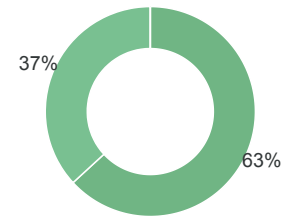
Patient Responses: 19



Length of HIV medicine refill?

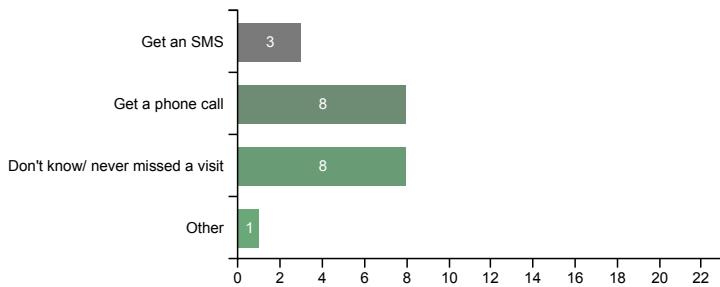
Patient Responses: 19

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	0%
2 months:	63%
3 months:	37%
6 months:	0%
Don't know:	0%



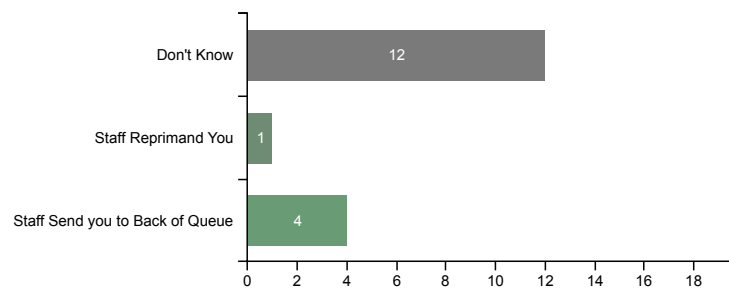
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 20



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: 19

68% of patients say they would like to collect ARVs closer to home

This ranks:

- 271 of 395 Facilities Nationally (Bottom Half)
- 94 of 118 Facilities in the Province (Bottom Quarter)
- 22 of 23 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: 19

0% of patients are aware of facility adherence clubs

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 1

NA% of patients say yes

Is there peer support from PLHIV in the club?

Total Responses: 1

NA% of patients say yes

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

Total Responses: 1

NA% of patients say yes

Number of Adherence Clubs at the Facility

Total Adherence Clubs at Facility:	3
• Facility-Based Clubs:	3
• 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: 19

95% of patients know their viral load

This ranks:

- 146 of 395 Facilities Nationally (Top Half)
- 26 of 118 Facilities in the Province (Top Quarter)
- 7 of 23 Facilities in the District (Top Half)

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

Patient Responses: 19

100% of patients report having a viral load test

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 23 Facilities in the District (Top Quarter)

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 19

89% of patients report viral load was explained

This ranks:

- 212 of 395 Facilities Nationally (Bottom Half)
- 53 of 118 Facilities in the Province (Top Half)
- 12 of 23 Facilities in the District (Bottom Half)

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

Patient Responses: 19

89% of patients understand an undetectable viral load means ARVs are working

This ranks:

- 203 of 395 Facilities Nationally (Bottom Half)
- 47 of 118 Facilities in the Province (Top Half)
- 9 of 23 Facilities in the District (Top Half)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 19

68% of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

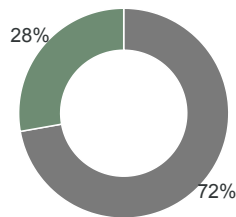
- 214 of 395 Facilities Nationally (Bottom Half)
- 57 of 118 Facilities in the Province (Top Half)
- 11 of 23 Facilities in the District (Top Half)

Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 18

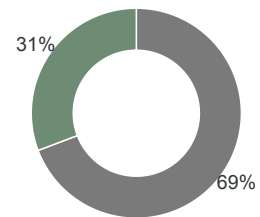
Yes:	72%
No:	28%



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

Patient Responses: 13

Yes:	69%
No:	31%



This ranks:

- 267 of 376 Facilities Nationally (Bottom Half)
- 82 of 116 Facilities in the Province (Bottom Half)
- 18 of 23 Facilities in the District (Bottom Quarter)

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

Patient Responses: 18

100% of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 23 Facilities in the District (Top Quarter)

Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 19

94% of patients report counseling is available

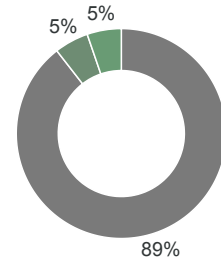
This ranks:

- 233 of 395 Facilities Nationally (Bottom Half)
- 60 of 118 Facilities in the Province (Bottom Half)
- 11 of 23 Facilities in the District (Top Half)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 19

Yes:	89%
No:	5%
Don't know:	5%



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 checked="" 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, 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 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 checked="" 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 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 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 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 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
<p>Enough room in the waiting area?</p> <p>Most recent observation:</p> <hr/>			No	<p>Of 438 Facility Observations:</p> <ul style="list-style-type: none"> • Yes: 208 • No: 228 • Don't know: 2
<p>Time Patients Spend at the Facility?</p> <p>Amount of time spent: (pass requires less than 1:15).</p> <hr/>			No: 5:14	<p>This ranks:</p> <ul style="list-style-type: none"> • 268 of 396 Facilities Nationally (Bottom Half) • 83 of 118 Facilities in the Province (Bottom Half) • 13 of 23 Facilities in the District (Bottom Half)
<p>Were the Facility Windows Open?</p> <p>Most recent observation:</p> <hr/>			Yes	<p>Of 438 Facility Observations:</p> <ul style="list-style-type: none"> • Yes: 421 • No: 17
<p>Are people being asked for TB symptoms?</p> <p>36% of patients report:Yes</p> <hr/>			No	<p>This ranks:</p> <ul style="list-style-type: none"> • 296 of 396 Facilities Nationally (Bottom Half) • 94 of 118 Facilities in the Province (Bottom Quarter) • 19 of 23 Facilities in the District (Bottom Quarter)
<p>Are people who are coughing in a separate room?</p> <p>21% of patients report:Yes</p> <hr/>			No	<p>This ranks:</p> <ul style="list-style-type: none"> • 286 of 396 Facilities Nationally (Bottom Half) • 91 of 118 Facilities in the Province (Bottom Quarter) • 17 of 23 Facilities in the District (Bottom Half)
<p>Are there posters telling patient to cover mouth when coughing/sneezing?</p> <p>Most recent observation:</p> <hr/>			Yes	<p>Of 438 Facility Observations:</p> <ul style="list-style-type: none"> • Yes: 402 • No: 36