

Facility Hours and Waiting Times

Facility is Open 24 Hours

No

| | |
|--------------------|-------|
| Open Time M-F: | 8:00 |
| Open Time Sat: | 8:00 |
| Average stop time: | 16:08 |

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: 35

Amount of time spent: **2:41**

This ranks:

- 42 of 396 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

Earliest Patient Arrival Time

Patient Responses: 36

Earliest arrival time: **6:17**

This ranks:

- 75 of 396 Facilities Nationally (Top Quarter)
- 7 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

Are the Queues at the Facility Long?

Patient Responses: 36

20% of patients report long queues

| | |
|--|---|
| There is not enough staff | 3 |
| Staff take long breaks (for tea, lunch etc.) | 1 |
| There are too many patients to serve | 3 |
| Dont Know | 1 |

Please specify the other reasons why the queues are long

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 16

| | |
|-------------------------|------|
| Very Unsafe: | 0% |
| Unsafe: | 0% |
| Neither Safe or Unsafe: | 0% |
| Safe: | 0% |
| Very Safe: | 100% |
| Dont know: | 0% |

100%

This ranks:

- 1 of 328 Facilities Nationally (Top Quarter)
- 1 of 41 Facilities in the Province (Top Quarter)
- 1 of 2 Facilities in the District (Bottom Half)

Facility Staff

Are there Enough Staff at the Facility?

Patient Responses: 36

| | |
|------------|-----|
| Always: | 44% |
| Sometimes: | 53% |
| Never: | 3% |

This ranks:

- 99 of 396 Facilities Nationally (Top Quarter)
- 6 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

Are Staff Friendly and Professional?

Patient Responses: 36

Yes: 100%

This ranks:

- 1 of 396 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top 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 type="checkbox"/> Professional nurse | <input checked="" type="checkbox"/> Enrolled nurse |
| <input checked="" 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 type="checkbox"/> Data capturer | <input type="checkbox"/> Security guard |
| <input checked="" type="checkbox"/> Cleaner | <input type="checkbox"/> General assistant | <input type="checkbox"/> No cadre is understaffed |
| <input type="checkbox"/> Dont know | <input type="checkbox"/> Prefer not to answer | |



Tembelihle Clinic Monitoring Report

Eastern Cape - Chris Hani: 2021 Q4

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: 36

| | |
|--------------------------|-----|
| Very Dirty: | 0% |
| Dirty: | 0% |
| Neither Clean nor Dirty: | 0% |
| Clean: | 3% |
| Very Clean: | 97% |
| Dont know: | 0% |

97%

This ranks:

- 17 of 396 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top 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)

No Data for this Indicator

Any Patients left without the Medicine due to Shortage

Patient Responses: 36

No: 100%

100%

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 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"/> 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"/> 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"/> Dont know | <input type="checkbox"/> Prefer not to answer | |

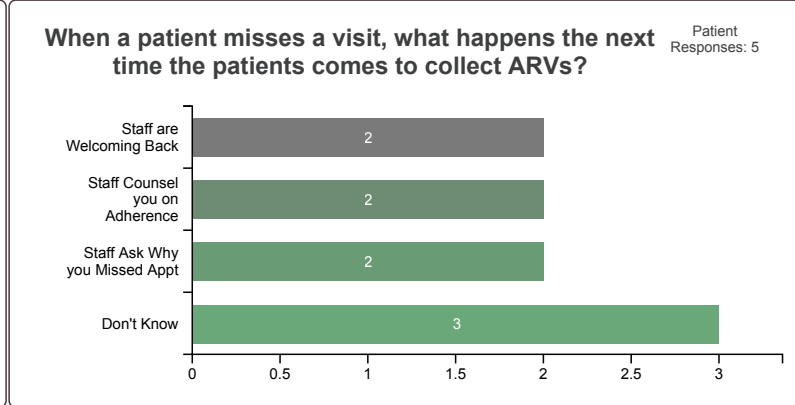
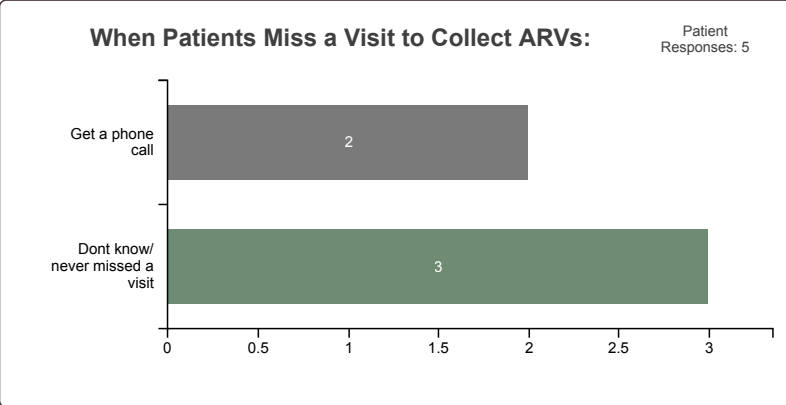
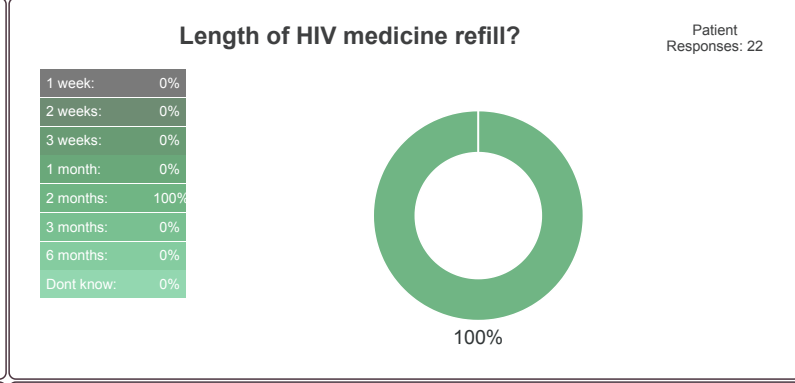
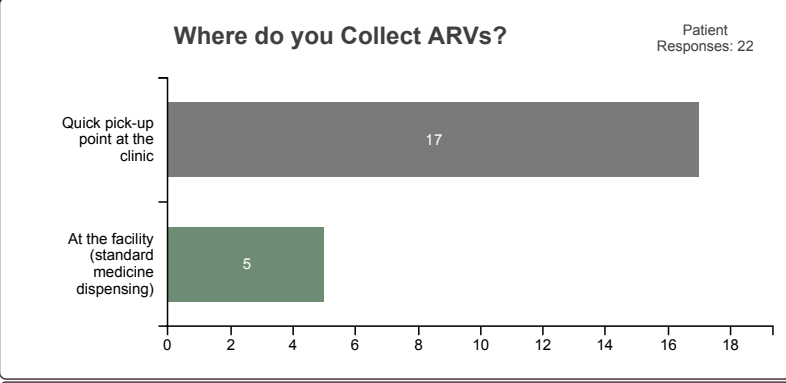
Facility Staff: Contraception Shortage(s)

| | | |
|--|--|--|
| <input type="checkbox"/> Condoms (male/external) | <input type="checkbox"/> Female/internal condoms | <input type="checkbox"/> Birth control pill |
| <input 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"/> 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



Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 22

18% of patients say they would like to collect ARVs closer to home

This ranks:

- 58 of 395 Facilities Nationally (Top Quarter)
- 2 of 45 Facilities in the Province (Top Quarter)
- 2 of 4 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: 22

82% of patients are aware of facility adherence clubs

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 1

100% of patients say yes

Is there peer support from PLHIV in the club?

Total Responses: 1

100% of patients say yes

Adherence Club Staffing

| | |
|--|----|
| Total Adherence Clubs at Facility: | 2 |
| • Facility-Based Clubs: | 0 |
| • Community-Based Clubs: | 2 |
| Number of Adherence Club Facilitators: | NA |
| Number of Adherence Club Nurses: | 1 |
| Adherence Clubs per Facilitator: | NA |

This ranks:

No Ranking Data Available

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

Total Responses: 1

100% of patients say yes

Topics Covered in the Adherence Club

Total Responses: 1

| | | |
|---|--|---|
| <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: 22

100% of patients know their viral load

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

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

Patient Responses: 22

100% of patients report having a viral load test

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 22

100% of patients report viral load was explained

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

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

Patient Responses: 22

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

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 22

100% of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

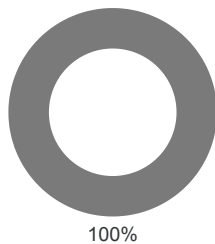
- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 22

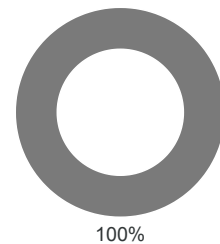
Yes: 100%



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

Patient Responses: 22

Yes: 100%



This ranks:

- 1 of 380 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

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

Patient Responses: 22

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 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 22

100% of patients report counseling is available

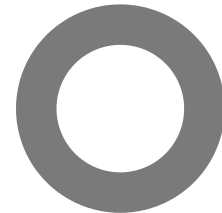
This ranks:

- 1 of 394 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 22

Yes: 100%



100%

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 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?

Patient Responses: 36

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



Tembelihle Clinic Monitoring Report

Eastern Cape - Chris Hani: 2021 Q4

TB Infection Control

Details **Green = 0 No** **Yellow = 1-2 No** **Red = 2+ No** **Clinic Result: YELLOW**

Enough room in the waiting area?

Most Recent Observation

Yes

Of 449 Facility Observations:

- No: 237
- Yes: 212

Time Spent in the Facility after Opening

(pass requires less than 1:15).

No: 2:15

This ranks:

- 29 of 396 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

Were the Facility Windows Open?

Most Recent Observation

Yes

Of 449 Facility Observations:

- Yes: 424
- No: 25

Are people being asked for TB symptoms?

100% of patients report:Yes

Yes

This ranks:

- 1 of 396 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)

Are people who are coughing in a separate room?

100% of patients report:Yes

Yes

This ranks:

- 1 of 396 Facilities Nationally (Top Quarter)
- 1 of 45 Facilities in the Province (Top Quarter)
- 1 of 4 Facilities in the District (Top Quarter)