

## 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:	15:31

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: 8

Amount of time spent: **4:15**

This ranks:

- 159 of 355 Facilities Nationally (Top Half)
- 6 of 11 Facilities in the Province (Bottom Half)
- 2 of 2 Facilities in the District (Bottom Quarter)

### Earliest Patient Arrival Time

Patient Responses: 8

Earliest arrival time **7:21**

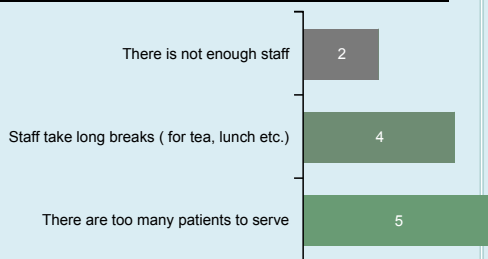
This ranks:

- 11 of 357 Facilities Nationally (Top Quarter)
- 2 of 11 Facilities in the Province (Top Quarter)
- 2 of 2 Facilities in the District (Bottom Quarter)

### Are the Queues at the Facility Long?

Patient Responses: 8

**75%** of patients report long queues

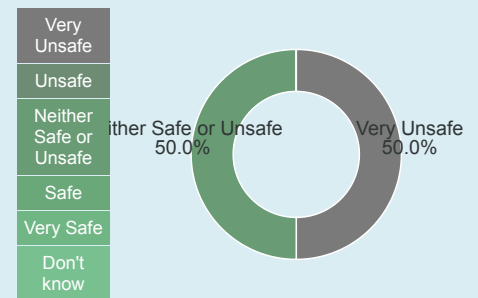


### Please specify the other reasons why the queues are long

No Data for this Indicator

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

Patient Responses: 2



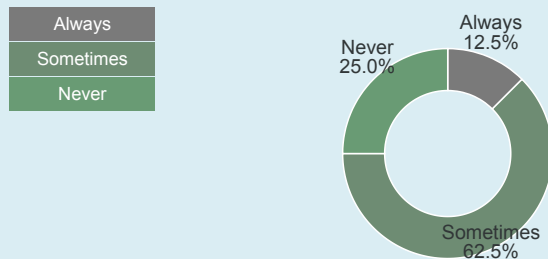
This ranks:

- 230 of 293 Facilities Nationally (Bottom Quarter)
- 7 of 10 Facilities in the Province (Bottom Half)
- 2 of 2 Facilities in the District (Bottom Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

Patient Responses: 8



This ranks:

- 274 of 357 Facilities Nationally (Bottom Quarter)
- 9 of 11 Facilities in the Province (Bottom Quarter)
- 2 of 2 Facilities in the District (Bottom Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 8



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

No Data for this Indicator

### Which Cadres are Understaffed?

No Data for this Indicator

## Clinic Conditions and Patient Safety

### What is the Condition of the Building?

Total Observations: 2

Building condition was:

**Bad**

<input type="checkbox"/> Broken furniture	<input checked="" type="checkbox"/> Broken windows or doors	<input checked="" 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:

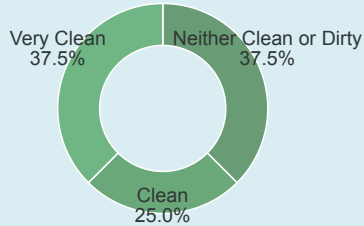
**Bad**

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

### How Clean is the Facility

Patient Responses: 8

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



This ranks:

- 195 of 357 Facilities Nationally (Bottom Half)
- 3 of 11 Facilities in the Province (Top Half)
- 1 of 2 Facilities in the District (Bottom Half)

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

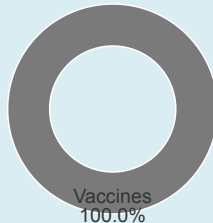
No Data for this Indicator

## Access to Medicines and Shortages/Stockouts

### Patient Reports of Medicine Shortage(s)

Patient Responses: 4

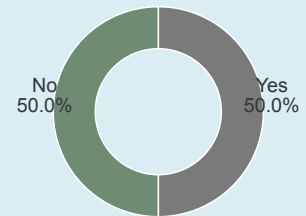
Vaccines



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

Patient Responses: 8

No



### Patient Reports of Medicine Shortage(s)

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<input type="checkbox"/> HIV medicine	<input type="checkbox"/> PrEP	<input 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 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 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)

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<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

<p><b>Where do you Collect ARVs?</b></p> <p>No Data for this Indicator</p>	<p><b>Length of HIV medicine refill?</b></p> <p>No Data for this Indicator</p>
<p><b>When Patients Miss a Visit to Collect ARVs:</b></p> <p>No Data for this Indicator</p>	<p><b>When a patient misses a visit, what happens the next time the patients comes to collect ARVs?</b></p> <p>No Data for this Indicator</p>
<p><b>Would Patients Like to Collect ARVs Closer to Home?</b></p> <p>No Data for this Indicator</p>	

## Adherence Clubs

<p><b>If Not in an Adherence Club Already, Are you Aware of Them at this Facility?</b></p> <p>No Data for this Indicator</p> <p><b>Does the Adherence Club make HIV medicine pick up faster?</b></p> <p>No Data for this Indicator</p> <p><b>Is there peer support from PLHIV in the club?</b></p> <p>No Data for this Indicator</p>	<p><b>Adherence Club Staffing</b></p> <p>No Data for this Indicator</p>
<p><b>Does the Adherence Club provide information about the importance of taking your HIV medicine?</b></p> <p>No Data for this Indicator</p>	<p><b>Topics Covered in the Adherence Club</b></p> <p>No Data for this Indicator</p>

## Access to Viral Load Testing / Information

**Do Patients Know Their Viral Load?**

No Data for this Indicator

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

No Data for this Indicator

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

No Data for this Indicator

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

No Data for this Indicator

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

No Data for this Indicator

## Confidentiality and Privacy

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

No Data for this Indicator

**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?**

No Data for this Indicator

## Psycho-Social Support for PLHIV

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

No Data for this Indicator

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

No Data for this Indicator

## 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 checked="" 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 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 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 checked="" 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?**

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: 4:15**

This ranks:  
 • 159 of 355 Facilities Nationally (Top Half)  
 • 6 of 11 Facilities in the Province (Bottom Half)  
 • 2 of 2 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?**

50% of patients report:Yes **Yes**

This ranks:  
 • 257 of 357 Facilities Nationally (Bottom Half)  
 • 5 of 11 Facilities in the Province (Top Half)  
 • 1 of 2 Facilities in the District (Bottom Half)

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

50% of patients report:Yes **Yes**

This ranks:  
 • 205 of 357 Facilities Nationally (Bottom Half)  
 • 3 of 11 Facilities in the Province (Top Half)  
 • 1 of 2 Facilities in the District (Bottom Half)

**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