

## 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: 15

Amount of time spent: **3:03**

This ranks:

- 65 of 355 Facilities Nationally (Top Quarter)
- 39 of 124 Facilities in the Province (Top Half)
- 16 of 68 Facilities in the District (Top Quarter)

**Earliest Patient Arrival Time** Patient Responses: 15

Earliest arrival time: **5:44**

This ranks:

- 128 of 357 Facilities Nationally (Top Half)
- 50 of 126 Facilities in the Province (Top Half)
- 19 of 68 Facilities in the District (Top Half)

**Are the Queues at the Facility Long?** Patient Responses: 15

**100%** of patients report long queues

| Reason  | Count |
|---|-------|
| Staff take long breaks ( for tea, lunch etc.)                               | 3     |
| There are too many patients to serve  | 14    |
| It takes too long to find files, the filing system is messy, files are lost | 12    |
| Other reason  | 1     |

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

Patients are waiting a long time to get their files ,it takes to long time to be found .

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

No Data for this Indicator

## Facility Staff

**Are there Enough Staff at the Facility?** Patient Responses: 15

Always

Always 100.0%

This ranks:

- 1 of 357 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

**Are Staff Friendly and Professional?** Patient Responses: 15

Yes  
Sometimes  
Never

Never 26.7%  
 Yes 40.0%  
 Sometimes 33.3%

**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: 1

Building condition was:

**Bad**

|   |  |   |
|---|--|---|
| <input 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:

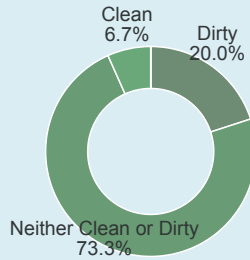
**Bad**

|  |   |  |
|--|---|--|
| <input checked="" type="checkbox"/> No soap  | <input type="checkbox"/> No water         | <input 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: 15

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



This ranks:

- 326 of 357 Facilities Nationally (Bottom Quarter)
- 115 of 126 Facilities in the Province (Bottom Quarter)
- 62 of 68 Facilities in the District (Bottom 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)

Patient Responses: 1

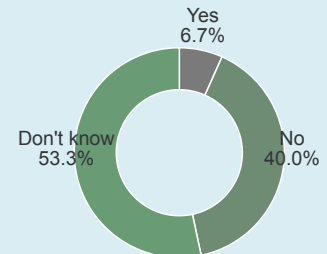
HIV medicine



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

Patient Responses: 15

|            |
|------------|
| Yes        |
| No         |
| Don't know |



### 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 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 type="checkbox"/> Lamivudine (3TC)   | <input type="checkbox"/> Emtricitabine (FTC)        | <input type="checkbox"/> Abacavir (ABC)               |
| <input type="checkbox"/> Zidovudine (AZT)   | <input type="checkbox"/> Loinavir/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      |

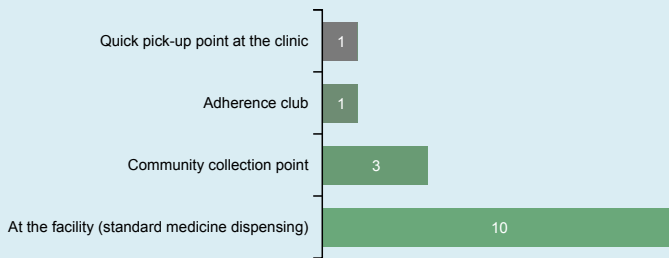
#### HIV medication shortage(s)

|   |   |   |
|---|---|---|
| <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)               |
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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

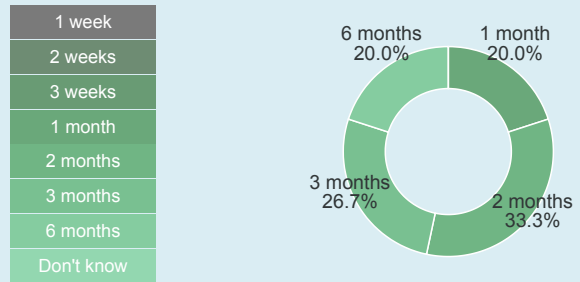
### Where do you Collect ARVs?

Patient Responses: 15



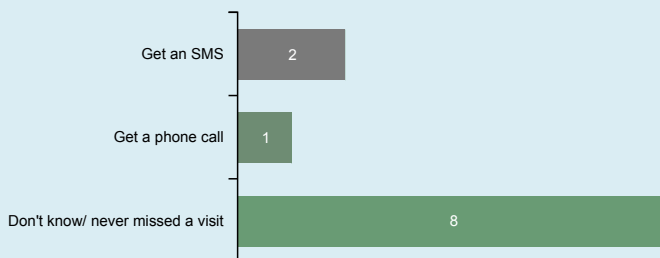
### Length of HIV medicine refill?

Patient Responses: 15



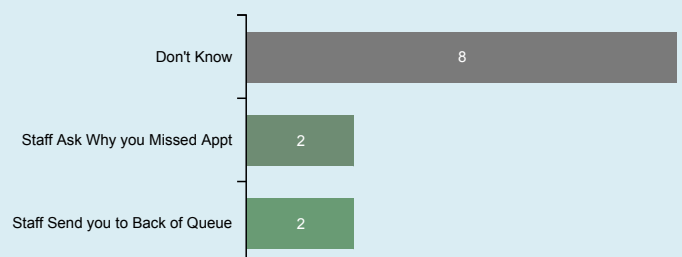
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 11



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

Patient Responses: 12



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

Patient Responses: 15

**87%** of patients say they would like to collect ARVs closer to home

This ranks:

- 293 of 355 Facilities Nationally (Bottom Quarter)
- 103 of 126 Facilities in the Province (Bottom Quarter)
- 47 of 68 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: 14

**55%** of patients are aware of facility adherence clubs

### Does the Adherence Club make HIV medicine pick up faster?

No Data for this Indicator

### Is there peer support from PLHIV in the club?

No Data for this Indicator

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

No Data for this Indicator

### Adherence Club Staffing

No Data for this Indicator

### 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

**100%** of patients know their viral load

This ranks:

- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

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

Patient Responses: 15

**100%** of patients report having a viral load test

This ranks:

- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

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

Patient Responses: 15

**93%** of patients report viral load was explained

This ranks:

- 170 of 353 Facilities Nationally (Top Half)
- 73 of 125 Facilities in the Province (Bottom Half)
- 46 of 68 Facilities in the District (Bottom Half)

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

Patient Responses: 15

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

This ranks:

- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

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

Patient Responses: 15

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

This ranks:

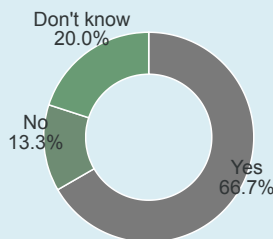
- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

## Confidentiality and Privacy

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

Patient Responses: 15

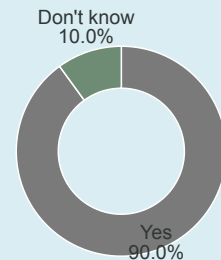
Yes



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

Patient Responses: 10

Yes



This ranks:

- 1 of 325 Facilities Nationally (Top Quarter)
- 1 of 121 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

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

Patient Responses: 15

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

This ranks:

- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

## Psycho-Social Support for PLHIV

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

Patient Responses: 15

**93%** of patients report counseling is available

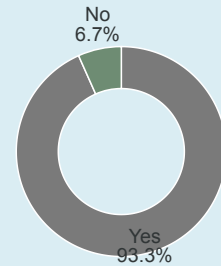
This ranks:

- 224 of 355 Facilities Nationally (Bottom Half)
- 104 of 126 Facilities in the Province (Bottom Quarter)
- 59 of 68 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

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 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 checked="" type="checkbox"/> There were less staff working than usual | <input type="checkbox"/> The clinic not providing the service I needed      |
| <input checked="" 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?

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: 3:03**

This ranks:

- 65 of 355 Facilities Nationally (Top Quarter)
- 39 of 124 Facilities in the Province (Top Half)
- 16 of 68 Facilities in the District (Top Quarter)

**Were the Facility Windows Open?**

Most recent observation: **No**

Of 356 Facility Observations:

- Yes: 340
- No: 16

**Are people being asked for TB symptoms?**

100% of patients report:Yes **Yes**

This ranks:

- 1 of 357 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 68 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 357 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

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

Most recent observation: **Yes**

Of 356 Facility Observations:

- Yes: 314
- No: 42

## TB Services