

Facility Hours and Waiting Times

Facility is Open 24 Hours

No

Open Time M-F: 7:00
 Open Time Sat: NA
 Average stop time: 16:19
 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: 21

Amount of time spent: **3:06**

This ranks:

- 84 of 396 Facilities Nationally (Top Quarter)
- 51 of 135 Facilities in the Province (Top Half)
- 18 of 68 Facilities in the District (Top Half)

Earliest Patient Arrival Time

Patient Responses: 21

Earliest arrival time **5:56**

This ranks:

- 95 of 396 Facilities Nationally (Top Quarter)
- 43 of 135 Facilities in the Province (Top Half)
- 12 of 68 Facilities in the District (Top Quarter)

Are the Queues at the Facility Long?

Patient Responses: 21

100% of patients report long queues

There are too many patients to serve: 6

Other reason: 5

Don't Know: 9

Please specify the other reasons why the queues are long

| | | |
|--|--|--|
| <input checked="" type="checkbox"/> Many patients needs to be served . | <input checked="" type="checkbox"/> Staff is working very slow . | <input checked="" type="checkbox"/> There are so many emergency patients who are very seak today , that makes a delay because patients are waiting long time . |
|--|--|--|

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 18

| | |
|-------------------------|-----|
| Very Unsafe: | 0% |
| Unsafe: | 22% |
| Neither Safe or Unsafe: | 50% |
| Safe: | 11% |
| Very Safe: | 17% |
| Don't know: | 0% |

This ranks:

- 135 of 335 Facilities Nationally (Top Half)
- 57 of 106 Facilities in the Province (Bottom Half)
- 24 of 61 Facilities in the District (Top Half)

Facility Staff

Are there Enough Staff at the Facility?

Patient Responses: 21

Always: 100%

100%

This ranks:

- 1 of 396 Facilities Nationally (Top Quarter)
- 1 of 135 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

Are Staff Friendly and Professional?

Patient Responses: 21

Yes: 100%

100%

This ranks:

- 1 of 396 Facilities Nationally (Top Quarter)
- 1 of 135 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

Facility Manager: Does the Facility have Enough Staff?

Facility Responses: 1

No

Which Cadres are Understaffed?

| | | |
|---|---|--|
| <input type="checkbox"/> Doctor | <input type="checkbox"/> Professional nurse | <input type="checkbox"/> Enrolled nurse |
| <input type="checkbox"/> Enrolled nurse assistant | <input type="checkbox"/> Pharmacist | <input checked="" type="checkbox"/> Assistant pharmacist |
| <input type="checkbox"/> Lab technician | <input type="checkbox"/> Lay counselors | <input type="checkbox"/> Linkage officers |
| <input checked="" type="checkbox"/> Adherence club facilitators | <input checked="" type="checkbox"/> Data capturer | <input type="checkbox"/> Security guard |
| <input type="checkbox"/> Cleaner | <input type="checkbox"/> General assistant | <input type="checkbox"/> No cadre is understaffed |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer | |

Clinic Conditions

What is the Condition of the Building?

Total Observations: 1

Building condition was: **Good**

| | | |
|---|--|---|
| <input type="checkbox"/> Broken furniture | <input type="checkbox"/> Broken windows or doors | <input 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: 1

Toilet condition was: **Good**

| | | |
|-----------------------------------|---------------------------------------|--|
| <input type="checkbox"/> No soap | <input type="checkbox"/> No water | <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"/> Don't Know |

How Clean is the Facility

Patient Responses: 21

| | |
|-------------------------|-----|
| Very Dirty: | 5% |
| Dirty: | 0% |
| Neither Clean or Dirty: | 0% |
| Clean: | 5% |
| Very Clean: | 90% |
| Don't know: | 0% |

90%

This ranks:

- 55 of 396 Facilities Nationally (Top Quarter)
- 32 of 135 Facilities in the Province (Top Quarter)
- 11 of 68 Facilities in the District (Top Quarter)

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

Facility Responses: 1

Yes enough space

| | | |
|---|---|--|
| <input type="checkbox"/> Patients waiting space | <input type="checkbox"/> Rooms for medical care | <input type="checkbox"/> Private HIV counseling or testing |
| <input type="checkbox"/> Laboratory space | <input type="checkbox"/> Files | <input type="checkbox"/> Data capturers |
| <input type="checkbox"/> Adherence clubs | <input type="checkbox"/> Pharmacy | <input 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)

No Data for this Indicator

Any Patients left without the Medicine due to Shortage

Patient Responses: 21

| | |
|-------------|-----|
| No: | 38% |
| Don't know: | 62% |

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"/> 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 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)

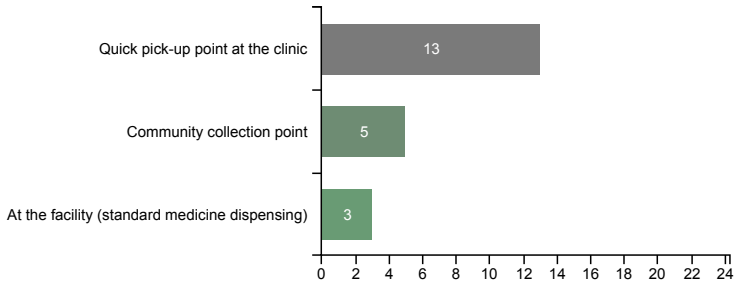
| | | |
|---|---|---|
| <input type="checkbox"/> First Line FDC | <input type="checkbox"/> DTG-Based First Line FDC | <input type="checkbox"/> Dumiva (ABC/3TC) |
| <input type="checkbox"/> Lamivudine (3TC) | <input type="checkbox"/> Emtricitabine (FTC) | <input type="checkbox"/> Abacavir (ABC) |
| <input type="checkbox"/> Zidovudine (AZT) | <input type="checkbox"/> Loinavir/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?

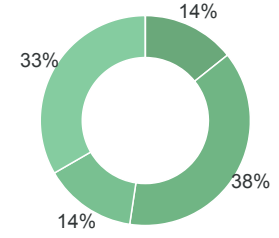
Patient Responses: 21



Length of HIV medicine refill?

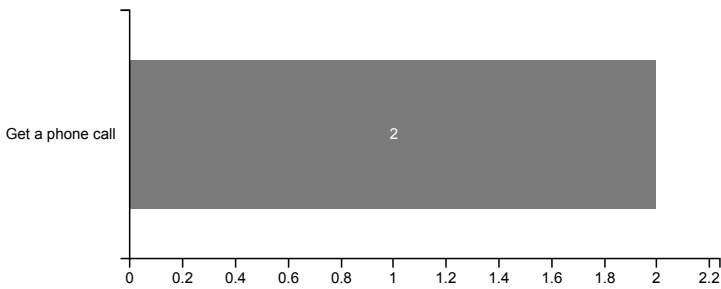
Patient Responses: 21

| | |
|-------------|-----|
| 1 week: | 0% |
| 2 weeks: | 0% |
| 3 weeks: | 0% |
| 1 month: | 14% |
| 2 months: | 38% |
| 3 months: | 14% |
| 6 months: | 33% |
| Don't know: | 0% |



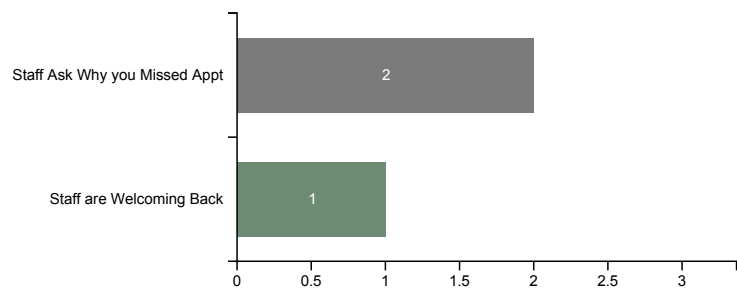
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 2



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

Patient Responses: 3



Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 21

86% of patients say they would like to collect ARVs closer to home

This ranks:

- 349 of 395 Facilities Nationally (Bottom Quarter)
- 116 of 135 Facilities in the Province (Bottom Quarter)
- 53 of 68 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: 21

45% 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

Number of Adherence Clubs at the Facility

| | |
|--|----|
| 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: 21

100% of patients know their viral load

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 135 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: 21

100% of patients report having a viral load test

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 135 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: 21

100% of patients report viral load was explained

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 135 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

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

Patient Responses: 21

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

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 135 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: 21

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

This ranks:

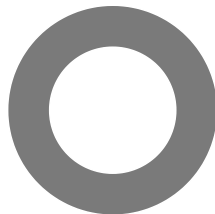
- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 135 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 21

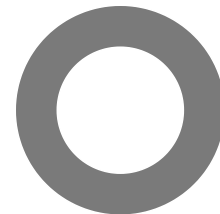
Yes: 100%



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

Patient Responses: 21

Yes: 100%



This ranks:

- 1 of 376 Facilities Nationally (Top Quarter)
- 1 of 129 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: 21

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 135 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: 21

100% of patients report counseling is available

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 135 Facilities in the Province (Top Quarter)
- 1 of 68 Facilities in the District (Top Quarter)

Is Psycho-Social Counseling Available for PLHIV? Patient Responses: 21

Yes: 100%

100%

PrEP and DTG-Related Contraceptive Access

What patients are offered PrEP? Select all that apply

| | | |
|--|---|---|
| <input checked="" type="checkbox"/> Adolescent girls/young women | <input checked="" type="checkbox"/> All women | <input checked="" type="checkbox"/> Men who have sex with men |
| <input checked="" type="checkbox"/> Sex workers | <input checked="" 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 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?

| | | |
|--|---|--|
| <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: YELLOW |
|--|--------------|-----------------|--|------------------------------|
| <p>Enough room in the waiting area?</p> <p>Most recent observation:</p> <hr/> | | Yes | <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: 3:06 | <p>This ranks:</p> <ul style="list-style-type: none"> • 84 of 396 Facilities Nationally (Top Quarter) • 51 of 135 Facilities in the Province (Top Half) • 18 of 68 Facilities in the District (Top 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>100% of patients report:Yes</p> <hr/> | | Yes | <p>This ranks:</p> <ul style="list-style-type: none"> • 1 of 396 Facilities Nationally (Top Quarter) • 1 of 135 Facilities in the Province (Top Quarter) • 1 of 68 Facilities in the District (Top Quarter) | |
| <p>Are people who are coughing in a separate room?</p> <p>100% of patients report:Yes</p> <hr/> | | Yes | <p>This ranks:</p> <ul style="list-style-type: none"> • 1 of 396 Facilities Nationally (Top Quarter) • 1 of 135 Facilities in the Province (Top Quarter) • 1 of 68 Facilities in the District (Top Quarter) | |
| <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 | |