

## Facility Hours and Waiting Times

### Facility is Open 24 Hours

**No**

Open Time M-F: 9:18  
 Open Time Sat: 7:00  
 Average stop time: 15:43

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: 20

Amount of time spent: **4:51**

- This ranks:
- 196 of 394 Facilities Nationally (Top Half)
  - 59 of 118 Facilities in the Province (Bottom Half)
  - 28 of 49 Facilities in the District (Bottom Half)

### Earliest Patient Arrival Time

Patient Responses: 20

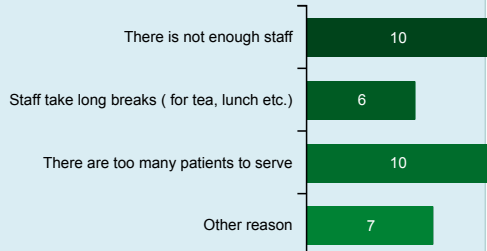
Earliest arrival time **5:22**

- This ranks:
- 213 of 397 Facilities Nationally (Bottom Half)
  - 56 of 118 Facilities in the Province (Top Half)
  - 18 of 49 Facilities in the District (Top Half)

### Are the Queues at the Facility Long?

Patient Responses: 20

**90%** of patients report long queues

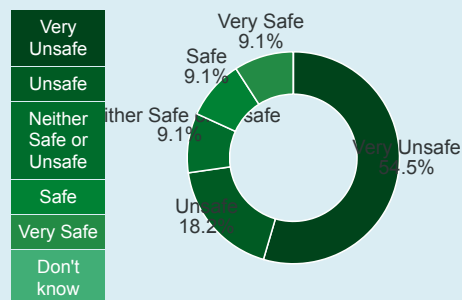


### Please specify the other reasons why the queues are long

- |   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> Its covid 19 because before they'd usually come inside the facility and wait inside | <input checked="" type="checkbox"/> They put 5 patients at the time because of covid 19 | <input checked="" type="checkbox"/> the service is terrible especially since Covid-19, they use it as an excuse not to work |
| <input checked="" type="checkbox"/> the staff is too slow they dont work all the hours                                  | <input checked="" type="checkbox"/> they are too slow                                   | <input checked="" type="checkbox"/> they tell us waiting area is not for us we should wait outside                          |
| <input checked="" type="checkbox"/> they work slow  |   |   |

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

Patient Responses: 11

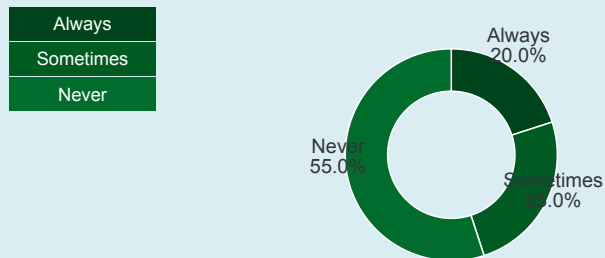


- This ranks:
- 276 of 340 Facilities Nationally (Bottom Quarter)
  - 102 of 112 Facilities in the Province (Bottom Quarter)
  - 45 of 49 Facilities in the District (Bottom Quarter)

## Facility Staff

### Are there Enough Staff at the Facility?

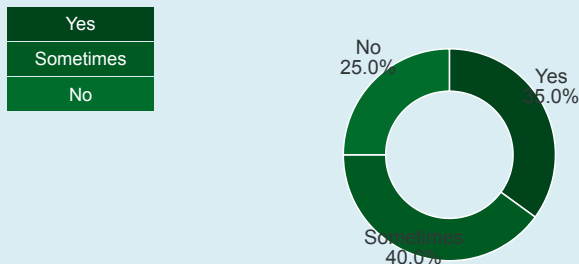
Patient Responses: 20



- This ranks:
- 322 of 397 Facilities Nationally (Bottom Quarter)
  - 105 of 118 Facilities in the Province (Bottom Quarter)
  - 47 of 49 Facilities in the District (Bottom Quarter)

### Are Staff Friendly and Professional?

Patient Responses: 20



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

Facility Responses: 1

**No**

### Which Cadres are Understaffed?

- |   |  |  |
|---|--|--|
| <input checked="" type="checkbox"/> Doctor                      | <input checked="" type="checkbox"/> Professional nurse | <input checked="" type="checkbox"/> Enrolled nurse       |
| <input checked="" type="checkbox"/> Enrolled nurse assistant    | <input checked="" type="checkbox"/> Pharmacist         | <input checked="" type="checkbox"/> Assistant pharmacist |
| <input type="checkbox"/> Lab technician                         | <input type="checkbox"/> Lay counselors                | <input checked="" type="checkbox"/> Linkage officers     |
| <input checked="" type="checkbox"/> Adherence club facilitators | <input 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 and Patient Safety

### What is the Condition of the Building?

Total Observations: 2

Building condition was:

## Bad/Good

<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: 2

Toilet condition was:

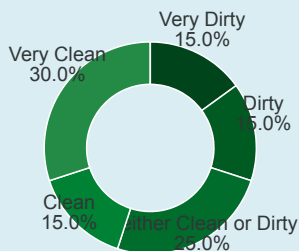
## Bad

<input checked="" type="checkbox"/> No soap	<input type="checkbox"/> No water	<input checked="" 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: 20

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



This ranks:

- 303 of 397 Facilities Nationally (Bottom Quarter)
- 100 of 118 Facilities in the Province (Bottom Quarter)
- 42 of 49 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 checked="" type="checkbox"/> Patients waiting space	<input checked="" type="checkbox"/> Rooms for medical care	<input checked="" type="checkbox"/> Private HIV counseling or testing
<input checked="" type="checkbox"/> Laboratory space	<input checked="" type="checkbox"/> Files	<input checked="" type="checkbox"/> Data capturers
<input checked="" type="checkbox"/> Adherence clubs	<input checked="" 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: 5

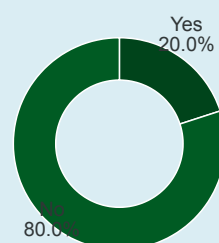
HIV medicine
Other medicines or tests



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

Patient Responses: 20

No
Don't know



### Patient Reports of Medicine Shortage(s)

#### Patient Reports of Medicine Shortage(s)

<input checked="" 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 checked="" 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 checked="" 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 checked="" 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 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

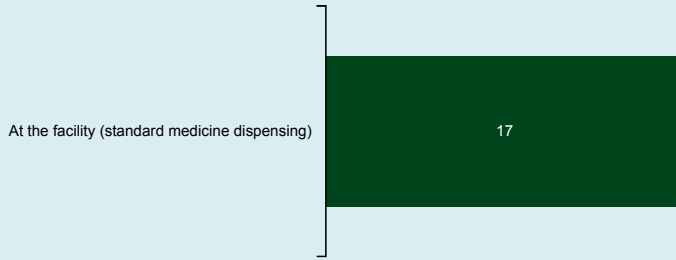
#### HIV medication shortage(s)

<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 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

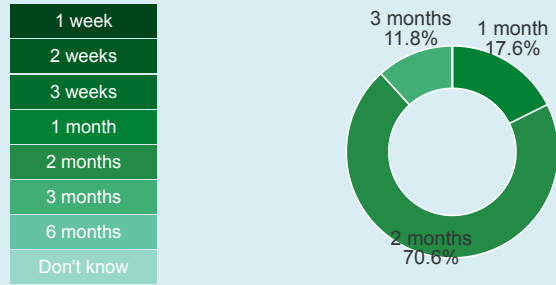
### Where do you Collect ARVs?

Patient Responses: 17



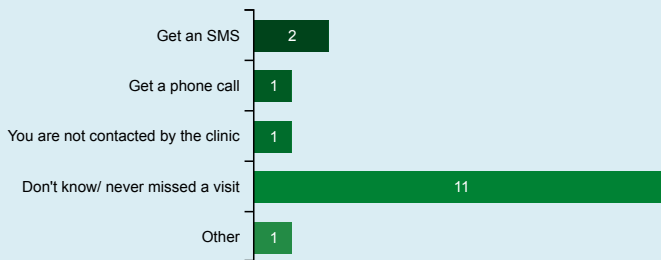
### Length of HIV medicine refill?

Patient Responses: 17



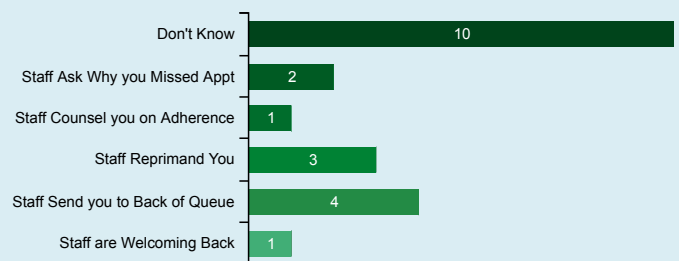
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 16



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

Patient Responses: 21



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

Patient Responses: 17

**94%** of patients say they would like to collect ARVs closer to home

This ranks:

- 311 of 397 Facilities Nationally (Bottom Quarter)
- 111 of 118 Facilities in the Province (Bottom Quarter)
- 48 of 49 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: 17

**35%** 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

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: 17

**88%** of patients know their viral load

This ranks:

- 137 of 397 Facilities Nationally (Top Half)
- 22 of 118 Facilities in the Province (Top Quarter)
- 6 of 49 Facilities in the District (Top Quarter)

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

Patient Responses: 17

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

This ranks:

- 1 of 397 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 49 Facilities in the District (Top Quarter)

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

Patient Responses: 17

**88%** of patients report viral load was explained

This ranks:

- 165 of 396 Facilities Nationally (Top Half)
- 42 of 118 Facilities in the Province (Top Half)
- 17 of 49 Facilities in the District (Top Half)

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

Patient Responses: 17

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

This ranks:

- 1 of 397 Facilities Nationally (Top Quarter)
- 1 of 118 Facilities in the Province (Top Quarter)
- 1 of 49 Facilities in the District (Top Quarter)

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

Patient Responses: 17

**88%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

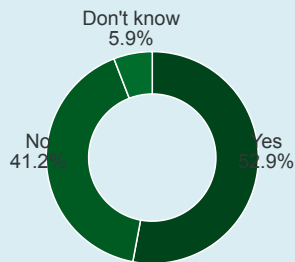
- 74 of 397 Facilities Nationally (Top Quarter)
- 19 of 118 Facilities in the Province (Top Quarter)
- 7 of 49 Facilities in the District (Top Quarter)

## Confidentiality and Privacy

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

Patient Responses: 17

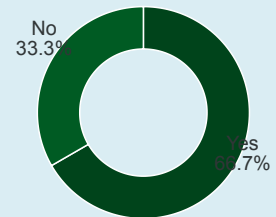
No



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

Patient Responses: 9

Don't know



This ranks:

- 213 of 388 Facilities Nationally (Bottom Half)
- 63 of 117 Facilities in the Province (Bottom Half)
- 21 of 49 Facilities in the District (Top Half)

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

Patient Responses: 17

**82%** of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 273 of 397 Facilities Nationally (Bottom Half)
- 81 of 118 Facilities in the Province (Bottom Half)
- 35 of 49 Facilities in the District (Bottom Half)

## Psycho-Social Support for PLHIV

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

Patient Responses: 17

**59%** of patients report counseling is available

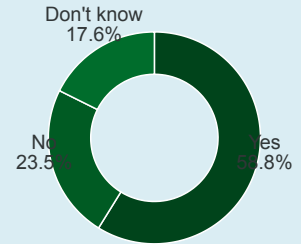
This ranks:

- 292 of 397 Facilities Nationally (Bottom Half)
- 84 of 118 Facilities in the Province (Bottom Half)
- 31 of 49 Facilities in the District (Bottom Half)

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

Patient Responses: 17

Yes



## PrEP and DTG-Related Contraceptive Access

### What patients are offered PrEP? Select all that apply

<input checked="" 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"/> 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

**Don't know**

## 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 checked="" 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 checked="" 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 checked="" 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 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 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 that 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**

### Enough room in the waiting area?

Most recent observation: **No**

Of 435 Facility Observations:

- Yes: 208
- No: 227

### Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15). **No: 4:51**

This ranks:

- 196 of 394 Facilities Nationally (Top Half)
- 59 of 118 Facilities in the Province (Bottom Half)
- 28 of 49 Facilities in the District (Bottom Half)

### Were the Facility Windows Open?

Most recent observation: **Yes**

Of 435 Facility Observations:

- Yes: 400
- No: 35

### Are people being asked for TB symptoms?

65% of patients report: Yes **Yes**

This ranks:

- 142 of 397 Facilities Nationally (Top Half)
- 41 of 118 Facilities in the Province (Top Half)
- 19 of 49 Facilities in the District (Top Half)

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

60% of patients report: Yes **Yes**

This ranks:

- 81 of 397 Facilities Nationally (Top Quarter)
- 26 of 118 Facilities in the Province (Top Quarter)
- 13 of 49 Facilities in the District (Top Half)

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

Most recent observation: **Yes**

Of 435 Facility Observations:

- Yes: 379
- No: 56