



Waterloo Clinic Monitoring Report

KwaZulu-Natal - eThekweni: 2021 Q4

Facility Hours and Waiting Times

Facility is Open 24 Hours

No

Open Time M-F:	7:30
Open Time Sat:	NA
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: 34

Amount of time spent: **3:52**

This ranks:

- 161 of 354 Facilities Nationally (Top Half)
- 83 of 116 Facilities in the Province (Bottom Half)
- 37 of 53 Facilities in the District (Bottom Half)

Earliest Patient Arrival Time

Patient Responses: 34

Earliest arrival time **5:44**

This ranks:

- 190 of 354 Facilities Nationally (Bottom Half)
- 72 of 116 Facilities in the Province (Bottom Half)
- 25 of 53 Facilities in the District (Top Half)

Are the Queues at the Facility Long?

Patient Responses: 31

53% of patients report long queues

There is not enough staff	11
There are too many patients to serve	18
Other reason	1

Please specify the other reasons why the queues are long

Patient Responses: 1

Due to covid-19 we have to wait outside the Clinic and wait for others to come out

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 11

Very Unsafe:	0%
Unsafe:	0%
Neither Safe or Unsafe:	73%
Safe:	27%
Very Safe:	0%
Dont know:	0%

This ranks:

- 134 of 295 Facilities Nationally (Top Half)
- 51 of 88 Facilities in the Province (Bottom Half)
- 25 of 47 Facilities in the District (Bottom Half)

Facility Staff

Are there Enough Staff at the Facility?

Patient Responses: 33

Always:	39%
Sometimes:	21%
Never:	30%
Dont know:	9%

This ranks:

- 199 of 354 Facilities Nationally (Bottom Half)
- 67 of 116 Facilities in the Province (Bottom Half)
- 25 of 53 Facilities in the District (Top Half)

Are Staff Friendly and Professional?

Patient Responses: 34

Yes:	91%
Sometimes:	9%

This ranks:

- 63 of 354 Facilities Nationally (Top Quarter)
- 45 of 116 Facilities in the Province (Top Half)
- 22 of 53 Facilities in the District (Top Half)

Facility Manager: Does the Facility have Enough Staff?

Facility Responses: 1

No

Which Cadres are Understaffed?

Facility Responses: 1

<input type="checkbox"/> Doctor	<input checked="" 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 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	

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: 34

Very Dirty:	0%
Dirty:	0%
Neither Clean nor Dirty:	0%
Clean:	21%
Very Clean:	79%
Dont know:	0%

This ranks:

- 47 of 354 Facilities Nationally (Top Quarter)
- 30 of 116 Facilities in the Province (Top Half)
- 12 of 53 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: 34

No:	82%
Dont know:	18%

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 checked="" 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 diagnostic tests	<input 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 checked="" 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

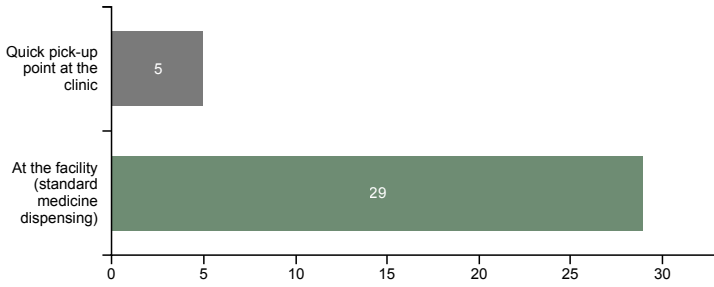
HIV medication shortage(s)

<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

Where do you Collect ARVs?

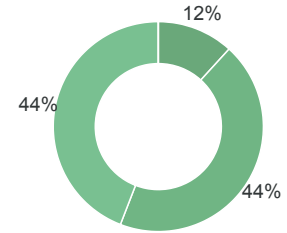
Patient Responses: 34



Length of HIV medicine refill?

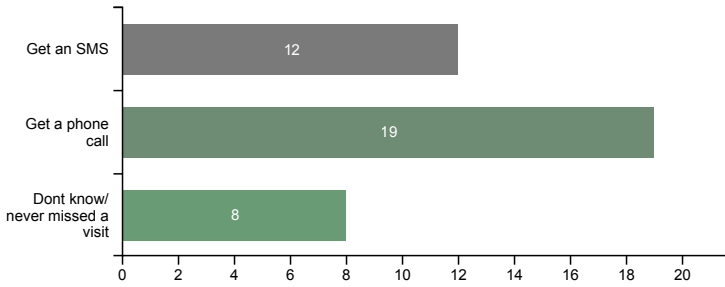
Patient Responses: 34

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	12%
2 months:	44%
3 months:	44%
6 months:	0%
Dont know:	0%



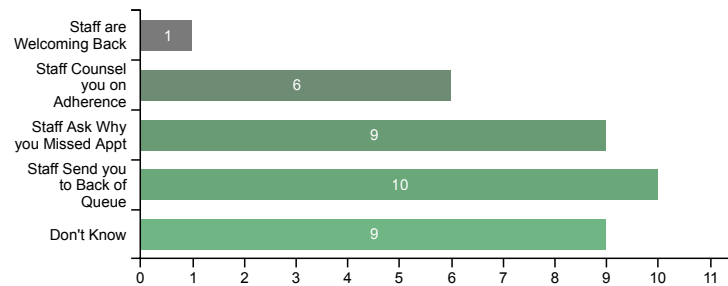
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 29



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

Patient Responses: 28



Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 34

88% of patients say they would like to collect ARVs closer to home

This ranks:

- 314 of 351 Facilities Nationally (Bottom Quarter)
- 103 of 116 Facilities in the Province (Bottom Quarter)
- 40 of 53 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: 34

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:	25
• Facility-Based Clubs:	0
• Community-Based Clubs:	25
Number of Adherence Club Facilitators:	NA
Number of Adherence Club Nurses:	2
Adherence Clubs per Facilitator:	NA

This ranks:

No Ranking Data Available

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

Access to Viral Load Testing / Information

Do Patients Know Their Viral Load?

Patient Responses: 34

91% of patients know their viral load

This ranks:

- 162 of 350 Facilities Nationally (Top Half)
- 74 of 116 Facilities in the Province (Bottom Half)
- 38 of 53 Facilities in the District (Bottom Half)

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

Patient Responses: 32

91% of patients report having a viral load test

This ranks:

- 283 of 351 Facilities Nationally (Bottom Quarter)
- 107 of 116 Facilities in the Province (Bottom Quarter)
- 48 of 53 Facilities in the District (Bottom Quarter)

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 28

90% of patients report viral load was explained

This ranks:

- 190 of 351 Facilities Nationally (Bottom Half)
- 77 of 116 Facilities in the Province (Bottom Half)
- 39 of 53 Facilities in the District (Bottom Half)

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

Patient Responses: 33

91% of patients understand an undetectable viral load means ARVs are working

This ranks:

- 169 of 351 Facilities Nationally (Top Half)
- 75 of 116 Facilities in the Province (Bottom Half)
- 42 of 53 Facilities in the District (Bottom Quarter)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 30

67% of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

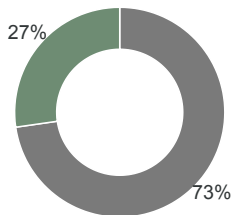
- 228 of 351 Facilities Nationally (Bottom Half)
- 84 of 116 Facilities in the Province (Bottom Half)
- 43 of 53 Facilities in the District (Bottom Quarter)

Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 33

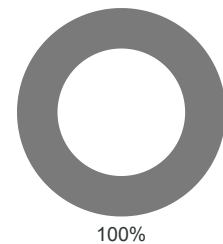
Yes:	73%
No:	27%



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

Patient Responses: 23

No:	100%
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This ranks:

No Ranking Data Available

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

Patient Responses: 34

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

This ranks:

- 1 of 351 Facilities Nationally (Top Quarter)
- 1 of 116 Facilities in the Province (Top Quarter)
- 1 of 53 Facilities in the District (Top Quarter)

Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV? Patient Responses: 34


100% of patients report counseling is available

This ranks:

- 1 of 351 Facilities Nationally (Top Quarter)
- 1 of 116 Facilities in the Province (Top Quarter)
- 1 of 53 Facilities in the District (Top Quarter)

Is Psycho-Social Counseling Available for PLHIV? Patient Responses: 34

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 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 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? Patient Responses: 34

<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 type="checkbox"/> The queue at the clinic was longer than usual	<input 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? 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		



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 392 Facility Observations:
• No: 213
• Yes: 179

Time Spent in the Facility after Opening

(pass requires less than 1:15). **No: 3:26**

This ranks:
• 133 of 354 Facilities Nationally (Top Half)
• 71 of 116 Facilities in the Province (Bottom Half)
• 33 of 53 Facilities in the District (Bottom Half)

Were the Facility Windows Open?

Most Recent Observation **Yes**

Of 392 Facility Observations:
• Yes: 371
• No: 21

Are people being asked for TB symptoms?

94% of patients report:Yes **Yes**

This ranks:
• 80 of 354 Facilities Nationally (Top Quarter)
• 42 of 116 Facilities in the Province (Top Half)
• 27 of 53 Facilities in the District (Bottom Half)

Are people who are coughing in a separate room?

83% of patients report:Yes **Yes**

This ranks:
• 108 of 352 Facilities Nationally (Top Half)
• 50 of 116 Facilities in the Province (Top Half)
• 34 of 53 Facilities in the District (Bottom Half)