

## 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: 17

Amount of time spent: **3:25**

This ranks:

- 91 of 355 Facilities Nationally (Top Half)
- 48 of 124 Facilities in the Province (Top Half)
- 4 of 7 Facilities in the District (Bottom Half)

**Earliest Patient Arrival Time** Patient Responses: 12

Earliest arrival time **6:15**

This ranks:

- 43 of 357 Facilities Nationally (Top Quarter)
- 18 of 126 Facilities in the Province (Top Quarter)
- 3 of 7 Facilities in the District (Top Half)

**Are the Queues at the Facility Long?** Patient Responses: 17

**100%** of patients report long queues

There is not enough staff

Staff take long breaks ( for tea, lunch etc.)

There are too many patients to serve 16

It takes too long to find files, the filing system is messy, files are lost 8

**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?**

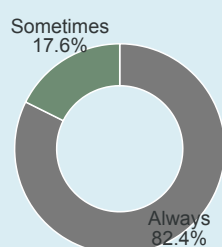
No Data for this Indicator

## Facility Staff

**Are there Enough Staff at the Facility?** Patient Responses: 17

Always

Sometimes



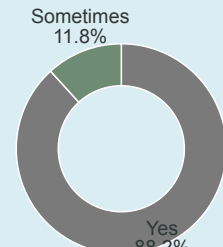
This ranks:

- 36 of 357 Facilities Nationally (Top Quarter)
- 18 of 126 Facilities in the Province (Top Quarter)
- 1 of 7 Facilities in the District (Top Quarter)

**Are Staff Friendly and Professional?** Patient Responses: 17

Yes

Sometimes



**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:

**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:

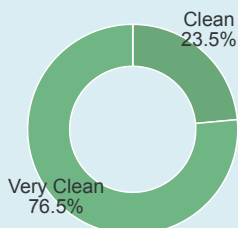
**Good**

|                                   |                                       |                                          |
|-----------------------------------|---------------------------------------|------------------------------------------|
| <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: 17

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



This ranks:

- 67 of 357 Facilities Nationally (Top Quarter)
- 28 of 126 Facilities in the Province (Top Quarter)
- 1 of 7 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

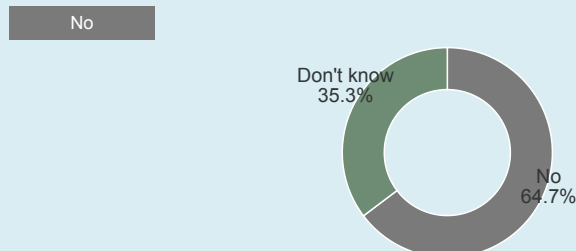
## Access to Medicines and Shortages/Stockouts

### Patient Reports of Medicine Shortage(s)

No Data for this Indicator

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

Patient Responses: 17



### 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 (intrauterine 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 (intrauterine device) |
| <input type="checkbox"/> Other                   | <input type="checkbox"/> Don't know              | <input type="checkbox"/> Prefer not to answer      |

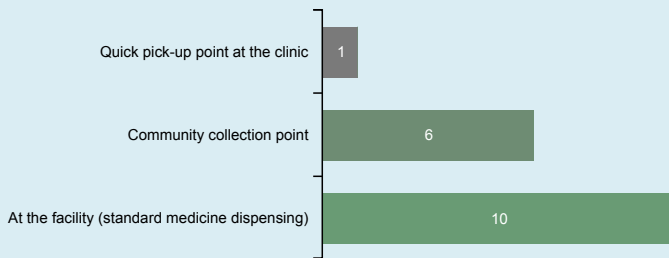
#### Facility Staff: HIV medication shortage(s)

|                                               |                                                     |                                                       |
|-----------------------------------------------|-----------------------------------------------------|-------------------------------------------------------|
| <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

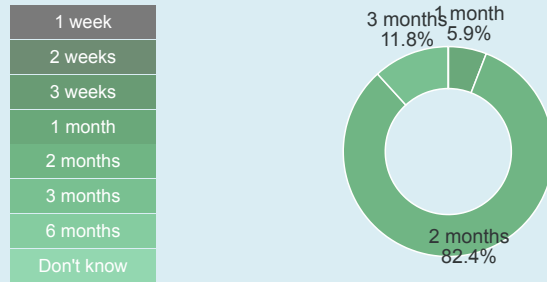
### Where do you Collect ARVs?

Patient Responses: 17



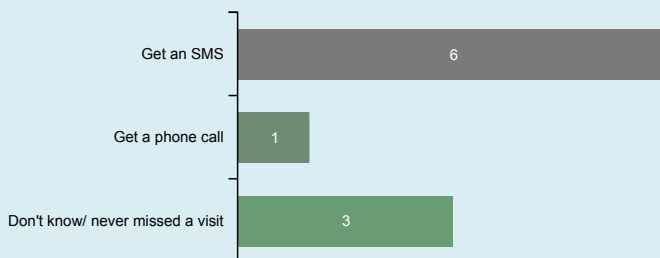
### Length of HIV medicine refill?

Patient Responses: 17



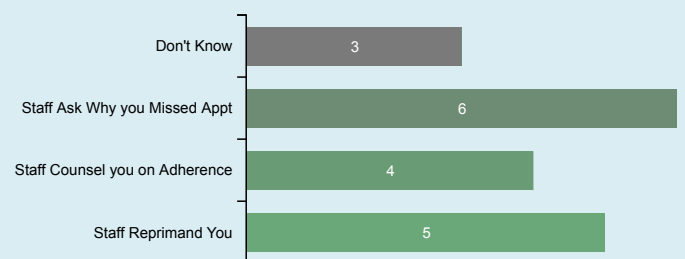
### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 10



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

Patient Responses: 18



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

Patient Responses: 16

**50%** of patients say they would like to collect ARVs closer to home

This ranks:

- 170 of 355 Facilities Nationally (Top Half)
- 49 of 126 Facilities in the Province (Top Half)
- 4 of 7 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: 17

**40%** 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: 17

**94%** of patients know their viral load

This ranks:

- 155 of 355 Facilities Nationally (Top Half)
- 70 of 126 Facilities in the Province (Bottom Half)
- 2 of 7 Facilities in the District (Top Half)

### 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 355 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 7 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:

- 198 of 353 Facilities Nationally (Bottom Half)
- 83 of 125 Facilities in the Province (Bottom Half)
- 1 of 7 Facilities in the District (Top Quarter)

### 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 355 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 7 Facilities in the District (Top Quarter)

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

Patient Responses: 17

**76%** of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

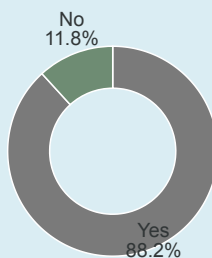
- 185 of 355 Facilities Nationally (Bottom Half)
- 75 of 126 Facilities in the Province (Bottom Half)
- 1 of 7 Facilities in the District (Top Quarter)

## Confidentiality and Privacy

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

Patient Responses: 17

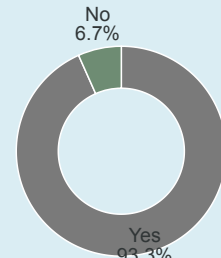
Yes  
Don't know



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

Patient Responses: 15

Yes  
No



This ranks:

- 155 of 325 Facilities Nationally (Top Half)
- 72 of 121 Facilities in the Province (Bottom Half)
- 3 of 7 Facilities in the District (Top Half)

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

Patient Responses: 17

**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 7 Facilities in the District (Top Quarter)

## Psycho-Social Support for PLHIV

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 17

**100%** of patients report counseling is available

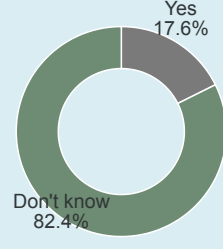
This ranks:

- 1 of 355 Facilities Nationally (Top Quarter)
- 1 of 126 Facilities in the Province (Top Quarter)
- 1 of 7 Facilities in the District (Top Quarter)

**Is Psycho-Social Counseling Available for PLHIV?** Patient Responses: 17

Yes

Don't know



## 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 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 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?**

No Data for this Indicator

## 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: **Yes**

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: 3:25**

This ranks:

- 91 of 355 Facilities Nationally (Top Half)
- 48 of 124 Facilities in the Province (Top Half)
- 4 of 7 Facilities in the District (Bottom Half)

### Were the Facility Windows Open?

Most recent observation: **Yes**

Of 356 Facility Observations:

- Yes: 340
- No: 16

### Are people being asked for TB symptoms?

75% of patients report: Yes **Yes**

This ranks:

- 198 of 357 Facilities Nationally (Bottom Half)
- 84 of 126 Facilities in the Province (Bottom Half)
- 3 of 7 Facilities in the District (Top Half)

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

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

This ranks:

- 99 of 357 Facilities Nationally (Top Half)
- 42 of 126 Facilities in the Province (Top Half)
- 1 of 7 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