

## Facility Hours and Waiting Times

Often public healthcare users experience long waiting times — spending hours at each visit to the clinic. This simply does not work well for most people, particularly working people and those in school. Having people living with HIV spend an extended time at a clinic, simply to collect ART refills, increases the risk of that person disengaging from care.

### Time Patients Spend at the Facility?

Patient Responses: 541

Amount of time spent:

**5:01**

#### Comparison Results

National Average:	4:15
Provincial Average:	4:49
Best District Result:	2:00
Worst District Result:	7:13

#### Facility Results (5 Best/Worst)

Nhlazatshe 6 Clinic	1:07
Nhlazatshe Clinic	3:09
Thussiville (MN Cindi) Clinic	3:38
Bethal Town Clinic	3:44
Ermelo Clinic	4:01
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Embalenhle CHC	5:39
Ethandakukhanya Clinic	5:43
Paulina Morapeli CHC	6:23
Lebohlang CHC	6:29
Piet Retief Clinic	6:38

### Earliest Patient Arrival Time

Patient Responses: 541

Earliest arrival time

**5:49**

#### Comparison Results

National Average:	5:47
Provincial Average:	5:45
Best District Result:	7:09
Worst District Result:	4:39

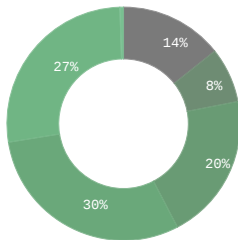
#### Facility Results (5 Best/Worst)

Nhlazatshe Clinic	6:39
Ermelo Clinic	6:28
Nhlazatshe 6 Clinic	6:23
Amsterdam CHC	6:21
Mkhondo Town Clinic	6:13
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Sead Clinic	5:36
Langverwacht Ext 14 Clinic	5:30
Lillian Mambakazi CHC	5:25
Paulina Morapeli CHC	5:19
Lebohlang CHC	5:04

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

Patient Responses: 196

Very Unsafe:	14%
Unsafe:	8%
Neither Safe or Unsafe:	20%
Safe:	30%
Very Safe:	27%
Dont know:	1%



**District Score\***

**3.48**

#### Comparison Results

National Average:	3.14
Provincial Average:	3.4
Best District Result:	4.98
Worst District Result:	1.43

\* Scores based on average of all survey responses with a maximum score of 5 and a minimum score of 1. **HIGHER scores are better.**

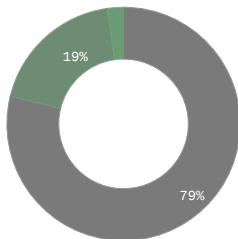
#### Facility Results (5 Best/Worst)

Nhlazatshe 6 Clinic	5.0
Thussiville (MN Cindi) Clinic	4.67
Nhlazatshe Clinic	4.5
Amsterdam CHC	4.33
Emthonjeni Clinic (Msukaligwa)	4.33
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Secunda Clinic	2.64
Lebohlang CHC	2.5
Sead Clinic	2.43
Langverwacht Ext 14 Clinic	2.39
Paulina Morapeli CHC	2.0

### Are the Queues at the Facility Long?

Patient Responses: 543

Yes:	79%
No:	19%
Dont know:	2%



**District Score\***

**80%**

#### Comparison Results

National Average:	66%
Provincial Average:	70%
Best District Result:	33%
Worst District Result:	98%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

#### Facility Results (5 Best/Worst)

Nhlazatshe 6 Clinic	47
Langverwacht Ext 14 Clinic	65
Lebohlang CHC	71
Secunda Clinic	74
Piet Retief Clinic	74
.....	--
Ethandakukhanya Clinic	91
Winifred Maboja CHC	92
Paulina Morapeli CHC	93
Thussiville (MN Cindi) Clinic	100
Emthonjeni Clinic (Msukaligwa)	100

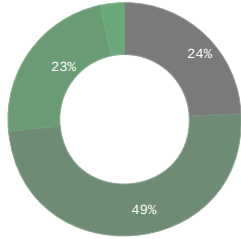
## Facility Staff

Human resource shortages are a major issue in South Africa. Ensuring access to quality healthcare services and ensuring everyone living with HIV and TB gets access to treatment and care depends largely on having enough qualified and committed staff. However, often there are not enough open positions to employ the health workers we need. These shortages lead to long waiting times, longer hospital stays, higher numbers of deaths, and increased pressure on the few staff in place.

### Are there Enough Staff at the Facility?

Patient Responses: 544

Always:	24%
Sometimes:	49%
Never:	23%
Dont know:	3%



**District Score\***

**1.01**

#### Comparison Results

National Average:	1.17
Provincial Average:	1.13
Best District Result:	2.0
Worst District Result:	0.21

\* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

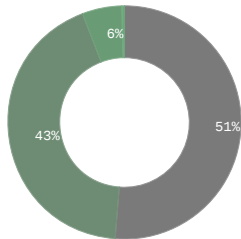
#### Facility Results (5 Best/Worst)

Lillian Mambakazi CHC	1.46
Nhlazatshe 6 Clinic	1.22
Thussiville (MN Cindi) Clinic	1.18
Mkhondo Town Clinic	1.13
Winifred Maboja CHC	1.12
.....	--
Secunda Clinic	0.97
Ermelo Clinic	0.95
Piet Retief Clinic	0.87
Emthonjeni Clinic (Msukaligwa)	0.68
Paulina Morapeli CHC	0.46

### Are Staff Friendly and Professional?

Patient Responses: 544

Yes:	51%
Sometimes:	43%
Never:	6%
Dont know:	0%



**District Score\***

**1.46**

#### Comparison Results

National Average:	1.59
Provincial Average:	1.53
Best District Result:	2.0
Worst District Result:	1.03

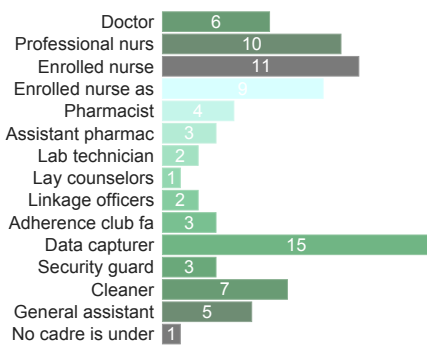
\* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

#### Facility Results (5 Best/Worst)

Secunda Clinic	1.77
Ethandakukhanya Clinic	1.73
Nhlazatshe Clinic	1.71
Bethal Town Clinic	1.68
Embalenhle CHC	1.65
.....	--
Amsterdam CHC	1.35
Paulina Morapeli CHC	1.31
Ermelo Clinic	1.18
Lebohang CHC	1.12
Emthonjeni Clinic (Msukaligwa)	1.0

### Which Cadres are Understaffed?

Facility Responses: 19



#### Facility Results

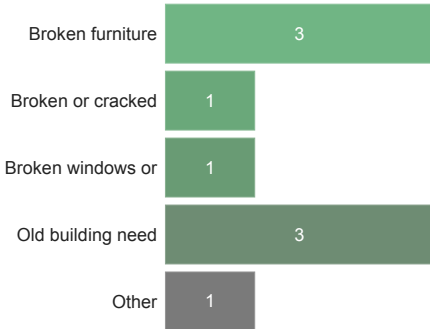
Facility	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club fa	Data capturer	Security guard	Cleaner	General assistant	is cadre
Paulina Morapeli CHC	1.0	1.0			1.0	1.0	1.0		1.0	1.0	1.0	1.0			
Sead Clinic		1.0	1.0	1.0	1.0	1.0				1.0		1.0		1.0	
Amsterdam CHC		1.0	1.0	1.0	1.0					1.0	1.0	1.0			
Langverwacht Ext 14 Clinic	1.0		1.0	1.0					1.0		1.0				
Lebohang CHC		1.0	1.0	1.0	1.0						1.0				
Winifred Maboja CHC				1.0		1.0		1.0			1.0			1.0	
Ethandakukhanya Clinic		1.0	1.0							1.0			1.0	1.0	
Ermelo Clinic	1.0	1.0	1.0	1.0			1.0								
Embalenhle CHC		1.0	1.0	1.0							1.0		1.0		
Piet Retief Clinic		1.0		1.0							1.0		1.0		

## Clinic Conditions

In some cases, clinics monitored through Ritshidze are found to be in a bad condition, with buildings that are dirty or in disrepair, and toilets that are either dysfunctional, unclean or without soap or toilet paper. At other times clinics are too small to meet the needs of patients and more space is required for people to wait, or to provide medical care, or for filing systems or storage. It is important that clinics have enough space and are maintained in a good condition to provide a clean, safe and effective environment to meet the needs of both patients and staff.

### Concerns with the Condition of Building:

Total Observations: 5



#### Facility Results

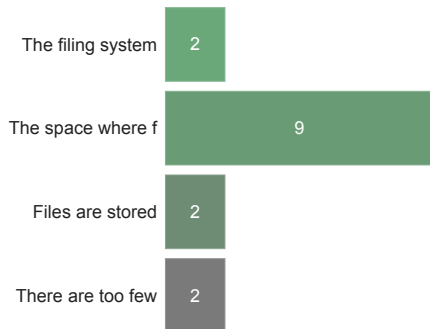
	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Old building needs renovation	Other
Piet Retief Clinic	1.0	1.0	1.0	1.0	
Mkhondo Town Clinic				1.0	1.0
Bethal Town Clinic				1.0	
Nhlazatshe Clinic	1.0				
Thussville (MN Cindi) Clinic	1.0				

### What do you need more space for?

Facility Responses: 0

### What is in bad condition? Please select all that apply:

Total Observations: 9



#### Facility Results

	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	There are too few people looking for files
Amsterdam CHC	1.0	1.0		1.0
Bethal Town Clinic		1.0	1.0	
Mkhondo Town Clinic	1.0	1.0		
Secunda Clinic		1.0	1.0	
Thussville (MN Cindi) Clinic		1.0		1.0
Lillian Mambakazi CHC		2.0		
Paulina Morapeli CHC		1.0		
Piet Retief Clinic		1.0		

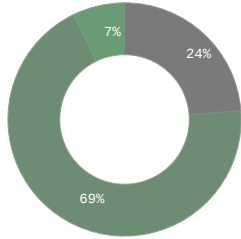
## Access to Medicines and Shortages/Stockouts

Stockouts and shortages of ARVs, TB medicines, contraceptives and other medicines cause disruption, confusion, cost, and can detrimentally affect treatment adherence. Where stockouts and shortages are revealed through monitoring — especially where people are sent home empty handed — these need to be urgently addressed.

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

Patient Responses: 542

Yes:	24%
No:	69%
Don't know:	7%



**District Score\***

**26%**

#### Comparison Results

National Average:	11%
Provincial Average:	22%
Best District Result:	0%
Worst District Result:	50%

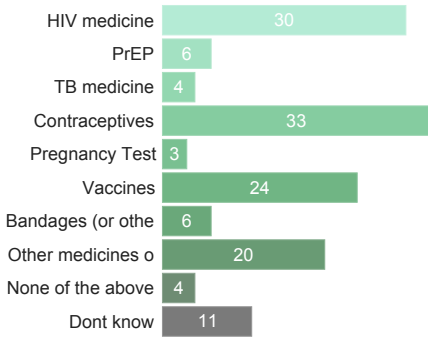
\* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

#### Facility Results (5 Best/Worst)

Emthonjeni Clinic (Msukaligwa)	0
Ermelo Clinic	0
Nhlazatshe 6 Clinic	0
Thussville (MN Cindi) Clinic	0
Nhlazatshe Clinic	5
.....	--
Lebohang CHC	38
Amsterdam CHC	38
Piet Retief Clinic	42
Mkhondo Town Clinic	52
Ethandakukhanya Clinic	80

### Patient Reports of Medicine Shortage(s)

Patient Responses: 128

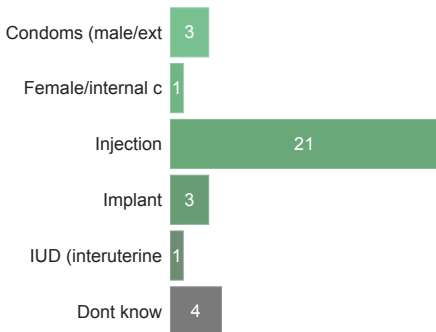


#### Facility Results

	HIV medicine	PrEP	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests	None of the above	Don't know
Amsterdam CHC		1.0		1.0		2.0	1.0	1.0	3.0	2.0
Secunda Clinic	1.0	1.0		1.0		1.0	1.0	2.0		
Bethal Town Clinic	3.0		3.0	2.0		1.0		1.0		1.0
Ethandakukhanya Clinic	2.0	2.0		5.0	1.0	8.0				
Langverwacht Ext 14 Clinic	3.0			8.0		1.0	1.0	2.0		
Lebohang CHC	9.0	1.0		3.0			1.0	2.0		
Mkhondo Town Clinic				2.0		5.0		1.0	1.0	5.0
Piet Retief Clinic		1.0		1.0	2.0	6.0	2.0			
Embalenhle CHC	3.0			2.0				3.0		
Paulina Morapeli CHC	5.0			5.0				3.0		

### Contraception shortage(s)

Patient Responses: 32

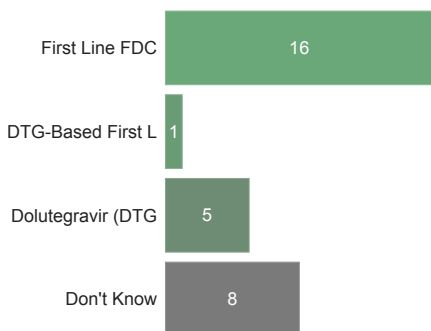


#### Facility Results

	Condoms (male/external)	Female/Internal condoms	Injection	Implant	IUD (interuterine device)	Don't know
Ethandakukhanya Clinic	3.0	1.0	1.0			
Langverwacht Ext 14 Clinic			5.0	3.0		
Piet Retief Clinic			1.0		1.0	
Bethal Town Clinic			2.0			
Embalenhle CHC			2.0			
Lebohang CHC			3.0			
Mkhondo Town Clinic						1.0
Paulina Morapeli CHC			5.0			
Secunda Clinic			1.0			
Winifred Maboja CHC			1.0			1.0

### HIV medication shortage(s)

Patient Responses: 30



#### Facility Results

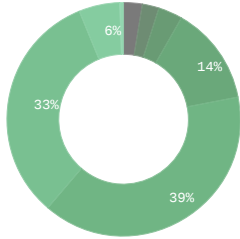
	First Line FDC	DTG-Based First Line FDC	Dolutegravir (DTG)	Don't Know
Embalenhle CHC	2.0	1.0		
Langverwacht Ext 14 Clinic	1.0		2.0	
Paulina Morapeli CHC	3.0		2.0	
Bethal Town Clinic			1.0	2.0
Lebohang CHC	9.0			
Winifred Maboja CHC	1.0			1.0
Ethandakukhanya Clinic				2.0
Sead Clinic				2.0
Secunda Clinic				1.0

## ARV Collection and Access

Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay on treatment, it is critical to ensure that ARV collection is as quick and easy as possible. As such efforts should be made to support PLHIV with suppressed viral loads to receive extended ARV refills and be enrolled in a repeat prescription strategy (including external/internal pick up points or adherence clubs).

### Length of HIV medicine refill?

1 week:	3%
2 weeks:	2%
3 weeks:	3%
1 month:	14%
2 months:	39%
3 months:	33%
6 months:	6%
Dont know:	1%



### District Score\*

**2.3**

### Comparison Results

National Average:	2.26
Provincial Average:	2.32
Best District Result:	4.0
Worst District Result:	1.64

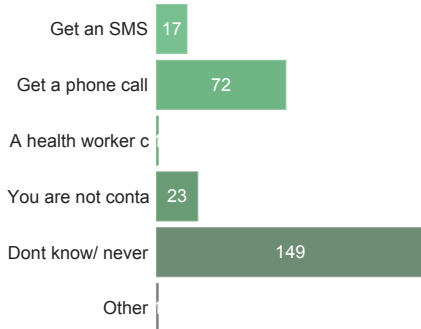
\* Scores based on average point value of each response with a maximum score of 6 and a minimum score of 0.25. **HIGHER scores are better.**

### Facility Results (5 Best/Worst)

Winifred Maboja CHC	3.06
Lebohang CHC	3.05
Nhlazatshe Clinic	2.79
Thussville (MN Cindi) Clinic	2.78
Sead Clinic	2.71
.....	--
Paulina Morapeli CHC	1.97
Amsterdam CHC	1.53
Mkhondo Town Clinic	1.32
Piet Retief Clinic	1.02
Ethandakukhanya Clinic	0.73

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

Patient Responses: 260

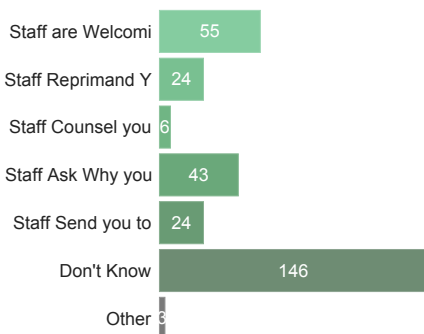


### Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	You are not contacted by the clinic	Dont know/ never missed a visit	Other
Ethandakukhanya Clinic				1.0		
Winifred Maboja CHC		2.0		8.0	5.0	1.0
Embalenhle CHC		2.0		3.0	5.0	
Paulina Morapeli CHC	1.0	1.0		2.0	24.0	
Bethal Town Clinic	2.0	2.0	1.0	3.0	10.0	
Lebohang CHC	1.0	7.0		4.0	5.0	
Sead Clinic	2.0	3.0		1.0	11.0	
Langverwacht Ext 14 Clinic	6.0	9.0		1.0	5.0	
Secunda Clinic	1.0	10.0			4.0	
Nhlazatshe Clinic		5.0			12.0	

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

Patient Responses: 260



### Facility Results

	Staff are Welcoming Back	Staff Reprimand You	Staff Counsel You on Adherence	Staff Ask Why you Missed Appt	Staff Send you to Back of Queue	Don't Know	Other
Lillian Mambakazi CHC		1.0				15.0	
Paulina Morapeli CHC		1.0			3.0	24.0	
Lebohang CHC	1.0	4.0			6.0	6.0	1.0
Sead Clinic		6.0		3.0	2.0	11.0	
Winifred Maboja CHC	1.0	5.0	1.0	3.0	3.0	5.0	2.0
Langverwacht Ext 14 Clinic	5.0	2.0	1.0	6.0	7.0	4.0	
Embalenhle CHC	1.0	1.0		2.0	1.0	5.0	
Bethal Town Clinic	5.0	3.0	2.0	7.0	2.0	6.0	
Secunda Clinic	7.0	1.0		6.0		4.0	
Ethandakukhanya Clinic				1.0			

## Adherence Clubs

Adherence clubs should simplify and adapt HIV services to both serve the needs of people living with HIV better and reduce unnecessary burdens on the health system. Adherence clubs provide space to get much-needed treatment literacy information and support PLHIV to remain adherent to treatment. Yet currently many adherence clubs have been suspended due to the COVID-19 pandemic. This suspension means our sample size for adherence club member responses is at times very low.

### If Not in an Adherence Club Already, Are you Aware of Them at this Facility?

Patient Responses: 391

Yes:	21%
No:	72%
Dont know:	7%

**District Score\*** **23%**

**Comparison Results**

National Average:	41%
Provincial Average:	15%
Best District Result:	92%
Worst District Result:	0%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

#### Facility Results (5 Best/Worst)

Ethandakukhanya Clinic	77
Sead Clinic	70
Lillian Mambakazi CHC	56
Piet Retief Clinic	53
Secunda Clinic	32
.....	--
Paulina Morapeli CHC	3
Amsterdam CHC	0
Nhlazatshe Clinic	0
Nhlazatshe 6 Clinic	0
Mkhondo Town Clinic	0

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

Total Responses: 1

Dont know:	100%
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**District Score\*** **0%**

**Comparison Results**

National Average:	93%
Provincial Average:	0%
Best District Result:	100%
Worst District Result:	0%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

#### Facility Results

Emthonjeni Clinic (Msukaligwa)	0
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### Information provided by the Adherence Club

Total Responses: 1

Dont know	1
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**Facility Results**

Lillian Mambakazi CHC	1
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### What clinical services are offered at an adherence club meeting?

Total Responses: 1

Dont know	1
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**Facility Results**

Lillian Mambakazi CHC	1
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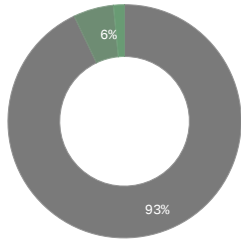
## Access to Viral Load Testing / Information

Treatment and viral load literacy improves linkage rates and ART continuity as people living with HIV understand the importance of starting and remaining on treatment effectively. By becoming as informed as possible, PLHIV are empowered to take control of their own health and sex lives. However, sometimes PLHIV report that healthcare workers do not explain the results of viral load test results and at times PLHIV do not understand the benefits of having an undetectable viral load.

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

Patient Responses: 393

Yes:	93%
No:	6%
Dont know:	2%



**District Score\***

**94%**

#### Comparison Results

National Average:	95%
Provincial Average:	96%
Best District Result:	100%
Worst District Result:	84%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

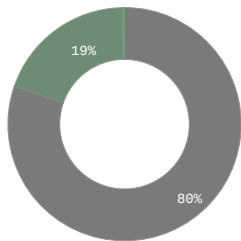
#### Facility Results (5 Best/Worst)

Sead Clinic	100
Embalenhle CHC	100
Emthonjeni Clinic (Msukaligwa)	100
Ermelo Clinic	100
Thussville (MN Cindi) Clinic	100
.....	--
Ethandakukhanya Clinic	91
Langverwacht Ext 14 Clinic	90
Paulina Morapeli CHC	88
Mkhondo Town Clinic	76
Piet Retief Clinic	69

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

Patient Responses: 365

Yes:	80%
No:	19%
Dont know:	0%



**District Score\***

**80%**

#### Comparison Results

National Average:	86%
Provincial Average:	84%
Best District Result:	100%
Worst District Result:	34%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

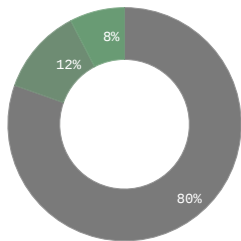
#### Facility Results (5 Best/Worst)

Emthonjeni Clinic (Msukaligwa)	100
Ermelo Clinic	100
Thussville (MN Cindi) Clinic	100
Nhlazatshe 6 Clinic	100
Nhlazatshe Clinic	100
.....	--
Embalenhle CHC	69
Paulina Morapeli CHC	69
Mkhondo Town Clinic	54
Lebohang CHC	44
Amsterdam CHC	14

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

Patient Responses: 393

Yes:	80%
No:	12%
Dont know:	8%



**District Score\***

**0.8**

#### Comparison Results

National Average:	0.82
Provincial Average:	0.79
Best District Result:	1.0
Worst District Result:	0.41

\* Scores based on average point value of each response with a maximum score of 1 and a minimum score of 0. **HIGHER scores are better.**

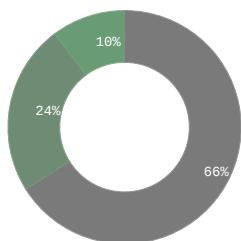
#### Facility Results (5 Best/Worst)

Thussville (MN Cindi) Clinic	1.0
Ermelo Clinic	1.0
Nhlazatshe Clinic	1.0
Nhlazatshe 6 Clinic	1.0
Emthonjeni Clinic (Msukaligwa)	0.95
.....	--
Sead Clinic	0.74
Langverwacht Ext 14 Clinic	0.66
Paulina Morapeli CHC	0.61
Lebohang CHC	0.6
Embalenhle CHC	0.44

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

Patient Responses: 392

Yes:	66%
No:	24%
Dont know:	10%



**District Score\***

**0.66**

#### Comparison Results

National Average:	0.74
Provincial Average:	0.7
Best District Result:	1.0
Worst District Result:	0.26

\* Scores based on average point value of each response with a maximum score of 1 and a minimum score of 0. **HIGHER scores are better.**

#### Facility Results (5 Best/Worst)

Emthonjeni Clinic (Msukaligwa)	1.0
Ermelo Clinic	1.0
Nhlazatshe 6 Clinic	1.0
Nhlazatshe Clinic	1.0
Winifred Maboja CHC	0.94
.....	--
Langverwacht Ext 14 Clinic	0.38
Mkhondo Town Clinic	0.24
Amsterdam CHC	0.22
Paulina Morapeli CHC	0.16
Lebohang CHC	0.1

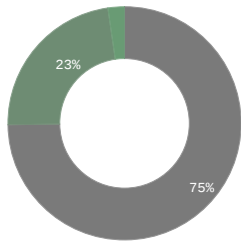
## Index Testing

Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights to consent, privacy, and confidentiality, it erodes trust in healthcare providers, and can put individuals at risk of violence. This is extremely important in the context of South Africa with a well-documented epidemic of gender-based violence. HIV diagnosis increases the risk of intimate partner violence (IPV). Improperly conducted or pressured participation in index testing exacerbates these risks. In order to be conducted safely, index testing must always be voluntary and there must always be screening to assess the risk of IPV. Where violence or risk of violence is reported, those partners should never be contacted. Instead people should be offered IPV services on site or by referral. Adverse-event monitoring systems must be in place to ensure clients are supported if they do experience any harms.

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

Patient Responses: 393

Yes:	75%
No:	23%
Dont know:	2%



**District Score\*** **76%**

#### Comparison Results

National Average:	66%
Provincial Average:	69%
Best District Result:	100%
Worst District Result:	3%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

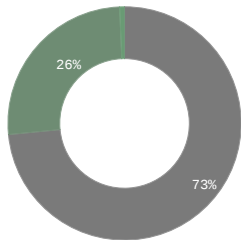
#### Facility Results (5 Best/Worst)

Nhlazatshe Clinic	100
Thussville (MN Cindi) Clinic	100
Ermelo Clinic	100
Nhlazatshe 6 Clinic	100
Emthonjeni Clinic (Msukaligwa)	95
.....	--
Lebohang CHC	56
Secunda Clinic	56
Langverwacht Ext 14 Clinic	54
Embalenhle CHC	31
Amsterdam CHC	18

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

Patient Responses: 294

Yes:	73%
No:	26%
Dont know:	1%



**District Score\*** **74%**

#### Comparison Results

National Average:	81%
Provincial Average:	71%
Best District Result:	100%
Worst District Result:	0%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

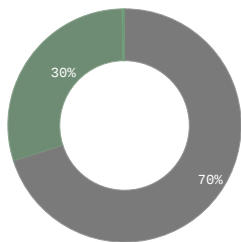
#### Facility Results (5 Best/Worst)

Amsterdam CHC	100
Nhlazatshe 6 Clinic	100
Thussville (MN Cindi) Clinic	100
Emthonjeni Clinic (Msukaligwa)	100
Ermelo Clinic	100
.....	--
Sead Clinic	50
Lillian Mambakazi CHC	47
Lebohang CHC	40
Langverwacht Ext 14 Clinic	33
Paulina Morapeli CHC	30

### Did the healthcare worker ask you about your risk of gender-based violence from your partner(s)?

Patient Responses: 294

Yes:	70%
No:	30%
Dont know:	0%



**District Score\*** **70%**

#### Comparison Results

National Average:	79%
Provincial Average:	68%
Best District Result:	100%
Worst District Result:	0%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

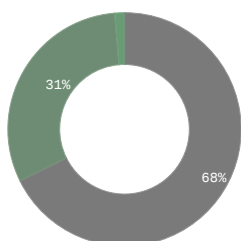
#### Facility Results (5 Best/Worst)

Amsterdam CHC	100
Nhlazatshe 6 Clinic	100
Thussville (MN Cindi) Clinic	100
Ermelo Clinic	100
Nhlazatshe Clinic	100
.....	--
Bethal Town Clinic	50
Embalenhle CHC	40
Langverwacht Ext 14 Clinic	33
Paulina Morapeli CHC	26
Lebohang CHC	22

### Did the healthcare worker provide you with information on available gender-based violence services?

Patient Responses: 294

Yes:	68%
No:	31%
Dont know:	1%



**District Score\*** **69%**

#### Comparison Results

National Average:	74%
Provincial Average:	66%
Best District Result:	100%
Worst District Result:	0%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

#### Facility Results (5 Best/Worst)

Amsterdam CHC	100
Ermelo Clinic	100
Nhlazatshe Clinic	100
Nhlazatshe 6 Clinic	100
Mkhondo Town Clinic	100
.....	--
Sead Clinic	40
Bethal Town Clinic	38
Langverwacht Ext 14 Clinic	36
Lillian Mambakazi CHC	26
Paulina Morapeli CHC	22



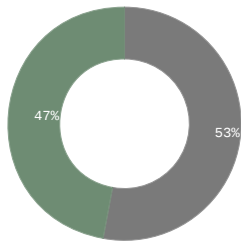
## TB Infection Control

Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients and staff. The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB symptoms; and separating patients who are coughing on arrival at the clinic. Previously there was a seventh item on the checklist. It was for people who are coughing to be given a mask to wear on arrival. However, since the onset of COVID-19, everyone has to by law be wearing a mask in a public place such as a clinic.

### Enough room in the waiting area?

Total Observations: 17

Yes: 53%  
No: 47%



**District Score\*** **53%**

#### Comparison Results

National Average: 47%  
Provincial Average: 50%  
Best District Result: 75%  
Worst District Result: 0%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

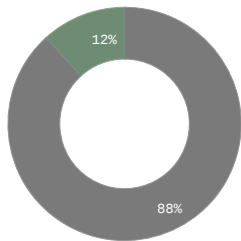
#### Facility Results (5 Best/Worst)

Amsterdam CHC	100
Embalenhle CHC	100
Ethandakukhanya Clinic	100
Lillian Mambakazi CHC	100
Nhlazatshe 6 Clinic	100
.....	--
Mkhondo Town Clinic	0
Piet Retief Clinic	0
Sead Clinic	0
Secunda Clinic	0
Winifred Maboja CHC	0

### Were the Facility Windows Open?

Total Observations: 17

Yes: 88%  
No: 12%



**District Score\*** **88%**

#### Comparison Results

National Average: 95%  
Provincial Average: 93%  
Best District Result: 100%  
Worst District Result: 60%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

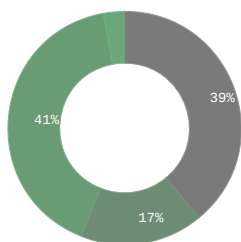
#### Facility Results (5 Best/Worst)

Amsterdam CHC	100
Embalenhle CHC	100
Ethandakukhanya Clinic	100
Langverwacht Ext 14 Clinic	100
Lillian Mambakazi CHC	100
.....	--
Secunda Clinic	100
Thussville (MN Cindi) Clinic	100
Winifred Maboja CHC	100
Bethal Town Clinic	0
Lebohang CHC	0

### Are people being asked for TB symptoms?

Patient Responses: 544

Yes: 39%  
Only sometimes: 17%  
No: 41%  
Dont know: 3%



**District Score\*** **40%**

#### Comparison Results

National Average: 64%  
Provincial Average: 51%  
Best District Result: 100%  
Worst District Result: 6%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

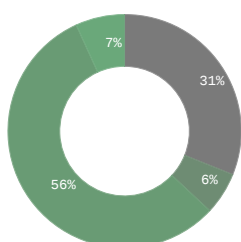
#### Facility Results (5 Best/Worst)

Emthonjeni Clinic (Msukaligwa)	100
Ermelo Clinic	100
Nhlazatshe 6 Clinic	100
Nhlazatshe Clinic	95
Thussville (MN Cindi) Clinic	94
.....	--
Piet Retief Clinic	17
Mkhondo Town Clinic	15
Lillian Mambakazi CHC	11
Bethal Town Clinic	5
Amsterdam CHC	3

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

Patient Responses: 544

Yes: 31%  
Only sometimes: 6%  
No: 56%  
Dont know: 7%



**District Score\*** **33%**

#### Comparison Results

National Average: 56%  
Provincial Average: 41%  
Best District Result: 100%  
Worst District Result: 14%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

#### Facility Results (5 Best/Worst)

Nhlazatshe Clinic	100
Emthonjeni Clinic (Msukaligwa)	100
Ermelo Clinic	100
Thussville (MN Cindi) Clinic	100
Nhlazatshe 6 Clinic	100
.....	--
Sead Clinic	10
Bethal Town Clinic	8
Lebohang CHC	6
Lillian Mambakazi CHC	4
Winifred Maboja CHC	2