

## 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: 105

Amount of time spent:

**3:25**

#### Facility Results

Tswinga Clinic	2:11
Dzwerani Clinic	2:46
Makwarela Clinic	2:46
Muledane Clinic	3:51
Tohoyandou Clinic	4:16
Tshisaulu Clinic	4:30

#### Comparison Results

National Average:	4:15
Provincial Average:	4:41
Best District Result:	2:00
Worst District Result:	7:13

### Earliest Patient Arrival Time

Patient Responses: 105

Earliest arrival time

**6:41**

#### Facility Results

Tswinga Clinic	7:08
Muledane Clinic	7:00
Dzwerani Clinic	6:58
Tshisaulu Clinic	6:42
Tohoyandou Clinic	6:26
Makwarela Clinic	6:24

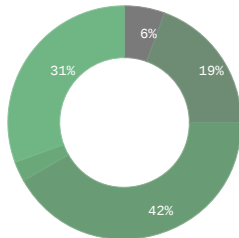
#### Comparison Results

National Average:	5:47
Provincial Average:	6:04
Best District Result:	7:09
Worst District Result:	4:39

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

Patient Responses: 36

Very Unsafe:	6%
Unsafe:	19%
Neither Safe or Unsafe:	42%
Safe:	3%
Very Safe:	31%



#### District Score\*

**3.33**

#### Comparison Results

National Average:	3.14
Provincial Average:	2.97
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.**

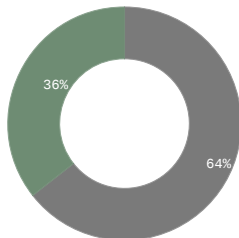
#### Facility Results

Muledane Clinic	5.0
Tohoyandou Clinic	5.0
Tswinga Clinic	5.0
Dzwerani Clinic	3.25
Makwarela Clinic	2.5
Tshisaulu Clinic	2.0

### Are the Queues at the Facility Long?

Patient Responses: 104

Yes:	64%
No:	36%



#### District Score\*

**64%**

#### Comparison Results

National Average:	66%
Provincial Average:	68%
Best District Result:	33%
Worst District Result:	98%

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

#### Facility Results

Tswinga Clinic	0
Makwarela Clinic	38
Dzwerani Clinic	55
Muledane Clinic	80
Tshisaulu Clinic	89
Tohoyandou Clinic	96

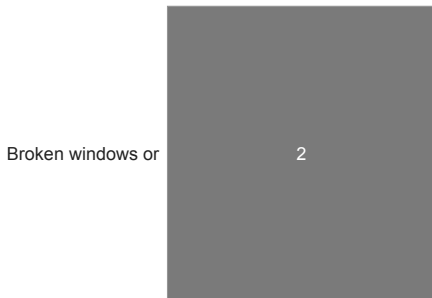


## Clinic Conditions

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: 2



#### Facility Results

Dzwerani Clinic  
Tshisaulu Clinic

Broken windows or doors  
1  
1

### What do you need more space for?

Facility Responses: 0

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

Total Observations: 0

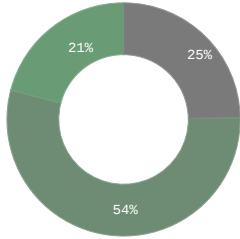
## Access to Medicines and Shortages/Stockouts

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: 105

Yes:	25%
No:	54%
Dont know:	21%



#### District Score\*

**31%**

#### Comparison Results

National Average:	11%
Provincial Average:	27%
Best District Result:	0%
Worst District Result:	50%

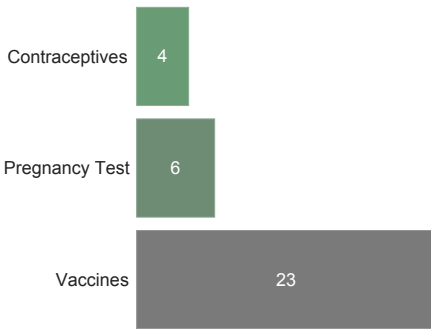
\* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

#### Facility Results

Dzwerani Clinic	7
Tswinga Clinic	12
Thohoyandou Clinic	28
Muledane Clinic	31
Makwarela Clinic	43
Tshisaulu Clinic	67

### Patient Reports of Medicine Shortage(s)

Patient Responses: 26

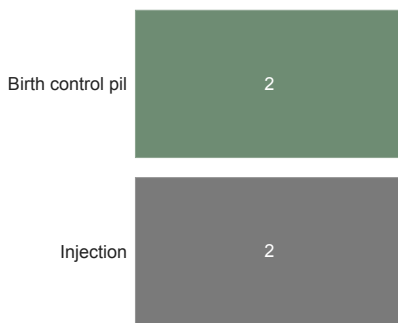


#### Facility Results

Facility	Contraceptives	Pregnancy Test	Vaccines
Tshisaulu Clinic	1.0	4.0	6.0
Makwarela Clinic	1.0		9.0
Muledane Clinic	1.0		3.0
Tswinga Clinic	1.0	1.0	
Dzwerani Clinic		1.0	
Thohoyandou Clinic			5.0

### Contraception shortage(s)

Patient Responses: 4



#### Facility Results

Facility	Birth control pill	Injection
Makwarela Clinic		1.0
Muledane Clinic	1.0	
Tshisaulu Clinic		1.0
Tswinga Clinic	1.0	

### HIV medication shortage(s)

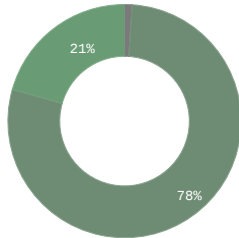
Patient Responses: 0

## 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?

2 weeks:	1%
2 months:	78%
3 months:	21%



### District Score\*

**2.19**

### Comparison Results

National Average:	2.26
Provincial Average:	1.97
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.**

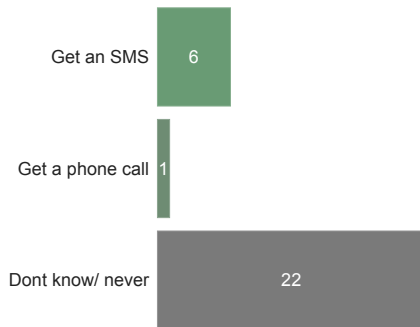
Patient Responses: 97

### Facility Results

Makwarela Clinic	2.69
Tohoyandou Clinic	2.02
Dzwerani Clinic	2.0
Muledane Clinic	2.0
Tshisaulu Clinic	2.0
Tswinga Clinic	2.0

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

Patient Responses: 28

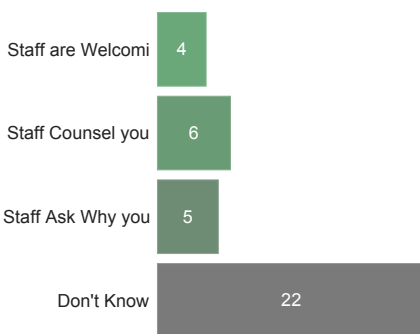


### Facility Results

	Get an SMS	Get a phone call	Dont know/ never missed a visit
Dzwerani Clinic	1.0		3.0
Makwarela Clinic	1.0		4.0
Muledane Clinic	4.0	1.0	5.0

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

Patient Responses: 28



### Facility Results

	Staff are Welcoming Back	Staff Counsel you on Adherence	Staff Ask Why you Missed Appt	Don't Know
Dzwerani Clinic	1.0	1.0	1.0	13.0
Makwarela Clinic		1.0	1.0	4.0
Muledane Clinic	3.0	4.0	3.0	5.0

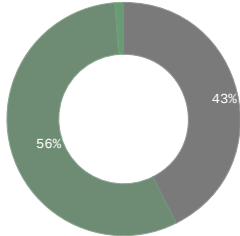
## Adherence Clubs

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: 87

Yes:	43%
No:	56%
Dont know:	1%



**District Score\***

**43%**

#### Comparison Results

National Average:	41%
Provincial Average:	37%
Best District Result:	92%
Worst District Result:	0%

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

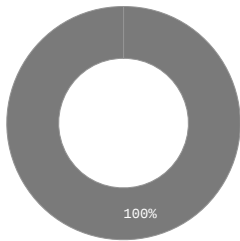
#### Facility Results

Makwarela Clinic	73
Muledane Clinic	60
Tohoyandou Clinic	56
Tswinga Clinic	12
Dzwerani Clinic	11
Tshisaulu Clinic	0

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

Total Responses: 16

Yes:	100%
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**District Score\***

**100%**

#### Comparison Results

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

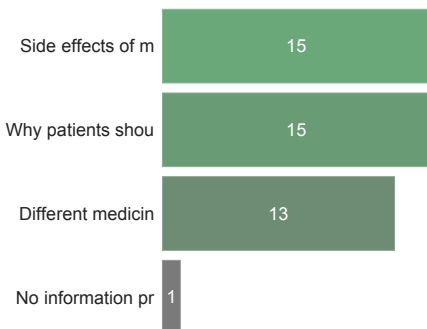
\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

#### Facility Results

Makwarela Clinic	100
Muledane Clinic	100
Tohoyandou Clinic	100
Tshisaulu Clinic	100

### Information provided by the Adherence Club

Total Responses: 16

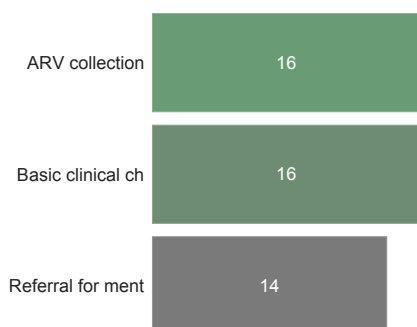


#### Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Dolutegravir)	No information provided
Makwarela Clinic	6.0	6.0	6.0	0.0
Muledane Clinic	1.0	1.0	1.0	0.0
Tshisaulu Clinic	1.0	1.0	1.0	0.0
Tohoyandou Clinic	7.0	7.0	5.0	1.0

### What clinical services are offered at an adherence club meeting?

Total Responses: 16



#### Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support
Makwarela Clinic	6	6	5
Muledane Clinic	1	1	1
Tohoyandou Clinic	8	8	7
Tshisaulu Clinic	1	1	1

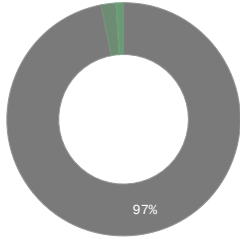
## Access to Viral Load Testing / Information

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: 97

Yes:	97%
No:	2%
Dont know:	1%



**District Score\***

**98%**

#### Comparison Results

National Average:	95%
Provincial Average:	94%
Best District Result:	100%
Worst District Result:	84%

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

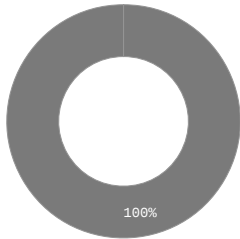
#### Facility Results

Dzwerani Clinic	100
Makwarela Clinic	100
Tohoyandou Clinic	100
Tshisaulu Clinic	100
Muledane Clinic	90
Tswinga Clinic	88

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

Patient Responses: 94

Yes:	100%
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**District Score\***

**100%**

#### Comparison Results

National Average:	86%
Provincial Average:	82%
Best District Result:	100%
Worst District Result:	34%

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

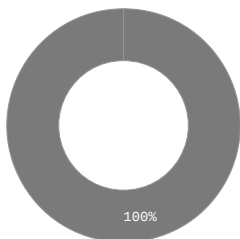
#### Facility Results

Dzwerani Clinic	100
Makwarela Clinic	100
Muledane Clinic	100
Tohoyandou Clinic	100
Tshisaulu Clinic	100
Tswinga Clinic	100

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

Patient Responses: 97

Yes:	100%
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**District Score\***

**1.0**

#### Comparison Results

National Average:	0.82
Provincial Average:	0.89
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.**

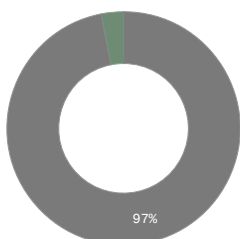
#### Facility Results

Dzwerani Clinic	1.0
Makwarela Clinic	1.0
Muledane Clinic	1.0
Tohoyandou Clinic	1.0
Tshisaulu Clinic	1.0
Tswinga Clinic	1.0

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

Patient Responses: 97

Yes:	97%
No:	3%



**District Score\***

**0.97**

#### Comparison Results

National Average:	0.74
Provincial Average:	0.75
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

Dzwerani Clinic	1.0
Makwarela Clinic	1.0
Muledane Clinic	1.0
Tshisaulu Clinic	1.0
Tohoyandou Clinic	0.93
Tswinga Clinic	0.88

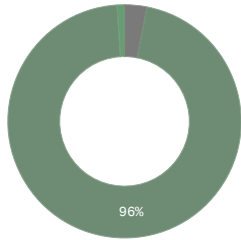
## Index Testing

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: 97

Yes:	3%
No:	96%
Dont know:	1%



**District Score\*** **3%**

#### Comparison Results

National Average:	66%
Provincial Average:	52%
Best District Result:	100%
Worst District Result:	3%

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

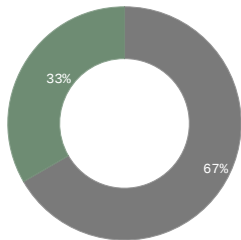
#### Facility Results

Tshisaulu Clinic	12
Tohoyandou Clinic	7
Dzwerani Clinic	0
Makwarela Clinic	0
Muledane Clinic	0
Tswinga Clinic	0

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

Patient Responses: 3

No:	67%
Dont know:	33%



**District Score\*** **0%**

#### Comparison Results

National Average:	81%
Provincial Average:	90%
Best District Result:	100%
Worst District Result:	0%

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

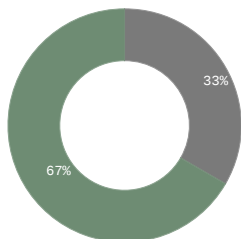
#### Facility Results

Tohoyandou Clinic	0
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### Did the healthcare worker ask you about your risk of gender-based violence from your partner(s)?

Patient Responses: 3

Yes:	33%
No:	67%



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

#### Comparison Results

National Average:	79%
Provincial Average:	89%
Best District Result:	100%
Worst District Result:	0%

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

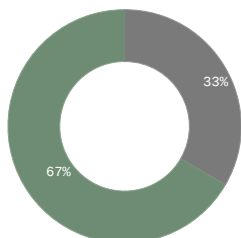
#### Facility Results

Tohoyandou Clinic	50
Tshisaulu Clinic	0

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

Patient Responses: 3

Yes:	33%
No:	67%



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

#### Comparison Results

National Average:	74%
Provincial Average:	87%
Best District Result:	100%
Worst District Result:	0%

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

#### Facility Results

Tohoyandou Clinic	50
Tshisaulu Clinic	0



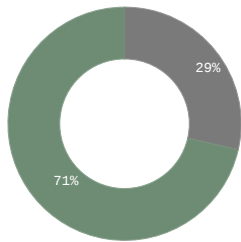
## TB Infection Control

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: 7

Yes:	29%
No:	71%



**District Score\*** **28%**

#### Comparison Results

National Average:	47%
Provincial Average:	13%
Best District Result:	75%
Worst District Result:	0%

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

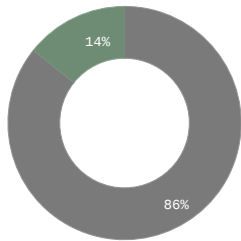
#### Facility Results

Thohoyandou Clinic	100
Tswinga Clinic	100
Dzwerani Clinic	0
Makwarela Clinic	0
Muledane Clinic	0
Tshisaulu Clinic	0

### Were the Facility Windows Open?

Total Observations: 7

Yes:	86%
No:	14%



**District Score\*** **86%**

#### Comparison Results

National Average:	95%
Provincial Average:	87%
Best District Result:	100%
Worst District Result:	60%

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

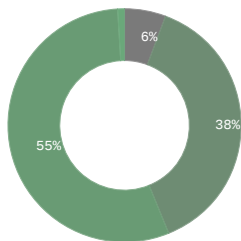
#### Facility Results

Dzwerani Clinic	100
Makwarela Clinic	100
Muledane Clinic	100
Thohoyandou Clinic	100
Tshisaulu Clinic	100
Tswinga Clinic	0

### Are people being asked for TB symptoms?

Patient Responses: 105

Yes:	6%
Only sometimes:	38%
No:	55%
Dont know:	1%



**District Score\*** **6%**

#### Comparison Results

National Average:	64%
Provincial Average:	37%
Best District Result:	100%
Worst District Result:	6%

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

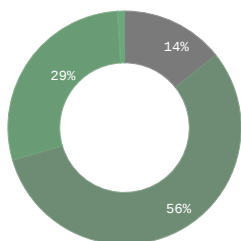
#### Facility Results

Tshisaulu Clinic	22
Thohoyandou Clinic	11
Muledane Clinic	7
Dzwerani Clinic	0
Makwarela Clinic	0
Tswinga Clinic	0

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

Patient Responses: 105

Yes:	14%
Only sometimes:	56%
No:	29%
Dont know:	1%



**District Score\*** **14%**

#### Comparison Results

National Average:	56%
Provincial Average:	17%
Best District Result:	100%
Worst District Result:	14%

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

#### Facility Results

Muledane Clinic	33
Makwarela Clinic	19
Tshisaulu Clinic	12
Tswinga Clinic	12
Thohoyandou Clinic	11
Dzwerani Clinic	0