



RITSHIDZE

SAVING OUR LIVES

**King Cetshwayo 2021 Q1 DATA
REPORT**

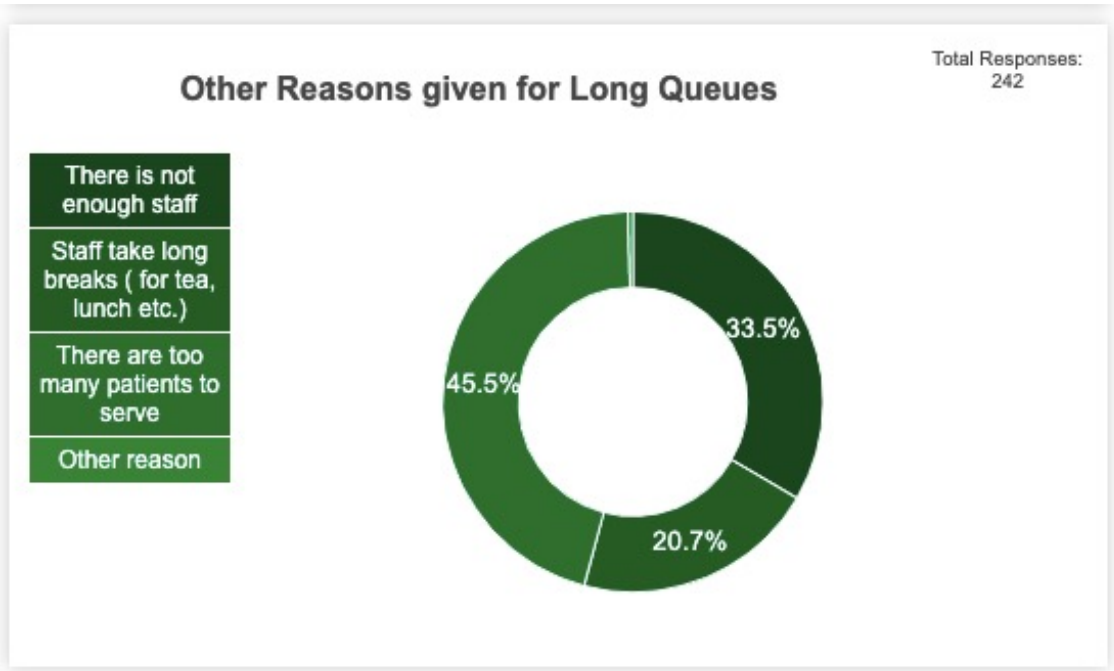
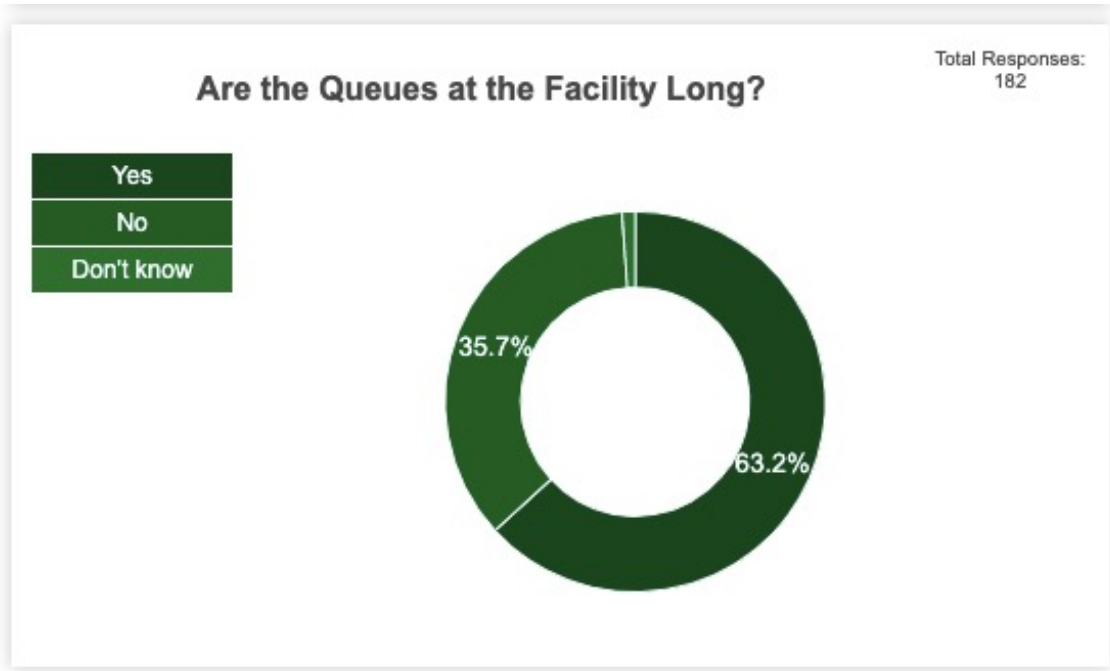
January 2021

FACILITY HOURS & WAITING TIMES





Ritshidze monitoring data shows that 63.2% of patients report long queues.



Average times spent at the facility — the shortest time is reported at Eshowe Gateway Clinic (55min) the longest is at Empangeni Clinic (5hrs41min)



Eshowe Gateway Clinic	0:55
Khandisa Clinic	1:00
King Dinuzulu Clinic	1:11
KwaMbonambi Clinic (Sappi Clinic)	3:28
Umbonambi Clinic	3:55
Nseleni CHC	4:25
Ngwelezana Clinic	4:36
Richards Bay Clinic	4:43
Empangeni Clinic	5:41



PROPOSED SOLUTIONS



- We propose clear communication to be cascaded down to Facility manager on the circular in place that needs to be implemented by all facilities in accommodation patients from early hour to reduce long waiting times and long queues.
- District office to put emphasis on the implementation on time spent by patients(1 hours15 minutes in reducing the infection rate of COVID infection and TB infection control) .
- Staff breaks should be regulated to agreed frequency and time periods. Further they should not all happen at the same time. The district should address this matter with facility managers in addressing this indicator.

FACILITY STAFF



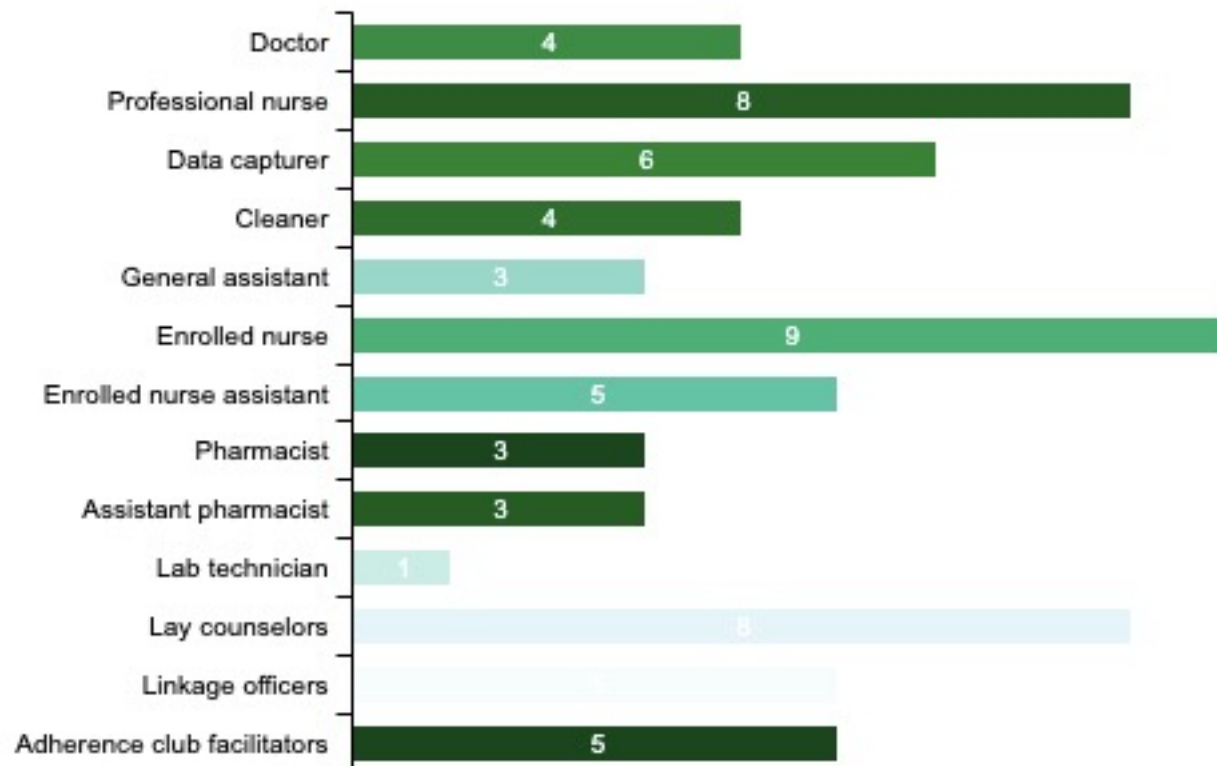
Monitoring data from Ritshidze show both patients and managers see shortages of staff

53.3% of patients said there was sometimes enough staff to meet patients' needs at their clinic.

100% of facility managers reported that there was not enough clinical and/or non-clinical staff at the facility.

Total Responses:
64

Which Cadres are Understaffed?



The cadres most commonly reported as being understaffed:

- professional nurses
- enrolled nurses
- data capturer



PROPOSED SOLUTIONS

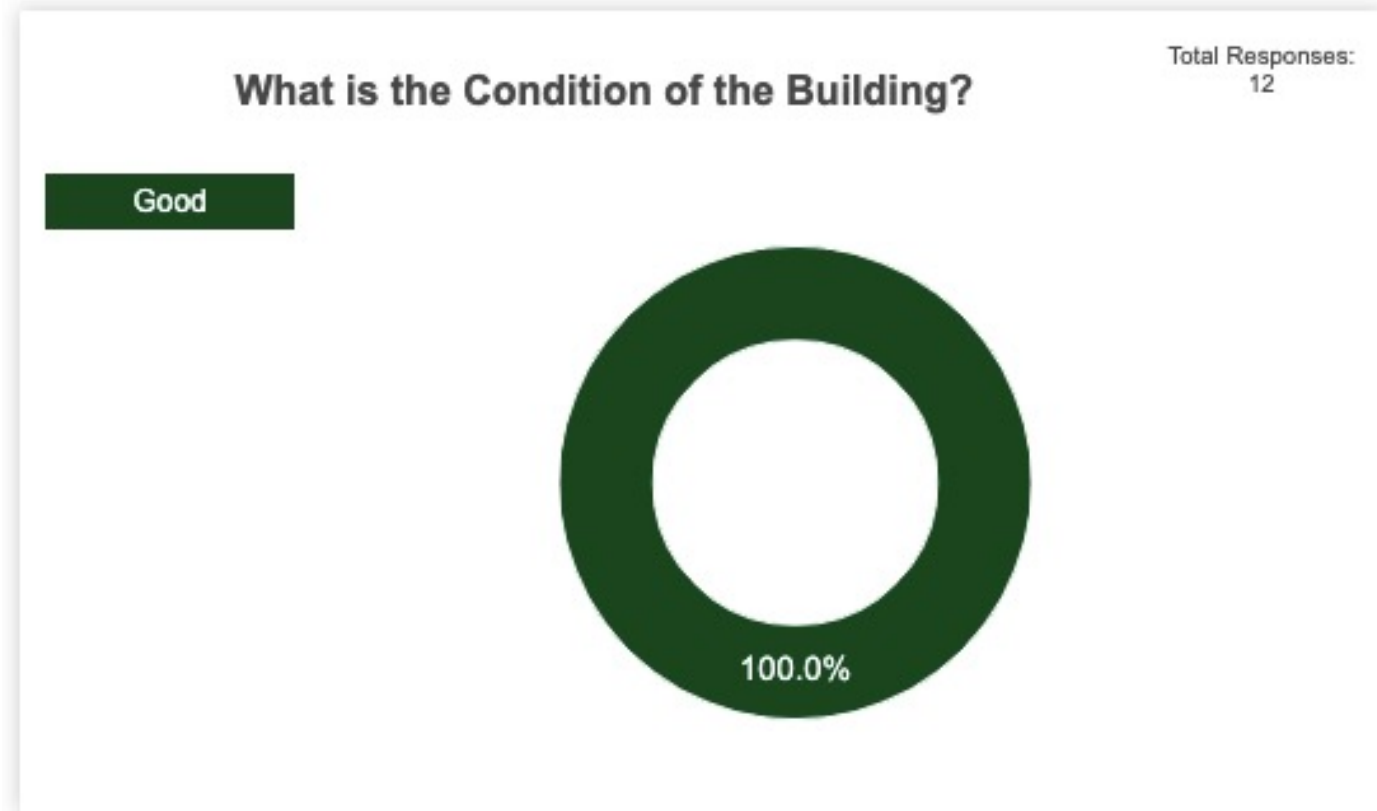


- The district should monitor the human resource that is needed at the facility level in ensuring that they hire staff that is commonly reported understaffed.
- Often staff do not treat people properly due to stress, exhaustion, and burn out as a result of the malfunction in the health system including lack of time. Better staff support systems should be outlined clearly and put in place by the District Department of Health in order to ensure staff wellness and support.

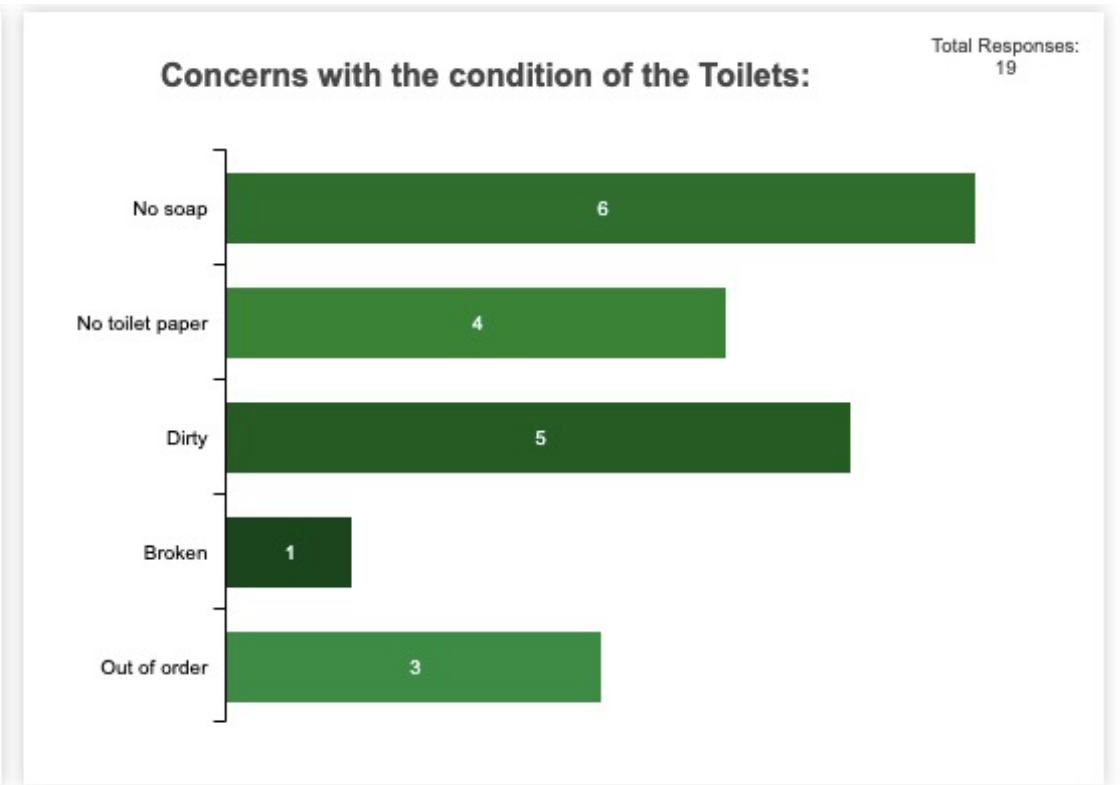
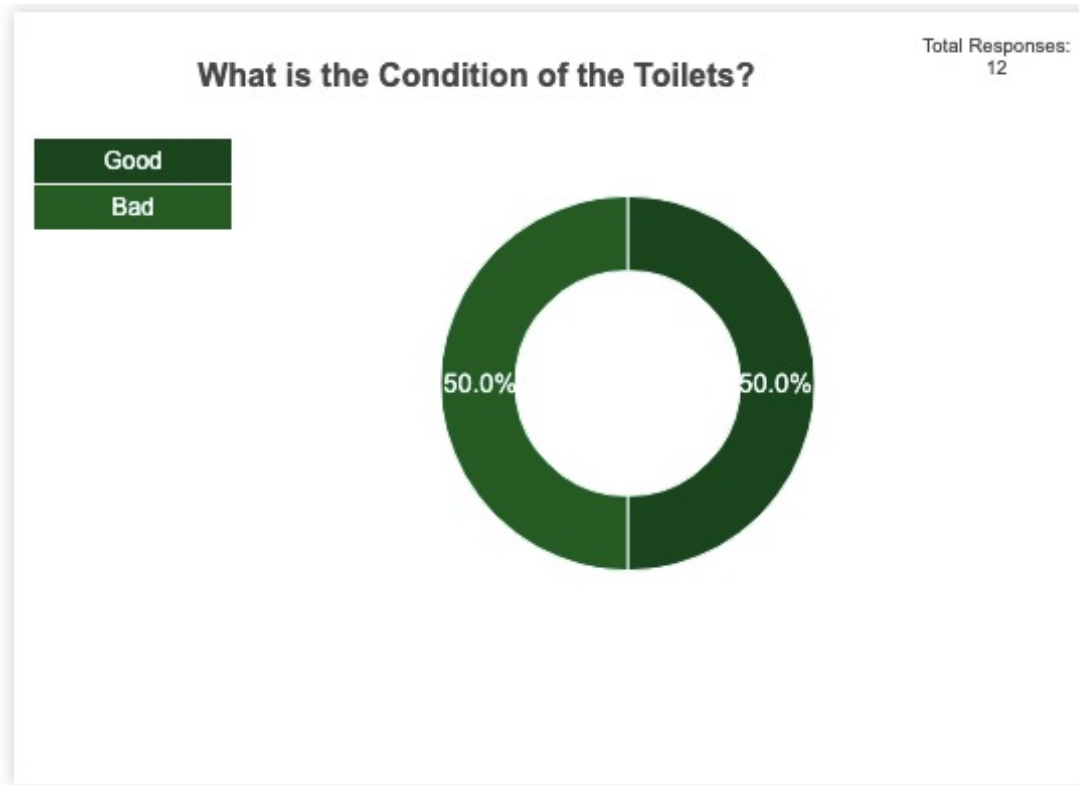
CLINIC CONDITIONS & PATIENT SAFETY



Ritshidze data shows that 100% of clinics are observed to be in good condition



The data shows that 50% of clinics are observed to have toilets in good condition



Facility Managers at 12 sites report there is not enough space at the clinic to meet patient needs and something additional is needed



Province	District	Facility	Facility Manager: Is there enough space in the facility to meet patient's needs?			
			Yes enough space	No, we require something additional	Don't know	SCORE
KwaZulu-Natal	King Cetshwayo	Umbonambi Clinic	0	1	0	No, we require something additional
KwaZulu-Natal	King Cetshwayo	Thokozani Clinic	0	1	0	No, we require something additional
KwaZulu-Natal	King Cetshwayo	Richards Bay Clinic	0	1	0	No, we require something additional
KwaZulu-Natal	King Cetshwayo	Phaphamani Clinic	0	1	0	No, we require something additional
KwaZulu-Natal	King Cetshwayo	Nseleni CHC	0	1	0	No, we require something additional
KwaZulu-Natal	King Cetshwayo	Ngwelezana Clinic	0	1	0	No, we require something additional
KwaZulu-Natal	King Cetshwayo	Ndlangubo Clinic	0	1	0	No, we require something additional
KwaZulu-Natal	King Cetshwayo	KwaMbonambi Clinic (Sappi Clinic)	0	1	0	No, we require something additional
KwaZulu-Natal	King Cetshwayo	King Dinuzulu Clinic	0	1	0	No, we require something additional
KwaZulu-Natal	King Cetshwayo	Khandisa Clinic	0	1	0	No, we require something additional
KwaZulu-Natal	King Cetshwayo	Eshowe Gateway Clinic	0	1	0	No, we require something additional
KwaZulu-Natal	King Cetshwayo	Empangeni Clinic	0	1	0	No, we require something additional

7 facilities need more space for private HIV testing & counselling — another 12 facilities needed more space for filing systems



Province	District	Number of Facilities Assessed	What do you need more space for?									
			Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Laboratory space	Files	Data captureurs	Adherence clubs	Pharmacy	Storage	Other
KwaZulu-Natal	King Cetshwayo	12	10	7	7	1	12	10	10	7	10	1



PROPOSED SOLUTIONS



- Where infrastructural issues mean that patient privacy is hindered as people are being counselled, tested and treated for HIV and other conditions in the same room; District must ensure in the short term that mobile containers are been given to facilities for additional space to confidentially see patients and let us know how this will be solved in the short term [**PLHIV private rooms, Rooms for medical care, Patients waiting room**].

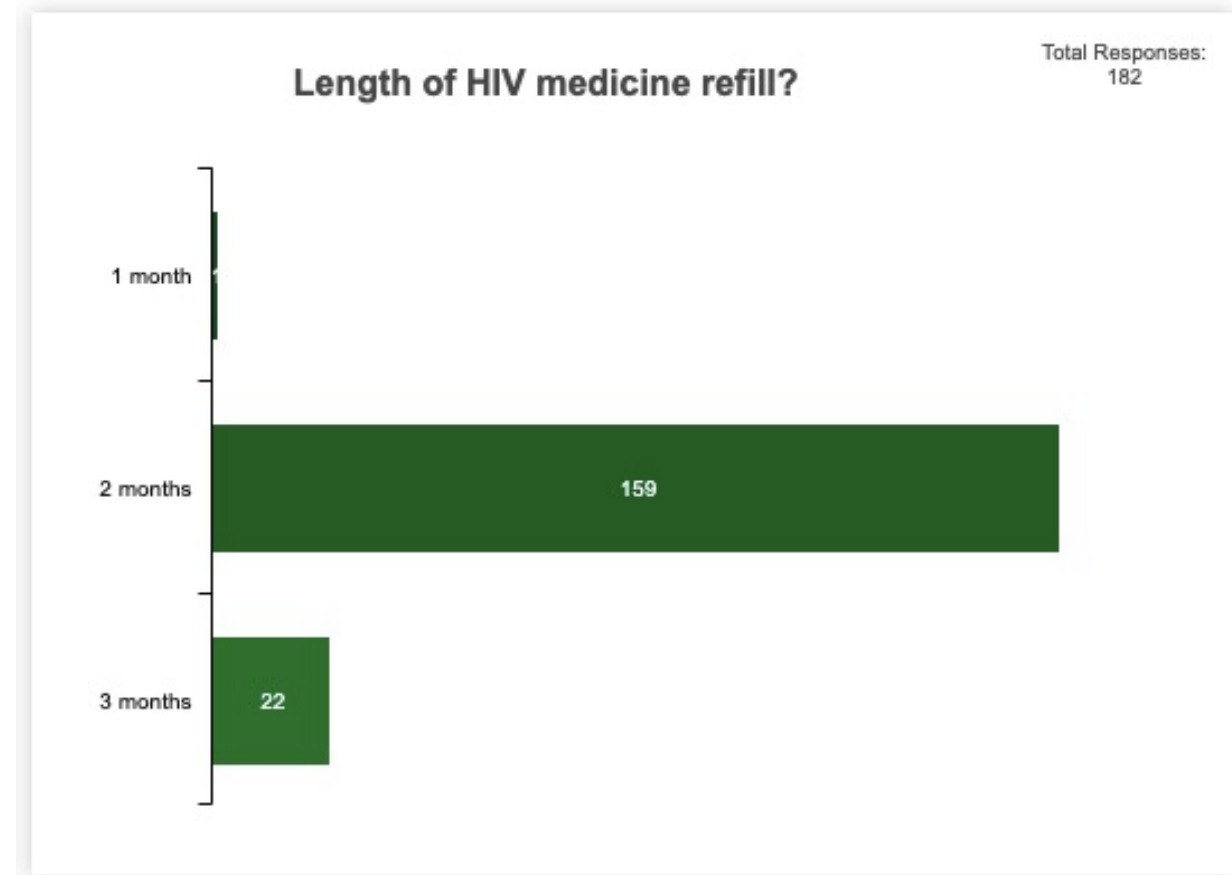
ARV COLLECTION & ACCESS



Short supply of ARVs

The data shows that 26.9% of PLHIV collect their ARV's at a quick pick up point at the clinic while 47.3% of PLHIV collect at the facility

All PLHIV should receive at least 2 months supply of ARVs at a time, with commitments that this would increase to 3 months



ARV refill length variable across facilities. Large numbers of PLHIV getting 1 month supply.



Province	District	Facility	Length of HIV medicine refill?						
			1 week	2 weeks	3 weeks	1 month	2 months	3 months	6 months
KwaZulu-Natal	King Cetshwayo	Nseleni CHC	0	0	0	0	3	12	0
KwaZulu-Natal	King Cetshwayo	Richards Bay Clinic	0	0	0	0	11	4	0
KwaZulu-Natal	King Cetshwayo	Phaphamani Clinic	0	0	0	0	12	3	0
KwaZulu-Natal	King Cetshwayo	Empangeni Clinic	0	0	0	1	12	3	0
KwaZulu-Natal	King Cetshwayo	King Dinuzulu Clinic	0	0	0	0	15	0	0
KwaZulu-Natal	King Cetshwayo	Umbonambi Clinic	0	0	0	0	15	0	0
KwaZulu-Natal	King Cetshwayo	Thokozani Clinic	0	0	0	0	15	0	0
KwaZulu-Natal	King Cetshwayo	KwaMbonambi Clinic (Sappi Clinic)	0	0	0	0	16	0	0
KwaZulu-Natal	King Cetshwayo	Ndlangubo Clinic	0	0	0	0	15	0	0
KwaZulu-Natal	King Cetshwayo	Ngwelezana Clinic	0	0	0	0	15	0	0
KwaZulu-Natal	King Cetshwayo	Khandisa Clinic	0	0	0	0	15	0	0
KwaZulu-Natal	King Cetshwayo	Eshowe Gateway Clinic	0	0	0	0	15	0	0



PROPOSED SOLUTIONS



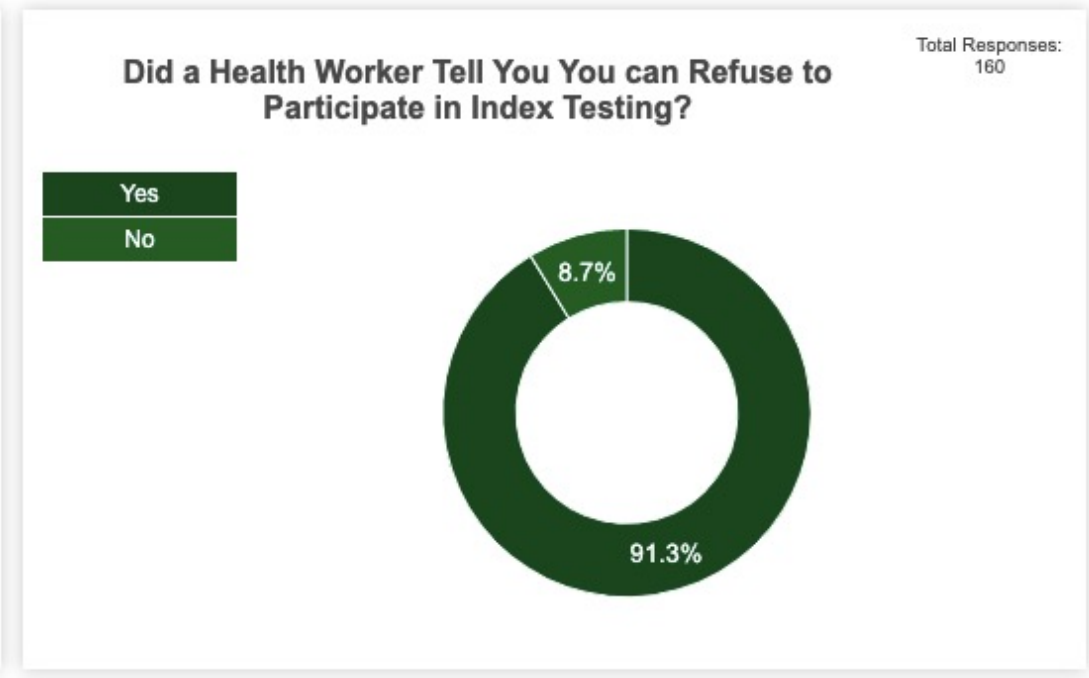
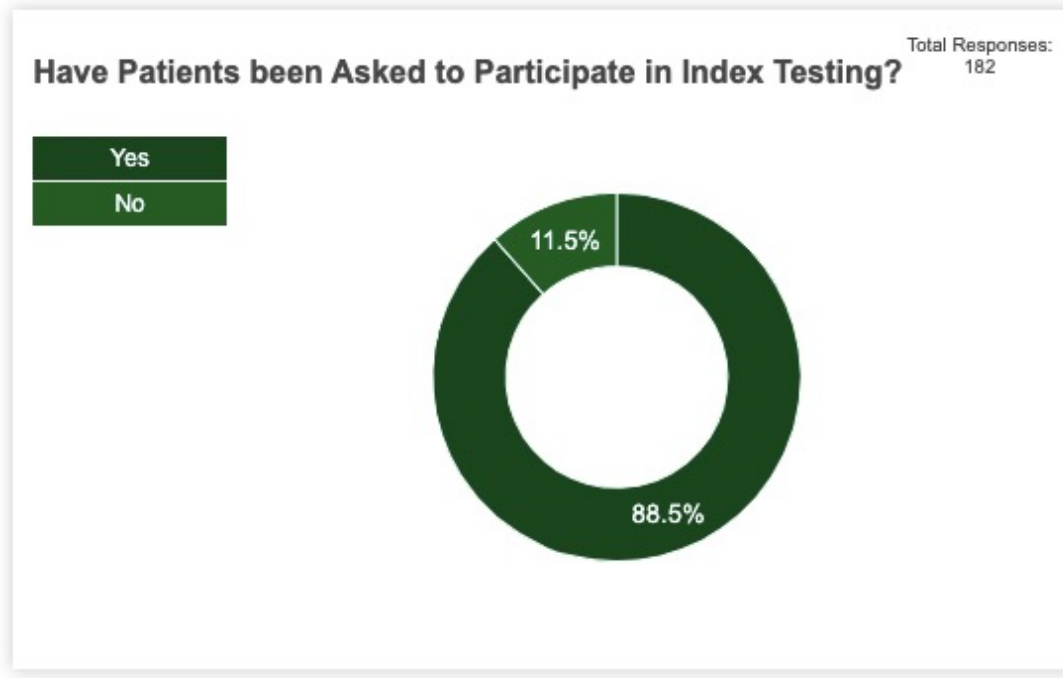
- Health guideline should be revisited regularly in ensuring that facilities are dispensing medication to patients with 2 months at all times(more especially for people living with HIV).

CONFIDENTIALITY & PRIVACY

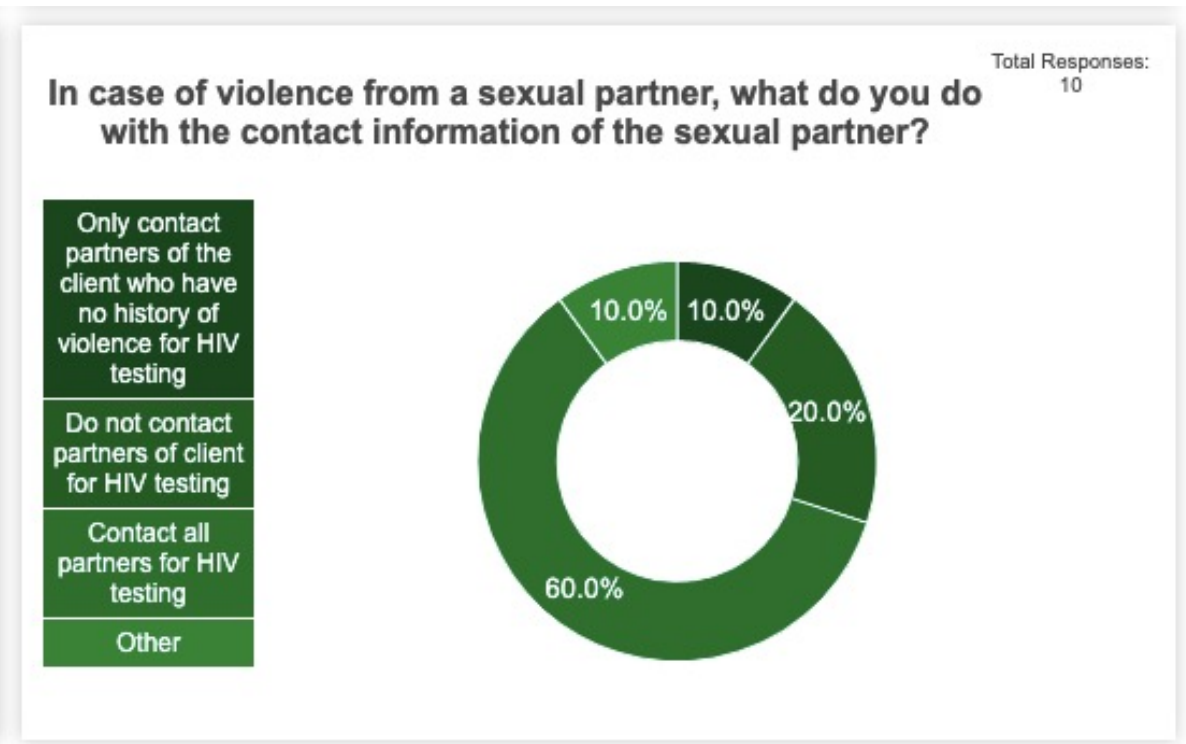
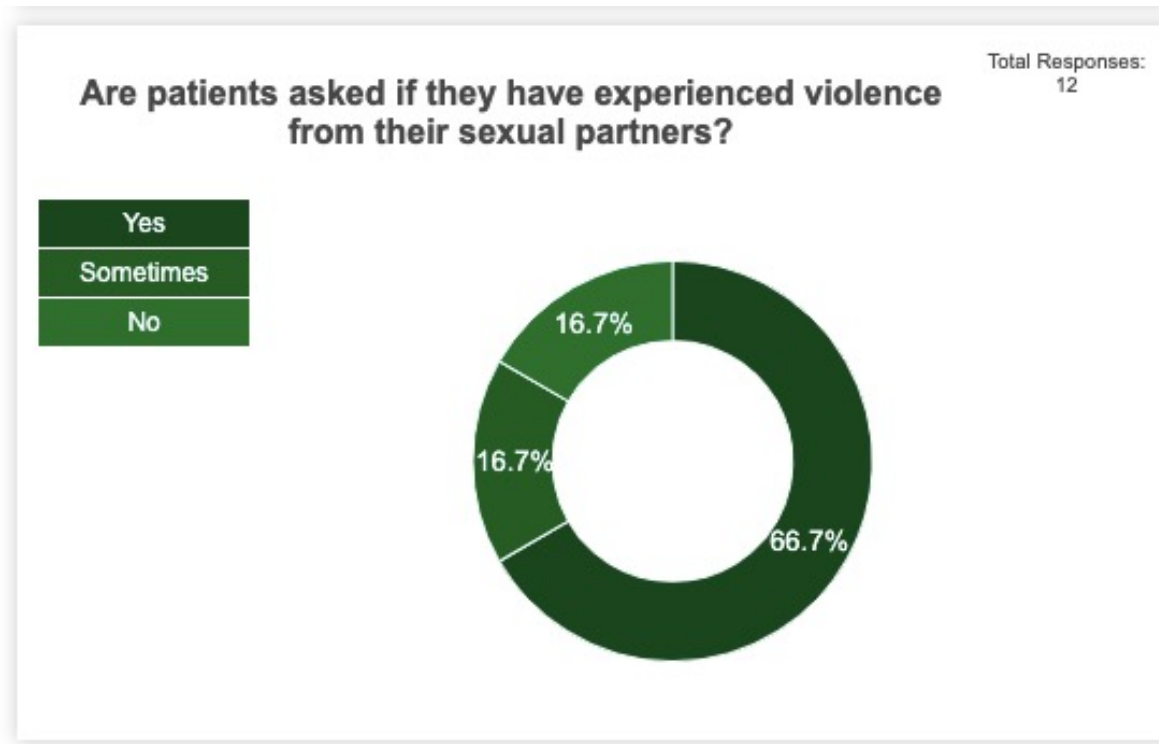




88.5% of PLHIV said that a HCW had not asked them for the names & contacts of partners for index testing. Of those who responded yes, 8.7% reported that they did not think they were allowed to “say no” or refuse to give the names of their partners.



Only 88.9% of facilities doing index testing say they always screen clients for intimate partner violence (IPV). A majority of the Facility Managers (60%) who do screen for IPV still contact all the partners of clients regardless of reported violence. This is a major concern and violation of people's safety and privacy.





PROPOSED SOLUTIONS

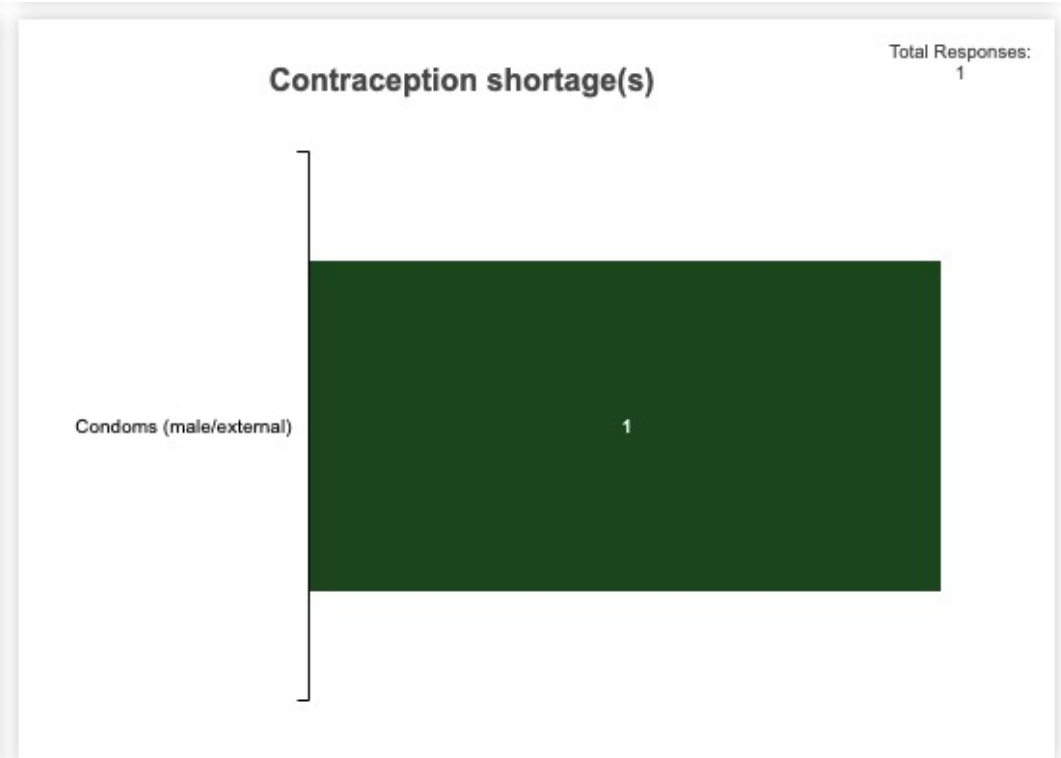
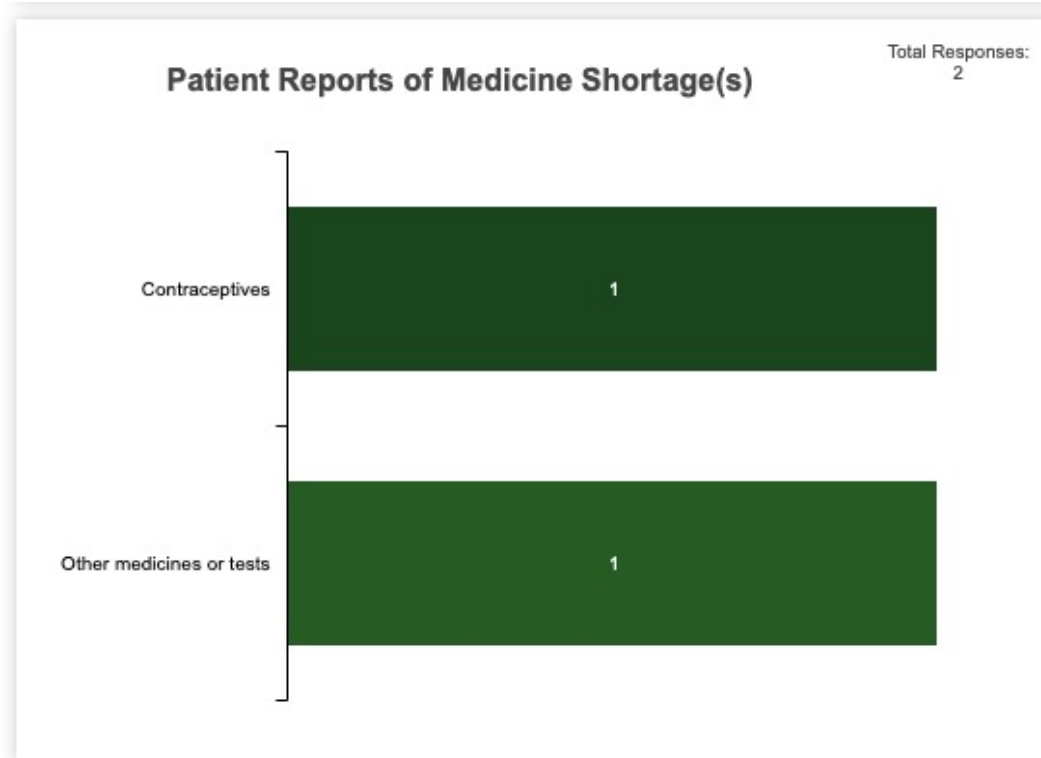


- Index testing should be conducted in a manner that does not cause harm to patients
- If patients report violence from their sexual partners then facilities should not contact all partners

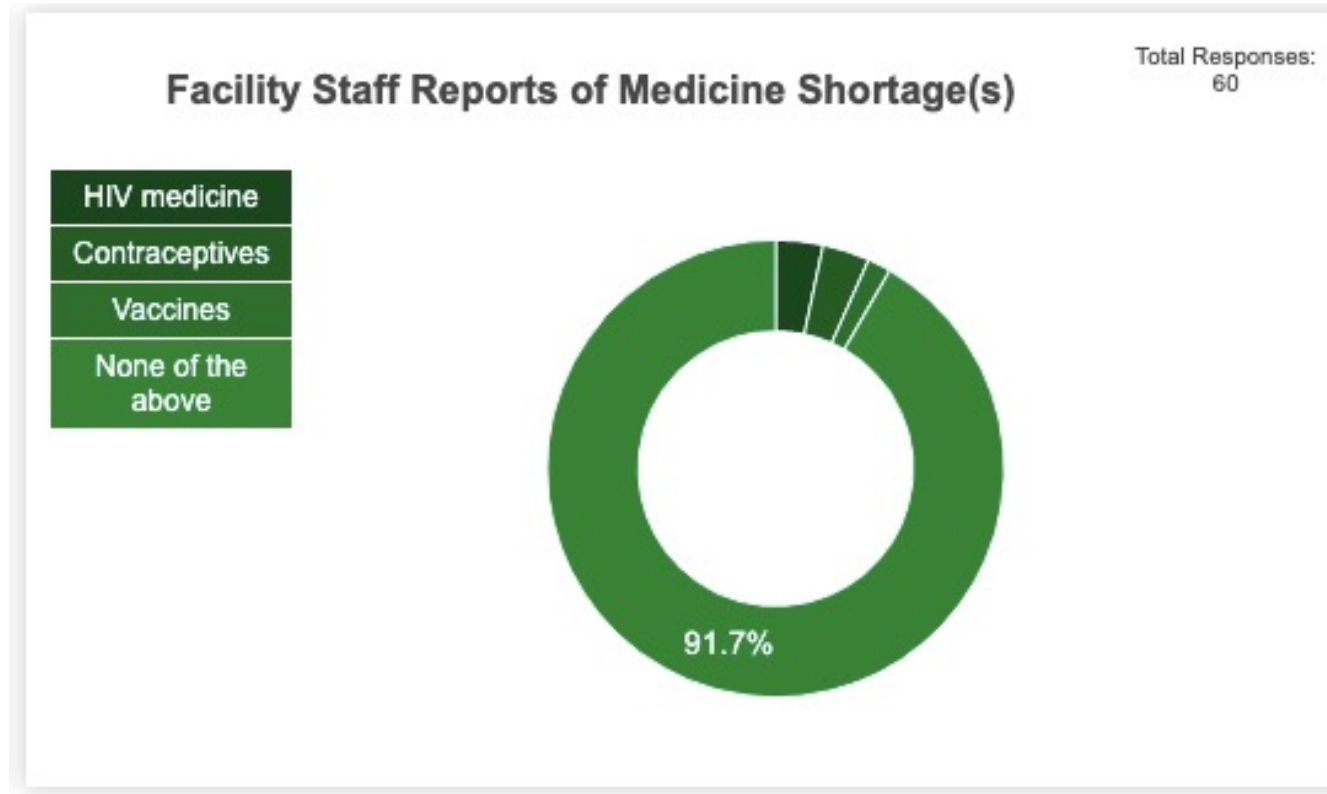
ACCESS TO MEDICINES & STOCKOUTS



Approximately 13.7% of patients report that people left without the medicines they needed in last 3 months — varying across facilities. HIV medicines & contraceptives most commonly reported.



Facility Managers reported stockouts and/or shortages in last 3 months across provinces. Contraceptives was most commonly reported





PROPOSED SOLUTIONS



- The District office should monitor stock levels and storage of medicines and medical supplies must be managed appropriately.
- Where unavoidable stockouts arise (e.g. global shortage), The district Depo must ensure that facilities get communication prior to avoid delays and shortage from the clinic level and in ensuring that all patients are put on alternative medicines should be informed adequately on time .
- No patient should leave the facility empty handed in order to avoid high number of defaulters due shortage/ Stockout.

Thank you

www.data.ritshidze.org.za

