

SHORT

FACILITY MANAGER SURVEY

Facility name:

Name of person monitoring:

Hi my name is _____, I'm working with the Ritshidze project to help monitor patient care in health facilities across South Africa [OR STATE NAME OF PROVINCE OR DISTRICT]. The purpose of the Ritshidze project is to find out if patients face any challenges in accessing health services so that we can raise these challenges with you and other duty bearers in order to fix them. I have a few questions that normally take about 15 minutes to answer. You can also skip any questions you would like to or stop the conversation at any time. Would you be willing to answer a few questions about the services at this facility?

1. What is the date and time that you are conducting this survey?

2a. Today, is the clinic currently closed due to the COVID-19 crisis?

Yes No

2b. If the clinic is closed, why?

2c. If the clinic is closed, when will it re-open?

2d. If the clinic is closed, are people being given information as to where they can access alternative services?

Yes No Don't know Prefer not to answer

3a. Are any of the services, which you usually offer, not available because of the COVID-19 crisis?

Yes No Don't know Prefer not to answer

Only ask if person answered "yes" to question 3a.

3b. Which of the following services are you not offering because of the COVID-19 crisis? (Please select all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> Counselling before switching people living with HIV to TLD (dolutegravir based) | | |
| <input type="checkbox"/> Condoms and/or lubricant | <input type="checkbox"/> Gender based violence support or referral | |
| <input type="checkbox"/> Contraceptives | <input type="checkbox"/> HIV counselling | <input type="checkbox"/> HIV testing |
| <input type="checkbox"/> PrEP | <input type="checkbox"/> PEP | <input type="checkbox"/> HIV treatment |
| <input type="checkbox"/> Adherence clubs | <input type="checkbox"/> Viral load testing | <input type="checkbox"/> TB testing |
| <input type="checkbox"/> STI screening, testing & treatment | <input type="checkbox"/> Other (please specify): | |

4. In the past three months, have you had any of the following issues at your clinic because of the COVID-19 crisis? (Please select all that apply)

- We are experiencing more stockouts or shortages of medicines than usual
- We are experiencing more shortages of personal protective equipment for staff than usual
- We can only serve patients at the gate—patients do not enter the facility
- We have more restricted hours of operation than usual
- We can serve less patients than usual
- We have higher patient wait times than usual
- We are operating with fewer staff than usual
- The clinic has been completely closed
- None
- Other (please specify):

5. Do you think there are enough clinical and non-clinical staff at the facility?

- Yes No Don't know Prefer not to answer

6. Please tick which cadre is understaffed (Don't read the whole list)

- | | | |
|--|---|---|
| <input type="checkbox"/> Doctor | <input type="checkbox"/> Professional nurse | <input type="checkbox"/> Enrolled nurse |
| <input 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 | |

7. Why do you think that there are not enough clinical and/or non clinical staff?

- One or more staff members are away on study leave or other trainings
- One or more staff members are on sick leave
- There are not enough positions
- There are one or more vacancies
- Other
- Prefer not to answer

8. Do you have any vacancies in the following cadres? Please place the number of vacancies in each box.

- | | | |
|--|---|---|
| <input type="text"/> Doctor | <input type="text"/> Professional nurse | <input type="text"/> Enrolled nurse |
| <input type="text"/> Enrolled nurse assistant | <input type="text"/> Pharmacist | <input type="text"/> Assistant pharmacist |
| <input type="text"/> Lab technician | <input type="text"/> Lay counselors | <input type="text"/> Linkage officers |
| <input type="text"/> Adherence club facilitators | <input type="text"/> Data capturer | <input type="text"/> Security guard |
| <input type="text"/> Cleaners | | |

9. How many consultation rooms are there in the clinic?

10. Are all the consultation rooms are in use?

Yes No Don't know Prefer not to answer

11. In the past 3 months, how often did a doctor come to the clinic?

Daily Twice a week
 Once a week Once a fortnight
 Once a month Once every 2 months
 Once every 3 months Never
 Prefer not to answer Don't know

12. Are there community healthcare workers at this facility? *(Community healthcare workers could include health workers in Ward based outreach teams, school-based outreach teams, CCGs, etc.)*

Yes No Don't know Prefer not to answer

13. What roles do CHWs perform for the facility?

Defaulter Tracing HIV Testing / Counseling
 Linkage / Peer Navigators Index Testing Counseling / Contact Tracing
 Treatment Literacy Adherence Club support
 TB Contact Tracing Other Health Information (Family Planning, etc.)
 Don't know Prefer not to answer
 Other *(please specify):*

14. Is there someone responsible for managing the filing system?

No — staff get their own files and return their own files
 Yes — there is one person in charge of the filing system who gives out & collects back files
 Yes — there are several people working in the filing room who give out & collect back files
 Other Don't know Prefer not to answer

15. Do you do index testing of HIV positive client's partners and children at this facility?

Yes No Don't know Prefer not to answer

Only ask if person answered "yes" to question 15.

16. As part of index testing do you ask clients if they have experienced any violence from their partners?

Yes Sometimes No Don't know Prefer not to answer

Only ask if person answered "yes" to question 16.

17. If a client has experienced violence from one or more of their partners what do you do with the contact information of their partners?

Only contact partners of the client who have no history of violence for HIV testing
 Do not contact partners of client for HIV testing
 Contact all partners for HIV testing
 Other Don't know Prefer not to answer

Only ask if person answered "other" to question 17.

18. Please describe what do you during index testing if a client tells you they have a violent partner.

Only ask if person answered "yes" to question 16.

19. If a client has experienced violence from a partner, do you offer them any additional services or referrals for services?

- Yes, we provide support at the facility (i.e. counseling, PEP services etc.)
- Yes we refer clients for services at another location Do not have violence services here or to refer clients
- Don't know Prefer not to answer
- Other (please specify what other services you offer them):

20. Are you giving stable patients 12 month ARV scripts?

- Yes No Don't know Prefer not to answer

21. Do you think the linkage officers are effectively finding people who are lost to follow up?

- Yes No Don't know

22. What are the major challenges for linkage officers to finding people who are lost to follow up?

- Not enough phones Not enough linkage officers
- Patients give wrong phone numbers or addresses Don't know
- Prefer not to answer Other (please specify):

23. What are the major challenges for CHWs/CCGs in bringing people back into care?

- Not enough phones No CHWs
- Not enough CHWs No transport
- Patients give wrong number or addresses Safety issues
- No challenges Don't know
- Prefer not to answer Other (please specify):

24. Is there a clinic committee at the facility?

Yes

No

Don't know

Prefer not to answer

Only ask question 25 if answered "yes" to question 24.

25. How often does the clinic committee meet?

26. In your opinion, what would make this facility better?

27. Now I have a few questions about medicine supply at this facility. Is there a pharmacist or pharmacist assistant that I could talk to about this? If not can I ask you? *(Required)*

Facility manager will answer questions

Someone else will answer questions

28. Now I have a few questions about adherence clubs at this facility. Are you the best person to talk to about this? Or is there someone else here today (such as the adherence club facilitator) that I might be able to talk to? *(Required)*

Facility manger will answer questions

Someone else will answer questions

This facility does not have adherence clubs