

ICLM HEALTH FACILITY TOOL FOR ASSESSMENT OF HIV, TB AND MALARIA SERVICES

INYANDIKO IKUBIYEMO IBIBAZO BIZABAZWA HAGAMIJWE GUSUZUMA IMITANGIRE YA SERIVISI ZITANGWA MU RWEGO RWO KURWANYA VIRUSI ITERA SIDA, IGITUNTU NA MALARIYA

INTEGRATED COMMUNITY LED MONITORING (iCLM)

ISUZUMABIKORWA RIHURIWEHO RIKOZWE N'ABAGENERWABIKORWA

FACILITY LEVEL TOOL FOR ASSESSMENT OF HIV, TUBERCULOSIS AND MALARIA SERVICES

INYANDIKO IYOBORA ISUZUMA RIJYANYE N'IMITANGIRE YA SERIVISI ZO KURWANYA SIDA, IGITUNTU NA MALARIA RIKOZWE N'ABAGENERWABIKORWA

INTRODUCTION

Hello, my name is

The Rwanda NGOs Forum on HIV/AIDS and Health Promotion (RNGOF), in collaboration with the Rwanda Biomedical Center (RBC), is conducting an assessment of the services provided in the fight against three diseases (HIV/AIDS, Tuberculosis, and Malaria) through community-led monitoring (iCLM). I would like to take a few minutes to ask you some questions and discuss your perspective on the healthcare services provided for HIV/AIDS, Tuberculosis, or Malaria at this facility. Your responses will remain confidential, and we will not disclose anything that could reveal your identity. This data collection aims to understand how services are delivered and identify ways to improve the quality of healthcare services.

INTANGIRIRO

Muraho neza, nitwa

Ihuriro ry'Imiryango itari iya Leta ishinzwe kurwanya Virusi Itera SIDA no guteza imbere Ubuzima mu Rwanda (RNGOF) ku bufatanye n'Ikigo cy'Igihugu Gishinzwe Ubuzima mu Rwanda (RBC), barimo kugerageza uburyo bw'isuzuma burebera hamwe serivisi zitangwa mu rwego rwo kurwanya indwara 3 (Virusi itera SIDA, Igituntu na Malariya) bikozwe n'abagenerwabikorwa (iCLM). Ndifuzaga gufata iminota mike yo kukubaza no kuganira nawe kubijyanye n'uko ubona imitangire ya serivisi z'ubuvuzi mu kurwanya virusi itera SIDA, igituntu cyangwa malariya kuri iri vuriro. Ibisubizo byawe ni ibanga kandi ntituzagaragaza kintu cyose cyatuma ikiganiro cyacu gisohoka hanze. Intego yo gukusanya amakuru ni ukugira ngo dusobanukirwe uburyo mugezwaho serivisi no kumenya icyakorwa kugirango hanozwe imitangire ya serivisi.

The interview will take 20 – 30 minutes, can we proceed with the interview?

Ikiganiro tugirana kiratwara iminota 20 – 30. Twakomeza ikiganiro?

Yes / YEGO No / OYA(If “NO” End the session)

1. What services did you seek from the hospital / HF today? (Tick all that apply):

Ni izihe serivisi waje ushaka kuri iri vuriro uyu muni? (Hitamo ibisubizo):

- HIV Yes No (If YES to HIV, Proceed to section A & B)
- TB Yes No (If YES to TB Proceed to section A & C)
- Malaria Yes No (If YES to Malaria Proceed to section A & D)

<input type="checkbox"/> Virusi itera SIDA	YEGO	OYA	Niba ari YEGO, komereza ku gice cya A na B
<input type="checkbox"/> Virusi itera SIDA	YEGO	OYA	Niba ari YEGO, komereza ku gice cya A na C
<input type="checkbox"/> Virusi itera SIDA	YEGO	OYA	Niba ari YEGO, komereza ku gice cya A na D

SECTION A: INTRODUCTORY QUESTIONS ICYICIRO A: IBIBAZO BY'IBANZE

3. Date / Itariki: □□□□ / □□ / □□□□

4. Health Facility / Ivuriro _____

5. District / Akarere _____

6. Sector / Umurenge _____

7. Cell / Akagari _____

8. Village / Umudugudu _____

9. Age bracket of respondent (How old are you?) / Ikigero cy'umyaka y'ubazwa (Ufite imyaka ingahe):

- 20-24
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50 and above / 50 no hejuru

10. Sex of the Respondent / Igitsina cy'ubazwa:

- Male / Gabo
- Female / Gore
- Other (Please Specify) / Ikindi (Sobanura)
- Prefer Not to Say / Guhitamo kudasubiza

11. Nationality / Ubwenegihugu:

- Rwandan / Umunyarwanda
- Other (Please Specify) / Ubundi bwenegihugu (Sobanura...)

12. Did you bring a child under 5 years old to seek any services?

- Yes / YEGO No OYA (If "NO" skip to 14)

13. If YES, what is your relationship to the child?

Niba ari YEGO, ni irihe sano ufutanye n'uko mwana?

- Father / Se
- Mother / Nyina
- Other (Please Specify.....) / Irindi sano (Sobanura

14. From these key and vulnerable populations on HIV, TB, and Malaria, which one do you identify with? (Tick all that apply):

Muri ibi byiciro byihariye bikurikira ni ikihe ubarizwamo? (Hitamo ibisubizo byose biri byo):

HIV, TB & Malaria Key and Vulnerable Populations Ibyiciro by'abaturage bafite ibyago byinshi byo kwandura no kwanduza virusi itera SIDA, Igituntu ndetse na Malariya.	YES / YEGO
Person with Disability (specify): Ufite ubumuga (sobanura):	
Female Sex Worker (FSW) / Ukora uburaya	
Men who have sex with men (MSM) / Umugabo ukorana imibonano mpuzabitsina n'undi mugabo	
Transgender (TG) / Abiyumva bitandukanye n'igitsina bavukanye	
Adolescent girls and young women (AGYW) Abangavu n'abagore bakiri bato	
Adolescent boys / ingimbi	
People living with HIV (PLHIV) / Ufite virusi itera SIDA	
Prisoner / Imfungwa n'abagororwa	
Refugee / Impunzi	
TB survivor / Uwakize igituntu	
Recovered from Malaria in last 4 weeks / Uwakize Malariya mu byumweru 4 bishize	
People who use drugs (PWUD) / Ukoresha ibiyobyabwenge	
Other (specify): / Ibindi byiciro (Sobanura)	

15. How long did it take you to travel from the village to the health facility?

Byagutwaye igihe kingana iki kuva mu mudugudu utuyemo kugera ku Kigo Nderabuzima / Ivuriro?

- Less than 1 hour / Minsi y'isaha
- 1 to 2 hrs / hagati y'isaha n'abiri
- More than 2 hours / Amasaha arenga 2
- Others (specify): __Ikindi (Sobanura).....

16. What means of transport did you use to reach this health facility??/

Ni ubuhe buryo wakoreshye kugirango ugere kuri iki kigo nderabuzima / Ivuriro?

- Walked / Naje n'amaguru
- Motorcycle Taxi / Moto
- Bicycle ride / Igare
- Bus / Bisi
- Other (specify): Ubundi buryo (sobanura).....

17. Was it easy for you to reach the health facility?

Byakoroheye kugera ku kigo nderabuzima / ivuriro?

- Yes / YEGO (If "YES" skip to 19) No / OYA

18. If NO: What made it difficult for you to reach the health facility? (Tick all that apply)

Niba ari OYA: Ni izihe mbogamizi wahuye nazo uza ku kigo nderabuzima / ivuriro ?
(Hitamo ibisubizo byose biri byo)

- Distance / Intera ndende
- Cost of transport / Amafaranga y'urugendo
- Weather / Ikirere kibi
- Safety and security concerns / Ikibazo cy'Umutekano mu nzira
- Disability / Ubumuga
- Getting permission / Kubona uruhushya
- Other (specify) / Ibindi (Sobanura):.....

19. Upon arrival at the health facility, how long has it taken you to access services?/

Umaze kugera ku kigo nderabuzima, byatwaye igihe kingana iki ngo uhabwe serivisi?

- Less than 1 hour / Minsi y'isaha
- 1-2 hours / Hejuru y'Isaha
- More than 2 hours / Hejuru y'amasaha 2
- Others (specify): __Ikindi (sobanura).....

SECTION B: HIV SERVICES

ICYICIRO CYA B: SERIVISI ZA VIRUSI ITERA SIDA

This section asks questions on services related to HIV.

Iki Cyiciro kigizwe n'ibibazo byerekeranye na serivisi za Virusi itera SIDA

20. Which specific HIV services were you seeking at this health facility today?
(Read out to the respondent. Tick all that apply)/

Ni izihe serivisi za virusi itera SIDA waje ushaka ku Kigo Nderabuzima / ivuriro uyu munsu?

(Soma kugirango ubazwa asubize. Hitamo ibisubizo byose biri byo)

Available HIV Services Serivisi za virusi itera SIDA zitangwa kuri iki kigo nderabuzima / ivuriro	YES / YEGO
HIV testing and counselling / Kwipimisha virusi itera SIDA no guhabwa ubujyanama	
Mental health counselling/ Ubuujyanama ku buzima bwo mu mutwe	
Psychosocial support groups/	
Provider initiated testing / gupima virusi itera sida bigenwe n'umuganga	
Early infant diagnosis (EID)/ Gupima abana bavukanye ibyago byo kwandura virusi	
Provision of condoms / Guhabwa udukingirizo	
Provision of lubricants / Gufata amavuta yongera ububobere mu gihe cy'imibonano mpuzabitsina	
ART initiation/Gutangira imiti igabanya ubukana bwa virusi	
ARV collection or refill / Gufata imiti igabanya ubukana bwa Virusi itera SIDA	
Viral load testing / Gupimisha ingano ya virusi mu maraso	
PMTCT / Serivisi zifasha umubyeyi ufite virusi itera SIDA kutanduza umwana we	
PEP / Imiti irinda umuntu igihe yahuye n'ibyago bishobora kumwanduza virusi itera SIDA	

Voluntary medical male circumcision /servisi zo gusiramura	
PrEP / Imiti irinda umuntu kwandura virusi itera SIDA mbere y'uko ahura n'ibyago byo kuyandura	
Discordant couples/ servisi zita kubabana badahuje ibisubizo kuri virusi itera sida	
Couple and partener testing/ gupima ababana n'abandi bakorana imibonano mpuzabitsina	
Index testing and partner notification	
STI screening/treatment/Kwipimisha no kuvurwa indwara zandurira mu mibonano	
Integrated HIV / TB Services / Serivisi za virusi itera SIDA n'indwara y'gituntu	
Youth and KP-friendly services / Serivisi zigenewe Urubiruko n'icyiciro cy'abafite ibyago byinshi byo kwandura virusi itera SIDA	
Social network testing/ Serivisi zo gupima virusi itera SIDA hashingiwe ku nshuti n'abantu baziranye	
AGYW / Serivisi zigenewe Ingimbi n'abangavu	
Others (Specify) / Izindi serivisi (sobanura.....)	

21. Did you get all the services that you were looking for?/

Waba wahawe serivisi zose washakaga?

Yes / YEGO (If "YES" skip to 23)

No / OYA

22. If NO, what reasons were you given for not receiving the services you sought?
(Tick all that apply)/

Niba utabonye serivisi zose washakaga, ni izihe mpamvu wabwiwe zatumye utazihabwa?

(Hitamo ibisubizo)

Reasons / Impamvu	YES
Stock-out of HIV testing kits Nta bikoresho byo gupima virusi itera sida bafite mu bubiko	
Stock out of condoms and lubricants Nta dukingirizo n'amavuta yongera ububobere mu gihe cy'imibonano mpuzabitsina bihari	
Stock-out of PrEP/PEP Nta miti irinda kwandura virusi itera SIDA mbere cyangwa nyuma yo guhura n'ibyago byo kuyandura	

Stock out of ARVs Nta miti igabanya ubukana bwa virusi itera SIDA (ARV)	
Service provider was not around / Utanga serivisi ntabwo yari ahari	
No peer educator or support present/ nta bajyanam b'urungano bahari	
Time for providing services was up Igihe cyo gutanga serivisi cyari cyarenze	
No equipment (Specify) Nta bikoresho bihari (vuga ibyaribyo.....)	
Malfunctioning equipment Ibikoresho ntibikora neza	
No Power Nta mashanyarazi ahari	
Others (Specify)..... Izindi mpamvu (zivuge)	

23. At the HF, were there any information, education and communication (IEC) materials on HIV?

(Prompt for all that the respondent saw or heard from.)/

Ku kigo Nderabuzima / ivuriro, haba hari imfashanyigisho mu rwego rw'ubukangurambaga kuri virusi itera SIDA?

Available IECs

Available IECs / Imfashanyigisho zihari	YES / YEGO	NO / OYA
Television programs on HIV / Gahunda y'ibiganiro bya televiziyo kuri virusi itera SIDA		
Posters and banners on HIV / Ibyapa cyangwa amashusho amanitse ariho ubutumwa kuri virusi itera SIDA		
Health talks on HIV / Ibiganiro by'ubuzima kuri virusi itera SIDA		
Fliers on HIV / Impapuro ziriho inyandiko cyangwa amashusho bitanga ubutumwa kuri virusi itera SIDA		
Booklets on HIV / Udutabo turimo inyigisho kuri Virusi itera SIDA		
Others (Specify) / Ibindi (Sobanura)		

QUESTIONS 27 TO 31 WILL ONLY APPLY TO PATIENTS WHO SOUGHT HIV TESTING AND COUNSELLING SERVICES AS PER QUESTION 20 .

IBIBAZO BYA 27 KUGEZA 31 BIBAZWA GUSA ABAJE GUSABA SERIVISI Z'UBUJYANAMA NO KWIPIMISHA VIRUSI ITERA SIDA

24. When you accessed HIV counselling and testing services, were you asked for consent before undertaking the test?/

Igihe washakaga serivisi zo gupima n'ubujyanama kuri virusi itera SIDA, waba wasabwe uruhushya mbere yuko ukorerwa ikizamini?

Yes / YEGO No / OYA

25. Was pre-test HIV counselling provided before the testing was undertaken?/

Waba wahawe ubujyanama mbere yuko ufatirwa ikizamini cyo kumenya uko uhagaze kuri virusi itera SIDA?

Yes / YEGO No / OYA

26. Was post-test HIV counselling provided after the test results were shared?/

Waba wahawe ubujyanama nyuma yo guhabwa ibisubizo by'ikizamini bafashe?

Yes / YEGO No / OYA

27. Did the health facility provide you with privacy and confidentiality you need when accessing HIV services?/

Waba wahawe serivisi za virusi itera SIDA ahiherereye ndetse no mu ibanga wifuzaga?

Yes / YEGO (If "YES" skip to next section) No / OYA

28. If NO, why was there no privacy and confidentiality?

(Tick all that apply)/

Niba ari OYA, kuki utahawe serivisi mw'ibanga cyangwa mu muhezo?

No privacy and confidentiality	YES
No private consultation room / Nta cyumba cyihariye cy'isuzumiro gihari	
Health workers talk loudly and disclose the HIV status in waiting area / Abatanga serivise z'ubuzima bavugira hejuru, bagatangaza uko umuntu ahagaze kuri virusi itera SIDA aho abantu bose bategereza	
Others (Specify) Indi mpamvu (Sobanura)	

QUESTION 32 TO 54 WILL ONLY APPLY TO PATIENTS WHO ARE OPENLY LIVING WITH HIV AS PER Q14 (vi) above) / IBIBAZO KUVA KURI 32 KUGEZA 54 BIBAZWA GUSA ABASANZWE BAZI KO BAFITE VIRUSI ITERA SIDA NKUKO IKIBAZO CYA 10 (hejuru kibiteganya)

After testing HIV positive, were you asked to test for TB?/

Nyuma yo kumenya ko wanduye virusi itera SIDA, waba warasabwe kwipimisha indwara y'Igituntu?

Yes / YEGO

No / OYA

Do you know your HIV viral load?/

Waba uzi ingano ya virusi itera SIDA ufite mu maraso yawe?

Yes / YEGO

No / OYA

When is the last time you had a viral load test?/

Ni ryari uherutse gupimisha ingano ya virusi itera SIDA ufite mu maraso?

	YES
Six months or less / Amezi 6 cyangwa muni yayo	
Twelve months or less / Amezi 12 cyangwa muni yayo	
More than twelve months / Amezi 12 arenga	
Never had a viral load test done / Ntabwo ndigera mpimisha ingano ya virusi itera SIDA mu maraso	
Other (Specify) / Ikindi gisubizo (sobanura) Don't Know / Ntabizi	

32. Did you receive your viral load result?/

Waba warahawe ibisubizo ubwo uherutse gupimisha ingano ya virusi itera SIDA?

Yes / YEGO

No / OYA (If "NO" skip)

33. If YES, after how long did you receive your viral load results?/

Niba ari YEGO, ni nyuma y'igihe kingana iki wahawe ibisubizo by'ibipimo bya virusi mu maraso?

34. The last time you missed a visit to collect your ARVs, what were the reasons?

(Tick all that apply)/

Igihe uheruka gusiba kujya gufata imiti byari byatewe n'iki?

ARV / ART	YES
Never missed a visit / Ntabwo ndigera nsiba gufata imiti	
No money for transport / nta mafaranga y'urugendo nari mfite	
Side effects from medicines / Ingaruka zituruka ku miti	
I experienced stigma and discrimination at the health facility / nahawe akato n'iheweza ku ivuriro	
I experienced self stigma / nagize ipfunwe	
Forgot my appointment / Nibagiwe gahunda yo gufatiraho imiti	
Could not go because of work / Kubera impamvu z'akazi	
Shifted to a new home / Nimukiye kure y'ivuriro	
Other (Specify) / Izindi mpamvu (zivuge)	

35. If you missed an appointment, did the facility provide any follow-up or support?
(Select all that apply)/

Mu gihe utashoboye kujya ku gufata imiti yawe, ese ivuriro ryaba ryaratanze ubu bufasha?

ARV / ART Follow Up	YES
Get an SMS / Nakira ubutumwa kuri telefone bunyibutsa gufata imiti	
Get a phone call / Ku Kigo Nderabuzima bampamagara banyibutsa	
A community health worker / peer educator comes to your house / Umujyanama w'ubuzima cyangwa Umukangurambaga w'urungano aza mu rugo kunyibutsa	
I was not contacted by the health facility / Ntabwo nigeze mpamagarwa n'umukozi w'ivuriro	
Other (Specify) / Ikindi gisubizo (sobanura)	

36. At the health facility were you referred to any of the below for additional and/or follow-up services?/

Ku Kigo Nderabuzima, waba waroherejwe ahandi kugira ngo uhabwe serivisi zisumbuyeho?

HIV Follow Up Services	YES
Peer educators and or PLHIV support group for adherence support / Abakangurambaga b'urungano cyangwa itsinda ry'abafite virusi itera SIDA	
CHWs for adherence support and follow up / Abajyanama b'ubuzima bagukurikirana bagufasha kwitabira gufata imiti uko bikwiye	
District and or provincial hospital for specialized care / Ibitaro by'Akarere cyangwa ibitaro by'Intara aho ubona serivisi zihariye	
TB services / serivisi z'igituntu	
PMTCT services / serivisi zo kurinda umubyeyi ufite virusi itera SIDA kwanduzwa umwana we	
Other (Specify) / Ahandi (sobanura)	

**37. How did staff treat you when you were late for ARV pick-up?
(Tick all that apply)**

Ese ivuriro ryakwakiye gute igihe watinze kujya gufata imiti?
(Options exactly as listed in the tool)

	YES
The staff are welcoming and friendly even when I am late / missed my appointment date / Abatanga serivisi banyakira neza nubwo ubushize nakerewe / ntaje.	
The staff shouted at me for being late / missing the appointment date / Abatanga serivisi banyakira bambwirana uburakari kubera ko ubushize nakerewe / ntaje	
The staff counseled me on adherence / Abatanga serivisi bangira inama yo kubahiriza gahunda	
The staff asked why i was late / missed my appointment date / Abatanga serivisi bambaza impamvu nakerewe cyangwa ntubahirije gahunda	
The staff asked how they can help make it easier for me in future / Abatanga serivisi bambaza icyo bamfasha kugirango ubutaha bizanyorohere	
The staff offered me a longer supply of ARVs to make it easier / Abatanga serivisi bampa imiti nzafata igihe kirekire mu rwego rwo kunyorohera	
The staff told me about ARVs refill collection points closer to home or work that I can access which may make it easier / Abatanga serivisi bandangira ahandi hafi nafatira imiti (ARVs) mu rwego rwo kunyorohera	
The staff gave you a shorter supply of ARVs than what you usually get (e.g., 1 month instead of 2 months) / Abatanga serivisi bampa imiti nzakoresha igihe kigufi ku cyo bari basanzwe bampa (urugero: ukwezi 1 aho kuba amezi 2)	
The staff refused to give me ARVs on the day I return and require me to return more than once to get my ARVs / Abatanga serivisi banyima imiti (ARVs) bakansaba kuzagaruka undi munsi	

38. Did you receive ARV adherence counselling?/

Ese wigeze uhabwa ubujyanama bujyanye no kubahiriza gufata imiti neza?

ART Adherence Support / Ubufashe bujyanye no kubahiriza gufata imiti neza	YES/YEGO
Yes, at first visit / yego ubwa mbere nza kwivuza	
Yes, at every visit / yego buri gihe naje kwivuza	
No, I have never received / oya ntabwo nigeze mbona	
Other (specify)	

39. Have you ever experienced any form of stigma and/or discrimination at the health facility because you are a PLHIV?/

Hari ubwo waba warahuye n'ikibazo cyo guhabwa akato cyangwa ihezwa kubera ko ufite virusi itera SIDA?

Yes / YEGO

No / OYA

40. If YES, at what point of service delivery did you experience the stigma and discrimination?/

Ni mu yihe serivisi waherewemo akato n'iheszwa?

Points of Service with Stigma and discrimination / Serivisi yakorewemo akato n'iheszwa	YES
At the entrance / Ku irembo ry'ikigo nderabuzima / ivuriro	
At outpatient / Aho bakirira abarwayi bivuzwa bataha	
By medical staff (consulting doctors / clinical officers / nurses) / Abatanga serivisi (abaganga basuzuma, abatanga serivisi z'ubuvuzi / abaforomo)	
At the lab / Muri laboratwari	
At the pharmacy / Kuri farumasi (aho batangira imiti)	
By non-medical health facility staff / abandi Abakozi batavura	
Other (specify) / Ahandi (sobanura)	

41. Have you ever experienced a situation where your HIV status was disclosed without your consent?/

Waba warahuye n'ikibazo cy'uko amakuru yawe yo kuba ufite virusi itera SIDA yamenyekanye utabishaka?

Yes / YEGO

No / OYA

42. Did you have to pay for any HIV related prevention and treatment services?/

Waba warasabwe kwishyura serivisi ijyanye no gukumira cyangwa kuvura virusi itera SIDA?

Yes / YEGO

No / OYA

43. What services did you pay for?/

Ni izihe serivisi wishyuye?

- Consultation / Gusuzumwa
- Laboratory services (CD4 count, testing, viral load etc) / Laboratwari
- Medication prescribed (ARVs) / Imiti (ARVs)
- Radiology prescribed (Xray, MRI, Scan) / Ibipimo byihariye byo guca mu cyuma (radiyo,sikaneri, emarayi,...)
- Other (specify) / Izindi serivisi (sobanura):

44. How satisfied are you with the overall quality of care received at the health facility?/

Ni ku ruhe rugero wanyuzwe na serivisi z'ubuvuzi wahawe?

Level of satisfaction with services Kunywura na serivisi	YES (tick Appropriately) YEGO (aho abyemeje)
Satisfied / Nanyuzwe	
Neutral / Biraringaniye	
Dissatisfied / Ntabwo nanyuzwe	
Very dissatisfied / Ntabwo nanyuzwe na gato	

45. If dissatisfied, what issues made you dissatisfied?/

Niba utanyuzwe, ni izihe mpamvu zatumye utanyurwa?

Points of Dissatisfaction / Impamvu zo kutanyurwa	YES / YEGO
Wait time / Gutegereza umwanya munini	
Delay of service hours / Amasaha batangiraho serivisi kwa muganga	
Drugs stock outs / Kubura kw'imiti	
Unfriendly staff / Abakozi batanga serivisi zitanoze	
Cost of services medicine / Ikiguzi cya serivisi cyangwa cy'imiti	
Other (specify) / Izindi mpamvu (sobanura)	

46. In your opinion, what would make this facility better specifically for people living with HIV?/

Ubona ari iki cyakorwa kugira ngo iri vuriro rirusheho kunoza serivisi ku bafite virusi itera SIDA?

SECTION FOR KEY AND VULNERABLE POPULATIONS (KVPs) ONLY.

ICYICIRO CYIBANDA KU BAGIZE IBYICIRO BIFITE IBYAGO BIRI HEJURU BYO KWANDURA VIRUSI ITERA SIDA N' IBYICIRO BIGOMBA KWITABWAHO BY'UMWIHARIKO

QUESTION 56 TO 73 WILL ONLY APPLY TO HIV KVPs AS PER Q14 above

Ibibazo bya 56 kugeza kuri 73 bibazwa gusa abagize ibyiciro byihariye bifite ibyago byinshi byo kwandura virusi itera SIDA.

This section aims to understand your experiences as a Key or Vulnerable Population (KVP) accessing healthcare services at this facility. Your honest feedback is crucial to improve the quality of care for KVPs.

Iki cyiciro tugezeho ni ikigamije kumva ibyo uzi nk'umwe mubisanga mu byiciro bifite ibyago biri hejuru byo kwandura virusi itera SIDA kubijyanye no guhabwa serivisi z'ubuvuzi zitangirwa muri iri vuriro. Igitekerezo cyawe cy'ukuri ni ingirakamaro mu gufasha kunoza serivisi z'ubuvuzi zigenewe abafite ibyo ibyago.

47. Rate the accessibility of the health facility for people with disabilities?

Ni ku ruhe rugero unyurwa n'uko abafite ubumuga boroherezwa kugera ku ivuriro?

	YES (tick Appropriately) YEGO (aho abyemeje)
Very satisfied / Ndanyuzwe cyane	
Satisfied / Ndanyuzwe	
Neutral / biraringaniye	
Dissatisfied / Ntabwo nyuzwe	
Very dissatisfied / Ntabwo nyuzwe habe na gato	

48. Rate the availability of the following youth-friendly services (1-5, 1 being least available): (exclusively for AGYW)

Gereranya uko serivisi zihariye zagenewe urubyiruko ziboneka kuri iri vuriro (1-5, 1 bivuze izigoye kuboneka):

Availability Rating / Ikigereranyo kuri serivisi uko ziboneka kukigo nderabuzima:

1. Not Available / Serivisi ntiziboneka
2. Somewhat Available (May be available upon request or with limited selection) / ziboneka rimwe na rimwe
3. Moderately Available (Available but not always readily available) / ziboneka mu rugero
4. Readily Available (Easily accessible and available in a variety of options) / Zirahari
5. Always Available / ziboneka buri gihe

Youth-Friendly Services	Availability Rating
Condoms and lubricants / Udukingirizo n'amavuta yongera ububobere mu gihe cy'imibonano mpuzabitsina	
Youth outreach programs / Gushyiraho gahunda zihariye zo kwegera urubyiruko	
PEP (Post-exposure prophylaxis) / Gufata ikinini kimurinda kwandura virusi itera SIDA nyuma yo kugira ibyago byinshi byo kwandura virusi itera SIDA.	
PrEP (Pre-exposure prophylaxis) / Umuti ufatwa mbere yo gukora imibonano mpuzabitsina, ugabanya ibyago byo kwandura virusi itera SIDA	
Mental health / ubuzima bwo mu mutwe	
Information packages on adolescent sexual and reproductive health (SRH) / Inyigisho zihariye ku ngimbi n'abangavu zijyanye n'ubuzima bw'imyororokere (SRH)	
Youth-friendly STI testing and treatment services / Kwegereza urubyiruko serivisi zo gupima no kuvura indwara zandurira mu mibonano mpuzabitsina	
Youth adherence support groups / Gushyiraho amatsinda ashishikariza urubyiruko gufata imiti neza	
Youth-friendly HIV testing and counselling / Gushyiraho serivisi zo gupima virusi itera SIDA no gutanga inama ku rubyiruko	
Other (Please specify) / Izindi serivisi (Sobanura):	

49. What additional youth-friendly services would you like to see offered?

Other (Please specify)/
Izindi serivisi (Sobanura)

50. In your opinion, as a KP, do you receive stigma and discrimination free services from healthcare workers at this facility?/

Nk'umwe mu bafite ibyago biri hejuru, waba uhabwa serivisi zizira akato n'ihazwa?

Yes / YEGO

No / OYA

51. Have you faced any challenges accessing healthcare in the last three months due to being a KVP?/

Waba warahuye n'imbogamizi mu mezi atatu ashize kubera ko uri mu byiciro byihariye?(mubafite ibyago biri hejuru byo kwandura virusi itera SIDA?)

Yes / YEGO

No / OYA (If "NO" skip to 71)

52. If yes, which challenges?/

Niba ari YEGO, ni izihe mbogamizi wahuye nazo?

Reasons for Service Denial for KVPs

Impamvu zatumwe udahabwa serivisi kubera ko uri umwe mubafite ibyago birihejuru byo kwandura virusi itera SIDA (KVPs)	YES
Inability to pay for services / Kudashobora kwishyura serivisi	
Lack of referral form from another clinic or by peer educator / Kubura Transiferi ikohereza kuri iryo vuriro	
Just being a member of KVP (FSW, MSMS, PWD, Trans, PWUD, AGYW fere to Q10 above)	
Kuba uri umwe mu bafite ibyago biri hejuru byo kwandura virusi itera SIDA (KVP)?	
Other (specify) / Indi mpamvu (yivuge)	

53. Please share any recommendations you have for the health facility to improve HIV services for KVPs./

Watanga icyifuzo ku cyakorwa mu kunoza serivisi zigenerwa abafite ibyago byinshi byo kwandura virusi itera SIDA?

SECTION C: TB SERVICES

ICYICIRO CYA C: SERIVISI Z' INDWARA Y'IGITUNTU

The following section asks questions regarding TB services received at the facility. Iki gice kigizwe n'ibibazo byo kuri serivisi z'igituntu ku kigo nderabuzima

54. Have you ever been tested for TB?/

Wigeze wipimisha igituntu?

Yes / YEGO No / OYA (If "NO" skip)

55. If YES, before testing, were you screened for TB?/

Niba ari YEGO, wabanje gusuzumwa mbere yo gutanga ibizamini by'igituntu?

Yes / YEGO No / OYA (If "NO" skip)

56. If YES, where was your screening for TB undertaken /

Niba ari YEGO, nihe waherewe serivisi zo kwisuzumisha igituntu?

TB Screening Services / Serivisi zo kwisuzumisha igituntu	YES
At health facility / Ku Kigo nderabuzima	
Within the community / Ku bajyanama b'ubuzima	

57. After testing positive for TB, how long did it take you before you started treatment?/
Nyuma yo kwipimisha ugasanga urwaye igituntu, byatwaye igihe kingana iki kugira ngo utangire gufata imiti?

- I started on the same day / Nayitangiye uwo muni
- Less than one week / Muni y'icyumweru
- Less than one month / Muni y'ukwezi
- More than three months / Hejuru y'amezi 3
- More than six months / Hejuru y'amezi 6
- Other (Specify) / Ikindi (sobanura)

58. For how long did you have the TB symptoms before you were confirmed as having TB?/

Wamaranye igihe kingana iki ibimenyetso by'igituntu mbere y'uko byemezwa kwa muganga ko urwaye igituntu?

- Less than two weeks / Muni y'ibyumweru bibiri
- Less than one month / Muni y'ukwezi
- More than three months / Hejuru y'amezi 3
- More than six months / Hejuru y'amezi 6
- Other (Specify) / Ikindi (sobanura)

59. After testing for TB, did the health worker explain to you the type of TB that you have, and how to take the treatment?/

Nyuma yo kwipimisha igituntu, waba warasobanuriwe n'utanga serivisi ubwoko bw'igituntu ufite n'uburyo wafata imiti?

- Yes / YEGO No / OYA

60. After testing positive for TB, did the health facility seek to contact your immediate family members for TB screening/testing?/

Nyuma yo kwipimisha ugasanga urwaye igituntu, ivuriro ryaba ryarasabye guhura n'abo mubana murugo kugira ngo basuzumwe cyangwa bapimwe igituntu?

- Yes / YEGO No / OYA

61. After testing positive for TB, did any of your family receive TB preventive therapy (TPT)?/

Nyuma yo kwipimisha ugasanga urwaye igituntu, haba hari uwo mubana warahawe imiti irinda kwandura igituntu (TPT)?

- Yes / YEGO No / OYA

62. After testing positive for TB, were you advised and counseled to test for HIV?/

Nyuma yo kwipimisha ugasanga urwaye igituntu, waba waragiriwe inama yo kwipimisha virusi itera SIDA?

Yes / YEGO

No / OYA

63. Have you ever faced any challenges accessing services (screening, testing, TPT and/or treatment) for TB in your locality?/

Wigeze uhura n'imbogamizi mu guhabwa serivisi zo gusuzumwa, gupimwa, kubona imiti irinda cyangwa ivura igituntu aho utuye?

Yes / YEGO

No / OYA (If "NO" skip)

64. If YES, what challenges did you face?/

Niba ari YEGO, ni izihe mbogamizi wahuye nazo?

65. When accessing TB services, did you receive any information, counseling and/or treatment literacy on TB?/

Mugihe washakaga serivisi zijyanye n'indwara y'igituntu, waba warahawe amakuru, ubujyanama cyangwa ibisobanuro by'uko igituntu kivurwa?

Yes / YEGO

No / OYA

66. Did you have to pay for any TB related prevention or treatment services?/

Waba warasabwe kwishyura serivisi iyo ari yo yose ijyanye no kwirinda cyangwa kuvura indwara y'igituntu?

Yes / YEGO

No / OYA (If "NO" skip)

67. If YES, what services did you pay for?/

Niba ari YEGO, ni izihe serivisi wishyuye?

- Consultation / Gusuzumwa
- Laboratory services (Microscopy etc.) / Laboratwari
- Medication prescribed TB treatment / Imiti ivura igituntu
- Radiology (X-ray, Scan) / Radiyo, Scan
- Other (Specify) / Ikindi (sobanura)

68. Have you ever experienced any form of stigma and/or discrimination at the health facility because you have TB?/

Waba warigeze uhabwa akato cyangwa ihezwa ku ivuriro kubera ko urwaye igituntu?

Yes / YEGO

No / OYA (If "NO" skip)

69. How would you rate the confidentiality and privacy measures at the health facility during your visits for TB services?/

Ni ku kihe kigero ubona hitabwaho ibanga no kwiherera mu gihe uhabwa serivisi zo kurwanya igituntu?

Confidentiality and privacy measures / Ingamba z'ibanga no kwiherera mu guhabwa serivisi	YES (tick Appropriately) YEGO (aho abyemeje)	Give Reasons for your rating (Tanga impamvu)
Excellent / Urwego rushimishije cyane		
Good / Urwego rushimishije Fair / urwego ruringaniye		
Poor / Urwego rwo hasi		

70. How would you rate the information on TB medication adherence support provided by the health facility service providers?/

Ni ku kihe kigero ubona hitabwaho itangwa ry'amakuru ajyanye no gufata imiti y'igituntu nk'uko yandikiwe na muganga?

71. What additional services should be provided to reduce facility-based stigma against people affected by TB?/

Ni izihe serivisi zakongerwa ku ivuriro mu rwego rwo kurwanya akato n'ihuzwa bikorerwa abarwaye igituntu?

72. How satisfied are you with the quality of their services?/

Ni ku kihe kigero wanyuzwe na serivisi wahawe n'abajyanama b'ubuzima, abakize igituntu cyangwa abakangurambaga b'urungano?

Level of satisfaction with services Urugero rwo kunyurwa na serivisi	YES (tick Appropriately) YEGO (aho abyemeje)	Give Reasons for your rating (Tanga impamvu y'igisubizo)
Very satisfied / Naranyuzwe cyane		
Satisfied / Naranyuzwe		
Neutral / biri mu rugero		
Dissatisfied / Ntabwo nanyuzwe		
Very dissatisfied / Ntabwo nanyuzwe na gato		
Prefer not to say / mpisemo kudasubiza		

73. What recommendations do you have for improving TB preventive and treatment services at the health facility?/

Ni izihe nama mwatanga zo kunoza serivisi zo gukumira no kuvura indwara y'igituntu mu ivuriro?

SECTION D: MALARIA SERVICES

ICYICIRO CYA D: SERIVISI ZA MALARIYA

The following section asks questions regarding Malaria services received at the facility.

Iki gice kigizwe n'ibibazo bisesengura serivisi zo kurwanya Malaria ku kigo gitanga serivisi z'ubuzima.

74. What specific malaria services did you come to seek from the HF?
(Tick all that apply)/

Ni izihe serivisi zo kurwanya Malariya waje ushaka ku ivuriro?
(Hitamo ibisubizo byose biri byo)

Malaria services / Serivisi za Malariya	YES / YEGO
Long-lasting insecticide-treated nets (LLIN) registration and collection / Kwiwandikisha no Gufata Inzitiramubu ikoranye umuti	
Malaria testing and diagnostic / Kwisuzumisha no kwipimisha Malariya	
Testing and Treatment for malaria / Gufata imiti ya malariya	
Under 5 years malaria prevention and treatment / Gukumira, kurinda no kuvura malariya umwana uri muni y'imyaka itanu	
IEC materials on Malaria / Imfashanyigisho kuri malaria	
Malaria prevention and treatment for pregnant mothers / Gukingira no kuvuza Malariya umugore utwite	
Other (specify) / Izindi (zivuge)	

75. Did you get the services that you sought to get?/

Waba wahawe serivisi washakaga?

Yes / YEGO (If "YES" skip to 111) No / OYA

76. If NO, which service didn't you get and why?/

Niba ari OYA, ni iyihe serivisi utabonye n'impamvu yabiteye?

77. Did you have to pay for any malaria related prevention and treatment services?/

Waba warasabwe kwishyura serivisi iyo ari yo yose yo gukumira cyangwa kuvura Malariya?

Yes / YEGO No / OYA (If "NO" skip to 113)

78. If YES, did you pay out of pocket or through health insurance?/

Niba ari YEGO, wishyuye ukoresheje amafaranga yawe cyangwa wakoresheje ubwishingizi mu kwivuzza?

Mode of Payment for Malaria services / Uburyo bwo kwishyura serivisi za Malariya	YES / YEGO	NO / OYA
Out of pocket payment / Amafaranga yawe		
National health insurance / Ubwishingizi mu kwivuzza		
Others (Specify) / Ubundi buryo (buvuge).....		

79. When accessing the services, did you receive malaria prevention and treatment information from health workers at the HF?/

Mugihe washakaga serivisi za Malariya, waba warahawe amakuru ajyanye no kwirinda cyangwa kuvurwa Malariya n'abakozi b'ubuzima ku ivuriro?

Yes / YEGO No / OYA

80. If Yes, which information was provided?/

Niba ari YEGO, ni ayahe makuru wahawe?

81. At the HF, were there any Information, Education and Communication (IECs) on malaria?/

Ku ivuriro, haba hari imfashanyigisho zijyanye no gukumira no kuvura Malariya?

Available IECs / Imfashanyigisho	YES / YEGO	NO / OYA
Television programs on malaria / Ibiganiro binyura kuri Televiziyo bivuga ku ndwara ya malariya		
Posters and banners / Ibyapa cyangwa amashusho amanitse		
Fliers on malaria / Impapuro ziriho ubutumwa n'amashusho kuri malariya		
Health talks / Ibiganiro ku ndwara ya Malariya		
Others (Specify) / Izindi / zivuge		
I don't know / Ntabwo mbizi		

82. Why did you seek malaria services at the facility instead of the CHW?

(Tick all that apply)/

Kuki mwahisemo gushaka serivisi za Malariya ku kigo nderabuzima aho kuzishakira ku Mujiyanama w'Ubuzima?

Reasons for visiting HFs for Malaria services / Impamvu zatumye agana ivuriro	YES / YEGO
There are NO CHWs in my community / Nta bajyanama b'ubuzima bari mu mudugudu dutuyemo	
There are no LLIN in the CHW stock in our village / Nta Nzitiramibu zihari; abajyanama b'ubuzima batubwiye ko zashize mu mudugudu dutuyemo.	
I am not able to access the CHWs when I need them / Ntabwo mbona abajyanama b'ubuzima mu gihe mbakeneye	
I am not satisfied with the results of the CHW test / Ntabwo nanyuzwe n'ibisubizo by'ikizamini nahawe n'umujiyanama w'ubuzima	
The CHWs are out of malaria test kits / Abajyanama b'ubuzima ntabikoresho byo gupima malariya bafite	
The CHWs do not have any malaria medicines (shortage) / Abajyanama b'ubuzima nta miti ya malariya bafite	
I do not know if these services are available at the community level / Ntabwo nari nzi ko serivisi nashakaga ziboneka ku rwego rw'Umudugudu	
Other (specify) / Ibindi (sobanura)	

83. Have you been tested for malaria at the HF?/

Waba warapimwe Malariya ku ivuriro?

Yes / YEGO No / OYA (If "NO" skip to I18)

84. If the test result was positive for malaria, did you get malaria treatment?/

Niba ibisubizo byemeje ko urwaye Malariya, washoboye kubona imiti?

Yes / YEGO No / OYA

85. If NO, please explain why you did not get treatment for malaria.

(Tick all that apply)/

Niba ari OYA, ni izihe mpamvu zatumye utabona imiti?

(Hitamo ibisubizo)

Reasons for not getting treatment / Impamvu zo kutabona imiti	YES / YEGO
Prescription drugs are not covered by CBHI / Imiti nandikiwe ntabwo yishurwa na Mitiweri	
There is a stock out of malaria medicines for pediatrics / nta miti ya Malariya yo kuvura abana bafite	
There is a stock out of malaria medicines for adults / nta miti ya Malariya yo kuvura abantu bakuru bafite	
Others / Izindi mpamvu (zivuge)	

86. Are there any distribution of LLINs through ANC and immunization services?

Ese hari itangwa ry'inzitiramubu (LLINs) binyuze muri serivisi za ANC n'iz'inkingo *(immunization)*?

87. In your opinion, what would make this facility better, specifically for malaria prevention and treatment?/

Nk'uko ubyumva, ni iki cyakorwa kugira ngo iri vuriro rirusheho kunoza serivisi zo gukumira no kuvura indwara ya Malariya?

Annex 3: iCLM Facility Manager Tool for Assessment of HIV, TB and Malaria Services

INTEGRATED COMMUNITY LED MONITORING (iCLM)

HEALTH FACILITY MANAGER TOOL FOR ASSESSMENT OF HIV, TUBERCULOSIS AND MALARIA SERVICES

INTRODUCTION

Hello, my name is

The Rwanda NGO Forum in collaboration with the Rwanda Biomedical Centre are piloting an Integrated Community Led Monitoring (iCLM) Mechanism for HIV, TB and Malaria. I would like to take a few minutes of your time to interview you on the status of HIV, TB and Malaria services delivered at this health facility. The information will be used as a basis for improving the overall availability, accessibility, affordability and quality of these services. The questions are anonymous and we will not record your name or anything to identify you.

The iCLM project will interview you once a month using this tool. The interview will take about 30 minutes, can we proceed with the interview?

Can we proceed with the interview?

Yes

No.....

Section A: Introductory Questions

Date: □□□□ / □□ / □□□□

District

Sector/Village

Nationality:

- Rwandan
- Other (Please Specify)

5. Which primary HIV, TB and Malaria services do you provide at this health facility? List as many as possible

HIV	TB	Malaria

6. Do services users pay for any HIV, TB or malaria services?

Yes No

7. If YES for each disease list the service that service users often have to pay for.

Types of Services	HIV	TB	Malaria
Consultation			
Laboratory Tests			
Drugs/Medicine			
Prevention commodities LLINs, Condoms, Lubricants			
Others (Specify)			

8. Does your facility have adequate health staff to support the delivery of HIV, TB and Malaria services? Tick all appropriately

Types of Services	HIV		TB		Malaria		Number
	Yes	No	Yes	No	Yes	No	
i. Doctors							
ii. Clinical Officers							
iii. Registered nurse							
iv. Enrolled nurse							
v. Enrolled nurse assistant							
vi. Pharmacists							
vii. Lab technician							
viii. Assistant lab technician							
ix. Counselors							
x. Data Officers							
xi. Security guards							
xii. Cleaners							
xiii. General assistants							
xiv. Others) Specify)							

9. Are there community health workers attached to this facility?

- Yes No

10. If YES to Q9, how many CHWs are they?

11. If YES to Q9, what services do CHWs provide to support HIV, TB and Malaria?

Diseases	Services offered by the CHWs for each disease
HIV	
TB	
Malaria	

12. Are there support services of people living with disabilities PWD?

- Yes No

13. If YES to Q12 what support services are available?

PWD support services	YES	NO
Rumps		
Sign interpreters		
Physical supporters		
Others (Specify)		

14. Does the health facility have adequate physical spaces? Tick all that apply?

Available health facility services	YES	NO
Patients waiting spaces		
Consultation rooms		
Counseling rooms for HIV and TB testing		
HIV counseling and testing room		
Laboratory space		
Pharmacy		
Stores		
Officers and meeting rooms		
Youth friendly corners		
Others Specify?		

15. What improvements are needed to improve on the physical space at the health facility to strengthen the delivery of HIV, TB and Malaria services?

16. Do you have international technical and or funding partners e.g., PEPFAR, UNAIDS, World Vision that currently partner with for the delivery of HIV, TB and malaria services at the health facility?

Yes No

17. If YES in Q16 above, please list the international partners and the service areas for which you partner with

International technical and or funding partners	Services		
	HIV	TB	Malaria
a.			
b.			
c.			
d.			
e.			

18. Do you have any civil society organization / NGOs that you currently partner with for the delivery of HIV, TB and malaria services at the health facility?

Yes No

19. If YES in Q18 above, please list the CSO/NGO partners and the service areas for which you partner with

Civil society organization / NGO partners	Services		
	HIV	TB	Malaria
a.			
b.			
c.			

HIV Services

This section asks questions on services related to HIV.

20. *When do clients access HIV counseling and psycho social support at your facility?*

HIV counseling services	YES	NO	Don't Know
Before an HIV test			
After an HIV positive result (post-test)			
All people living with HIV at any time			
Not offered			

21. *Is index testing of HIV+ client's sexual partners and children undertaken at this facility?*

Yes

No

22. *Are clients of HIV testing including index testing asked if they have experienced violence from their sexual partners*

YES	NO	Don't Know

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

Gender Based Violence (GBV) Support Services	YES	NO	Don't Know
Provision of counseling services			
Provision of PEP treatment			
Treatment and referral to police and other relevant authorities			
Referral to another Health facility			
Referral and linkage to an NGO working of GBV			
Other (Specify)			
Not offered			

24. Are newly tested HIV+ put on treatment on the same day? Tick appropriately

Timelines of HIV Test & Treat	✓
Always	
Most of the time	
Rarely	
Never	
Don't know	

25. If a patients tests positive for HIV, when will their next follow up visit be scheduled? Tick appropriately

Timelines for Follow Up HIV Visits	✓
Within 7 days	
Within 14 days	
Within 1 month	
Within 3 months	
Over 3 months	

26. IF a HIV+ patient misses a **HF** appoint to collect ARVs, what follow up action is undertaken by the health facility? Tick appropriately

Follow Up Actions for Missed Appointments	✓
Nothing is done	
SMS reminder	
Follow up call by health facility	
Follow up visit by CHW/ peer educator	
Other (specify)	

27. Does the health facility have a fast-track drug refill channel for stable patients to collect patients to collect ARVs?

- Yes No

28. Does the health facility have a community-based drug distribution point for ART?

Yes

No

29. What is the total number of PLHIVs attended to at this health facility?

.....

30. Does the health facility have specific services for adolescent girls and boys and youth? Tick appropriately

Available Adolescent and Youth Services	✓
Youth friendly HIV testing	
Youth friendly SRH services & contraception	
Youth friendly outreach services	
Support for young HIV+ mothers and their children	
PrEP	
Youth friendly STI testing and treatment	
None	
Support groups for youth living with HIV	
Don't know	
Others (specify)	

31. Which key and vulnerable populations do you serve at the health facility?

Key and vulnerable populations	YES	NO
Sex workers		
Men who have sex with men		
Youth friendly outreach services		
People who used drugs		
Transgender		
Prisoners		
Refugees		
Truckers		
Adolescents' girls and boys and youth		
Don't know		
Others (specify)		

32. What services does the health facility provide for each of the identified key and vulnerable populations? Tick appropriately

Available Adolescent and Youth Services	Sex workers	MSM	Trans	PWUD	Prisoners	Adolescents and Youth
Outreach services						
Friendly counseling and testing services						
Access to condoms						
Access to lubricants						
Access to PrEP						
Access to contraception						
Friendly STI testing and treatment						
Information packages for sexual and reproductive health services						
Hormone therapy for transgender						
Wound and abscess care for PWUD Need and Syringe Program (NSP) for PWUD						
Overdose management for PWUD Hepatitis C testing and treatment Other (specify)						

33. Does the health facility offer viral testing services on site?

Yes No

34. If No to Q33, explain what happens when if a patient needs viral load testing?

.....

35. In what situations is viral load testing mostly prescribed and undertaken? Tick appropriately all that apply

Viral Load Testing Situations	✓
Once every 6 months after initiation	
Once a year after initiation	
When a HIV+ positive patient is very sick	
Other (Specify)	

36. How soon after undertaking a viral load tests do clients get their results back?

Timelines for Viral Load Test Results	✓
Within 7 days	
Within 14 days	
Within 1 month	
Within 3 months	
Over 3 months	

37. How soon after undertaking early infant HIV diagnosis (PCR test) do clients get their results back?

Timelines for Viral Load Test Results	✓
Within 7 days	
Within 14 days	
Within 1 month	
Within 3 months	
Over 3 -6 months	
Over 6 months	

38. Is PrEP offered for HIV prevention at this facility?

Yes No

39. If YES to Q38, what patients are eligible for PrEP? Select all that apply?

PrEP Eligible Clients	✓
Adolescent girls and boys, and youth	
All women	
MSM	
Sex workers	
People who used drugs	
Discordant couples	
Anyone sexually active	
Others (Specify)	

40. Are follow up, and adherence support services offered for clients on PrEP?

- Yes No

41. If YES to Q40, who and how is the follow up and adherence support for PrEP undertaken?

.....

42. Are there any services offered to victims of HIV related sexual and gender-based violence?

- Yes No

43. If YES to Q42, What services are offered to the victims of HIV related sexual and gender-based violence victims

.....

44. In the last one month, has the health facility experienced any stockouts for of the following items (diagnostics, commodities, drugs). Tick all that apply

Diagnostics, Commodities, & Drugs	✓
HIV test kits	
Condoms	
Lubricants	
Lab reagents	
PEP	
PrEP	
Dumiva (abacavir 600MG, lamivudine 300MG)	
Lamivudine (3TC)	
Emtricitabine (FTC)	
Abacavir (ABC)	
Zidovudine (AZT)	
Lopinavir/ritonavir (LPV/r)	
Atazanavir/ritonavir ATV/r	
Dolutegravir (DTG)	
Nevirapine (NVP) tablets	
Nevirapine syrup	
Pediatric Dolutegravir	
Pediatric Lopinavir/ritonavir pellets or granules	
Others (Specify)	

45. In the last one month, has the health facility experienced any major equipment breakdown?

- Yes No

46. If YES to Q45, please explain

.....

47. In your opinion, does this health facility have adequate CHWs supporting HIV service delivery? Give reasons for your answer

- Yes No

48. In your opinion, what can be undertaken to improve the overall quality of services from CHWs on HIV service delivery? Identify at least 3 priority actions

.....

49. In your opinion, do the health facility staff have adequate capacity to provide services to HIV key and vulnerable populations (MSM, Trans, PWUD, Prisoners, sex workers, AGYW, Youth, Refugees)?

- Yes No

50. If NO to Q49, explain the specific gaps, and recommend improvements that need to be undertaken

.....

51. In your opinion, what can be done to improve the overall quality of HIV services delivered at this health facility. List 3-5 recommendations.

TB Services

The following section asks questions regarding TB services received at the facility.

52. Are TB screening, and prevention services offered within this health facility?

- Yes No

53. If YES to Q52 List the points of service where the TB screening is undertaken and how?

.....

54. How is TB testing undertaken in this health facility? Tick all that apply

TB testing options	✓
Microscopy	
Gene Xpert machine	
TB LAM	
Truenat	
Portable CAD with AI	
Chest Xray	
Portable Chest X-ray	
Other (Specify)	

55. Are what challenges if any does the health facility experience with each of the TB testing equipment and options?

TB testing options	Challenges
Microscopy	
Gene Xpert machine	
TB LAM	
Truenat	
Portable CAD with AI	
Chest Xray	
Portable Chest X-ray	
Other (Specify)	

56. What is the average time taken to get patients their results with each of the testing options?

TB testing options	Microscopy	Gene Xpert machine	TB LAM	Truenat	Chest Xray	Portable CAD with AI
Microscopy						
Gene Xpert machine						
TB LAM						
Truenat						
Portable CAD with AI						
Chest Xray						
Portable Chest X-ray						
Other (Specify)						

57. Does the health facility receive sputum from other health facilities for testing?

- Yes No

58. If YES to Q57, please explain by who and how the sputum is collected and transported to the health facility.

.....

59. If YES to Q57, please explain how test results are relayed back to the health facility and or community where the sputum was collected from?

60. After testing positive for TB, how long does it take patient before they start treatment?

- Immediately
- Less than one month
- More than three months
- More than six months
- Other (Please specify):

61. After testing positive for TB, are the patients immediate family members screened for TB?

- Yes No

62. After testing for positive for TB, are immediate family and community members put of TB preventive therapy (TPT)?

- Yes No

63. Which other persons are eligible for TPT?

TB TPT Eligible Persons	✓
People living with HIV who do not have TB	
Children living with people who have TB	
Adults living with people who have TB	
Other (Specify)	

64. After testing positive for TB, are patients advised and counseled to test for HIV?

Yes No

65. In the last one month, has the health facility experienced any stockouts for of the following items (diagnostics, commodities, drugs). Tick all that apply

Diagnostics, Commodities, & Drugs	✓
TB test kits	
Gene Xpert cartridges	
Xray films	
Lab reagents	
TB treatment	
Others (Specify)	

66. In the last one month, has the health facility experienced any major equipment breakdown?

Yes No

67. If YES to Q66, please explain

68. What TB treatment regimens are provided at this health facility?

.....

69. Do you provide MDR TB treatment at your facility?

Yes No

70. If YES to Q69, please explain the type of MDR services provided?

71. IF NO70, explain what is done to support any identified MDR patients?

72. Are there facility based CHWs who provide adherence support for TB patients?

- Yes No

73. If YES to Q72, please explain the nature of adherence support provided?

.....

74. Are there any facility based CHWs who undertake contact tracing and loss to follow up?

- Yes No

75. Are there survivors and TB peer educators attached to this health facility who support the delivery of TB services?

- Yes No

76. What services if any do TB survivors and or peer educators provide? Tick all that apply

TB TPT Eligible Persons	✓
Facility based TB screening	
Community based TB screening	
Community based TB contact tracing	
Community level counselling and adherence support	
Community level sputum collection	
Sputum transportation	
TB awareness and treatment literacy	
Other (Specify)	

77. What TB services are supported by the Community-based Health Insurance (CBHI); and which TB services are not supported by the CBHI?

TB services supported by the national insurance	TB services are NOT supported by the national insurance

78. In your opinion, does this health facility have adequate CHWs supporting TB service delivery?

- Yes No

79. Give reasons for your answer in Q78

.....

80. In your opinion, what can be undertaken to improve the overall quality of services from CHWs on TB service delivery? Identify at least 3 priority actions

.....

81. In your opinion, do the health facility staff have adequate capacity to provide services to TB key and vulnerable populations (PLHIV, PWUDs, miners, refugees, sex workers etc)?

- Yes No

82. If YES to Q81, please list

.....

83. If NO to Q81, explain the specific gaps, and recommend improvements that need to be undertaken

84. In your opinion, what can be done to improve the overall quality of TB services delivered at this health facility. List 3-5 recommendations.

Malaria Services

85. What specific malaria services are provided within this health facility?

Available Malaria services	✓
Malaria testing	
Malaria treatment	
Malaria screening amongst expectant women	
Pediatric malaria prevention and treatment	
Under 5 years malaria prevention and treatment	
Malaria prevention – mosquito nets	
Malaria prevention – IRS	
Malaria awareness talks in POS	
Other (Specify)	

86. Are what challenges if any does the health facility experience with respect to prevention and malaria services? List as many as possible

.....

87. In the last one months, has the health facility experienced any stockouts for of the following items (diagnostics, commodities, drugs). Tick all that apply

Diagnostics, Commodities, & Drugs	✓
Malaria RDT test kits	
LLINS	
Malaria drugs	
Others (Specify)	

88. Are there facility based CHWs who provide support for malaria related prevention and treatment services?

Yes No

89. If YES to Q88, please explain the nature of support provided by CHWs?

.....

90. What Malaria services are supported by the Community-based Health Insurance (CBHI); and which Malaria services are not supported by the CBHI?

Malaria services supported by the national insurance	Malaria services are NOT supported by the national insurance

91. In your opinion, does this health facility have adequate CHWs supporting malaria service delivery? Give reasons for your answer

Yes No

.....

92. In your opinion, what can be undertaken to improve the overall quality of services from CHWs on malaria service delivery? Identify at least 3 priority actions

93. In your opinion, do the health facility staff have adequate capacity to provide services to Malaria key and vulnerable populations (PLHIV, school children in boarding schools, PWUDs, miners, refugees, sex workers etc)?

Yes No

94. If YES to Q93, please list

.....

95. If NO to Q93, explain the specific gaps, and recommend improvements that need to be undertaken

.....

96. In your opinion, what can be done to improve the overall quality of malaria services delivered at this health facility. List 3-5 recommendations.