

ANNEXE IX

HEALTH FACILITY SURVEY-BHUTAN, 2009 GUIDELINES FOR THE QUESTIONNAIRE ON VOLUNTERY COUNSELLING AND TESTING

Questionnaire cover page

General information:

- **Serial number:** Each questionnaire should have a serial number according to the VCT centre.
- **Name of the VCT centre:** Name should be written specifically.
- **Districts and gewog/town:** In these boxes the exact district and village/town should be written where the interview is being taking place.
- **Name and designation of the person being interviewed:** Name and designation of the person interviewed should be written specifically.
- **Interview completion status:** If the interview is completed from beginning to the end, check box '1', otherwise check box '2'. If no, also record the question number in the box from where the interview terminated.
- **Type of the health facility:** Before the interview starts check the box of health facility where the interview is being taking place. Since VCT survey will only be done in HISC in Thimphu and Phuentsholing, type of facility will be HISC only.
- **Interviewer's code:** A code list for all interviews will be prepared. Please write your code in the box.
- **Date of interview:** Record the exact date of interview in this box (dd/mm/yy).
- **Checked by:**
 - **Supervisor's name and signature:** The supervisor will check the questionnaire daily thoroughly and will sign in this box.
 - **Date:** The supervisor will record the date (dd/mm/yy) on which s/he has checked the questionnaires in this box.

Scoring and grading of the questionnaire

Each question will be scored using a scoring system while conducting the interview. The scoring system is shown and explained below:

Score	Description
2	Meets quality standard
1	Meets quality standard but requires further work
0	If it is absent, or is present but does not meet quality standard, or has not been reviewed or not directly observed (where direct observation is required)

A score should be ascribed to a question which best describes the degree to which the response meets the criteria for a standard quality (provided in the guideline). It is to be kept in mind that scoring will sometimes be subjective and the guideline will provide a basis against which the interviewer may decide on the score. For questions, that require direct observation, but direct observation is not done, scoring will be 0. All missing responses should be left blank. For questions, that require no scoring will be marked as "x".

The scores from the questions in each sub-section will be added and the percentage calculated. Based on the percentage an overall grade will be ascribed for the sub-section as follows:

- A >90% = Excellent (does not require any change)
- B-71-90% = Good (may not require any change)
- C- 51-70% = Moderate (will require appropriate modification for improvement)
- D <50% = Poor (will require considerable improvement)

Grading will be done later, not at the time of the interview but preferably within the same day. Where possible, grading should be done in consultation with the supervisor of each team. An overall grade for the facility as a whole will not be provided and grading will be restricted to each section. This is because, a facility may have strengths in some areas and weaknesses in others and grading each section will help in identifying the specific areas that require attention.

The grades will provide a format against which recommendations for action can be developed. A dummy format is presented below to explain the system using as an **example** of the VCT questionnaire:

<i>Sections</i>	<i>Grade</i>
Section 1. Nature of services provided in the facility	A
Section 2. Physical set up of the VCT centre	B
Section 3. Personnel	A
Section 4. Procedure at the VCT centre	A
Section 5. Availability and adherence to protocols	D
Section 6. Record keeping system	C

Sections	Grade
Section 7. Health education materials and condoms	C
Section 8. HIV testing infrastructure and supplies	B
Section 9. Confidentiality	A
Section 10. Linkages with other organization	A
Section 11. Monitoring quality of services	B
Section 12. Utilization of the VCT centre	B

For grades A and B, no changes may be recommended. For those sub-sections graded as C or D, identification of the gaps will be provided which will form the basis for future recommendations.

Section 1: Nature of services provided in the facility

Q.1.1. Ask the respondent whether the centre provides pre test counselling which means counselling before HIV testing. One of the major principles of VCT is HIV testing should NOT be done without pre-test counselling.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If pre-test counselling is provided then the score will be 2. If pre test counselling is not provided at all, score will be 0.

Q.1.2. Ask the respondent If the client refuses testing after counselling, what does the VCT centre do? As we know that HIV testing should always be voluntary, the counsellor should not force or request the client to undergo testing. After counselling If client refuses testing, ideally the counsellor should close the session with counselling only but keep communication channel open, client may come back for HIV testing after some time. The counsellor should ask the client to think about it and return if s/he feels like undergo testing. Answer to the question could be multiple and do not read out the options.

Coding: If the respondent mention the given options then circle '1'. If the respondent does not mention the given options then circle '2'. If the response is others, then specify the response provided and circle 99. Do not leave any option blank.

Scoring: If the respondent mention "Ask the clients to think and return" score will be 2, if the response is continue counselling for testing, score will be 1 and the other options will be scored as 0.

Q.1.3. Ask the respondent whether the centre provides post test counselling that means counselling after HIV testing. HIV test result should be given only to the client with explanation of the result through post test counselling.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If post test counselling is done during report delivery then the score will be 2. if post test counselling is not done then the score will be 0.

Q.1.4. Ask the respondent whether the centre has provision of providing ongoing counselling. Ongoing counselling for both HIV positive and negative clients should be encouraged. Psychosocial issues, issues related to family/ partner , preventive counselling , infant feeding counseling etc are discussed with the client during ongoing counselling.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If ongoing counselling is provided then the score will be 2. If ongoing counselling is not provided, then the score will be 0.

Q.1.5. According to the national VCT guideline of Bhutan, in order to maintain quality of the counselling, VCT counsellors will ideally see no more than 10 full individual clients per day or conduct no more than 5 pre test sessions per day. We assume that if there is 5 pre test counselling sessions per day then there will be 5 post test counselling sessions as well, that means 10 individual clients. Ask the respondent whether any of the counsellors in the centre has conducted more than 5 pre test counselling sessions in a day in last year. If the client load is very high in any VCT centre then the centre should arrange for additional counsellors to be trained and assigned to work on site.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question # 1.7.

Scoring: If any counsellor never conducted more than 5 pre test counselling sessions or have not seen more than 10 clients in a day in the last year, then the score will be 2, if any counsellor conducted more than 5 pre test counselling sessions or have seen more than 10 individual clients in the last year then the score will be 1.

Q.1.6. If answer to the question # 1.5 is yes, then ask the respondent what was the maximum number of pre test counselling sessions done in one day by any counsellor in last year?

Coding: Record the maximum number of pre test counselling sessions in a day in last year in the coding box.

Scoring: There will be no score for this question.

Q.1.7. Ask the respondent if any group pre test counselling was carried out in the last year. Although individual counselling is recommended because it is more effective as a counselling strategy, but group counselling can be done in a high volume setting where client load is very high. In such settings, group counselling can be done where some of the basic information is provided in the group and then personal risk assessment, exploration of coping strategy etc are conducted with individual client in one to one session.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question # 1.9.

Scoring: There will be no score for this question.

Q.1.8. If answer to the question # 1.7 is yes, then ask the respondent what was the maximum number of people participated in a group counseling session? According to the national VCT guideline of Bhutan, the maximum number of clients per group counselling session should be no more than eight.

Coding: If the respondent mention the maximum number of participants in any group counselling session in last year was 8 or less, then circle '1' and if the answer is more than 8 circle '2' in the coding column.

Scoring: If the number of clients per group counselling session was 8 or less then score it as 2 and if the number is more than 8 then score it as 0.

Q.1.9. Ask the respondent if there is any provision for promotion or advertisement about the services being offered through this VCT centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question # 1.11.

Scoring: If the facility have promotional activities (posters, pamphlets, flyer, advertisements on local TV channels, newspapers, radio etc.) then the score will be 2. If the facility does not have promotional activities then the score will be 0.

Q.1.10. If answer to the question # 1.9 is yes, then ask the respondent about the mode of the advertisement for the VCT centre. Answer to the question could be multiple and do not read out the options.

Coding: If the respondent mention the given options then circle '1'. If the respondent fails to mention the given options then circle '2'. If the response is others, then specify the response provided. Do not leave any option blank.

Scoring: There will be no score for this question.

Q.1.11. In low HIV epidemic countries , VCT services should be provided to the population group with high risk behaviour for HIV. These population group could be drug user, commercial sex workers, truck driver etc.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question # 1.13.

Scoring: If VCT service is provided to the population group with high risk behaviour for HIV then the score will be 2. If the VCT service is not provided to them, then the score will be 1.

Q.1.12. If answer to the question #1. 11 is yes, then ask the respondent to specify the population group.

Coding: Record the three most common population groups who avail services from this VCT centre

Scoring: There will be no score for this question.

Q.1.13. HIV testing should not be done without signed and informed consent of the client. Clients who can not sign, thumb impression should be taken from them.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, observation of a written consent form is required. If HIV testing is done with written informed consent, then the score will be 2, if not, score is 0.

Q.1.14. One of the major ethical issues related to VCT is release of client's information (personal information of the client, disclosure of client's HIV status etc). It is better to have a document that is called release of information form.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If the VCT centre requires that client will sign a consent form for release of personal information including disclosing their HIV status to the third party / the referral agency, then the score will be 2. If there is provision for verbal consent of the client, then the score will be 1. If the information is shared with the referral agency without any consent of the client, then the score will be 0.

Q.1.15. Though anyone can walk in to the VCT centre but It is better to have an appointment system for VCT services to reduce the waiting period to see the counsellor.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Score: If appointment system is available in the VCT centre, then the score will be 2. If the VCT services are offered without an appointment system, then the score will be 1.

Section 2: Physical set up of the VCT centre

Q.2.1. VCT centre should have a waiting area where clients can wait before the services are provided.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, observation of the waiting area, is required. If the VCT centre have a waiting area then the score will be 2 and if not, then the score will be 0.

Q.2.2. A counselling room should have sufficient chairs, table, fan, water supply, BCC materials etc.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, available number of chairs and table should be observed. If each counselling room has at least one table, two or more chairs, and one or more BCC materials, then the score will be 2. If not, then the score will be 0.

Q.2.3. A private room or space is essential for private counselling sessions. Privacy helps the clients to share confidential information and express emotions. The room or area should be as such that no one can interrupt the counselling session and the client can not be seen or heard from outside during counselling session.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If the VCT centre have a private room for counselling sessions then the score will be 2. If not, then the score will be 0.

Q.2.4. If the VCT centre provides group counselling then the centre should have a room for group counselling sessions.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, observation of the group counselling room, if any, is required. If there is a standard room available for group counselling session where eight clients can sit together then the score will be 2. If not, then the score will be 1. In addition please check if 8 chairs are available at the VCT centre for group counselling.

Q.2.5. VCT centre should have a separate blood drawing room if blood is collected in the facility.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, observation of the blood drawing room, if any, is required. If the VCT centre has a separate blood drawing room then the score will be 2. If the VCT centre does not have a separate blood drawing room then the score will be 0.

Q.2.6. All VCT centres should be provided with adequate water supply. Ask the respondent whether adequate water supply is available in the VCT centre. Adequate supply of the water is as such that all daily activity of the VCT centre could be performed without any difficulty.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Supply of the water should be observed before scoring. If water supply available in the centre is sufficient enough to perform the routine daily activity then the score will be 2. If not, then the score will be 0.

Section 3: Personnel

Receptionist:

Q.3.1. According to the national guideline for VCT, a receptionist is required for warm reception of the clients. Ask the respondent whether there is any receptionist available in this centre. If not, explore whether there is anyone who receives and greets the client before the counselling session.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If there is a separate receptionist available at the centre, then the score will be 2. If any other person (e.g. counsellor/ laboratory technician) receives or greets the client on arrival, the score will be 1. If there is none to receive or greet the client, then the score will be 0.

Counsellor(s):

Q.3.2. According to the national guideline for VCT, trained and skilled counsellor (s) are required for a VCT centre who will provide counselling to the VCT clients. Ask the respondent who provide counselling at the centre.

Coding: Based on the response, circle the appropriate code in the coding column.

Scoring: Before assigning any score, please observe or verify who provides counselling session. If there is an assigned person as counsellor, then the score will be 2. If counselling is done by others (health workers, nurses, doctor etc.) then the score will be 1. If there is none in the centre to provide counselling then the score will be 0.

Q.3.3. VCT is a very confidential process and counsellor(s) should receive training on pre test, post test and ongoing counselling and confidentiality. Ask the respondent whether the individual responsible for providing counselling received training on VCT and confidentiality.

Coding: Check with each individual who provides counselling whether they have received training on VCT. Based on the response, code accordingly.

Scoring: If all staff who provides counselling have training on VCT and confidentiality then the score will be 2, if 50% or more of the counselling staff received training on VCT then the score will be 1 and if none of them received any training on VCT then the score will be 0.

Q.3.4. Ask the respondent from where s/he received training on VCT. Check with each counselling staff.

Q.3.4.a, Q.3.4.b and Q.3.4.c are the same questions that has to be asked to each counselling staff. Please write down the designation of the staff so that who received training from where can be identified. If there are only two staff, then skip Q.3.4.c and go to Q.3.5.a.

Coding: Answer to the question could be government, international, both international and government or others. Based on the response, code accordingly. If it is other, then circle 99 and specify the response.

Scoring: If the counselling staff received training from government or international organization or from both then the score will be 2. If the training was provided by others then the score will be 1.

Q.3.5. Ask the respondent for how long the training was provided. Check with each counselling staff.

Q.3.5.a, Q.3.5.b and Q.3.5.c are the same questions that has to be asked to each counselling staff. Please write down the designation of the staff so that who received training for how long can be identified. If there are only two staff, then skip Q.3.5.c and go to Q.3.6.

According to the national guideline for VCT in Bhutan, minimum 6 days training is required for the counsellor to provide VCT services. However, some counsellors might have received training for 4 or 5 days.

Coding: If the answer is 6 days or more, then circle '1', if it is 4 to 5 days, then circle '2', if the answer is less than 4 days, then circle '3'.

Scoring: If the counselling staff received training for 6 days or more, then the score will be 2, if it was 4-5 days then the score is 1 and if the training was less than 4 days then the score will be 0

Laboratory technologist/technician

Q.3.6. According to the national guideline for VCT, a trained laboratory technician is required who will be responsible for HIV testing and who will hand over the test result to the counsellor. Ask the respondent who draws blood and conducts HIV testing at the centre.

Coding: Based on the response, circle the appropriate code in the coding column.

Scoring: Before assigning any score, please observe or verify who draws blood and conducts HIV testing at the centre. If there is an assigned person for blood drawing such as nurse or health worker who have background in laboratory testing, score will be 2. If blood drawing and testing is done by others (e.g. counsellors) then the score will be 1. If there is none in the centre to draw blood and conduct HIV testing then the score will be 0.

Q.3.7. VCT is a very confidential process and staff(s) involved in blood drawing and HIV testing should not only receive training on conducting HIV tests but also receive training on universal precautions and maintaining confidentiality. Ask the respondent whether the individual received training on relevant HIV tests, universal precautions and confidentiality. The training should be a formal training that involves placement in a recognized laboratory.

Coding: Check with each staff who are involved in blood drawing and HIV testing. Based on the response, code accordingly.

Scoring: If all staff who conducts HIV testing have formal training on HIV testing, universal precautions and confidentiality then the score will be 2, if 50% or more of the staff received training then the score will be 1 and if none of them received any training then the score will be 0.

Q.3.8. Ask the respondent from where s/he received training on blood drawing, HIV testing, universal precautions etc. Check with each staff who are involved in blood drawing and HIV testing. **Q.3.8.a, Q.3.8.b and Q.3.8.c** are the same questions that has to be asked to each laboratory staff. Please write down the designation of the staff so that who received training from where can be identified. If there are only two staff, then skip Q.3.8.c and go to Q.3.9

Coding: Answer to the question could be government, international, both international and government or others. Based on the response, code accordingly. If it is other, then circle 99 and specify the response.

Scoring: If the staff involved in blood drawing and HIV testing received training from government or international organization or from both then the score will be 2. If the training was provided by others then the score will be 1.

Support staff (cleaner/attendant)

Q.3.9. Ask the respondent whether there is any support staff (cleaner/attendant) available at the centre. It is important to have a support staff who is responsible to keep the site clean and also do miscellaneous activities like going to the post office, accompanying clients etc.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question # 3.12.

Scoring: Before scoring, please observe whether there is a support staff (cleaner/attendant) at the facility. If there is a support staff then the score will be 2. If not then the score will be 0.

Q.3.10. Ask the respondent whether the cleaner or the attendant has to handle biohazard substance.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question # 3.12.

Scoring: There will be no scoring for this question.

Q.3.11. If answer to the question # 3.10 is yes, then ask the respondent whether measures are taken for the cleaner/attendant's protection (for example gloves, mask, apron, footwear etc). Please do not read out the options and get multiple response is possible.

Coding: One person can mention multiple options. Do not read out the options. For Yes circle 1 and No circle 2. If Gloves circle '1' otherwise circles '2'. If mask circle '1' otherwise '2', if Apron circle '1' otherwise '2', if foot wear circle '1' otherwise '2' and other circle '1' otherwise '2' and mention

Scoring: If all items are used score 2; if gloves present but other items absent score 1, if all other items present but gloves absent then score 0.

Doctor/ Prescriber

Q.3.12. Ask the respondent whether there is any clinical service provider at this VCT centre. The placement of a medical doctor depends on the uptake and need of the clients, therefore it is not compulsory to have a medical doctor.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question # 3.14.

Scoring: Before scoring observe whether there is any doctor/prescriber available at the centre who provides clinical services to the VCT clients. If available, then the score will be 2, if not then the score will be 1.

Q.3.13. If answer to the question # 3.12 is yes, then ask the respondent whether the clinical service provider has received any training on HIV clinical case management.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If the individual has received any training on HIV clinical case management then the score will be 2, if not then the score will be 0.

Q.3.14. If answer to the question # 3.13 is no, then ask the respondent whether this centre refers clinical cases to the other facility.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If the centre refers clinical cases to other facility then the score will be 2, if not then the score will be 0.

Section 4: Procedures at the VCT centre

Q.4.1. Ask the respondent whether anyone greets or welcome the clients in the VCT centre on their arrival and explain the VCT service procedure? The client should be attended in 15 minutes, if there is no receptionist in the centre, counsellor or laboratory technician can do this.

Coding: If yes then circle code 1 and if it is no circle code 2.

Scoring: If anyone in the centre greets or welcome the client on average within 15 minutes then the score will be 2. If nobody does this then the score will be 0.

Q.4.2. Ask the respondent how long does a pre test counselling session take on average.

Coding: If a pre test counselling session takes 30 minutes or more then circle code 1 and if it is less than 30 minutes circle code 2.

Scoring: If on average a pre test counselling session takes 30 minutes or more then score will be 2. If it is less than 30 minutes then the score will be 1.

Q.4.3. Ask the respondent what are the issues that are usually being covered in a pre test counselling sessions. For this question, multiple response possible. Do not read out the options. Options could be as follows: a) Basic HIV information; b) personal risk assessment; c) Explore benefits and potential difficulties of knowing HIV status; d) Assessment of strategies for coping with HIV positive result; e) Condom use and demonstration; f) Explanation of test and result procedure; g) Informed consent; h) Others (specify).

Coding: For each of the coding option if respondent mention circle '1', if do not mention circle '2'. Do not leave any option blank.

Scoring: If the respondent can mention at least 5 issues that are being covered during the pre test counselling, then the score will be 2. If it is less than 5 issues then the score will be 1. If it is none then the score will be 0.

Q.4.4. Counsellors should have a penile model and condoms available for demonstration. Ask the respondent whether they have penile model and condom for demonstration.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring observe whether there is any penile model and condom with the counsellors. If the counsellors have a penile model and condoms for demonstration then the score will be 2. If not, then the score will be 0.

Q.4.5. In a counselling session, condom demonstration is very useful for the client. The client can learn the correct way of using condom and thus prevent their own risk behaviour. Ask the respondent whether condom demonstration is done during counselling.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If condom demonstration is done in counselling sessions then the score will be 2. If condom demonstration is not done during counselling sessions then the score will be 0.

Q.4.6. Ask the respondent about how long a client has to wait for HIV test results.

Coding: If the response is on the same day, circle '1' and if the response is next day or more, then circle '2'.

Scoring: If HIV test result is given on the same day of the pre test counselling, then the score will be 2, if it is next day or more, then the score will be 0.

Q.4.7. The same counsellor who conducts the pre test counselling should provide the result to the client through post test counselling. Ask the respondent who delivers the test result to the client.

Coding: If it is the same counsellor who conducted the pre test counselling, then circle code 1. If it is another counsellor, then circle 2.

Scoring: If HIV test result is provided through the same counsellor who did the pretest counselling, then the score will be 2. If it is done through another counsellor, then the score will be 1.

Q.4.8. Ask the respondent how long does a post test counselling session take on average if the test result is negative.

Coding: If on average a post test counselling session for negative client takes 10 minutes or more, then circle code 1 and if it is less than 10 minutes then circle code 2.

Scoring: If on average a post test counselling session takes 10 minutes or more then score will be 2. If it is less than 10 minutes then the score will be 1.

Q.4.9. Ask the respondent how long does a post test counselling session take on average if the test result is positive.

Coding: If on average a post test counselling session for HIV positive client takes 30 minutes or more then circle code 1 and if it is less than 30 minutes then circle code 2.

Scoring: If on average a post test counselling session for HIV positive clients takes 30 minutes or more then score will be 2. If it is less than 30 minutes then the score will be 1.

Q.4.10. Ask the respondent whether partner notification is done in this VCT centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to the question # 4.13.

Scoring: If partner notification is done, then the score will be 2, if not then the score will be 0.

Q.4.11. If the response to the question # 4.10 is yes, then ask the respondent whether they have ever notified the partner of any client without consent of the client.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to the question # 4.13.

Scoring: If answer is 'no' which means partner notification was never done without the consent of the client then the score will be 2, if answer is 'yes' which means it was sometimes done without the consent of the client then the score will be 1.

Q.4.12. If the response to the question # 4.11 is yes, then ask the respondent whether the centre follow the "partner notification policy" for disclosure of HIV status. Please verify with the respondent whether they actually follow the policy.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If the centre follow the "partner notification policy" for disclosure of HIV status, then the score will be 2. If not, then the score will be 0.

Q.4.13. If blood is drawn at the facility, then ask the respondent whether there is a system for post exposure prophylaxis(PEP) in place.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question # 5.1.

Scoring: If there is a PEP system in place, then the score will be 2. If not, then the score will be 0.

Q.4.14. If the response to the question # 4.13 is yes, then ask the respondent whether there is any identified focal person who is responsible for dealing with PEP in this VCT centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If there is an identified focal person who deals with the PEP in the VCT centre then the score will be 2. If not then the score will be 0.

Q.4.15. Ask the respondent whether anti-retro viral drugs are available for PEP in this VCT centre or available through referral.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If there is any ARV drug available for PEP in this centre or available through referral, score 2, if not score 0.

Section 5: Availability and adherence to protocols

Q.5.1. In Bhutan, there is a national guideline for VCT. Ask the respondent whether the national guideline for VCT is available at this VCT centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Observation of the guideline is required before scoring. If the guideline is available and regularly used, then the score will be 2; if the guideline is available but not used regularly and kept somewhere else other than the counselling room, then the scoring will be 1; if the guideline is not available at the centre at all, then the scoring will be 0.

Q.5.2. Ask the respondent whether there is an HIV testing protocol available in this centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, please observe whether there is an HIV testing protocol available in the centre. If available and used regularly then the score will be 2. If available but not used regularly and kept somewhere else other than the laboratory room, then the score will be 1. If not available then the score will be 0.

Q.5.3. Ideally all VCT centres should have a written procedure on confidentiality. Ask the respondent whether there is a written procedure on confidentiality.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, please observe the written procedure on confidentiality. If there is a written procedure on confidentiality, then the score will be 2. If there is no written policy on confidentiality but there is a verbal agreement that confidentiality will be strictly maintained then score will be 1, If there is no policy or agreement then the score will be 0.

Q.5.4. Ideally all VCT centres, where on site blood drawing and HIV testing is available, must have a guideline on Universal Precautions. Ask the respondent whether there is a guideline on Universal Precautions available at this centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, please observe whether there is a guideline on Universal Precautions available on site. If yes, then the score will be 2. If not, then the score will be 0.

Q.5.5. Ask the respondent whether there is a PEP guideline available in this centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, please observe whether there is a PEP guideline available in this centre. If available then the score will be 2. If not available then the score will be 0.

Section 6: Record keeping system

Q.6.1. Ask the respondent whether a record is maintained for all VCT clients attending the centre. This could be a VCT register or computerized records.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Observation of the VCT client record is required before scoring. If record is maintained of VCT clients attending the facility then the score will be 2. If record is not maintained then the score will be 0.

Q.6.2. Ask the respondent whether a record is maintained for samples received for HIV testing.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question # 6.4.

Scoring: Observation of the record of samples received for HIV testing is required before scoring. If record is maintained in this facility then the score will be 2. If record is not maintained then the score will be 0.

Q.6.3. If answer to the question # 6.2 is yes, then describe how the samples received for HIV testing is recorded. It could be entered in the computer, recorded in plain register book or both.

Coding: Circle the response in the coding category. There might be other system of recording and if so, then circle 99 and specify the system.

Scoring: If the response is both then the scoring will be 2. If the response is either computerised or laboratory register book then the score will be 1. If not recorded then the score will be 0.

Q.6.4. Ask the respondent whether pre test counselling form is available.

Coding: If the answer to the question is 'yes' circle '1' and skip to question # 6.6. If the answer is 'no' circle '2'.

Scoring: Observation of the form is required before scoring. If pre-test counselling form is available then the score will be 2. If pre test counselling form is not available then the score will be 1.

Q.6.5. If answer to question # 6.4 is no, then describe how pre test counselling is recorded.

Coding: If the response is plain white paper, then circle 1 and if it is others, then circle 99 and specify how it is recorded.

Scoring: If the response is plain white paper then the score will be 1 and if it is not recorded, then the score will be 0.

Q.6.6. Ask the respondent whether post test counselling form is available.

Coding: If the answer to the question is 'yes' circle '1' and skip to question # 6.8. If the answer is 'no' circle '2'.

Scoring: Observation of the form is required before scoring. If post test counselling form is available then the score will be 2. If post test counselling form is not available then the score will be 1.

Q.6.7. If answer to question # 6.6 is no, then describe how post test counselling is recorded.

Coding: If the response is plain white paper, then circle 1 and if it is others, then circle 99 and specify how it is recorded.

Scoring: If the response is plain white paper then the score will be 1 and if it is not recorded, then the score will be 0.

Q.6.8. For HIV testing, clients informed written consent is essential for the VCT centre. Ask the respondent whether informed consent form is available for HIV testing.

Coding: If the answer to the question is 'yes' circle '1' and skip to question # 6.10. If the answer is 'no' circle '2'.

Scoring: Observation of the form is required before scoring. If informed consent form is available then the score will be 2. If not then the score will be 1.

Q.6.9. If answer to question # 6.8 is no, then describe how informed consent is recorded.

Coding: If the response is plain white paper, then circle 1 and if it is others, then circle 99 and specify how it is recorded.

Scoring: If the response is plain white paper then the score will be 1 and if it is not recorded, then the score will be 0.

Q.6.10. Ask the respondent whether there is any record of the clients those who were referred to other facilities in the last year.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Observation of the record is required before scoring. If there is a record of the referred cases, then the score will be 2. If not, then the score will be 0.

Q.6.11. Ask the respondent whether this VCT centre provide any monthly/quarterly report to the concerned authority.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to Q 7.1.

Scoring: If the VCT centre provides monthly/quarterly report to the concerned authority, then the score will be 2. If not, then the score will be 0.

Q.6.12. If answer to the question # 6.11 is yeas, ask the respondent whether there is any copy of the monthly/quarterly report available in this VCT centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Observation of the copy of the monthly/quarterly report is required before scoring. If there is a copy of the monthly/quarterly reports, then the score will be 2. If not, then the score will be 0.

Section 7: Health education materials and condoms

Q.7.1. Ask the respondent whether there is any VCT leaflets/pamphlets available at this centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Observation of the VCT leaflets/pamphlets is required before scoring. If there is VCT leaflet /pamphlets available at at this VCT centre then the score will be 2. If not, then the score will be 0.

Q.7.2. Ask the respondent whether there is any HIV risk reduction leaflets/pamphlets available at this centre. The risk reduction leaflets/pamphlets should cover the basics of HIV, the routes of HIV transmission and prevention messages such as safer sex, safe injecting, safe blood etc.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Observation of the HIV risk reduction leaflets/pamphlets is required before scoring. If there is HIV risk reduction leaflets /pamphlets available at this VCT centre then the score will be 2. If not, then the score will be 0.

Q.7.3. Ask the respondent whether any HIV risk reduction posters are displayed in the waiting room.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Observation of the HIV risk reduction posters are required before scoring. If there is any HIV risk reduction poster displayed in the waiting room of this VCT centre then the score will be 2. If not then the score will be 0.

Q.7.4. Ask the respondent whether pamphlets on STI are available in this VCT centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Observation of the STI pamphlets are required before scoring. If there is any STI pamphlet available in this centre, then the score will be 2. If not, then the score will be 1.

Q.7.5. Ask the respondent whether pamphlets on positive living for PLHIV available in this VCT centre.

Coding: Observation of the pamphlets on positive living for PLHIV is required before coding. If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: . There will be no scoring for this question.

Q.7.6. Ask the respondent whether pamphlets on prevention of parents to child transmission (PPTCT) available in this VCT centre.

Coding: Observation of the pamphlets on PPTCT is required before coding. If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: There will be no scoring for this question.

Q.7.7. Ask the respondent whether condoms are available for the clients attending this VCT center.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Observation of condom is required before scoring. If there are condoms available for the clients attending this VCT centre then the score will be 2. If not then the score will be 0.

Q.7.8. Ask the respondent how many condom grosses are available in the stock today.

Coding: After checking the register, write the number of condom grosses available in the code column.

Scoring: There will be no scoring for this question.

Q.7.9. Ask the respondent whether they were ever out of stock of condoms in last year.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: After checking the register, if the answer is no, then score 2. If the answer is yes, then score 0.

Section 8: HIV testing infrastructure and supplies

Q.8.1. Ask the respondent, whether HIV testing is carried out in this VCT centre.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question#9.1.1.

Scoring: If HIV testing is done at the facility score 2; if not done score 0.

Q.8.2. Ask the respondent, what is the method of HIV testing in this VCT centre. For this question, multiple response possible. Do not read out the options. Options could be as follows: one rapid test, two rapid tests, three rapid tests, ELISA, Western Blot.

Coding: For each of the coding option, if mentioned circle '1', if not mentioned circle '2'. Do not leave any option blank.

Scoring: There will be no score for this question.

Q.8.3. Ask the respondent whether any HIV testing algorithm followed in this VCT centre. According to the national guideline for VCT in Bhutan, a serial testing algorithm should be followed where the specimen will be tested first with a highly sensitive rapid test, if the result is negative, report will be provided as negative. If the first HIV rapid test report is positive then a second rapid test will be performed which uses a different assay, even if this shows reactive a third rapid test has to be performed to confirm the positive result. In conditions where two different rapid tests are not available then an ELISA should be performed to confirm result. If there is a discordant result among two different assays, a third type of assay should be performed and the result of the third test will be considered as definitive.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, the respondent should be asked to describe the algorithm. If HIV testing algorithm is followed according to the national guideline, then the score will be 2. If not, then the score will be 0.

Q.8.4. Ask the respondent how soon the HIV test result is provided to the client. It is recommended that the result should be provided on the same day.

Coding: Depending upon the response circle each. If result provided on the same day, circle '1'; if result provided after 1 day circle '2'; if it is provided after 2 days, circle '3'; if more than 2 days then circle '4' and if other (need to specify) and circle '99'.

Scoring: If result is provided same day, the score will be '2', if any other options, score will be '0'.

Q.8.5. Ask the respondent whether the reagents/kits used in the laboratory for HIV testing are adequate. If 2 months stock is available in hand, then it will be considered as adequate. 2 months stock can be calculated as follows: reagents/kits used in the previous month x 1.1 (that is 10% more than previous month) x 2 months.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: After observation if adequate amount is present score 2; if available for another 1 month score 1, if not score 0.

Q.8.6. Ask the respondent whether the reagents/kits used in the laboratory for HIV testing arrive in right temperature or in intact condition.

Coding: If the answer is 'yes' circle '1' and skip to question #8.8. If the answer is 'no' circle '2'.

Scoring: After observation if the reagents/kits arrive in good condition score 2; if not score 0.

Q.8.7. If answer to the question # 8.6 is no, ask the respondent regarding disposal of the reagents not arriving in good condition.

Coding: Depending upon the method of disposal circle each. If discarded circle 1; if returned circle 2; if used circle 3; if other (need to specify) circle 99.

Scoring: If discarded or returned score 2. For all other score 0.

Q.8.8. Ask the respondent whether any date expired reagents/kits are available in the laboratory at the moment.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question #8.10.

Scoring: After observation if expired reagents/kits are present score 0; if not score 2.

Q.8.9. If answer to the question # 8.8 is yes, ask the respondent what is being done with the date expired reagents/kits if there is any.

Coding: If discarded circle 1; if returned circle 2; if used circle 3; for others (need to specify) circle 99.

Scoring: If discarded or returned, score 2, for others score 0.

Q.8.10. Ask the respondent whether they were ever out of stock of gloves in the last year.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: After checking the register, if the answer is no, then score 2. If the answer is yes, then score 0.

Q.8.11. Ask the respondent whether the laboratory of this VCT centre usually have adequate quantity of disinfectants. If 2 months stock is available in hand, then it will be considered as adequate. 2 months stock can be calculated as follows: amount of disinfectants used in the previous month x 1.1 (that is 10% more) x 2 months.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: After observation if adequate amount is present score 2; if available for another 1 month score 1, if not score 0.

Q.8.12. Ask the respondent, whether there are adequate stock for other laboratory supplies in the VCT centre. Other supplies may include micro pipette, tips etc. If 2 months stock is available in hand, then it will be considered as adequate. 2 months stock can be calculated as follows: amount of other supplies used in the previous month x 1.1 (that is 10% more) x 2 months.

Coding: If all essential supplies (includes micro pipette and tips) are available then circle 1, if some supplies are available then circle 2 and if none, then circle 3.

Scoring: Before scoring please check the register for other laboratory supplies. If all essential supplies are available then score 2, if some supplies are available then score 1 and if none then score 0.

Q.8.13. Ask the respondent whether sharps disposal container is available in this VCT center.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Observation of the container for the sharps disposal is required before scoring. If there is container for sharps disposal available then the score will be 2. If not then the score will be 0.

Q.8.14. Ask the respondent whether all staff wear disposable gloves during blood sample collection.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If staff wear gloves during blood sample collection, then the score will be 2. If there is none, then the score will be 0.

Section 9: Universal precautions and waste disposal

A. General infection prevention practices

Q.9.1.1. Ask the respondent whether the staff follow the basic infection prevention measures.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: For yes score 2; if not score 0.

Q.9.1.2. Ask the respondent whether the staff who are involved in blood drawing and testing follow the method of hand washing techniques.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring : For yes score, observe the procedure of washing, if satisfied score 2; if not satisfied and do not practice hand washing I score- 0.

Q.9.1.3. Ask the respondent whether the staff usually use gloves during blood drawing and HIV testing.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: For yes score 2; if not score 0.

Q.9.1.4. Ask the respondent whether there is a system for appropriate disposal of sharps.

Coding: For 'Plastic bin ' circle '1', 'Sharp box/safety box' circle '2', 'Bottle circle '3' and other circle '1' otherwise '2' and mention specifically.

Scoring: Observe where the sharps are disposed. If it is disposed in plastic bins/ sharp box/ safety box/bottle score 2; if others or none score 0.

Q.9.1.5. Ask the respondent if all the staff dispose needle and sharp appropriately.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: After observation, if satisfied score 2; if not satisfied score 0.

B. Decontamination, cleaning and sterilization of instruments

Q.9.2.1. Ask the respondent if instruments are decontaminated and sterilised after each use.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: After observation, if satisfied score 2; if not satisfied score 0.

Q.9.2.2. Ask the respondent if hypochlorite solution or savlon is used in this laboratory.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: After observation, if uses score 2; if not score 0.

Q.9.2.3. Ask the respondent after use are the instruments dipped in hypochlorite/savlon solution

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'. and skip to q #9.2.7

Scoring: If uses score 2; if not score 0.

Q.9.2.4. If the answer of question# 9.2.3 is yes, ask the respondent how long the instruments are dipped in hypochlorite/savlon solution.

Coding: If < 10 min score 1, 10-30 min score 2 , if > 30 min score 3.

Scoring: if dipped for 10 – 30 min score 2, for < 10 min and > 30 min score 0.

Q.9.2.5. Ask the respondent how frequently is the solutions made

Coding: If daily/whenever required score 1, if once in 2 days score 2, others need to be specified and circle 99.

Scoring: for daily/whenever required score 2, for once in 2 days score 2, for others score 0.

Q.9.2.6. Ask the respondent after dipping in solution are the instruments washed by continuous flow of water,

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: if washes, score 2; if not score 0.

Q.9.2.7. Ask the respondent after cleaning are the instruments autoclaved

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to q# 9.2.9

Scoring: if autoclaved, score 2; if not score 0.

Q.9.2.8. If answer to the question # 9.2.7 is yes, ask the respondent if autoclaving is done, is there a functioning autoclave on site

Coding: If the answer is 'yes' circle '1' and skip to q# 9.2.10. If the answer is 'no' circle '2'

Scoring: After observation, if present score 2; if not score 0.

Q.9.2.9. If answer to the question # 9.2.8 is no, ask the respondent if not, is there easy access to an autoclave.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: After observation if it is present within reachable distance score 2; if not score 0.

Q.9.2.10. Ask the respondent if standard procedure maintained during autoclaving here standard procedure means: if the samples are autoclaved at 121 degree centigrade, at 15 pound pressure for 60 minutes.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If standard procedure maintained score 2; for no score 0.

Q.9.2.11. Ask the respondent whether after sterilization, currently (means last 7days) how long instruments are kept before use.

Coding: If " Covered with double layer of cloth, and kept in a closed cabinet for 2 weeks "circle 1 ; " Covered with double layer of cloth, and kept in a open cabinet (on shelf) for 1 week" circle 2;" Single layer of cloth and closed cabinet for 1 week "circle 3; ;" Single layer of cloth and open shelf for 2 days" circle 4 and for "Others" circle 99 as well as mention specifically.

Scoring: If standard procedure maintained score 2; for other score 0.

C. Waste disposal

Q.9.3.1. Ask the respondent if there is separate buckets for disposal of contaminated waste, or and instruments.

Coding: If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: if there is separate bucket score 2, if not score 0.

Q.9.3.2. Ask the respondent how the sharps are disposed usually.

Coding: If collected in hard closed bin and taken to deep pit burial score 1, if disposed in any bucket and then taken to dip pit burial score 2, for other ask to specify and score 99.

Scoring: for first method of disposal score 2, for other two methods score 0.

Q.9.3.3. Ask the respondent how the glassware are disposed usually.

Coding : If collected in hard closed bin and taken to deep pit burial score 1, if collected in any hard closed bin and reused after autoclaving score 2, collected in any bucket and taken to deep pit burial score 3, collected in any bucket and reused after autoclaving score 4, other ask to specify and score 99.

Scoring: for first method of disposal score 2, for second method score 1, for all others score 0.

Q.9.3.4. Ask the respondent how infectious material are disposed usually.

Coding: If disposed in deep pit burial score 1, if burnt score 2, for other ask to specify and score 99.

Scoring: for disposed in deep pit burial and burnt score 2, for other score 0.

Q.9.3.5. Ask the respondent how liquid clinical waste is disposed usually.

Coding: If decontaminate in disinfectant for 30 min. And then lead to underground drainage score 1, if directly lead to underground drainage score score 2, for other ask to specify and score 99.

Scoring: for first method of disposal score 2, for other two methods score 0.

Section 10: Confidentiality

Q.10.1. Confidentiality in VCT services is ensured by using client code numbers. Ask the respondent whether unique identifiers are used for client record at the VCT centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If unique identifiers are used for client record then the score will be 2. If not, then the score will be 0.

Q.10.2. For labelling of blood samples in the VCT centre unique identifiers should be used, instead of clients name, in order to maintain anonymity and confidentiality. Ask the respondent whether unique identifiers are used for labelling of blood samples.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If unique identifiers are used for labelling of blood samples then the score will be 2. If not, then the score will be 0.

Q.10.3. Maintaining confidentiality is an important responsibility of the counsellors who are involved in pre test, post test and ongoing counselling. Please check with the counsellors whether they understand the meaning of confidentiality. This is ensured by using client code number, confidential record keeping and not disclosing client's information to anyone without consent of the client. Client flow procedures from entry to exit should be maintained in such a way that maintains confidentiality at all steps.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If the counsellors understand the meaning of confidentiality then the score will be 2. If not then the score will be 0.

Q.10.4. Other staffs (laboratory technician/tecnician, receptionist, support staffs) should have the knowledge of confidentiality and they have to understand the meaning of confidentiality. Please check with all staff other than counsellor whether they understand the meaning of confidentiality. Check with each staff.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If the staffs understand the meaning of confidentiality then score will be 2. If they do not then the score will be 0.

Q.10.5. Ask the respondent whether there is any locked cabinet available in the counselling room to secure the records of the clients that are only accessible by designated staff.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, observation of locked cabinet in the counselling room is required. If there is any locked cabinet available in the counselling room to secure the records of the clients then the score will be 2. If not then the score will be 0.

Q.10.6. Ask the respondent whether there was any incidence of break in confidentiality at this VCT centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question # 11.1.

Scoring: If there was any incidence of break in confidentiality at this VCT centre then the score will be 0. If not then the score will be 2.

Q.10.7. If answer to question # 10.6 is yes, then ask the respondent, how that was managed.

Coding: If the respondent mention the given options then circle '1'. If the respondent fails to mention the given options then circle '2'. If the response is others, then specify the response provided. Do not read out the answers. Do not leave any option blank.

Scoring: If it was managed either by meeting with all staff/ individual staff who broke confidentiality then the score will be 1, any other measure score 0.

Section 11: Linkages with other organizations

Q.11.1. The VCT centres should work to set up linkages with various services within the hospital system as well as with the community. Ask the respondent whether referral slip/form is available for referring clients to other person/facilities.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, observation of referral slip is required. If there is any referral slip/form available for referring clients to others facility/persons then the score will be 2. If not, then the score will be 0.

Q.11.2. Ask the respondent whether any HIV positive client was referred to another facility in the last year.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question # 11.4.

Scoring: If any HIV positive client was referred to another facility in the last year then the score will be 2. If not, then the score will be 0.

Q.11.3. If answer to question # 11.2 is yes, then ask the respondent how referrals were recorded. Answer to the question could be multiple and do not read out the options.

Coding: If the respondent mention the given options then circle '1'. If the respondent fails to mention the given options then circle '2'. If the response is others, then specify the response provided. Do not leave any option blank.

Scoring: Before scoring, observation of referral record is required. If there is any record for clients referral then the score will be 2, If clients referral is not recorded at all then the score will be 0.

Q.11.4. Please check the register and count all HIV negative clients in last year (denominator) and among them how many clients were referred to to other facilities in the last year. (numerator). Then calculate the percentage based on the numerator and denominator $\{(numerator/denominator) \times 100\}$.

Coding: Mention the proportion in the coding column.

Scoring: There will be no score for this question.

Q.11.5. Please check the register and count all HIV positive clients in last year (denominator) and among them how many clients were referred to to other facilities in the last year. (numerator). Then calculate the percentage based on the numerator and denominator $\{(numerator/denominator) \times 100\}$.

Coding: Mention the proportion in the coding column.

Scoring: There will be no score for this question.

Section 12: Monitoring quality of VCT centre

Q.12.1. Ask the respondent whether there is a method of monitoring services in place.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to question #12.6.

Scoring: If there is any method of service monitoring at the VCT centre then the score will be 2. If not, then the score will be 0.

Q.12.2. If answer to question # 12.1 is yes, then ask the respondent how many supervisory visits they have had in last year.

Coding: If the answer is 0 visit circle "1" and skip to Q# 12.6; 1-2 visits then circle "2"; ≥ 3 visit circle "3".

Scoring: If they had ≥ 3 supervisory visits in the last 12 months then the score will be 2. If 1 or 2 visits then score will be 1 and if no visit then the score will be 0.

Q.12.3. Ask the respondent what was checked during the last supervisory visit.

Coding: If the respondent mention the given options then circle '1'. If the respondent fails to mention the given options then circle '2'. If the response is others, then specify the response provided. Do not read out the answers. One person can answer multiple options. Do not leave any option blank.

Scoring: There will be no score for this question.

Q.12.4. Ask the respondent whether any recommendation made during last visit.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to q#12.6.

Scoring: There will be no score for this question.

Q.12.5. If answer to the question # 12.4 is yes, ask the respondent whether the recommendations that were made by the supervisor were implemented after the last visit.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If recommendations were implemented then the score will be 2, if not then the score will be 0.

Q.12.5. By assessing clients satisfaction on a regular interval, centre can take steps to improve the quality of the services and thus increase clients' satisfactions. Ask the respondent whether anyone assess client's satisfaction on a regular interval.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If anyone in the centre assess clients satisfaction on a regular interval then the score will be 2. If not then the score will be 0.

Q.12.6. Ask the respondent whether there is any weekly/monthly staff review meeting at the centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: If there is any weekly/monthly staff review meeting at the centre then the score will be 2. If not then the score will be 0.

Q.12.7. Ask the respondent whether there is an internal or external quality control (QC) system for HIV testing at the centre.

Coding: If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2'.

Scoring: Before scoring, observation of the records for QC system for HIV testing is required. If there is an internal or external QC system for HIV testing at the centre then the score will be 2. If not then the score will be 0.

Section 13: Utilization of the VCT centre

Q.13.1. Check the register and count the number of clients received pre test counselling in the last year (denominator) and also count among those who were tested for HIV (numerator). Then calculate the percentage based on the numerator and denominator $\{(numerator/denominator) \times 100\}$.

Coding: Record the percentage in the coding column.

Scoring: If the percentage is 100% score 2, if 80-99% score 1 and if < 80% score 0.

Q.13.2. Check the register and count the number of clients who were tested in last year (denominator) and also count among those who received post test counselling (numerator). Then calculate the percentage based on the numerator and denominator $\{(numerator/denominator) \times 100\}$.

Coding: Record the percentage in the coding column.

Scoring: If the percentage is 100% score 2, if 80-99% score 1 and if < 80% score 0.

Q.13.3. Check the register and count the number of clients who were tested in the last year (denominator) and also count among those who received test results (numerator). Then calculate the percentage based on the numerator and denominator $\{(numerator/denominator) \times 100\}$.

Coding: Record the percentage in the coding column.

Scoring: If the percentage is 100% score 2, if 80-99% score 1 and if < 80% score 0.

Q.13.4. Check the register and count how many did HIV testing in the last year (denominator) and also among those how many tested positive for HIV (numerator). Then calculate the percentage based on the numerator and denominator $\{(numerator/denominator) \times 100\}$.

Coding: Record the percentage in the coding column.

Scoring: There will be no score for this question.

(The scores from the questions in each section/sub-section will be added and the percentage will be calculated, considering total score obtained in this section as denominator and total score allowed in this section as numerator x100)

(End the interview by giving thanks to the interview participant)