

**ANNEXE III**  
**HEALTH FACILITY SURVEY-BHUTAN, 2009**  
**QUESTIONNAIRE FOR ASSESSMENT OF VOLUNTARY COUNSELLING AND TESTING (VCT)**

Serial number of VCT centre

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**General Information**

Name of the facility:
District: Gewog/Town:
Name and designation of the person being interviewed:
Interview completion status:      1. Completed <input type="checkbox"/> 2. Not completed <input type="checkbox"/>
If not completed, specify the question number in which interview was terminated: <div style="text-align: center; margin-top: 10px;"><input style="width: 100px; height: 20px;" type="text"/></div>
Type of health facility:
1. HISC, Thimphu <span style="float: right;"><input type="checkbox"/></span>
2. HISC, Phuentsholing <span style="float: right;"><input type="checkbox"/></span>

Interviewer's code: \_\_\_/\_\_\_/\_\_\_    Signature: \_\_\_\_\_    Interview date: \_\_\_/\_\_\_/\_\_\_

Checked by:  
Name of supervisor: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_/\_\_\_/\_\_\_

**Section 1: Nature of services provided in the VCT centre**

No.	Questions	Coding categories	Skip to	Score
Q.1.1	Does the facility provide pre-test counselling?	Yes 1 No 2		2, 0
Q.1.2	If the client refuses testing after pre test counselling, what does the VCT centre do?  (DO NOT READ OUT) Circle 1 if mentioned Circle 2 if not mentioned	Ask the clients to think and return 1 2 Continue counselling for testing 1 2 Request to do testing 1 2 Others (specify),..... 99		2, 1, 0
Q.1.3	Does the facility provide post test counselling?	Yes 1 No 2		2, 0
Q.1.4	Does the facility have provision for ongoing counselling?	Yes 1 No 2		2, 0
Q.1.5	Did the counsellors ever conducted more than 5 pre test counselling sessions or have seen more than 10 individual clients in one day (per counsellor) in last year?	Yes 1 No 2	→Q.1.7	2, 1
Q.1.6	If yes, what was the maximum number of pre test counselling sessions done in one day by any counsellor in last year?	<input type="text"/> <input type="text"/>		X
Q.1.7	Did any group pre-test counselling carried out in the last year?	Yes 1 No 2	→Q.1.9	X
Q.1.8	If there was any group pre test counselling done in the last year, what was the maximum number of people participated in a group counseling session?	≤ 8 1 >8 2		2, 0
Q.1.9	Does the facility have any provision for promotion or advertisement about the services?	Yes 1 No 2	→Q.1.11	2, 0
Q.1.10	If yes, what is/are the mode of advertisement? (Multiple response) (DO NOT READ OUT) Circle 1 if mentioned Circle 2 if not mentioned	Poster 1 2 Pamphlets 1 2 Flyer 1 2 TV advertisements 1 2 Newspaper 1 2 Others 1 2 (specify)-----		X
Q.1.11	Does the centre provide services to the population with high risk behaviour for HIV?	Yes 1 No 2	→Q.1.13	2, 1
Q.1.12	If yes, which population?	Specify  1..... 2..... 3.....		X

No.	Questions	Coding categories	Skip to	Score
Q.1.13	When HIV testing is done, is it conducted with the written informed consent of the client? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.1.14	Does the centre require a written signed consent form for release of information to a third party while referring? <b>(observation)</b>	Written consent 1 2 Verbal consent 1 2 No consent 1 2		2, 1, 0
Q.1.15	Does the facility have an appointment system?	Yes 1 No 2		2, 1
<b>Score for this section (-----/-----)×100</b>				<b>%</b>
<b>Grade for this section</b>				

### Section 2: Physical set up of the VCT centre

No.	Questions	Coding categories	Skip to	Score
Q.2.1	Does the facility have a waiting area? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.2.2	Do counselling room(s) contain a table, two or more chairs and one or more BCC materials? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.2.3	Is privacy maintained during counselling sessions?	Yes 1 No 2		2, 0
Q.2.4	If the centre provides group counselling, is there a room available for group counselling sessions? <b>(Observation)</b>	Yes 1 No 2		2, 1
Q.2.5	If blood is collected here, is there a separate blood collection area/room? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.2.6	Is adequate water supply available in this centre? <b>(Observation)</b>	Yes 1 No 2		2, 0
<b>Score for this section (-----/-----)×100</b>				<b>%</b>
<b>Grade for this section</b>				

### Section 3: Personnel

No.	Questions	Coding categories	Skip to	Score
	<b>Receptionist</b>			
Q.3.1	Is there a receptionist available in the VCT centre? <b>(observation)</b>	Yes 1 No 2		2, 1, 0
	<b>Counsellor(s)</b>			
Q.3.2	Who provides counselling at this centre? <b>(observation)</b> (Multiple response) DO NO READ OUT Circle 1 if mentioned Circle 2 if not mentioned	Counsellor 1 2 Health worker 1 2 Nurse 1 2 Doctor 1 2 Others 99 (Specify) .....		2, 1, 0
Q.3.3	Has the individual received any training on pre test, post test and ongoing counselling?	Counsellor 1 2 Health worker 1 2		2, 1, 0

No.	Questions	Coding categories	Skip to	Score
	(Multiple response) DO NO READ OUT Circle 1 if mentioned Circle 2 if not mentioned	Nurse 1 2 Doctor 1 2 Others 99 (Specify) .....		
Q.3.4.a	If yes, from where has s/he received the training on pre, post and ongoing counselling?  Designation .....	Government 1 International 2 Both 3 Others 99 (Specify).....		2, 1
Q.3.4.b	If yes, from where has s/he received the training on pre, post and ongoing counselling?  Designation .....	Government 1 International 2 Both 3 Others 99 (Specify).....		2, 1
Q.3.4.c	If yes, from where has s/he received the training on pre, post and ongoing counselling?  Designation .....	Government 1 International 2 Both 3 Others 99 (Specify).....		2, 1
Q.3.5.a	For how long did s/he receive training (in days)? Designation ..... (Multiple response possible) DO NO READ OUT	≥ 6 days 1 4-5 days 2 <4 days 3		2, 1, 0
Q.3.5.b	For how long did s/he receive training (in days)? Designation ..... (Multiple response possible) DO NO READ OUT	≥ 6 days 1 4-5 days 2 <4 days 3		2, 1, 0
Q.3.5.c	For how long did s/he receive training (in days)? Designation ..... (Multiple response possible) DO NO READ OUT	≥ 6 days 1 4-5 days 2 <4 days 3		2, 1, 0
	<b>Laboratory technologist/technician</b>			
Q.3.6	Who conducts blood drawing and HIV testing at this centre? ( <b>Observation</b> ) (Multiple response) DO NO READ OUT Circle 1 if mentioned Circle 2 if not mentioned	Counsellor 1 2 Health worker 1 2 Nurse 1 2 Doctor 1 2 Others 99 (Specify) .....		2, 1
Q.3.7	Has the individual received any training on the relevant tests that s/he conducts? (Multiple response) DO NO READ OUT	Counsellor 1 2 Health worker 1 2 Nurse 1 2 Doctor 1 2		2, 0

No.	Questions	Coding categories	Skip to	Score
	Circle 1 if mentioned Circle 2 if not mentioned	Others 99 (Specify) .....		
Q.3.8.a	If yes, from where has s/he received the training on HIV testing?  Designation .....	Government 1 International 2 Both 3 Others 99 (Specify).....		2, 1
Q.3.8.b	If yes, from where has s/he received the training on HIV testing?  Designation .....	Government 1 International 2 Both 3 Others 99 (Specify).....		2, 1
Q.3.8.c	If yes, from where has s/he received the training on HIV testing?  Designation .....	Government 1 International 2 Both 3 Others 99 (Specify).....		2, 1
	<b>Support staff (cleaner/attendant)</b>			
Q.3.9	Is there any support staff (cleaner/attendant) available at this centre? <b>(Observation)</b>	Yes 1 No 2	→Q 3.12	2, 0
Q.3.10	Does the cleaner have to handle biohazard substances?	Yes 1 No 2	→Q 3.12	x
Q.3.11	If yes, are measures taken for the individual's protection? (Multiple response) DO NOT READ OUT Circle 1 if mentioned Circle 2 if not mentioned	Gloves 1 2 Mask 1 2 Apron 1 2 Foot wear 1 2 Others 1 2 (specify).....		2, 1, 0
	<b>Doctor/ Prescriber</b>			
Q.3.12	Is there any clinical service provider in this centre? <b>(Observation)</b>	Yes 1 No 2	→Q 3.14	2, 1
Q.3.13	If yes, did s/he receive any training on HIV clinical case management?	Yes 1 No 2		2, 0
Q.3.14	If no, do you refer clinical cases to other facilities?	Yes 1 No 2		2, 0
<b>Score for this section (-----/-----)×100</b>				<b>%</b>
<b>Grade for this section</b>				

#### Section 4: Procedures at the VCT centre

No.	Questions	Coding categories	Skip to	Score
Q.4.1	Does anyone greet or welcome a client in the VCT centre and explain the VCT service procedure?	Yes 1 No 2		2, 0
Q.4.2	How long does a pre test counselling session take on average?	≥30 minutes 1 <30 minutes 2		2, 1

No.	Questions	Coding categories	Skip to	Score
Q.4.3	What are the issues that are covered during pre test counselling? (Multiple response) (DO NOT READ OUT) Circle 1 if mentioned Circle 2 if not mentioned	a. Basic HIV information 1 2 b. Personal risk assessment 1 2 c. Explore benefits and potential difficulties of knowing HIV status 1 2 d. Assessment of strategies for coping with HIV positive result 1 2 e. Condom use and demonstration 1 2 f. Explanation of test and result procedure 1 2 g. Informed consent 1 2 h. Others( specify)..... 1 2		2, 1, 0
Q.4.4	Is there a penile model and condoms available with the counsellor? ( <b>observation</b> )	Yes 1 No 2		2, 0
Q.4.5	Is condom demonstration done during counselling?	Yes 1 No 2		2, 0
Q.4.6	How long does the client wait for a HIV test result?	Same day 1 Next day or more 2		2, 0
Q.4.7	Who gives the result to the client?	Same counsellor who did pre test counselling 1 Another counsellor 2		2, 1
Q.4.8	How long does a post test counselling session take on average, if the result is negative?	≥10 minutes 1 <10 minutes 2		2, 1
Q.4.9	How long does a post test counselling session take on average, if the result is positive?	≥30 minutes 1 <30 minutes 2		2, 1
Q.4.10	Do you carry out partner notification in this facility?	Yes 1 No 2	→Q 4.13	2, 0
Q.4.11	If yes, did you ever notify the partner without the consent of the client?	Yes 1 No 2	→Q 4.13	2, 1
Q.4.12	If yes, did you follow the “partner notification policy” for disclosure of HIV status?	Yes 1 No 2		2, 0

No.	Questions	Coding categories	Skip to	Score
Q.4.13	If blood is drawn at the facility, is there a system for Post Exposure Prophylaxis (PEP) in place?	Yes 1 No 2	→Q 5.1	2, 0
Q.4.14	If yes, do you have an identified focal person who deals with the PEP? (Check with the focal person if present)	Yes 1 No 2		2, 0
Q.4.15	Are there ARVs available for PEP on site/ through referral?	Yes 1 No 2		2, 0
<b>Score for this section (-----/-----)×100</b>				<b>%</b>
<b>Grade for this section</b>				

### Section 5: Availability and adherence to protocols

No.	Questions	Coding categories	Skip to	Score
Q.5.1	Is there a copy of the National guidelines for VCT available at the centre? <b>(Observation)</b>	Yes 1 No 2		2, 1, 0
Q.5.2	Is there an <b>HIV testing protocol</b> available in this centre? <b>(Observation)</b>	Yes 1 No 2		2, 1, 0
Q.5.3	Does the facility have a <b>written</b> procedure on confidentiality? <b>(Observation)</b>	Yes 1 No 2		2, 1, 0
Q.5.4	Is there a guideline on Universal Precautions (UP) available on site? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.5.5	Is there a PEP guideline available on site? <b>(Observation)</b>	Yes 1 No 2		2, 0
<b>Score for this section (-----/-----)×100</b>				<b>%</b>
<b>Grade for this section</b>				

### Section 6: Record keeping systems

No.	Questions	Coding categories	Skip to	Score
Q.6.1	Is a record maintained for VCT clients attending the centre? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.6.2	Is there a system for recording blood sample received for HIV testing? <b>(Observation)</b>	Yes 1 No 2	→Q 6.4	2, 0
Q.6.3	If yes, describe how?	Computerized 1 Register book 2 Both 3 Others (specify)..... 99		2, 1, 0
Q.6.4	Is pre test counselling form available? <b>(Observation)</b>	Yes 1 No 2	→Q 6.6	2, 1
Q.6.5	If no, describe how the pre test counselling is recorded?	Plain white paper 1 Others (specify)..... 99		1, 0
Q.6.6	Is post test counselling form available? <b>(Observation)</b>	Yes 1 No 2	→Q 6.8	2, 1

No.	Questions	Coding categories	Skip to	Score
Q.6.7	If no, describe how the post test counselling is recorded?	Plain white paper 1 Others (specify)..... 99		1, 0
Q.6.8	Is Informed consent form for HIV testing available? <b>(Observation)</b>	Yes 1 No 2	→Q 6.10	2, 1
Q.6.9	If no, how consent for HIV testing is taken?	Plain white paper 1 Others (specify)..... 99		1, 0
Q.6.10	Is there any record of the clients those who were referred to other facilities in the last year? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.6.11	Does the VCT centre provide monthly/quarterly report to the concerned authority in a timely manner?	Yes 1 No 2	→Q 7.1	2, 0
Q.6.12	If yes, is there any copy of the monthly/quarterly report available? <b>(Observation)</b>	Yes 1 No 2		2, 0
<b>Score for this section (-----/-----)×100</b>				<b>%</b>
<b>Grade for this section</b>				

### Section 7: Health education materials and condoms

No.	Questions	Coding categories	Skip to	Score
Q.7.1	Are there any VCT leaflets/pamphlets available at this facility? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.7.2	Are there any HIV risk reduction (safer sex, safe injecting, safe blood etc.) leaflets/pamphlets available at this facility? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.7.3	Are there any HIV risk reduction posters displayed in the waiting room? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.7.4	Are there any STI pamphlets available? <b>(Observation)</b>	Yes 1 No 2		2, 1
Q.7.5	Are there any pamphlets available on positive living for PLHIV? <b>(Observation)</b>	Yes 1 No 2		X
Q.7.6	Are there any pamphlets on PPTCT available? <b>(Observation)</b>	Yes 1 No 2		X
Q.7.7	Are condoms available for the clients attending VCT? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.7.8	How many condom grosses are in stock at this centre today? <b>(Observation and Check register)</b>	<input type="text"/> <input type="text"/> <input type="text"/>		X
Q.7.9	Was this facility ever out of stock of condoms in last year? <b>(Check register)</b>	Yes 1 No 2		2, 0
<b>Score for this section (-----/-----)×100</b>				<b>%</b>
<b>Grade for this section</b>				

**Section 8: HIV testing infrastructure and supplies**

No.	Questions	Coding categories	Skip to	Score
Q.8.1	Is HIV testing done in this facility?	Yes 1 No 2	→Q .9.1.1	2, 0
Q.8.2	What is the method of HIV testing in this centre? (Multiple response) (DO NOT READ OUT) Circle 1 if mentioned Circle 2 if not mentioned	One rapid test 1 2 Two rapid tests 1 2 Three rapid tests 1 2 ELISA 1 2 Western Blot 1 2		X
Q.8.3	Is an HIV testing algorithm followed? <b>(Check the algorithm)</b>	Yes 1 No 2		2, 0
Q.8.4	How soon the HIV result is usually provided to the client?	Same day 1 After one day 2 After two days 3 More than two days 4 Others 99 (Specify) .....		2, 0
Q.8.5	Does the laboratory have adequate reagents/kits for HIV testing available? <b>(Observation and Check register)</b>	Yes 1 No 2		2, 1 ,0
Q.8.6	Do the reagents/kits usually arrive in the laboratory in right conditions (e.g. temperature, intact packages, etc)? <b>(Observation)</b>	Yes 1 No 2	→Q 8.8	2, 0
Q.8.7	What does the laboratory usually do if the supplies do not arrive in good condition?	Discarded 1 Returned 2 Used 3 Others 99 (Specify) .....		2, 0
Q.8.8	Is there any expired reagent in the centre at the moment? <b>(Observation)</b>	Yes 1 No 2	→Q 8.10	2, 0
Q.8.9	What is done with expired reagents/kits usually, if any?	Discarded 1 Returned 2 Used 3 Others 99 (Specify) .....		2, ,1 ,0
Q.8.10	Was this centre ever out of stock of gloves in the last year? <b>(Check register)</b>	Yes 1 No 2		2, 0
Q.8.11	Does the laboratory usually have adequate quantity of disinfectants? <b>(Observation and Check register)</b>	Yes 1 No 2		2, 1 ,0
Q.8.12	Is there an adequate stock of other laboratory supplies?( <b>Check register)</b>	All essential supplies 1 Some supplies 2 None 3		2, 1 ,0
Q.8.13	Is sharps disposal container available? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.8.14	Do staff wear gloves during blood sample	Yes 1		2, 0

No.	Questions	Coding categories	Skip to	Score
	collection?	No	2	
<b>Score for this section (-----/-----)×100</b>				<b>%</b>
<b>Grade for this section</b>				

### Section 9: Universal precautions and waste disposal

No.	Questions	Coding categories	Skip to	Score
<b>A. General infection prevention practices</b>				
Q.9.1.1	Do the staffs follow the basic infection prevention measures?	Yes 1 No 2		2, 0
Q.9.1.2	Do the staffs involved in blood drawing and HIV testing follow rules of hand washing?	Yes 1 No 2		2, 0
Q.9.1.3	Are gloves usually used during blood drawing and testing?	Yes 1 No 2		2, 0
Q.9.1.4	Is there a system for appropriate disposal of sharps? (Observation)	Plastic bin 1 Sharp box/safety box 2 Bottle 3 Other 99 (Specify) .....		2, 0
Q.9.1.5	Do all staffs involved in blood drawing and HIV testing dispose needle and syringe appropriately? ( <b>Observation</b> )	Yes 1 No 2		2, 0
<b>Score for this sub-section (...../.....)×100</b>				<b>%</b>
<b>Grade for this sub- section</b>				
<b>B. Decontamination, cleaning and sterilization of instruments</b>				
Q.9.2.1	Are the instruments decontaminated and sterilized after each use?	Yes 1 No 2		2, 0
Q.9.2.2	Is hypochlorite solution/savlon used in this facility? ( <b>Observation</b> )	Yes 1 No 2		2, 0
Q.9.2.3	After use are the instruments dipped in hypochlorite/savlon solution?	Yes 1 No 2	→ Q.9.2.7	2, 0
Q.9.2.4	If yes, for how long?	<10 min 1 10-30 min 2 >30 min 3		2, 0
Q.9.2.5	How frequently is the hypochlorite solution/savlon prepared?	Daily/whenever required 1 Once in 2 days 2 Others 99 (Specify)-----		2, 0

No.	Questions	Coding categories	Skip to	Score
Q.9.2.6	After dipping in hypochlorite solution/savlon, are the instruments washed by continuous flow of water?	Yes 1 No 2		2, 0
Q.9.2.7	After cleaning, are instruments autoclaved?	Yes 1 No 2	→Q.9.2.9	2, 0
Q.9.2.8	If autoclaving is done, is there a functioning autoclave on site? <b>(Observation)</b>	Yes 1 No 2	→Q.9.2.10	2, 0
Q.9.2.9	If not, is there easy access to an autoclave? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.9.2.10	Are standard procedures followed for autoclaving (check this only if autoclaving done on site)?	Yes 1 No 2		2, 0
Q.9.2.11	After sterilization, how long are instruments kept before use currently?	a. Covered with double layer of cloth and kept in a closed cabinet for 2 weeks 1 b. Covered with double layer of cloth and kept in a open cabinet (on shelf) for 1 week 2 c. Single layer of cloth and closed cabinet for 1 week 3 d. Single layer of cloth and open shelf for 2 days 4 e. Other 99 (Specify).....		2, 0
<b>Score for this sub-section(...../.....)×100</b>				<b>%</b>
<b>Grade for this sub-section</b>				
<b>C. Waste disposal</b>				
Q.9.3.1	Are there separate buckets with or without chemicals for disposal of contaminated waste (e.g. swab), instruments (e.g. forceps)? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.9.3.2	How sharps are disposed currently? <b>(Observation)</b>	a. Collected in hard closed bin and taken to deep pit burial 1 b. Collected in any bucket and taken to deep pit burial 2		2, 0

No.	Questions	Coding categories	Skip to	Score
		c. Other 99 (Specify) .....		
Q.9.3.3	How glassware's are disposed currently? (Observation)	a. Collected in hard closed bin and taken to deep pit burial 1  b. Collected in hard closed bin and reused after autoclaving 2  c. Collected in any bucket and taken to deep pit burial 3  d. Collected in any bucket and reused after autoclaving 4  e. Other 99 (Specify) .....		2, 0
Q.9.3.4	How infectious materials are disposed (e.g. Human placenta, blood, used cotton, gauge) most of the time? (Observation)	a. Deep pit burial 1 b. Burnt 2 c. Other 99 (Specify) .....		2, 0
Q.9.3.5	How liquid clinical waste is disposed most of the time? (Observation)	a. Decontaminate with disinfectant for 30 min and lead to underground drainage 1  b. Lead to underground 2 drainage  c. Other 99 (Specify) .....		2, 0
<b>Score for this sub-section (...../.....)×100</b>				<b>%</b>
<b>Grade for this sub-section</b>				

### Section 10: Confidentiality

No.	Questions	Coding categories	Skip to	Score
Q.10.1	Are unique identifiers used for client record?	Yes 1 No 2		2, 0
Q.10.2	Are unique identifiers used for labelling of blood samples?	Yes 1 No 2		2, 0
Q.10.3	Do the counsellors, involved in pre test, post test and ongoing counselling, understand the meaning of confidentiality? <b>(Check with each counsellor)</b>	Yes 1 No 2		2, 0
Q.10.4	Do staff other than the counsellor working in this facility understand the meaning of confidentiality? <b>(Check with each staff)</b>	Yes 1 No 2		2, 0

No.	Questions	Coding categories	Skip to	Score
Q.10.5	Is there any locked cabinet available in the counselling room to secure the records of the clients that are only accessible by designated staff? <b>(Observation)</b>	Yes 1 No 2		2, 0
Q.10.6	Was there any break in confidentiality in this centre?	Yes 1 No 2	→ Q.11.1	2, 0
Q.10.7	If yes, how was this managed? (Multiple response) (DO NOT READ OUT) Circle 1 if mentioned Circle 2 if not mentioned	a. Meeting with all staff 1 2 b. Meeting with the individual person who broke confidentiality 1 2 c. Other 1 2 (Specify) ..... 99		1, 0
<b>Score for this section (-----/-----)×100</b>				<b>%</b>
<b>Grade for this section</b>				

### Section 11: Linkages with other organizations

No.	Questions	Coding categories	Skip to	Score
Q.11.1	Is there referral slip/form available for referring clients to other facility/person? <b>(observation)</b>	Yes 1 No 2		2, 0
Q.11.2	In the last year, did you refer any HIV positive client to another facility?	Yes 1 No 2	→ Q.11.4	2, 0
Q.11.3	If yes, is there a record for this? (Observation and Multiple response) (DO NOT READ OUT) Circle 1 if mentioned Circle 2 if not mentioned	Prescribed form 1 2 Register book 1 2 Other 1 2 (Specify).....		2, 0
Q.11.4	Proportion of HIV negative clients who needed other health care services were referred to other facilities in the last 12 months? (Check register) (...../.....)	<input type="text"/> <input type="text"/> <input type="text"/> %		x
Q.11.5	Proportion of HIV positive clients who needed other health care services were referred to other facilities in the last 12 months? (Check register) (...../.....)	<input type="text"/> <input type="text"/> <input type="text"/> %		x
<b>Score for this section (-----/-----)×100</b>				<b>%</b>
<b>Grade for this section</b>				

### Section 12: Monitoring quality of VCT centre

No.	Questions	Coding categories	Skip to	Score
Q.12.1	Is there a method of monitoring of services in place?	Yes 1 No 2	→ Q12.6	2, 0
Q.12.2	How many supervisory visits have you had in the last 12 months?	0 visit 1 1-2 visit 2 ≥3visit 3	→ Q12.6	2, 1, 0
Q.12.3	What was checked during the last visit? (Multiple response) (DO NOT READ OUT) Circle 1 if mentioned Circle 2 if not mentioned	Facility setup 1 2 Personnel 1 2 Records 1 2 Universal precaution 1 2 Other 1 2 (Specify) .....		x
Q.12.4	Was there any recommendation made during last visit	Yes 1 No 2	→ Q12.6	x
Q.12.5	If recommendation was made, was it implemented after that visit?	Yes 1 No 2		2, 0
Q.12.6	Does anyone in this centre assess client's satisfaction on a regular interval?	Yes 1 No 2		2, 0
Q.12.7	Is there any weekly/monthly staffs review meetings at the centre?	Yes 1 No 2		2, 0
Q.12.8	Is there an internal or external QC system for HIV testing at the centre? ( <b>Observation</b> )	Yes 1 No 2		2, 0
<b>Score for this section (-----/-----)×100</b>				<b>%</b>
<b>Grade for this section</b>				

### Section 13: Utilization of the VCT centre

	Activity	Coding categories	Skip to	Score
Q.13.1	Proportion of clients who received <b>pre test counselling</b> and who were <b>tested</b> for HIV in last year (Check register). (...../.....)	<input type="text"/> <input type="text"/> <input type="text"/> %		2 1 0
Q.13.2	Proportion of clients who were tested for HIV and received <b>post test counselling</b> in last year (Check register). (...../.....)	<input type="text"/> <input type="text"/> <input type="text"/> %		2 1 0
Q.13.3	Proportion of clients who <b>received</b> their results in last year (Check register). (...../.....)	<input type="text"/> <input type="text"/> <input type="text"/> %		2 1 0
Q.13.4	Proportion of clients who tested <b>HIV positive</b> in last year (Check register). (..... /.....)	<input type="text"/> <input type="text"/> <input type="text"/> %		x
<b>Score for this section (-----/-----)×100</b>				<b>%</b>
<b>Grade for this section</b>				

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