

ANNEXE I
HEALTH FACILITY SURVEY-BHUTAN, 2009
QUESTIONNAIRE FOR ASSESSMENT OF SERVICE DELIVERY
HIV and Sexually Transmitted Infections (STI)
(For BHU-II)

Serial number of health facility

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General Information

Name of the facility:		
District:	Gewog/Town:	
Name and designations of persons interviewed:		
Interview completion status: 1.Completed <input type="checkbox"/> 2.Not completed <input type="checkbox"/>		
If not completed, specify the question number from where the interview was terminated:		
<table border="1" style="width: 100px; height: 20px; margin: 0 auto;"> <tr> <td></td> </tr> </table>		
Type of health facility:		
1. National Referral Hospital	<input type="checkbox"/>	
2. Regional Referral Hospitals	<input type="checkbox"/>	
3. District Hospitals	<input type="checkbox"/>	
4. BHU-I	<input type="checkbox"/>	
5. BHU-II	<input type="checkbox"/>	

Interviewer's code: ___/___/___ Signature: _____ Interview date: ___/___/___

Start time of interview:

End time of interview:

Checked by:

Name of supervisor: _____

Signature: _____

Date: ___/___/___

Section 1: Nature of services provided in this facility

No.	Questions	Coding categories	Skip to	Score
Q1.1	What method is followed for STI diagnosis and treatment here?	Syndromic management 1 Syndromic management with some laboratory diagnosis 2		x
Q1.2	Do you provide STI treatment only or treatment with counselling?	STI treatment only 1 STI Treatment with counselling 2		2 1
Q1.3	What was/were the most common sources of STI in the last year (e.g. multiple partners, CSW, spouse etc)?	Specify 1..... 2..... 3.....		x
Q1.4	Does the facility provide STI services for any specific population groups (e.g. drug user, truck driver, army etc)?	Yes 1 No 2	→Q1.6	2 1
Q1.5	If yes, which population?	Specify 1..... 2..... 3.....		x
Q1.6	If partner notification is done, is it done with the consent of the patient?	Yes 1 No 2		2 0
Q1.7	Are there any STI leaflets/pamphlets available in this facility? (Observation)	Yes 1 No 2		2 0
Q1.8	Do you provide VCT services?	VCT on site 1 Refer for VCT 2 No VCT 3		2 0
Q1.9	Do you provide VCT/counselling services to ANC patients?	Yes 1 No 2		2 0
Q1.10	Do you provide VCT/counselling services to STI patients?	Yes 1 No 2		2 0
Q1.11	Do you provide VCT/counselling services TB patients?	Yes 1 No 2		2 0
Q1.12	Do you provide VCT/counselling services to others?	Yes 1 No 2	→Q2.1	2 1
Q1.13	If yes, specify....?	Specify 1..... 2..... 3.....		x
Score for this section (...../.....)×100				%
Grade for this section				

Section 2: Facility setup and supplies

No.	Questions	Coding categories		Skip to	Score
A. Infrastructure					
Q2.1	Is a minimum level of privacy maintained during patient examination? (Observation)	Yes No	1 2		2 0
Q2.2	Is privacy maintained for VCT/ counselling? (Observation)	Yes No	1 2		2 0
Q2.3	Is adequate water supply available in the facility? (Observation)	Yes No	1 2		2 0
Score for this sub-section (...../.....)×100					%
Grade for this sub- section					
B. Equipments/Materials available in the facility					
		Presence		Functioning	
Q3.1	Patient Examination bed (Observation)	Yes No	1 2	Yes No	1 2
Q3.2	Screen (Observation)	Yes No	1 2	Yes No	1 2
Q.3.3	Sink /basin(Observation)	Yes No	1 2	Yes No	1 2
Q3.4	Working spotlight (Observation)	Yes No	1 2	Yes No	1 2
Q3.5	Torch with batteries (Observation)	Yes No	1 2	Yes No	1 2
Q3.6	Drums for sterile equipments (Observation)	Yes No	1 2	Yes No	1 2
Q3.7	Instrument forceps (Observation)	Yes No	1 2	Yes No	1 2
Q3.8	Forceps jar (Observation)	Yes No	1 2	Yes No	1 2
Q3.9	Sponge holding forceps (Observation)	Yes No	1 2	Yes No	1 2
Q3.10	Specula (Observation)	Yes No	1 2	Yes No	1 2
Q3.12	Penile model (Observation)	Yes No	1 2	Yes No	1 2
Q3.13	Clean sheets for examination bed (Observation)	Yes No		1 2	2 0
Q3.14	Soap on sink/basin (Observation)	Yes No		1 2	2 0
Q3.15	Clean towel (Observation)	Yes No		1 2	2 0
Q3.16	Condoms (Observation)	Yes No		1 2	2 0

No.	Questions	Coding categories	Skip to	Score
Q3.17	BCC materials(flip chart, leaflets, pamphlets etc) (Observation)	Yes 1 No 2		2 0
Score for this sub-section (...../.....)×100				%
Grade for this sub-section				
C. Supplies				
Q4.1	How many condom grosses are in stock at this facility today? (Observation)	<input type="text"/>		×
Q4.2	Was this facility ever out of stock of condoms in the last year? (Check register)	Yes 1 No 2		2 0
Q4.3	Was this facility ever out of stock of gloves in the last year? (Check register)	Yes 1 No 2		2 0
Q4.4	Do you have STI drugs in stock? (Observation)	Yes 1 No 2		2 0
Q4.5	Is there any expired STI drug in the facility at the moment? (Observation)	Yes 1 No 2	→Q4.7	2 0
Q4.6	If yes, what do you do with expired STI drugs?	Discarded 1 Returned 2 Used 3 Discard with approval 4 Others 99 (Specify)		2 0
Q4.7	Are STI drugs stored by expiry date? (Observation)	Yes 1 No 2		2 0
Q4.8	Are STI drugs stored appropriately (room temperature, light etc)? (Observation)	Yes 1 No 2		2 0
Q4.9	Were there any stock outs of STI drugs in the last year? (Check register)	Yes 1 No 2		2 0
Score for this sub-section(...../.....)×100				%
Grade for this sub- section				

Section 3: Personnel

No.	Questions	Coding categories	Skip to	Score
Q 5.1	Who is the overall in charge of the facility?	Doctor 1 ACO 2 Health worker 3 Counselor 4 Laboratory technician 5 Others 99 (Specify)		×
Doctor/health worker				
Q 5.2	Who is providing STI management	Doctor 1		×

No.	Questions	Coding categories	Skip to	Score			
	(prescriber) at this facility? (check with Q15.1) (Multiple response possible)	ACO 2 Health worker 3 All 4 Others 99 (Specify)					
Q 5.3	Did you receive any training on STI syndromic management?	Yes 1 No 2	→Q5.6	2 0			
Q 5.4	If yes, did the individual(s) receive any training on STI syndromic guideline 2006 version?	Yes 1 No 2	→Q5.8	2 0			
Q 5.5	If yes, for how long has s/he received the training?	≥2 days.....1 <2 days.....2		2 0			
Q 5.6	Has/have the individual(s) received any training on STI other than the syndromic management?	Yes 1 No 2	→Q5.8	2 1			
Q 5.7	If yes, from where has s/he received the training?	Government 1 International 2 Others 99 (Specify)		2 1			
Q 5.8	What proportion of the prescribers been trained on STI management? (...../.....)	<table border="1" style="display: inline-table; vertical-align: middle;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table> %					2 1 0
Counselling provider							
Q5.9	Who provides counselling at this facility? (check with Q15.3) (Multiple response possible)	Doctor 1 ACO 2 Health worker 3 Counselor 4 Others 99 (Specify)		2 0			
Q5.10	Has the individual received any training in VCT and confidentiality?	Yes 1 No 2	→Q5.13	2 0			
Q5.11	If yes, from where has s/he received the training?	Government 1 International 2 Others 99 (Specify)		2 1			
Q5.12	If yes, for how long has s/he received the training?	≥6 days 1 4 -5 days 2 <4days 3		2 1 0			
Cleaner/attendant/care taker							
Q5.13	Is there any cleaner/attendant/care taker available in this facility?	Yes 1 No 2	→Q6.1	2 0			
Q5.14	Does the cleaner have to handle biohazard substances?	Yes 1 No 2		x			

No.	Questions	Coding categories	Skip to	Score
Q5.15	If yes, are measures taken for the individual's protection? (Multiple response) Circle 1 if mentioned Circle 2 if not mentioned	Gloves 1 2 Mask 1 2 Apron 1 2 Foot wear 1 2 Other 1 2 (Specify)		2 1 0
Score for this section (...../.....)×100				%
Grade for this section				

Section 4: Procedure for STI case management

No.	Questions	Coding categories	Skip to	Score
Q6.1	Does anyone receive/greet the patient in the facility and explain the procedure?	Yes 1 No 2		2 0
Q6.2	Is condom demonstration done?	Yes 1 No 2	→ Q6.4	2 0
Q6.3	In what frequency you have conducted the condom demonstration in the last year?	Always 1 Sometimes 2 Never 3		2 1 0
Q6.4	Do you routinely ask sexual history from all STI patients?	Yes 1 No 2		2 0
Q6.5	Do you routinely examine (physical examination) all suspected STI patients?	Yes 1 No 2		2 0
Q6.6	After you have diagnosed a patient with STI, do you do anything to prevent re-infection?	Yes 1 No 2	→ Q6.8	2 0
Q6.7	If yes, do you follow national guidelines?	Yes 1 No 2		2 0
Q6.8	What is the approach that you follow for partner notification?	Patient referral 1 Provider referral 2		2 1
Q6.9	Which STI drugs did you mostly prescribe in the last year for cases with suspected gonorrhoea?	Ceftriaxon (250mg l/M single dose) 1 Doxycycline 2 Both 3 Other 99 (Specify)		2 0
Score for this section (...../.....)×100				%
Grade for this section				

Section5: Universal Precautions and waste disposal

No.	Questions	Coding categories	Skip to	Score
A. General infection prevention practices				
Q7.1	Do you follow the basic infection prevention measures?	Yes No	1 2	2 0
Hand washing				
Q7.2	Are all clinical staff follow rules of hand washing? (ask to describe procedure)	Yes No	1 2	2 0
Gloving				
Q7.3	Are gloves usually used during examination?	Yes No	1 2	2 0
Safe handling of needles and sharp instruments				
Q7.4	Is there a system for appropriate disposal of sharps? (Observation)	Plastic bin Sharp box/safety box Bottle Other (Specify)	1 2 3 99	2 0
Q7.5	Do all clinical staff dispose needle and syringe appropriately? (Observation)	Yes No	1 2	2 0
Score for this sub-section (...../.....)×100				%
Grade for this sub- section				
B. Decontamination, cleaning and sterilization of instruments				
Q8.1	Are the instruments decontaminated and sterilized after each use?	Yes No	1 2	2 0
Q8.2	Is hypochlorite solution/savlon used in this facility? (Observation)	Yes No	1 2	2 0
Q8.3	How frequently is the hypochlorite solution/ prepared?	Daily /whenever required Once in 2 days Others (Specify) -----	1 2 99	2 1 0
Q8.4	How frequently is the savlon prepared?	Daily/ whenever required Once in 2 days Others (Specify) -----	1 2 99	2 1 0
Q8.5	After use are the instruments dipped in hypochlorite/savlon solution?	Yes No	1 2	2 0
Q8.6	If yes, for how long?	<10 min 10-30 min >30 min	1 2 3	2 0

No.	Questions	Coding categories	Skip to	Score
Q8.7	After dipping in hypochlorite solution/savlon, are the instruments washed by continuous flow of water?	Yes 1 No 2		2 0
Q8.8	After cleaning, are instruments autoclaved?	Yes 1 No 2		2 0
Q8.9	If autoclaving is done, is there a functioning autoclave on site? (Observation)	Yes 1 No 2	→Q8.11	2 0
Q8.10	If not, is there easy access to an autoclave? (Observation)	Yes 1 No 2		2 0
Q8.11	Are standard procedures followed for autoclaving (check this only if autoclaving done on site)?	Yes 1 No 2		2 0
Q8.12	After sterilization, how long are instruments kept before use?	Covered with double -----1 layer of cloth, and kept in a closed cabinet, 2 weeks Covered with double -----2 layer of cloth, and kept in a open cabinet (on shelf) ,1 week Single layer of cloth-----3 and closed cabinet – 1 week Single layer of cloth----- 4 and open shelf – 2 days Other 99 (Specify).....		2 0
Score for this sub-section (...../.....) ×100				%
Grade for this sub-section				
Waste disposal				
Q9.1	Are there separate buckets with or without chemicals for disposal of contaminated waste (e.g. swab), instruments (e.g. forceps)? (Observation)	Yes 1 No 2		2 0
Q9.2	How sharps are disposed currently? (Observation)	Collected in hard closed bin -----1 and taken to deep pit burial Collected in any bucket and-----2 taken to deep pit burial Other----- 99 (Specify)		2 0
Q9.3	How glassware's (anything made of glass like injection vial) are disposed currently? (Observation)	Collected in hard closed bin-----1 and taken to deep pit burial Collected in hard closed bin-----2 and reused after autoclaving Collected in any bucket and-----3 taken to deep pit burial		2 1 0

No.	Questions	Coding categories	Skip to	Score
		Collected in any bucket and-----4 and reused after autoclaving Other -----99 (Specify)		
Q9.4	How infectious materials are disposed (e.g., blood, used cotton, gauge) most of the time?	Deep pit burial 1 Burnt 2 Other 99 (Specify)		2 0
Q9.5	How liquid clinical waste is disposed most of the time? (Observation)	Decontaminate with disinfectant for 30---1 min and lead to underground drainage Lead to underground Drainage-----2 Other----- 99 (Specify)		2 0
Score for this sub-section (...../.....)×100				%
Grade for this sub-section				

Section 6: Availability and adherence to guideline

No.	Questions	Coding categories	Skip to	Score
Q10.1	Is there a copy of the National Guidelines for STI management available in the facility? (Observation)	Yes 1 No 2		2 1 0
Q10.2	Is the infection control guideline available at the facility? (Observation)	Yes 1 No 2		2 0
Q10.3	Is there a copy of the National guidelines for VCT available at the facility? (Observation)	Yes 1 No 2		2 1 0
Q10.4	Is there a written PEP protocol available? (Observation)	Yes 1 No 2		×
Score for this section (...../.....)×100				%
Grade for this section				

Section 7: Record keeping systems

No.	Questions	Coding categories	Skip to	Score
Q11.1	Is record of STI patients attending this facility maintained? (Check register)	Yes 1 No 2	→Q11.3	2 0
Q11.2	Are the records maintained as they should be in the STI register? (Check register)	Yes 1 No 2		2 0
Q11.3	Is a monthly/quarterly report for STI form available at the facility? (Check register)	Yes 1 No 2		2 0
Q11.4	Does the facility provide monthly STI	Yes 1		2 0

No.	Questions	Coding categories	Skip to	Score
	report to the authority in a timely manner? (Check register)	No 2		
Score for this section (...../.....)×100				%
Grade for this section				

Section 11: Confidentiality

No.	Questions	Coding categories	Skip to	Score
Q12.1	Does the prescriber(s) understand the meaning of confidentiality? (check with Q5.2)	Yes 1 No 2		2 0
Q12.2	Are the STI registers kept in a secure place? (Observation)	Yes 1 No 2		2 0
Q12.3	Does the person providing counselling understand the meaning of confidentiality? (check with Q5.9)	Yes 1 No 2		2 0
Q12.4	Have you had any break in confidentiality in this facility?	Yes 1 No 2	→ 13.1	2 0
Q12.5	If yes, how was this managed? (Multiple response) (Do not read out) Circle 1 if mentioned Circle 2 if not mentioned	Meeting with all staff 1 2 Meeting with individual person who breaks confidentiality 1 2 Other 1 2 (Specify)		1 0
Score for this section (...../.....)×100				%
Grade for this section				

Section 12: Referral linkages

No.	Questions	Coding categories	Skip to	Score
Q13.1	Is there referral slip/form available for referring STI patients to other facility/person? (Observation)	Yes 1 No 2		2 0
Q13.2	In the last year, did you refer any STI/ patients to another facility?	Yes 1 No 2	→ 14.1	×
Q13.3	If yes, is there a record for this? (Observation and Multiple response) Circle 1 if mentioned Circle 2 if not mentioned	Prescribed form 1 2 Register book 1 2 Other 1 2 (Specify)		2 0
Score for this section (...../.....)×100				%
Grade for this section				

Section 13: Monitoring quality of services

No.	Questions	Coding categories	Skip to	Score
Q14.1	Is there a method of monitoring of services in place?	Yes 1 No 2		2 0
Q14.2	How many supervisory visits have you had in the last year?	0 visit 1 1-2 visit 2 ≥3visit 3	→ 15.1	2 1 0
Q14.3	What was checked during the last visit? (Multiple response) 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
Q14.4	Was there any recommendation made during last visit?	Yes 1 No 2	→ 15.1	x
Q14.5	If recommendation was made, was it implemented after that visit?	Yes 1 No 2		2 0
Score for this section(...../.....)×100				%
Grade for this section				

Section 14: Utilization of the services

No.	Questions	Coding categories	Skip to	Score
Q15.1	Number of STI patients visited at this facility in the last year. (Check register)	<input type="text"/> <input type="text"/> <input type="text"/>		x
Q15.2	Proportion of STI patients who received STI service at this facility in the last year. (Check register) (..... /.....)	<input type="text"/> <input type="text"/> <input type="text"/> %		2 1 0
Q15.3	Proportion of ANC women referred for screening by RPR in the last year. (Check register) (..... /.....)	<input type="text"/> <input type="text"/> <input type="text"/> %		2 1 0
Q15.4	Proportion of STI patients who received condoms at the treatment site in the last year. (Check register/verbal) (...../.....)	<input type="text"/> <input type="text"/> <input type="text"/> %		2 1 0
Q15.5	Proportion of STI patients who received counselling services in the last year. (Check register/verbal) (..... /.....)	<input type="text"/> <input type="text"/> <input type="text"/> %		2 1 0
Q15.6	Proportion of STI cases that underwent partner notification in the last year. (Check register) (..... /.....)	<input type="text"/> <input type="text"/> <input type="text"/> %		2 1 0
Q15.7	Proportion of ANC mothers received counselling			2 1 0

No.	Questions	Coding categories	Skip to	Score			
	for HIV in the last year. (Check register) (..... /.....)	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> </table> %					
Q15.8	Proportion of TB patients received HIV counselling services in the last year. (Check register/verbal) (..... /.....)	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> </table> %					2 1 0
Q15.9	Proportion of STI patients received HIV counselling services in the last year. (Check register) (..... /.....)	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> </table> %					2 1 0
Score for this section (...../.....)×100				%			
Grade for this section							

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