

**ANNEXE VII**

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

***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 requires 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 sub-sections. This is because, a facility may have strengths in some areas and weaknesses in others and grading each sub-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 laboratory questionnaire:

<b>Section/Sub-sections</b>	<b>Grade</b>
Section 1: Nature of services provided in this facility	A
Section 2: Facility setup and supplies	
A. Infrastructure	A
B. Equipments/Materials	A
C. Supplies	B
Section 3. Personnel	B
Section 4: Procedure for STI case management	B
Section 5: Procedure for VCT	B
Section 6: Care and support for HIV positive cases (This section is applicable only at District Hospitals and above)	C
Section 7. Universal precautions and waste disposal	
A. General infection prevention practices	A
B. Safe handling of needles and sharp instruments	B
C. Decontamination, cleaning and sterilization of instruments	A
D. Waste disposal	B
Section 8: Availability and adherence to guideline	B
Section 9: Record keeping systems	C
Section 10: Testing infrastructure and supplies (This section is applicable only at District Hospitals and above)	D
Section 11: Confidentiality	C
Section 12: Referral linkages	B
Section 13: Monitoring quality of services	B
Section 14: Utilization of the services	

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.

## Questionnaire Cover Page

### General information

- **Serial number:** Each questionnaire should have a serial number according to the health facility.
- **Name of the facility:** Name should be written specifically.
- **Districts and Gewog /Town:** In these boxes the exact District and Gewog /Town will need to be written where the interview is being taking place.
- **Name and designations of persons interviewed:** Designation of the person should be written specifically. Write all respondent name and designation that you interviewed.
- **Interview completion status:** If the interview is completed from beginning to the end, tick '1' in the box of 'yes' otherwise record '2' in the box of 'no'. If no, 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.
  1. National Referral Hospital
  2. Regional referral hospitals
  3. District hospitals
  4. BHU-I
  5. BHU-II
- **Interviewer's code:** A code list for all interviews will be prepared. Please write the appropriate code in to the box.
- **Date of interview:** Record the exact date of interview in this box (dd/mm/yy).
- **Start time of interview:** Please mention the time when you will start your interview
- **End time of interview:** Please mention the time when you will finished your interview
- **Checked by:**
  - **Supervisor 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.

## Section 1: Nature of services provided in this facility

- Q1.1** Ask the respondent about method for STI diagnosis and treatment of this facility.  
**Coding:** If “Syndromic management “circle” ‘1’. If “ Syndromic management with some laboratory diagnosis “circle ‘2’.  
**Scoring:** There will be no score for this question.
- Q1.2** Ask the respondent whether they provide STI treatment only or treatment with counselling.  
**Coding:** If “STI treatment only “circle ‘1’, “ STI Treatment with counselling “circle ‘2’  
**Scoring:** If STI Treatment with counselling=2, STI treatment only =1
- Q1.3** Ask the respondent what was/were the most common sources of STI in the last year. Here common source of infection means multiple partners, commercial sex worker (CSW), spouse etc. The interviewer can probe if needed.  
**Coding:** (No coding) please Specify  
**Scoring:** There will be no score for this question.
- Q1.4** Ask the respondent whether the facility provide STI services for any specific population groups. Here specific population groups mean drug user, truck driver, and army etc. That is population at high risk of HIV. The interviewer can probe if needed.  
**Coding:** If ‘Yes’ circle ‘1’. If ‘No’ circle ‘2’ and skip to question 1.6.  
**Scoring:** If they provide services score 2, if not score 1
- Q1.5** If the answer to the previous question is yes, ask the respondent which population they provide services. It is an open ended question. The interviewer can probe if needed.  
**Coding:** (No coding) please Specify  
**Scoring:** There will be no score for this question.
- Q1.6** If partner notification is done, ask the respondent whether consent is taken from the patient. According to National STI guideline, you must do partner notification with the consent of the patient.  
**Coding:** If ‘Yes’ circle ‘1’, ‘No’ circle ‘2’  
**Scoring:** If consent taken for partner notification score 2, If not score 0
- Q1.7** Ask and observe whether STI leaflets/pamphlets are available at this facility. STI leaflets/pamphlets/ flip chart may hang, placed on table etc.  
**Coding:** If ‘Yes’ circle ‘1’, ‘No’ circle ‘2’  
**Scoring:** After observation, if available score 2. If not score 0
- Q1.8** Ask the respondent whether the facility provide VCT services. Here the VCT services means if the facility provides pre-test and post-test counselling on site. However, test for HIV may not be available in the facility and this test could be done any other facility where client is referred by the BHU-II.  
**Coding:** If ‘VCT on site’ circle ‘1’, if ‘Refer for VCT’ circle ‘2’, if ‘No VCT’ circle ‘3’  
**Scoring:** If they provide VCT services on site or refer for VCT score 2, if no VCT score 0

- Q1.9** Ask whether VCT/counselling services is being provided to ANC patients.  
**Coding:** If 'Yes' circle '1', 'No' circle '2'  
**Scoring:** If they provide counselling services score 2, if not score 0
- Q1.10** Ask whether VCT/counselling services is being provided to STI patients.  
**Coding:** If 'Yes' circle '1', 'No' circle '2'  
**Scoring:** If they provide counselling services score 2, if not score 0
- Q1.11** Ask whether VCT/counselling services is being provided to TB patients.  
**Coding:** If 'Yes' circle '1', 'No' circle '2'  
**Scoring:** If they provide counselling services score 2, if not score 0
- Q1.12** Ask whether VCT/counselling services is being provided to others. The interviewer can probe if needed.  
**Coding:** If 'Yes' circle '1'. If 'No' circle '2' and skip to question 2.1.  
**Scoring:** If they provide counselling services score 2, if not score 0
- Q1.13** If answer of the previous question is yes, ask the respondent to specify and write in provided space.  
**Coding:** (No coding) please Specify  
**Scoring:** There will be no score for this question.

**In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.**

## **Section 2: Facility setup and supplies**

### **A. Infrastructure**

- Q2.1** Ask the respondent whether a minimum level of privacy maintained during patient examination. Here "minimum level of privacy" means auditory and visual privacy like screen, locked door etc.  
**Coding:** If 'Yes' circle '1', 'No' circle '2'  
**Scoring:** If satisfied after observation, score 2. If not score 0
- Q2.2** Ask the respondent whether privacy maintained for counselling. Here "minimum level of privacy" means auditory and visual privacy like screen, locked door etc.  
**Coding:** If 'Yes' circle '1', 'No' circle '2'  
**Scoring:** If satisfied after observation, score 2. If not score 0
- Q2.3** Ask the respondent whether the facility has adequate water supply. Here adequate will be considered yes if it is enough for daily work of that facility. Water supply should be enough specially in clinical procedure rooms.  
**Coding:** If 'Yes' circle 1, 'No' circle '2'  
**Scoring:** If satisfied after observation, score 2. If not score 0

In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.

#### **B. Equipments/Materials**

**Q3.1-3.12** Ask the respondent if the equipments and materials are available in the facility. It is not necessary that all equipments and materials in the examination room. It may be found in the facility other than examination room. Observe whether all mentioned equipments and materials are functioning and scoring depend upon functioning.

**Coding:** For presence and functioning If 'Yes' circle 1, 'No' circle '2'

**Scoring:** If it is present and functioning score 2, if not score 0.

**Q3.13** Ask the respondent whether they have clean sheets for examination bed.

**Coding:** If 'Yes' circle '1', 'No' circle '2'

**Scoring:** If satisfied after observation, score 2. If not score 0

**Q3.14** Ask the respondent whether they have soap on sink/basin. Instead of soap the facility may have hand rub like 70% alcohol etc

**Coding:** If 'Yes' circle '1', 'No' circle '2'

**Scoring:** If satisfied after observation, score 2. If not score 0

**Q3.15** Ask the respondent whether they have clean towel.

**Coding:** If 'Yes' circle '1', 'No' circle '2'

**Scoring:** If satisfied after observation, score 2. If not score 0

**Q3.16** Ask the respondent whether they have condoms in their facility.

**Coding:** If 'Yes' circle '1', 'No' circle '2'

**Scoring:** If satisfied after observation, score 2. If not score 0

**Q3.17** Ask the respondent whether they have BCC materials in their facility. Here BBC materials may be flip chart, leaflets, pamphlets etc.

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

**Scoring:** If satisfied after observation, score 2. If not score 0

In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.

### C. Supplies

- Q4.1** Ask the respondent how many condom grosses are available in stock today. Usually monthly at BHU level 3 grosses, at district hospital level 20 grosses and at the national and regional hospital level 40 grosses of condom are supplied. Interviewer should count the intact grosses.  
**Coding:** After checking the register, write the number of condom grosses available in the code column.  
**Scoring:** There will be no score for this question.
- Q4.2** Ask the respondent whether they ever out of stock of condoms in the last year at this facility. Register need to be checked for stock out.  
**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.  
**Scoring:** If the response matches the respondent wordings after observation score 2; if not score 0.
- Q4.3** Ask the respondent whether the facility ever out of stock of gloves in the last year. Register need to be checked for stock out.  
**Coding:** If 'Yes' circle '1', 'No' circle '2'  
**Scoring:** If the response matches the respondent wordings after observation score 2; if not score 0.
- Q4.4** Ask the respondent whether STI drugs at this facility. Interviewer should observe in the drug store for the following STI drugs.  
1. Injection Ceftriaxon (250 mg)  
2. Capsule Doxycycline (100 mg)  
3. Tablet Metronidazole (400mg)  
4. Injection Benzathine Penicillin (2.4 million)  
5. Clotrimazole 200mg vaginal suppository  
**Coding:** If 'Yes' circle '1', 'No' circle '2'  
**Scoring:** After observation, if all present score 2. If not score 0.
- Q4.5** Ask the respondent if any expired dated STI drug in the facility at the moment, this need to observe.  
**Coding:** If 'Yes' circle '1'. If 'No' circle '2' and skip to question 4.7.  
**Scoring:** If satisfied after observation, score 2. If not score 0
- Q4.6** Ask the respondent what they have done with expired STI drugs, if any.  
**Coding:** depending upon the method of disposal circle each for Discard 1; returned 2; Used 3; Discard with approval 4 and other (need to be specified) 99.  
**Scoring:** If discard, returned or Discard with approval score 2; and Used/other score 0.
- Q4.7** Ask the respondent whether STI drugs stored by expiry date.  
**Coding:** If 'Yes' circle 1, 'No' circle '2'  
**Scoring:** If satisfied after observation, score 2. If not score 0
- Q4.8** Ask the respondent whether STI drugs stored appropriately (room temperature, light etc).  
**Coding:** If 'Yes' circle '1', 'No' circle '2'  
**Scoring:** If satisfied after observation, score 2. If not score 0



**Q4.9** Ask the respondent whether there were any stock outs of STI drugs in the last year. Register need to be checked.

**Coding:** If 'Yes' circle '1', 'No' circle '2'

**Scoring:** If satisfied after observation, score 2. If not score 0

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### **Section 3: Personnel**

**Q5.1** Ask the respondent that who is the overall in charge of the facility.

**Coding:** If "Doctor" circle '1', if "Health worker" circle '2', if "counselor" circle '3', if "laboratory technician" circle '4'. For "others" circle '99' and mention specifically about the responsible person

**Scoring:** There will be no score for this question.

#### **Doctor/health worker**

**Q5.2** Ask the respondent that who is providing STI management at this facility. Interviewer can get multiple responses from this question. Check with Q15.1

**Coding:** Interviewer should circle all they have mentioned. If "Doctor" circle '1', if "Assistant Clinical Officer (ACO)" circle '2'. Here "Health worker" means Health Assistant, Basic health worker and Assistant Nurse etc. If "Health worker" circle '3', if "All" circle '4'. For "others" circle '99' and mention specifically about the responsible person.

**Scoring:** There will be no score for this question.

**Q5.3** Ask the respondent that the individual(s) has/have received any training on STI syndromic management.

**Coding:** If 'Yes' circle 1, 'No' circle '2' and skip to question 5.6

**Scoring:** If he/she has received training score 2; if not score 0.

**Q5.4** If the answer of the previous question is yes, ask the respondent that the individual(s) has/have received any training on STI syndromic guideline 2006 version.

**Coding:** If 'Yes' circle 1, 'No' circle '2' and skip to question 5.8

**Scoring:** If he/she has received training score 2; if not score 0.

**Q5.5** This question is about the duration of training that they received.

**Coding:** If the answer is '≥2 days' circle '1'. If the answer is '<2 days' circle '2'

**Scoring:** If he/she has received training ≥2 days score 2; if <2 days score 0.

**Q5.6** Ask the respondent whether the individual(s) has/have received any training on STI other than the syndromic management.

**Coding:** If 'Yes' circle '1'. If 'No' circle '2' and skip to question 5.8.

**Scoring:** If he/she has received training score 2; if not score 1.

**Q5.7** If the answer of the previous question is yes, asks the respondent that from where s/he received the training.

**Coding:** If “Government” circle ‘1’ ,”International” circle ‘2’ and “others” circle ‘99’ .Mention specifically in case of others.

**Scoring:** If he/she has received International or Government training score 2; if not score 1.

**Q 5.8** Ask the respondent that what proportion of the prescribers been trained on STI management at this facility. It will be calculated by how many prescriber present (denominator) and among them how many received STI management training (numerator). Then calculate the percentage based on the numerator and denominator  $\{(numerator/denominator) \times 100\}$  and written in provide box of this question.

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

### **Counselling provider**

**Q5.9** According to the national guideline on VCT, trained and skilled counsellor (s) are required for a VCT centre. Ask the respondent who provide counselling at the centre. Interviewer can get multiple responses from this question. Check with Q15.3

**Coding:** Interviewer should circle all they have mentioned. If “Doctor” circle ‘1’, if “Assistant Clinical Officer (ACO)” circle ‘2’. Here “Health worker” means Health Assistant, Basic health worker and Assistant Nurse etc. If “Health worker” circle ‘3’, if “All” circle ‘4’.For “others” circle ‘99’ and mention specifically about the responsible person.

**Scoring:** All responses score 2 and if other score 0.

**Q5.10** VCT is a very confidential process and counsellor(s) should receive training on VCT and confidentiality. Ask the respondent whether the individual concern received training on VCT and confidentiality.

**Coding:** If the answer to the question is ‘yes’ circle ‘1’. If the answer is ‘no’ circle ‘2’ and skip to question 5.13.

**Scoring:** If the counsellor have training on VCT and confidentiality then the score will be 2, if not then the score will be 0.

**Q5.11** If answer to the question above is yes, then ask the respondent from where s/he received training on VCT.

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

**Scoring:** If the counsellor received training from international organization or Government then the score will be 2 if the training was provided by the government organization or others then the score will be 1.

**Q5.12** Ask the respondent for how long the training was provided.

**Coding:** If the answer is  $\geq 6$  days, circle ‘1’, if it is 4-5 days, circle ‘2’. If it is <4days, circle ‘3’.

**Scoring:** If the counsellor received training for  $\geq 6$  days, then the score will be 2 and if it is 4 - 5days then the score will be 1and if it is <4 days score will be 0.

**Cleaner/attendant**

**Q5.13** Ask the respondent if cleaner/attendant/care taker is present in this facility.

**Coding:** If 'Yes' circle '1'. If 'No' circle '2' and skip to question 6.1.

**Scoring:** If present score 2; if not present score 0.

**Q5.14** Ask the respondent if laboratory cleaner has to handle the biohazard substance in the laboratory.

**Coding:** If 'Yes' circle 1, 'No' circle '2'

**Scoring:** There will be no score for this question.

**Q5.15** Ask the respondent whether the cleaner is taken measures for the individual's protection

**Coding:** In this case one person can answer multiple choices. Do not read out the answers. One person can mention multiple 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 specifically.

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

**In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.**

**Section 4: Procedure for STI case management**

**This section will be answered by prescriber. So, if the interviewed person is prescriber then continued and other than prescriber, go and interview him/her.**

**Q6.1** Ask the respondent that anyone receive/greet the patient in the facility and explain the procedure when they come.

**Coding:** If 'Yes' circle 1, 'No' circle '2'

**Scoring:** If patient was received/greeted by anyone score 2; if not score 0.

**Q6.2** Ask the respondent whether they give condom demonstration.

**Coding:** If Yes circle '1'. If No circle '2' and skip to question 6.4.

**Scoring:** If condom demonstration done score 2; if not score 0.

**Q6.3** Ask the respondent in what frequency they have conducted the condom demonstration in the last 12 months.

**Coding:** If Always circle '1', sometimes circle '2' and Never circle '3'.

**Scoring:** For always condom demonstration done score 2, sometimes get score 1 and never get score 0.

**Q6.4** Ask the respondent that they routinely ask sexual history from all patients.

**Coding:** If 'Yes' circle 1, 'No' circle '2'

**Scoring:** If routinely ask sexual history from all patients score '2'; if not score '0'.

- Q6.5** Ask the respondent that they have routinely examined (physical examination) all suspected STI patients.  
**Coding:** If 'Yes' circle '1', 'No' circle '2'  
**Scoring:** If routinely examined (physical examination) all suspected STI patients score 2; if not score 0.
- Q6.6** Ask the respondent that after diagnosing patient with STI, do they do anything to prevent re-infection (Like counselling, compliance, condom demonstration)  
**Coding:** If 'Yes' circle '1'. If 'No' circle '2' and skip to question 6.8.  
**Scoring:** If they do anything to prevent re-infection score 2; if not score 0.
- Q6.7** If the answer of the previous question is yes, ask the respondent whether they follow national guideline.  
**Coding:** If 'Yes' circle 1, 'No' circle '2'  
**Scoring:** If follow national guideline score 2; if not score 0.
- Q6.8** Ask the respondent what is the approach that they follow for partner notification. Two approaches:  
 Patient referral-The patient takes responsibility for contacting partners and asking partner to come for treatment.  
 Provider referral-Provider help the patient what and how to motivate partner.  
**Coding:** If Patient referral circles '1', Provider referral circle '2'  
**Scoring:** For Patient referral score 2 and Provider referral score 1'
- Q6.9** Ask the respondent that which STI drugs they have prescribed in the last year for cases with suspected gonorrhoea patients.  
**Coding:** If "Ceftriaxon (250mg I/M single dose) "circle '1',"Doxycycline " circle '2' and "Both" circle '3'. For "others" circle '99' and mention specifically  
**Scoring:** For Ceftriaxon (250mg I/M single dose), will get score 2 and for other will get 0.

**In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.**

## **Section5: Universal Precautions and waste disposal**

### **A. General infection prevention practices**

- Q7.1.** Ask the respondent if the staff are aware of basic measures for infection prevention. There are 7 component of universal precaution, that is Hand washing, Gloving, Decontamination, Cleaning, Sterilization /Autoclaving, Waste disposal and housekeeping, Management of accidental injuries.  
**Coding:** If 'Yes' circle 1, 'No' circle '2'  
**Scoring:** For mention all score 2 and otherwise score 0.

### **Hand washing**

- Q7.2** Ask the respondent whether the staff follow the rules of hand washing.

**Coding:** If 'Yes' circle 1, 'No' circle '2'

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

#### **Gloving**

**Q7.3** Ask the respondent whether all staff usually used gloves during examination.

**Coding:** If 'Yes' circle '1', 'No' circle '2'

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

#### **Safe handling of needles and sharp instruments**

**Q7.4** 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 and if any of the, Plastic bins/ Sharp box/safety box / bottle score used score 2; if none score 0.

**Q7.5** 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.

**In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.**

#### **B. Decontamination, cleaning and sterilization of instruments**

**Q8.1** Ask the respondent if instruments are decontaminated and sterilised after each use.

**Coding:** If 'Yes' circle '1', 'No' circle '2'.

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

**Q8.2** Ask the respondent if hypochlorite solution /savlon is used in this facility.

**Coding:** If 'Yes' circle '1', 'No' circle '2'.

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

**Q8.3** Ask the respondent how frequently the hypochlorite solution is prepared.

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

**Scoring:** If they prepared daily/whenever required score 2, for once in 2 days score 1, for others score 0.

**Q8.4** Ask the respondent how frequently the savlon solution is prepared.

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

**Scoring:** If they prepared daily/whenever required score 2, for once in 2 days score 1, for others score 0.

- Q8.5** Ask the respondent after use are the instruments dipped in hypochlorite/savlon solution.  
**Coding:** If 'Yes' circle '1'. If 'No' circle '2' and skip to question 8.8.  
**Scoring:** If uses score 2; if not score 0.
- Q8.6** If the answer of previous question 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.
- Q8.7** Ask the respondent after dipping in solution are the instruments washed by continuous flow of water.  
**Coding:** If 'Yes' circle '1', 'No' circle '2'.  
**Scoring:** if washes, score 2; if not score 0.
- Q8.8** Ask the respondent after cleaning are the instruments autoclaved.  
**Coding:** If 'Yes' circle '1'. If 'No' circle '2'.  
**Scoring:** if autoclaved, score 2; if not score 0.
- Q8.9** Ask the respondent if autoclaving is done, is there a functioning autoclave on site.  
**Coding:** If 'Yes' circle '1' and skip to question 8.11. 'No' circle '2'.  
**Scoring:** After observation, if present score 2; if not score 0.
- Q8.10** Ask the respondent if not, is there easy access to an autoclave.  
**Coding:** If 'Yes' circle '1', 'No' circle '2'.  
**Scoring:** After observation if it is present within reachable distance score 2; if not score 0.
- Q8.11** 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 'Yes' circle '1', 'No' circle '2'.  
**Scoring:** If standard procedure maintained score 2; for no score 0.
- Q8.12** 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.

**In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.**

### **Waste disposal**

**Q9.1** Ask the respondent if there is separate buckets for disposal of contaminated waste, or and instruments.

**Coding:** If 'Yes' circle '1', 'No' circle '2'.

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

**Q9.2** 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.

**Q9.3** Ask the respondent how the glassware are disposed usually. Here glassware's means injection ampoule, vial etc.

**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.

**Q9.4** Ask the respondent how infectious material are disposed usually. Here infectious materials mean blood and blood product, used cotton, gauge etc.

**Coding:** If disposed in deep pit burial score '1', if burnt score '2', for other ask to specify and score '9'9.

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

**Q9.5** Ask the respondent how liquid clinical waste is disposed usually. Here liquid waste means used chlorine solution or savlon etc.

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

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

**In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.**

### **Section 6: Availability and adherence to guideline**

**Q10.1** In Bhutan, there is a national guideline on STI management. Ask the respondent whether the national guideline on STI is available at this facility.

**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 (the guideline keep in the prescriber table, seems it is used always, no dust, not

locked in cabinet) then the score will be 2; if the guideline is available but not used regularly, then the scoring will be 1; if the guideline is not available at the centre, then the scoring will be 0

**Q10.2** Ideally all VCT centres where on site testing is available must have a guideline on Universal Precautions. Ask the respondent whether there is a guideline on Universal Precautions available on 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.

**Q10.3** In Bhutan, there is a national guideline on VCT. Ask the respondent whether the national guideline on VCT is available at this facility.

**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, then the scoring will be 1; if the guideline is not available at the centre, then the scoring will be 0.

**Q10.4** Ask the respondent whether there is a written copy PEP protocol available at the facility.

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

**Scoring:** There will be no score for this question.

**In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.**

## **Section 7: Record keeping systems**

**Q11.1** Ask the respondent whether there is record of STI patients attending this facility maintained.

**Coding:** If 'Yes' circle '1'. If 'No' circle '2' and skip to question 11.3.

**Scoring:** For yes, check the register, if all information are collected (check each column whether it is fills up properly or not) score 2; if any of the information missing score 0.

**Q11.2** Ask the respondent whether there the records are maintained as they should be in the STI register.

**Coding:** If 'Yes' circle 1, 'No' circle '2'.

**Scoring:** For yes, check the register, if all information are collected (check each column whether it is fills up properly or not) score 2; if any of the information missing score 0.

**Q11.3** Ask the respondent whether there is a monthly/quarterly report of STI form available at the facility.

**Coding:** If 'Yes' circle '1'. If 'No' circle '2'.

**Scoring:** For yes, check report, if satisfied score 2; if no report available score 0.

**Q11.4** Ask the respondent whether the facility provides monthly/quarterly STI report to the authority in a timely manner.



**Coding:** If 'Yes' circle '1', 'No' circle '2'.

**Scoring:** For yes, check report, if satisfied score 2; if no report available score 0.

**In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.**

## **Section 8: Confidentiality**

**Q12.1** Ask the respondent whether the prescriber(s) understands the meaning of confidentiality. "Confidentiality" This can be achieved in two ways. One is through strict confidentiality by maintaining very strict control over access to the patients name and test result, and releasing result to others, only if the patients agree. The other method is to practice an anonymity which is the method used when no name are label and code number are used.

**Coding:** Interviewer will cross check with question no 5.2 answer. Check with each that the number of prescriber is present in the facility. If Yes circle 1 and No circle 2.

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

**Q12.2** Ask the respondent whether the STI registers are kept in a secure place. "Secure place" mean locked cabinet or place where access is limited by assigned person.

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

**Scoring:** After observation, for yes, score 2; if no score 0.

**Q12.3** Ask the respondent whether the person providing counseling understand the meaning of confidentiality. "Confidentiality" This can be achieved in two ways. One is through strict confidentiality by maintaining very strict control over access to the patients name and test result, and releasing result to others, only if the patients agree. The other method is to practice an anonymity which is the method used when no name are label and code number are used.

**Coding:** Interviewer will cross check with question no 5.9 answer. Check with each that the number of prescriber is present in the facility. If Yes circle '1' and No circle '2'.

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

**Q12.4** 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 Q13.1.

**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.

**Q12.5** If the answer of previous question is yes, then ask the respondent, how that was managed.

**Coding:** If the respondent mentions 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:** 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.

**In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.**

### **Section 9: Referral linkages**

**Q13.1** The facility 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 patients to other person/facilities.

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

**Scoring:** After observation, if there is any referral slip/form available for referring patient to others facility/persons then the score will be 2. If not, then the score will be 0.

**Q13.2** 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 Q14.1.

**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.

**Q13.3** If the answer of previous question 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 mentions 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 patient referral then the score will be 2, If clients referral is not recorded at all then the score will be 0.

**In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.**

## Section 10: Monitoring quality of services

- Q14.1** 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 Q18.1.  
**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.
- Q14.2** If answer to above question is yes, then ask the respondent how many supervisory visits they have had in the last year.  
**Coding:** If the answer is 0 visit circle "1" and skip question 15.1; 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.
- Q14.3** Ask the respondent what was checked during the last supervisory visit.  
**Coding:** If the respondent mentions 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.
- Q14.4** Ask the respondent whether any recommendations were made during last visit.  
**Coding:** If the answer to the question is 'yes' circle '1'. If the answer is 'no' circle '2' and skip question 15.1.  
**Scoring:** There will be no score for this question.
- Q14.5** If they have any recommendation, ask the respondent whether recommendation was implemented after the 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.

**In order to calculate the percentage of score obtained in this subsection, divide the total score obtained in this subsection (numerator) by the total score that is allowed in this subsection (denominator) and then multiply the ratio by 100. The calculated percentage will be considered to one digit after decimal (e.g., 90.1%) and will be written in the box.**

## Section 11: Utilization of the services

- Q15.1** Ask the respondent about the number of STI patients visited at this facility in the last year. Interviewer should check register. Count all STI patients for last year and write in the provided box.  
**Scoring:** There will be no score for this question.

- Q15.2** Please check the register and count all patients in last year (denominator) and among them how many patients received STI service at this facility (numerator). Then calculate the percentage based on the numerator and denominator  $\{(\text{numerator}/\text{denominator}) \times 100\}$ .  
**Scoring:** If the percentage is 100% score 2, if 80-99% score 1 and if < 80% score 0.
- Q15.3** Please check the register or verbal statement could be considered. Count all ANC women in last year (denominator) and among them how many patients screened by RPR (numerator). Then calculate the percentage based on the numerator and denominator  $\{(\text{numerator}/\text{denominator}) \times 100\}$ .  
**Scoring:** If the percentage is 100% score 2, if 80-99% score 1 and if < 80% score 0.
- Q15.4** Please check the register or verbal statement could be considered. Count all STI patients in last year (denominator) and among them how many patients received condoms at the treatment site (numerator). Then calculate the percentage based on the numerator and denominator  $\{(\text{numerator}/\text{denominator}) \times 100\}$ .  
**Scoring:** If the percentage is 100% score 2, if 80-99% score 1 and if < 80% score 0.
- Q15.5** Please check the register and count all STI patients in last year (denominator) and among them how many patients received counseling services (numerator). Then calculate the percentage based on the numerator and denominator  $\{(\text{numerator}/\text{denominator}) \times 100\}$ .  
**Scoring:** If the percentage is 100% score 2, if 80-99% score 1 and if < 80% score 0.
- Q15.6** Please check the register and count all STI patients that underwent partner notification in last year (denominator) and among them how many patients treated (numerator). Then calculate the percentage based on the numerator and denominator  $\{(\text{numerator}/\text{denominator}) \times 100\}$ .  
**Scoring:** If the percentage is 100% score 2, if 80-99% score 1 and if < 80% score 0.
- Q15.7** Please check the register and count all ANC women in last year (denominator) and among them how many patients received counseling (numerator). Then calculate the percentage based on the numerator and denominator  $\{(\text{numerator}/\text{denominator}) \times 100\}$ .  
**Scoring:** If the percentage is 100% score 2, if 80-99% score 1 and if < 80% score 0.
- Q15.8** Please check the register or verbal statement could be considered. Count all TB patients in last year (denominator) and among them how many TB patients received counseling (numerator). Then calculate the percentage based on the numerator and denominator  $\{(\text{numerator}/\text{denominator}) \times 100\}$ .  
**Scoring:** If the percentage is 100% score 2, if 80-99% score 1 and if < 80% score 0.
- Q15.9** Please check the register and count all STI patients in last year (denominator) and among them how many patients received HIV counseling (numerator). Then calculate the percentage based on the numerator and denominator  $\{(\text{numerator}/\text{denominator}) \times 100\}$ .  
**Scoring:** If the percentage is 100% score 2, if 80-99% score 1 and if < 80% score 0.

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