

## ANNEXE XII

### HEALTH FACILITY SURVEY-BHUTAN, 2009 GUIDELINES ON THE LABORATORY SERVICES QUESTIONNAIRE (Regional Referral Hospitals)

#### 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 village/town:** In these boxes the exact district and village/town will need to be written where the interview is being taking place.
- **Name and designation of the person being interviewed:** Name and designation of the person should be written specifically.
- **Interview completion status:** If the interviewers is completed from beginning to the end, check box for '1', otherwise check box for '2'. If no, record the question number in the box from where the interview terminated.
- **Type of the health facility:** Check the box of health facility where the interview is being taking place.
  - 1. National referral hospital
  - 2. Public health laboratory
  - 3. Regional referral hospital
- **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 explained below:

<b>Score</b>	<b>Description</b>
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 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><i>Section/Sub-sections</i></b>	<b><i>Grade</i></b>
Section 1. Laboratory test conducted	A
Section 2. Laboratory setup and supplies	

A. Infrastructure	A
B. Equipments	A
C. Laboratory Supplies	B
Section 3. Personnel	B
Section 4. 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 5. Record keeping	D
Section 6. Quality control system (QC)	C
Section 7. Confidentiality	B
Section 8. Utilization of the services	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: LABORATORY TEST CONDUCTED

### *Laboratory tests conducted for HIV*

Q1. Ask the respondent what specimens are used for HIV testing.

**Coding:** If serum is used circle '1' and for plasma circle '2'.

**Scoring:** No scoring.

Q2. Ask the respondent whether or not the algorithm is followed for HIV testing.

**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' and skip to Q 4.

**Scoring:** If algorithm is followed to quality standard score 2; if not score 0.

Q3. If the answer in question 2 is 'yes', ask the respondent if it is based on existing national guideline.

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

**Scoring:** After observation from the register, if maintained to quality standard score 2; if not score 0.

Q4. Ask the respondent if CD4 test is done for HIV positive patients?

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

**Scoring:** Based on the observation (presence of CD4 machine and, report of results) if satisfied, for yes score 2; for no score 0.

### *Laboratory tests conducted for STI*

Q5. Ask the respondent whether mentioned tests are performed.

**Coding:** Multiple responses possible. For each item mentioned circle '1'. If not mentioned circle '2'.

**Scoring:** If all tests are performed by maintaining the quality standard score 2; if at least one of the mentioned tests is not performed score 1.

Q6. Ask the respondent if mentioned specimens are used for testing STI samples for male and female.

**Coding:** For each item mentioned circle '1'. If not mentioned circle '2'.

**Scoring:** No score.

Q7. Ask the respondent if mentioned tests are performed for STI testing

**Coding:** For each item mentioned circle '1'. If not mentioned circle '2'.

**Scoring:** If all tests are performed maintaining quality standard score 2; for if at least 1 test not performed score 1, and if none is done 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 2: LABORATORY SETUP AND SUPPLIES

### **A. Infrastructure**

#### ***Physical condition of the laboratory***

Q8. Ask the respondent if the laboratory space is adequate, i.e., for placing the equipment and for the working space.

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

**Scoring:** The scoring will be given after observation; if the space is sufficient for both the equipment and for the working space, circle 2; if congested score 0.

#### ***Water supply***

Q9.1. Ask the respondent if the water supply is adequate for laboratory use. Here adequate will be considered yes if it is enough for daily laboratory work;

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

**Scoring:** Depending on the observation for yes score 2; if not adequate score 0.

#### ***Autoclave***

Q.9.2. Ask the respondent if the laboratory has access to a functioning autoclave.

**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' and go to Q 9.5.

**Scoring :** After observation if functioning autoclave present score 2; if not score 0.

Q 9.3. Ask the respondent if an autoclave is on site.

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

**Scoring :** After observation if it is present on site score 2; if not score 0.

Q 9.4. 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 0.

Q 9.5. Ask the respondent if autoclave is not functioning how materials are sterilised usually in last 7 days.

**Coding:** Each of the source is scored individually; Boiling 1, Hot air oven 2, other (it should be specified) 99,

**Scoring :** Based on the observation, if boiling and then hot air oven is used score 2; for all other method score 0.

#### ***Incinerator***

Q 9.6. Ask the respondent if the laboratory has access to a functioning incinerator.

**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' and go to Q 10.1.

**Scoring :** After observation if functioning incinerator present score 2; if not score 0.

Q 9.7. Ask the respondent if an incinerator is within the reachable distance.

**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.

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: Equipment***

Q 10.01, 10.3 – 10.14. Ask the respondent if the equipments are present and are functioning,

**Coding:** For presence and functioning, if the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

**Scoring:** Depending on the observation, if it is present and functioning score 2; if not score 0.

Q 10.15. Ask the respondent if the refrigerators (-20°C and -70°C) are adequate in number, it means if the number is enough to accommodate all reagents, stock of strains or samples.

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

**Scoring:** After observation if it adequate score – 2; if not score- 0.

Q 10.16 – 10.17. Ask the respondent if the equipments are present and are functioning,

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

**Scoring:** After observation if it is present and functioning 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. Laboratory supplies***

Q 11.1- Q 11.2 Ask the respondent if the reagents/kits used in the laboratory for STI/HIV are adequate, **here adequate** will mean if the respective laboratory has more than 10% of reagents /kits in hand in addition to what they have used last month (i.e it is available for next 2 month before the arrival of next lot) **for this register need to be checked; Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

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

Q 11.3. Ask the respondent if the reagents/kits used in the laboratory for STI/HIV arrive in right conditions (temperature/intact package, etc.).

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

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

Q11.4. Ask the respondent regarding the disposal of the reagents not arriving in right condition;  
**Coding:** Depending upon the method of disposal circle the code.  
**Scoring:** If discard or returned score 2 ; for all other score 0.

Q11.5. Ask the respondent if any expired dated reagents/kits are available in laboratory, this **need to be checked**  
**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' skip to Q 11.7.  
**Scoring:** After observation if expired reagents/kits are present score 0; if not score 2.

Q 11.6. Ask the respondent regarding the disposal of the expired reagents/kits  
**Coding:** Depending upon the method of disposal circle the code.  
**Scoring:** After observation from the register, if discard or returned score 2 and reused/other score 0.

Q11.7. Ask the respondent if the disinfectants used in the laboratory for STI are adequate, **here adequate** will mean if the respective laboratory has more than 10% of disinfectants in hand in addition to what they have used last month (i.e it is available for next 2 month before the arrival of next lot) **for this register need to be checked** ;  
**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.  
**Scoring:** After observation from the register, if adequate amount is present score 2; if available for another 1 month score 1, if not score 0.

Q11.8. Ask the respondent are mentioned type of disinfectants used in the laboratory  
**Coding:** Multiple response. For each item mentioned circle '1'. If not mentioned circle '2'.  
**Scoring :** If all reagents used and present score 2; if only Sodium hypochlorite present score 1 , none 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.

#### ***Other laboratory supplies***

Q11.9. Ask the respondent is the mentioned type of laboratory supplies are available in the laboratory.  
**Coding:** Multiple response. For each item mentioned circle '1'. If not mentioned circle '2'..  
**Scoring:** If all items are present score 2; if any item is not available score 1. if none of them are present score 0.

Q11.10. Ask the respondent if all the items are used in separate manner during testing.  
**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.  
**Scoring:** After observation if separate items are used score 2; if not score 0.

### *Gloves*

Q11.11- Ask the respondent if the gloves were ever out of stock in the last 12 months, (register need to be checked for the presence)

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

**Scoring:** After observation if it is proved that there has been no out of stock, score 2 otherwise 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 3: PERSONNEL**

### *Virologist/Microbiologist*

Q12.1. Ask the respondent if responsible virologist/microbiologist is present now,

**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' and go to Q 12.3.

**Scoring:** Based on the observation, if present score 2; if not present score 0.

Q12.2. Ask the respondent if responsible virologist/microbiologist ever had any training on STI/HIV.

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

**Scoring:** Based on the observation, if he/she has received training score 2; if not score 0.

### *Laboratory technologist*

Q12.3. Ask the respondent if responsible laboratory technologist is present now,

**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' and go to Q 12.5.

**Scoring:** Based on the observation, if present score 2; if not present score 0.

Q12.4. Ask the respondent if responsible laboratory technologist ever had any training on the relevant tests that s/he conducts

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

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

### *Laboratory technician*

Q12.5. Ask the respondent if responsible laboratory technician is present now,

**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' and go to Q 12.7.

**Scoring:** Based on the observations, if present score 2; if not present score 0.

Q12.6. Ask the respondent if responsible laboratory technician ever had any training on the relevant tests that s/he conducts

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

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



***Laboratory cleaner/attendant/care taker***

Q12.7. Ask the respondent if laboratory cleaner/attendant/care taker is present in the laboratory now.

**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' and go to Q 12.10.

**Scoring:** Based on the observation, if present score 2; if not present score 0.

Q12.8. Ask the respondent if laboratory cleaner/attendant has to handle the biohazard substance in the laboratory.

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

**Scoring:** No score.

Q12.9 Ask the respondent if laboratory cleaner/attendant uses the mentioned item during handling the biohazard substance in the laboratory.

**Coding:** For each item if the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

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

***Biomedical Engineer***

Q12.10. Ask the respondent if responsible Biomedical engineer is present now.

**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' and go to Q 13.1.

**Scoring:** Based on the observation, if present score 2; if not present score 0.

Q12.11. Ask the respondent if the qualification of the engineer is BSc

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

**Scoring:** If at BSC level score 2; if not score 1.

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: UNIVERSAL PRECAUTION AND WASTE DISPOSAL**

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

Q13.1. Ask the respondent if the staffs are aware of the importance of basic measures for infection prevention.

**Coding:** Multiple response. For each item mentioned circle '1'. If not mentioned circle '2'.

**Scoring:** If all items are used score 2; if any items absent score 0.

Q13.2. Ask the respondent if the staff received any training in universal precaution,

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

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

Q13.3. Ask the respondent if the staff knows the method of hand washing,

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

**Scoring :** Observe the procedure of washing, if satisfied score 2; if not satisfied score 0.

Q13.4. Ask the respondent if the recent universal precaution guideline present.

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

**Scoring :** Observe if updated and recent universal guideline present score 2; if present but not recent one score 1, if not present score 0.

Q13.5 -13.6. Ask the respondent if gloves are used during handling sample and HIV/STI testing.

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

**Scoring :** if gloves are used, observe the use, if satisfied score 2; if donot practice score 0.

Q13.7. Ask the respondent if lab coats are worn during conducting HIV/STI testing,

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

**Scoring :** Based on the observation, if all the staff were wearing lab coats during the interviewing time 2; if donot practice score 0.

Q13.8. Ask the respondent if mats are placed on the work area while conducting HIV/STI testing

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

**Scoring:** Based on the observation, if mats are placed during testing score 2, if not score 0.

Q13.9. Ask the respondent if there is any PEP system in placed.

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

**Scoring:** If PEP present and maintained at quality standard score 2; if not present score 0.

The scores from the questions in each 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.

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

Q13.10. Ask the respondent if the sharps used in the laboratory are disposed in either of the mentioned items

**Coding:** Depending on the method of disposal circle the code.

**Scoring:** Observe and if plastic bins/ thick card board box/ bottle or all are used score 2; if none score 0.

Q13.11. Ask the respondent if all the staff dispose needle and syringe appropriately.

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

**Scoring:** observe, 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.

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

Q14.1. 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:** Observe, if satisfied score 2; if not satisfied score 0.

Q14.2. Ask the respondent if sodium hypochlorite solution or savlon is used in this laboratory –

**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2' go to 14.6.

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

Q14.3. Ask the respondent how frequently is the solutions prepared.

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

**Scoring:** for daily score 2, for once in 2 days score 1, for others (specify) score 0.

Q14.4 Ask the respondent for how long the instruments are dipped.

**Coding:** If < 10 min circle 1, if 10-30 min circles 2, if > 30 min circle 3.

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

Q14.5. Ask the respondent after dipping in solution is 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.

Q14.6. Ask the respondent after cleaning are the instruments autoclaved

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

**Scoring:** If autoclaved, 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.

### ***D. Waste disposal***

Q15.1. Ask the respondent if there is any established procedure for waste disposal.

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

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

Q15.2. Ask the respondent how the sharps are disposed usually.

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

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

Q15.3. Ask the respondent how the glassware are disposed usually.

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

**Scoring:** Based on the observation, for first method of disposal score 2, for second method score 1, for all others score 0.

Q15.4. Ask the respondent how liquid clinical waste is disposed usually.

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

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

Q15.5. Ask the respondent if there is separate buckets for disposal of contaminated waste and instruments.

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

**Scoring:** Based on the observation, if there is separate bucket score 2, if not score 0.

Q15.6. Ask the respondent how infectious material are disposed usually,.

**Coding** If disposed in deep pit burial circle 1, if burnt circle 2, for other asks to specify and circle 99.

**Scoring:** Based on the observation, for disposed in deep pit burial and burnt 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.

## Section 5: Record keeping

Q 16.1–Q16.2. Ask the respondent if the records of all the HIV/STI of sample tested in the lab are kept

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

**Scoring:** For yes, check the register, if all information are collected (SI#, Name of patient, Age, Sex, location, Sample ID, Sample name, test advised) score 2; if any of the information is missing score 0.

Q 16.3. Ask the respondent if the records are maintained in the mentioned methods.

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

**Scoring:** If Computerised & registered book score 2; if either computerised/registered score 1, if recorded in other way score 0.

Q 16.4. Ask the respondent if there is any responsible staff for maintaining the record

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

**Scoring:** Based on the observation, if the responsible person maintains the record adequately (e.g., with all information) score 2; if not score 0.

Q 16.5. Ask the respondent if monthly report of HIV/STI is provided to the authority in a timely manner

**Coding:** If the answer is 'yes' circle '1'. If the answer is '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 6: Quality Control system

Q 17.1. Ask the respondent if internal quality system is maintained in the laboratory for HIV/STI testing.

**Coding:** If the answer is 'yes' circle '1' and go to Q 17.3. If the answer is 'no' circle '2'.

**Scoring:** If the answer is yes, check the record, if satisfied score 2; if not score 0.

Q 17.2. If the answer for Q 17.1 is no, ask the respondent if there was any QC system in this laboratory.

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

**Scoring:** If the answer is yes, check the record, if satisfied score 1; if no system was there ever score 0.

Q 17.3. Ask the respondent if external quality control system is maintained in the laboratory for HIV/STI testing.

**Coding:** If the answer is 'yes' circle '1' and go to Q 17.5. If the answer is 'no' circle '2'.

**Scoring:** If the answer is yes, check the record, if satisfied score 2; if not score 0.

Q 17.4. If the answer for Q 17.1 is no, ask the respondent if there was any QC system in this laboratory.

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

**Scoring:** If the answer is yes, check the record, if satisfied score 1; if no system was there ever score 0.

Q 17.5. Ask the respondent if there is any responsible staff for checking the quality control system

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

**Scoring:** If the responsible person checks the quality control to standard level, score 2; if not score 0.

Q17.6. Ask the respondent if the laboratory ever conducted any QC on any samples received from other laboratory.

**Coding:** If the answer is 'yes' circle '1'. If the answer is 'no' circle '2', go to Q 18.1.

**Scoring:** No score.

Q17.7. Ask the respondent if the QC on any sample from other laboratory is conducted on a regular basis

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

**Scoring:** No score.

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: Confidentiality

Q 18.1. Ask the respondent if all staff understand the meaning of confidentiality.

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

**Scoring:** For yes, ask what he /she understands by the word 'confidentiality', if satisfied with the definition score 2; if not satisfied score 0.

Q 18.2. Ask the respondent if the confidentiality ever has been broken in the facility,

**Coding:** If the answer is 'yes' circle '1', go to Q18.3. If the answer is 'no' circle '2', go to Q 19.1.

**Scoring:** For confidentiality was ever broken, score 0; if not score 2.

Q 18.3. Ask the respondent if the confidentiality was ever been broken in the facility and was it managed in the mentioned way

**Coding:** (multiple response) for each item, if the answer is 'yes' circle '1'. If the answer is 'no' circle '2'.

**Scoring:** If it is managed either by meeting with all staff/ individual staff who breaks confidentiality score 2, 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 8: Utilisation of services**

Q 19.1- Q 19.2. Note the number of cases from the register tested for HIV/STI for last 12 months.

Q 19.3- Q 19.4. Find the proportion of referral cases from the register tested for HIV/STI in the last 12 months by considering total number of test as denominator and referral cases as numerator, take the ratio and then multiply by 100 to get the percentages.

**Scoring:** If the calculated percentage is 100% score 2 (which is the indication of better and quality service), if it is 80-99% score 1 and if it is <80% score 0.

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