

Additional file 4. Infrastructure, cleanliness and maintenance

| | Facility Type | | Region | | | N |
|--|---------------|---------|---------|---------|---------|----|
| | HC | FMO | North | Centre | South | |
| The facility and immediate surroundings (facility yard, waiting area outside) are free from long grass, paper debris and solid waste. | | | | | | |
| Yes | 90.91% | 100.00% | 88.89% | 100.00% | 90.48% | 56 |
| No | 9.09% | 0.00% | 11.11% | 0.00% | 9.52% | 4 |
| The facility has a rubbish bin which is properly used and not overflowing. | | | | | | |
| Yes | 95.45% | 100.00% | 94.44% | 100.00% | 95.24% | 58 |
| No | 4.55% | 0.00% | 5.56% | 0.00% | 4.76% | 2 |
| There is a designated waiting room for patients. | | | | | | |
| Yes | 97.73% | 100.00% | 100.00% | 100.00% | 95.24% | 59 |
| No | 2.27% | 0.00% | 0.00% | 0.00% | 4.76% | 1 |
| The current waiting area is mopped, free of dust, trash; dirt, spider webs, and generally tidy. | | | | | | |
| Yes | 95.35% | 100.00% | 100.00% | 95.24% | 95.00% | 57 |
| No | 4.65% | 0.00% | 0.00% | 4.76% | 5.00% | 2 |
| There is at least one designated consulting room for women. | | | | | | |
| Yes | 100.00% | 93.75% | 94.44% | 100.00% | 100.00% | 59 |
| No | 0.00% | 6.25% | 5.56% | 0.00% | 0.00% | 1 |
| There is at least one designated consulting room for children. | | | | | | |
| Yes | 88.64% | 81.25% | 83.33% | 90.48% | 85.71% | 52 |
| No | 11.36% | 18.75% | 16.67% | 9.52% | 14.29% | 8 |
| All examination room(s) ensure(s) privacy/confidentiality (door, window blind, curtain). | | | | | | |
| Yes | 95.45% | 81.25% | 83.33% | 90.48% | 100.00% | 55 |
| No | 4.55% | 18.75% | 16.67% | 9.52% | 0.00% | 5 |

| | | | | | | |
|--|-----------|-----------|---------|---------|---------|----|
| All examination rooms are mopped, free of dust, trash; dirt, spider webs, and the rooms are generally tidy. | | | | | | |
| Yes | 95.45% | 100.00% | 94.44% | 95.24% | 100.00% | 58 |
| No | 4.55% | 0.00% | 5.56% | 4.76% | 0.00% | 2 |
| All examination rooms are well illuminated. | | | | | | |
| Yes | 90.91% | 87.50% | 83.33% | 85.71% | 100.00% | 54 |
| No | 9.09% | 12.50% | 16.67% | 14.29% | 0.00% | 6 |
| The facility has electricity | | | | | | |
| Yes | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 60 |
| No | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0 |
| During the past 7 working days, did you have any power cuts of more than 1 hour during opening hours. | | | | | | |
| Yes | 52.27%* | 18.75%* | 44.44% | 33.33% | 52.38% | 26 |
| No | 47.73% | 81.25% | 55.56% | 66.67% | 47.62% | 34 |
| The facility has a functional generator | | | | | | |
| Yes | 29.55% | 6.25% | 16.67% | 28.57% | 23.81% | 14 |
| No | 70.45% | 93.75% | 83.33% | 71.43% | 76.19% | 46 |
| Does the facility have a functional communication equipment ? | | | | | | |
| Yes | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 60 |
| No | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0 |
| The facility has functional computer. | | | | | | |
| Yes | 100.00% | 93.75% | 94.44% | 100.00% | 100.00% | 59 |
| No | 0.00% | 6.25% | 5.56% | 0.00% | 0.00% | 1 |
| The facility has a functional printer. | | | | | | |
| Yes | 97.73%*** | 68.75%*** | 83.33% | 95.24% | 90.48% | 54 |
| No | 2.27% | 31.25% | 16.67% | 4.76% | 9.52% | 6 |
| The facility has internet access. | | | | | | |
| Yes | 100.00% | 75.00% | 88.89% | 100.00% | 90.48% | 56 |
| No | 0.00% | 25.00% | 11.11% | 0.00% | 9.52% | 4 |
| During the past 7 working days did you have internet for at least 1 hour every day? | | | | | | |

| | | | | | | |
|-----|---------|---------|---------|---------|---------|----|
| Yes | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 56 |
| No | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0 |

*p<0.05, *** p<0.001