# NAMIBIA PRIVATE HEALTH PROVIDERS AND FACILITIES CENSUS RESULTS

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# NAMIBIA PRIVATE HEALTH PROVIDERS AND FACILITIES CENSUS RESULTS

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# ACRONYMS

| | |
|---|---|
| **AED** | Automated External Defibrillator |
| **AIDS** | Acquired Immune Deficiency Syndrome |
| **CD4** | Cluster of Differentiation 4 |
| **CT** | Computed Tomography |
| **ECG** | Electrocardiogram |
| **EIA** | Enzyme Immunoassays |
| **ELISA** | Enzyme-Linked Immunosorbent Assay |
| **ENT** | Ears, Nose, and Throat |
| **FP** | Family Planning |
| **GP** | General Practitioner |
| **HIV** | Human Immunodeficiency Virus |
| **ICU** | Intensive Care Unit |
| **MOHSS** | Ministry of Health and Social Services |
| **MRI** | Magnetic Resonance Imagining |
| **NAMAF** | Namibian Association of Medical Aid Funds |
| **PCR** | Private Consulting Room |
| **PSA** | Private Sector Assessment |
| **SHOPS** | Strengthening Health Outcomes through the Private Sector Project |
| **STI** | Sexually Transmitted Infection |
| **TB** | Tuberculosis |
| **USAID** | United States Agency for International Development |

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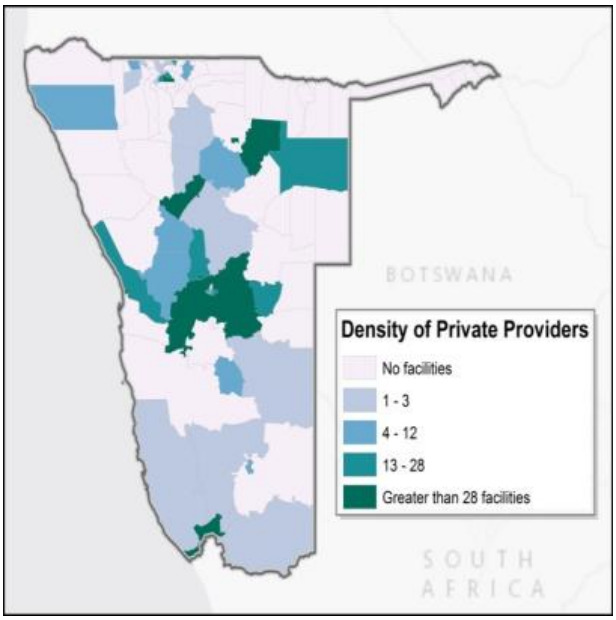
# EXECUTIVE SUMMARY

In 2010, SHOPS conducted a private sector assessment (PSA) in Namibia to identify key private sector actors and activities, and to develop strategies for leveraging this sector's resources with public sector resources to increase and sustain access to priority health services. In response to several of the recommendations of the PSA, a census was commissioned by USAID Namibia in 2013 to examine the scale and geographic distribution of private health facilities and service providers. The census sheds light on several private health providers and facility characteristics, including infrastructure, available services and equipment, staffing levels, patient volume, payment mechanisms, and training priorities. The study also gauged interest in service expansion and partnering with the public health sector to address health needs.

The census of private health providers and facilities was conducted in all 13 regions of Namibia (the census was conducted before Namibia had 14 regions), and covered several categories of private health entities:

- Private consulting rooms
- Private hospitals
- Pharmacies
- Pathology laboratories
- Radiology laboratories
- Ambulance services
- Mobile clinics
- Medical suppliers

**FIGURE 1: DENSITY OF PRIVATE PROVIDERS BY REGION**




This census provides the first comprehensive list, database, and geographic representation of private health entities across Namibia. Additional information—such as staffing, specialized equipment and services, payment mechanisms and fees—is available for entities that agreed to participate and completed the interview. However, the census may not reflect the current situation as circumstances may have changed since data for the census was collected in late 2013.

Results from this census provide evidence and information to support the government of Namibia and other stakeholders in maximizing the contributions of the private health sector, a goal that is particularly important as the country takes increasing ownership for sustaining the national HIV response and exploring public-private partnerships.

## METHODS

The SHOPS team first identified categories of private health entities to be included in the census. These included the following private facilities: consulting rooms (a category encompassing general medical practices and specialist practices such as dental clinics), hospitals, pharmacies, pathology laboratories, radiology laboratories, ambulance services, mobile clinics, and medical suppliers. The Namibian Association of Medical Aid Funds (NAMAF) registry of facilities served as the basis for developing a master list of private health entities in Namibia. Four survey instruments with several common questions were developed to collect data (one for each category of private health facility except for pathology labs, radiology labs, and ambulance services, which were captured under one common survey instrument). A private research firm, Vision Africa, was selected through a competitive process to conduct local data collection, which was overseen by SHOPS researchers. Data collectors conducted an intensive search on foot in major cities such as Windhoek to identify any facilities not included in the NAMAF registry. Additionally, the SHOPS research team consulted online medical listings and Telecom Namibia's "Telephone Directory 2013–2014" to identify any additional facilities that may have been missed. During data collection, the snowball methodology also was used to identify any additional facilities. All identified entities were visited up to three times in an attempt to secure participation in the census. In instances where the interview was refused or otherwise unsuccessful, enumerators recorded basic information such as type of facility, specialty (if applicable), and address, including GPS coordinates, to enable preparation of maps depicting the geographic distribution of each facility type. Data collection took place between August 2013 and January 2014.

## OVERVIEW OF PRIVATE FACILITIES

During the census, a total of 664 private consulting rooms (PCRs), 27 hospitals, 126 pharmacies, 29 pathology laboratories, 22 radiology laboratories, 12 ambulance services, five mobile clinics, and five medical suppliers were identified. Consistent with the 2010 private sector assessment, the majority of private health facilities were located in Khomas region. Erongo, Oshana, and Otjozondjupa regions also had a substantial private health sector presence. Of the 890 facilities identified, the overall response rate was 71 percent.

## PRIVATE CONSULTING ROOM

PCRs included individual private health care practices, group private health care practices, primary health care clinics and workplace clinics. Out of the 664 private consulting rooms identified, 446 agreed to participate fully in the census. Of these, 30 percent had satellite locations with an average of 1.7 satellites per main facility. About 65 percent of PCRs were located in a shared building, and the average number of examination rooms among surveyed health facilities was 2.1. Overall, most of the PCRs—including those that declined to participate in the interview—were located in Khomas region (428) and Erongo (150).

Most facilities (86 percent) reported being registered with the Health Professionals Council of Namibia, and nearly all (99 percent) reported being registered with the Ministry of Health and Social Services. When facilities did not report being registered with both of these authorities, it is possible that the respondent was not aware of the registration or simply did not mention both registrations during the interview. Almost 40 percent of PCRs that provide general physician services reported service delivery statistics to the Ministry of Health and Social Services (MOHSS). Of all PCRs, 35 percent provide primary health care services. Over half (53 percent) of the facilities providing primary health care services reportedly have an autoclave for equipment sterilization and about 10 percent had an incinerator.

Most of the PCR respondents were either the owner of the facility (44 percent) or a health service provider employed at the facility (24 percent). Overall, 85 percent of PCR respondents were affiliated with a medical association. Of the 272 facilities that offer general physician services and specialized services, 55 percent were affiliated with the Namibia Medical Association, and 22 percent were affiliated with the Namibian Medical Society. Interest in partnering with the public sector was high (73 percent) among facilities that offer general physician services. The services most commonly reported by PCRs were general practice services (171 facilities), HIV counseling (77 facilities), other counseling services (73 facilities), HIV and AIDS treatment (66 facilities), and dental services (64 facilities).

The PCRs surveyed encompass a wide range of facilities that provide various services from general practice services to specialized services, such as optometry and biokinetic services. General practitioners (GPs) were the most commonly available provider type (247). Others were registered nurses (105), dentists (78), physiotherapists (62), optometrists (51), and biokinetists (43). Generally, there was a lack of specialized medical equipment across all PCR facilities. However, 50 percent of the 227 facilities providing general practice services, rehabilitative services, and biokinetic services had an electrocardiogram (ECG) machine available, and 45 percent of the 246 facilities providing general medical services, obstetrics and gynecology services, and specialized services had an ultrasound machine available.

## PRIVATE HOSPITAL

Eighteen of the 27 identified private hospitals agreed to participate in the census. Seven of these hospitals reported having an operating room. Of these, the average number of beds was 24, and the average number of inpatient rooms was 12. All participating hospitals reported that they were registered with NAMAF, and all hospitals accepted medical insurance claims for their clients. Ten of the private hospitals were interested in participating in public-private partnerships. The most available cadre of staff was nurses (a total of 181 registered or enrolled nurses work in private hospitals). Additionally, there were 33 general practitioner doctors and 24 specialized doctors reported across all participating hospitals. The study did not investigate the specializations of these 24 doctors, but we do know that only five hospitals located in four regions reported offering specialized services. For hospitals where the interviewers recorded the doctor's specialties, six were general surgeons and one was an anesthesiologist. The most commonly available specialized equipment was an ECG machine (available in 10 hospitals) and an automated external defibrillator (8 hospitals).

## PHARMACY

Interviews were conducted at 108 of 126 identified pharmacies that consented to participate. Eighty-four percent of the 108 pharmacies shared a building with another business. Pharmacies reported an average number of 125 clients per day, and over 90 percent reported having private consulting areas. All pharmacies were registered with the appropriate governing bodies. Availability of standard operating procedures at the pharmacies was very high (over 80 percent), and the maintenance of schedule 1 and schedule 2 registers was almost universal. The main specialized services offered by the pharmacies included blood pressure monitoring (84 percent), glucose screening (65 percent), family planning counseling (63 percent), and HIV counseling (50 percent). HIV testing kits were available in 71 percent of the pharmacies, and female condoms were available in 44 percent of the facilities. Male condoms, pills, injectable contraceptives, and emergency contraception pills were available in over 80 percent of the pharmacies.

## PATHOLOGY LABORATORY, RADIOLOGY LABORATORY, AND AMBULANCE SERVICES

Response rates at pathology laboratories, radiology laboratories, and ambulance service providers was 79 percent (23 out of 29), 86 percent (19 out of 22), and 92 percent (11 out of 12), respectively. Facility counts include both main and satellite facilities. Khomas region had the highest concentration of staff among both types of laboratories and ambulance services (54 percent of pathology lab staff, 64 percent of radiology lab staff, and 62 percent of ambulance service staff).

Most pathology laboratories (18 out of 23) were equipped with chemistry analyzers and hematology analyzers, but fewer than five had enzyme-linked immunosorbent assay (ELISA) readers, chemiluminescent analyzers, tissue processors, or blood gas analyzers. X-ray and ultrasound machines were the most common equipment available in radiology laboratories. Approximately half of radiology labs had computed tomography (CT) scanners (8 out of 19) or mammogram machines (9 out of 19), and few facilities (four or fewer) had magnetic resonance imagining (MRI) or ECG machines. Of the 11 ambulance service providers, 10 had portable suction units, and 9 were equipped with oxygen tanks, automated external defibrillators (AEDs), ECG monitors, and extrication devices. The average number of transport vehicles per ambulance service was two, and the average number of paramedics per ambulance service was five.

## MOBILE CLINICS

Five mobile clinics were identified, and all five agreed to participate in the census. Two of the mobile clinics are owned by a private hospital, and two are owned by non-governmental organizations. The mobile clinics provide primary health care services to vulnerable populations, such as farm workers, truck drivers and their clients, and poor communities. One of the mobile clinics provides primary health care and occupational health care to commercial companies. All mobile clinics are managed by nurses, and nearly three-quarters of staff are nurses. All facilities reported registration with MOHSS.

Of the five mobile clinics, four offer primary health care and wellness services, HIV counseling and testing, and sexually transmitted infection services. Only one clinic offers family planning services, maternal and child health services, and immunizations.

All mobile clinics signaled interest in improving or expanding their service provision. The most common barriers to expansion for mobile clinics were lack of funds or insufficient equipment or staff. Three mobile clinics reported a willingness to partner with the public sector to provide health services.

## MEDICAL SUPPLIERS

Similar to mobile clinics, five medical suppliers were identified, and all agreed to participate in the census. Sixty percent of medical supplier staff members are pharmacists. All facilities reported registration with MOHSS.

Nearly all medical suppliers (four out of five) are interested in improving or expanding their services. All medical suppliers indicated they would be willing to partner with the public sector to provide priority health services.

# 1 CONSOLIDATED TABLES

The tables in this section describe the total number of health facilities identified by type and by region, regardless of whether they agreed to take part in the census. Response rates are also described.

**TABLE 1: TOTAL NUMBER OF FACILITIES IDENTIFIED BY REGION**

| Facility Type | Caprivi | Erongo | Hardap | Karas | Kavango | Khomas | Kunene | Ohangwena | Omaheke | Omusati | Oshana | Oshikoto | Otjozondjupa | Total (N) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Private consulting room | 6 | 97 | 19 | 14 | 12 | 338 | 5 | 13 | 4 | 10 | 60 | 14 | 43 | 635 |
| Workplace clinic[1] | 0 | 15 | 0 | 1 | 0 | 5 | 0 | 0 | 3 | 0 | 1 | 1 | 3 | 29 |
| Private hospital | 0 | 9 | 0 | 1 | 2 | 5 | 0 | 1 | 1 | 0 | 1 | 2 | 5 | 27 |
| Pharmacy | 2 | 17 | 5 | 3 | 4 | 55 | 2 | 4 | 3 | 5 | 14 | 3 | 9 | 126 |
| Pathology labs* | 1 | 3 | 1 | 1 | 1 | 9 | 0 | 0 | 1 | 0 | 5 | 2 | 5 | 29 |
| Radiology labs* | 0 | 4 | 1 | 0 | 2 | 6 | 0 | 0 | 4 | 0 | 2 | 0 | 3 | 22 |
| Ambulance services* | 0 | 4 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 3 | 1 | 1 | 12 |
| Medical suppliers | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 5 |
| Mobile clinics | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| **N** | **9** | **150** | **26** | **20** | **21** | **428** | **7** | **18** | **16** | **15** | **87** | **23** | **70** | **890** |

* Data reflects main locations and satellite locations.

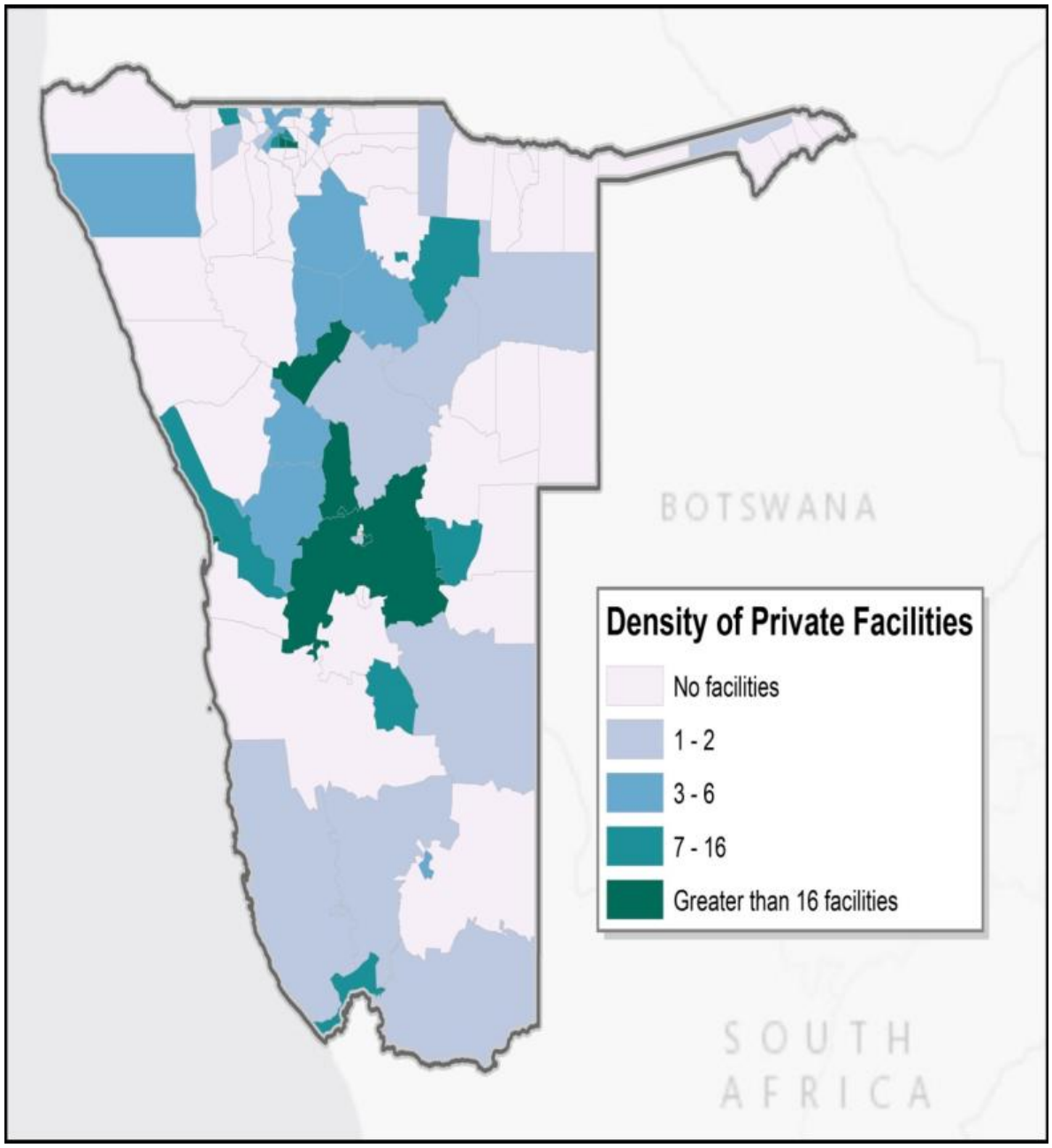
[1] Workplace clinic is a sub-category of the PCR. The main reason for pulling them out of the PCR is to help identify their geographic locations for possible future targeting. Subsequent analysis on workplace clinics is included in the “Private Consulting Rooms” section.

**TABLE 2: WILLINGNESS TO PARTICIPATE IN THE CENSUS**

| | PCR | | Private hospitals | | Pharmacies | | Pathology labs* | | Radiology labs* | | Ambulance services* | | Medical suppliers | | Mobile clinics | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Num. | % | Num. | % | Num. | % | Num. | % | Num. | % | Num. | % | Num. | % | Num. | % | Num. | % |
| **Interview fully completed**[2] | **446** | **67.2** | **18** | **66.7** | **108** | **85.7** | **23** | **79.3** | **19** | **86.4** | **11** | **91.7** | **5** | **100.0** | **5** | **100.0** | **635** | **71.3** |
| Partially completed | 9 | 1.3 | 1 | 3.7 | - | | - | - | - | - | - | - | - | - | - | - | 10 | 1.1 |
| Refused | 154 | 23.2 | 6 | 22.2 | 15 | 11.9 | - | - | 1 | 4.5 | - | - | - | - | - | - | 176 | 19.8 |
| Unsuccessful contact[3] | 55 | 8.3 | 2 | 7.4 | 3 | 2.4 | 6 | 20.7 | 2 | 9.1 | 1 | 8.3 | | | | | 69 | 7.8 |
| **N** | **664** | **100.0** | **27** | **100.0** | **126** | **100.0** | **29** | **100.0** | **22** | **100.0** | **12** | **100.0** | **5** | **100.0** | **5** | **100.0** | **890** | **100.0** |

[2] Subsequent analysis restricted to fully completed interviews.
[3] Includes facilities in which an interview respondent was not found.

**FIGURE 2: DENSITY OF PRIVATE FACILITIES BY REGION**



# 2 PRIVATE CONSULTING ROOMS (PCRS)

The tables in this section summarize the findings related to general operations of the PCR facilities. Data are presented on facility administration and infrastructure, characteristics of the respondents, client volume, services offered by the PCRs, staff size and specialization, and availability of specialized equipment.

**TABLE 3: PERCENTAGE OF PCR FACILITIES BY ADMINISTRATIVE CHARACTERISTICS**

| | Frequency | % |
|---|---|---|
| ***Health Authorities Registration* (N=446)*** | | |
| Facilities registered with Health Professional Council of Namibia | 383 | 85.9 |
| Facilities registered with Ministry of Health and Social Services | 440 | 98.7 |
| Facilities reporting no registration | 1 | 0.2 |
| ***Health Information Reporting*** | | |
| PCRs that report any health statistics to Ministry of Health and Social Services (N=248)[4] | 94 | 38.0 |
| PCRs reporting health services statistics (N=94)[5] | 40 | 42.5 |
| PCRs reporting notifiable disease results (N=94) | 81 | 86.1 |
| PCRs reporting HIV results (N=94) | 28 | 29.7 |
| PCRs reporting STI results (N=94) | 25 | 26.6 |
| PCRs that do not report any health statistics to Ministry of Health and Social Services (N=236) | 123 | 52.1 |
| PCRs that do not know whether they report any health statistics to Ministry of Health and Social Services (N=236) | 18 | 7.6 |
| ***Payment (N=446)*** | | |
| PCRs that accept medical aid schemes patients | 413 | 92.6 |
| PCRs that do not accept medical aid scheme patients | 28 | 6.3 |
| Missing | 5 | 1.1 |

[4] Sample restricted to facilities providing general medical services.
[5] Sample restricted to facilities that reported health services to Ministry of Health and Social Services.

**TABLE 4: PERCENTAGE OF PCR FACILITIES BY INFRASTRUCTURE CHARACTERISTICS**

| | Frequency | % |
|---|---|---|
| ***Building Type (N=446)*** | | |
| Shared building with other medical business | 145 | 32.6 |
| Shared building with other non-medical business | 144 | 32.2 |
| Stand-alone building | 109 | 24.4 |
| Located within a private hospital | 29 | 6.5 |
| Located within a public hospital | 3 | 0.7 |
| Other | 9 | 2.0 |
| Missing | 7 | 1.6 |
| ***Locations (N=446)*** | | |
| PCRs that have more than one location | 134 | 30.0 |
| PCRs that have only one location | 308 | 69.0 |
| Missing | 4 | 1.0 |
| ***Provision of Priority Health Services (N=446)*** | | |
| PCRs that provide primary health care/general physician services | 161 | 36.1 |
| PCRs that offer male circumcision services | 74 | 16.6 |
| PCRs that do not offer primary health care/general physician services | 211 | 47.3 |
| ***Specialized Equipment***[6] | | |
| PCRs that have an incinerator (N=161) | 16 | 9.9 |
| PCRs that have an autoclave (N=161) | 85 | 52.7 |

**TABLE 5: HOURS OF OPERATION AND CLIENT VOLUME**

| | Average | N* |
|---|---|---|
| ***Client Flows*** | | |
| Days per week the PCR is open | 5.4 | 445 |
| Hours per week** the PCR is open | 44.0 | 446 |
| Clients that visit the PCR on a typical day | 22.6 | 433 |

* Variations in the "N" are because of missing values.

**Note: Seven facilities reported being open 24 hours per day, 7 days per week.

[6] Sample restricted to facilities providing primary health care services.

**TABLE 6: RESPONDENT CHARACTERISTICS**

| | Frequency | % |
|---|---|---|
| ***Respondent Breakdown by Position (N=446)*** | | |
| Owner | 194 | 43.5 |
| Service provider | 107 | 24.0 |
| Administrator | 54 | 12.1 |
| Partner | 35 | 7.8 |
| Receptionist | 32 | 7.2 |
| Provider assistant | 12 | 2.7 |
| Other | 9 | 2.0 |
| Missing | 3 | 0.7 |
| ***Professional Association Affiliation**[7]* | | |
| *Relevant facilities affiliated with the following associations:* | | |
| Biokinetics Association (N=20) | 15 | 75.0 |
| HIV Clinicians Society (N=446) | 38 | 8.5 |
| Medical Association of Namibia (N=272) | 149 | 54.8 |
| Namibian Chiropractic and Osteopathy Association (N=6) | 5 | 83.3 |
| Namibian Dental Association (N=64) | 49 | 76.6 |
| Namibian Medical Society (N=272) | 60 | 22.1 |
| Namibian Nursing Association (N=221) | 41 | 19.0 |
| Namibian Optometrist Association (N=44) | 19 | 43.2 |
| Namibian Society of Physiotherapy (N=38) | 32 | 84.2 |
| Pharmaceutical Society of Namibia (N=204) | 10 | 4.9 |
| Psychological Association of Namibia (N=91) | 20 | 21.9 |
| Other (N=446) | 19 | 4.3 |
| No affiliation with any association (N=446) | 63 | 14.3 |
| ***Training Needs**** | | |
| *Priority training needs identified by respondents:* | | |
| Clinical skills | 190 | 42.6 |
| Finance/business management | 137 | 30.7 |
| Time management/patient flow | 125 | 28.0 |
| Counseling/communication skills | 97 | 21.7 |
| Quality assurance systems | 78 | 17.5 |

*Note: Multiple responses allowed. Total percentage to exceed 100 percent.

[7] Sample size for each association affiliation is restricted to relevant service practices. For example, facilities providing medical services and primary health care services is the sample size for the Medical Association of Namibia, whereas the number of facilities providing dental services is the sample size for the Namibian Dental Association.

**TABLE 7: INTEREST IN IMPROVING OR EXPANDING SERVICES AND PARTNERING WITH THE PUBLIC SECTOR AMONG PHYSICIAN-STAFFED FACILITIES**

| | Frequency (N=248) | % |
|---|---|---|
| ***Service Improvements or Expansion*** | | |
| Interest in improving or expanding service provision | 158 | 63.7 |
| No interest in improving or expanding service provision | 64 | 25.8 |
| Don't know if interested in improving or expanding service provision | 25 | 10.1 |
| Missing | 1 | 0.4 |
| ***Barriers to Service Expansion**** | | |
| *Barriers identified by facilities that are interested in improving or expanding service provision: (N=158)* | | |
| Lack of funds | 71 | 45.0 |
| Lack of clinic space | 58 | 36.7 |
| Shortage of staff | 50 | 31.6 |
| Shortage of equipment | 33 | 20.9 |
| Lack of provider expertise | 24 | 15.2 |
| Accreditation policies/processes | 16 | 10.1 |
| Poor linkages with other services providers | 15 | 9.5 |
| Poor recordkeeping systems | 3 | 1.9 |
| Other | 15 | 9.5 |
| None | 13 | 8.2 |
| ***Public-Private Partnerships*** | | |
| *Interest in partnering with the public sector to provide health services:* | | |
| Interested in partnering with public sector | 181 | 73.0 |
| Not interested in partnering with the public sector | 26 | 10.5 |
| Don't know if interested in partnering with the public sector | 36 | 14.5 |
| Missing | 5 | 2.0 |

*Note: Multiple responses allowed. Total percentage exceeds 100 percent.

**TABLE 8: NUMBER OF PCR FACILITIES OFFERING SPECIFIC HEALTH SERVICES BY REGION***

| Type of Service | Caprivi | Erongo | Hardap | Karas | Kavango | Khomas | Kunene | Ohangwena | Omaheke | Omusati | Oshana | Oshikoto | Otjozon-djupa | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Anesthesiology | 0 | 1 | 1 | 3 | 0 | 10 | 1 | 0 | 1 | 0 | 4 | 0 | 1 | 22 |
| Audiology | 0 | 8 | 0 | 1 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 18 |
| Biokinetics | 0 | 5 | 1 | 0 | 1 | 10 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 20 |
| Blood transfusion | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5 |
| Cardiology | 0 | 1 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 6 |
| Chiropractic | 0 | 1 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Counseling | 1 | 15 | 2 | 2 | 2 | 30 | 0 | 1 | 1 | 2 | 9 | 4 | 4 | 73 |
| Dental | 1 | 6 | 2 | 2 | 2 | 27 | 1 | 3 | 1 | 3 | 8 | 2 | 6 | 64 |
| Dermatology | 1 | 1 | 1 | 3 | 0 | 11 | 1 | 1 | 1 | 1 | 5 | 1 | 1 | 28 |
| Diabetic services | 1 | 8 | 0 | 2 | 1 | 14 | 1 | 1 | 1 | 0 | 7 | 4 | 5 | 45 |
| ENT | 0 | 0 | 0 | 2 | 0 | 9 | 0 | 0 | 0 | 0 | 2 | 0 | 3 | 16 |
| Family medicine | 0 | 8 | 1 | 3 | 1 | 23 | 1 | 3 | 1 | 1 | 8 | 3 | 4 | 57 |
| Gastroenterology | 0 | 1 | 0 | 2 | 0 | 7 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 13 |
| General practice | 4 | 25 | 5 | 7 | 3 | 67 | 2 | 7 | 2 | 5 | 25 | 4 | 15 | 171 |
| General surgery | 0 | 1 | 1 | 2 | 1 | 8 | 0 | 0 | 1 | 0 | 3 | 2 | 2 | 21 |
| Home-based care | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 4 |
| HIV and AIDS treatment | 1 | 6 | 1 | 5 | 2 | 25 | 1 | 1 | 1 | 1 | 13 | 3 | 6 | 66 |
| HIV counseling and testing | 0 | 14 | 2 | 4 | 2 | 26 | 0 | 2 | 1 | 1 | 12 | 4 | 9 | 77 |
| Maxillo-facial/oral surgery | 0 | 1 | 0 | 1 | 0 | 4 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 8 |
| Mental health psychiatric | 0 | 1 | 1 | 2 | 0 | 4 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 12 |
| Neurology | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 5 |
| Nutritional services | 0 | 5 | 0 | 0 | 0 | 9 | 0 | 0 | 1 | 0 | 3 | 1 | 1 | 20 |

| Type of Service | Caprivi | Erongo | Hardap | Karas | Kavango | Khomas | Kunene | Ohangwena | Omaheke | Omusati | Oshana | Oshikoto | Otjozon-djupa | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Obstetrics and gynecology | 1 | 4 | 0 | 1 | 1 | 20 | 1 | 0 | 1 | 0 | 8 | 3 | 4 | 44 |
| Occupational therapy | 0 | 15 | 0 | 1 | 0 | 15 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 34 |
| Ophthalmology | 0 | 1 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 7 |
| Optometry | 0 | 8 | 2 | 0 | 2 | 17 | 0 | 1 | 2 | 0 | 8 | 0 | 4 | 44 |
| Orthopedics | 0 | 1 | 0 | 2 | 0 | 9 | 0 | 0 | 1 | 0 | 2 | 0 | 1 | 16 |
| Orthotics and prosthetics | 0 | 2 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 6 |
| Pediatrics | 0 | 0 | 0 | 2 | 1 | 15 | 0 | 0 | 1 | 0 | 4 | 3 | 3 | 29 |
| Pathology | 1 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Pharmacy services | 0 | 5 | 1 | 3 | 0 | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 14 |
| Physiotherapy | 1 | 10 | 1 | 2 | 1 | 17 | 0 | 0 | 1 | 0 | 1 | 1 | 3 | 38 |
| Primary health care | 1 | 16 | 1 | 3 | 0 | 17 | 1 | 0 | 1 | 2 | 7 | 1 | 7 | 57 |
| Psychology | 0 | 4 | 0 | 0 | 0 | 23 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 30 |
| Rehabilitative | 0 | 4 | 0 | 1 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 12 |
| Speech therapy | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| TB care | 0 | 5 | 1 | 1 | 0 | 7 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 17 |
| Urology | 0 | 3 | 0 | 2 | 1 | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 10 |

*Note: One facility can offer multiple services.

## TABLE 9: NUMBER OF PROVIDERS WORKING IN PCR FACILITIES BY SPECIALTY AND REGION

| Provider Type | Caprivi | Erongo | Hardap | Karas | Kavango | Khomas | Kunene | Ohangwena | Omaheke | Omusati | Oshana | Oshikoto | Otjozon-djupa | N |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Anesthesiologist | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| Audiologist | 0 | 2 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Biokinetist | 0 | 13 | 1 | 0 | 1 | 24 | 0 | 0 | 0 | 0 | 0 | 1 | 3 | 43 |
| Cardiologist | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Chiropractor | 0 | 2 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| Counselor (general counseling) | 0 | 1 | 0 | 0 | 0 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 14 |
| Dental technician | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 2 |
| Dentist | 1 | 11 | 1 | 2 | 2 | 38 | 1 | 2 | 3 | 2 | 7 | 2 | 6 | 78 |
| Dermatologist | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Dietician | 0 | 2 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| ENT specialist | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Educational psychologist | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Enrolled nurse | 0 | 8 | 4 | 1 | 1 | 10 | 2 | 0 | 0 | 0 | 2 | 0 | 4 | 32 |
| Family medicine specialist | 0 | 2 | 0 | 1 | 0 | 5 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 10 |
| Gastroenterologist | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| General practitioner | 5 | 37 | 9 | 8 | 6 | 107 | 2 | 6 | 7 | 6 | 23 | 5 | 26 | 247 |
| General surgeon | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Hearing and acoustician | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Maxillo-facial and | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |

| Provider Type | Caprivi | Erongo | Hardap | Karas | Kavango | Khomas | Kunene | Ohangwena | Omaheke | Omusati | Oshana | Oshikoto | Otjozon-djupa | N |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| oral surgeon | | | | | | | | | | | | | | |
| Midwife | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 1 | 0 | 1 | 2 | 0 | 0 | 7 |
| Obstetrician and gynecologist | 0 | 1 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 10 |
| Occupational therapist | 0 | 7 | 0 | 2 | 0 | 15 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 25 |
| Ophthalmologist | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Optometrist | 0 | 9 | 2 | 0 | 2 | 26 | 0 | 1 | 1 | 0 | 8 | 0 | 3 | 52 |
| Orthodontist | 0 | 0 | 2 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Orthopaedic surgeon | 0 | 1 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Orthotics and prosthetists | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Pediatric surgeon | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 4 |
| Pediatrician | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Pharmacist | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Pharmacist technician | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Physiotherapist | 1 | 22 | 1 | 2 | 1 | 28 | 0 | 0 | 2 | 0 | 1 | 1 | 3 | 62 |
| Psychiatrist | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Psychologist | 0 | 2 | 0 | 0 | 0 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 18 |
| Registered nurse | 0 | 35 | 5 | 5 | 2 | 33 | 2 | 0 | 0 | 1 | 6 | 5 | 11 | 105 |
| Speech therapist | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Urologist | 0 | 2 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Other | 0 | 5 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 |
| Undisclosed | 0 | 18 | 0 | 0 | 0 | 26 | 0 | 1 | 0 | 0 | 2 | 3 | 6 | 56 |
| **N** | 7 | 185 | 24 | 24 | 15 | 416 | 7 | 12 | 13 | 10 | 56 | 19 | 63 | 851 |

**TABLE 10: DISTRIBUTION OF PCR FACILITIES THAT DECLINED TO PARTICIPATE IN THE SURVEY BY SERVICE SPECIALTY**

| Type of Service | Frequency | % |
|---|---|---|
| Anesthesiology | 4 | 1.9 |
| Audiology | 2 | 0.9 |
| Biokinetics | 1 | 0.5 |
| Blood transfusion | 1 | 0.5 |
| Cardiology | 1 | 0.5 |
| Chiropractic | 1 | 0.5 |
| Counseling | 2 | 0.9 |
| Day surgery (unattached operating theatre) | 1 | 0.5 |
| Dental | 24 | 11.5 |
| ENT | 3 | 1.4 |
| Emergency care | 1 | 0.5 |
| Family medicine | 1 | 0.5 |
| General practice | 72 | 34.9 |
| Maxillo-facial/oral surgery | 1 | 0.5 |
| Neurology | 1 | 0.5 |
| Nutritional/dietary services | 3 | 1.5 |
| Obstetrics and gynecology | 4 | 1.9 |
| Occupational therapy | 2 | 0.9 |
| Ophthalmology | 4 | 1.9 |
| Optometry | 11 | 5.3 |
| Orthopedics | 4 | 1.9 |
| Orthotics and prosthetics | 1 | 0.5 |
| Pediatrics | 7 | 3.3 |
| Pathology | 1 | 0.5 |
| Physiotherapy | 20 | 9.7 |
| Plastic/reconstructive surgery | 1 | 0.5 |
| Podiatry | 1 | 0.5 |
| Primary health care | 15 | 7.3 |
| Psychology/psychiatry | 9 | 4.4 |
| Radiation therapy | 1 | 0.5 |
| Speech therapy | 2 | 0.9 |
| Other | 4 | 1.9 |
| **N** | **206** | **100.0** |

**TABLE 11: NUMBER OF EACH MEDICAL EQUIPMENT AVAILABLE IN PCR FACILITIES BY REGION**

| Specialized Equipment | Caprivi | Erongo | Hardap | Karas | Kavango | Khomas | Kunene | Ohangwena | Omaheke | Omusati | Oshana | Oshikoto | Otjozon-djupa | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Anesthetic equipment | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Automated external defibrillator | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Audiometer | 0 | 8 | 0 | 1 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 17 |
| Cauterizing machine/diathermy machine | 0 | 2 | 1 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 2 | 0 | 1 | 10 |
| Cerec machine | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 5 |
| Colonoscope | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Colposcope | 0 | 1 | 0 | 0 | 0 | 9 | 1 | 1 | 0 | 1 | 3 | 0 | 1 | 17 |
| CT scan | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Dialysis machine | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| ECG machine | 3 | 23 | 3 | 6 | 3 | 40 | 1 | 2 | 2 | 2 | 11 | 4 | 14 | 114 |
| Endoscope | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 |
| Fundus camera/eye camera | 0 | 3 | 0 | 0 | 1 | 10 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 17 |
| Gastroscope | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Lung function machine/spirometer | 1 | 5 | 1 | 1 | 0 | 7 | 0 | 0 | 0 | 0 | 1 | 2 | 1 | 19 |
| Mammogram machine | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| MRI machine | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Photoropter | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 3 | 0 | 2 | 8 |
| Suction machine | 0 | 0 | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |
| Ultrasound machine | 5 | 17 | 5 | 6 | 3 | 41 | 1 | 2 | 2 | 3 | 10 | 5 | 11 | 111 |
| X-ray | 0 | 4 | 2 | 1 | 0 | 9 | 0 | 0 | 0 | 0 | 3 | 1 | 2 | 22 |

# 3 PRIVATE HOSPITALS

**TABLE 12: NUMBER OF PRIVATE HOSPITALS BY ADMINISTRATIVE CHARACTERISTICS**

| | Frequency (N=18) |
|---|---|
| ***Health Information Reporting*** | |
| Hospitals that report any health statistics to Ministry of Health and Social Services | 12 |
| Hospitals reporting health services statistics | 7 |
| Hospitals reporting notifiable disease results | 9 |
| Hospitals reporting HIV results | 4 |
| Hospitals reporting STI results | 5 |
| Hospitals that do not report any health statistics to Ministry of Health and Social Services | 5 |
| Hosptials that do not know if they report any health statistics to Ministry of Health and Social Services | 1 |
| ***Payment*** | |
| Hospitals that accept medical aid schemes patients | 17 |

**TABLE 13: NUMBER OF PRIVATE HOSPITALS BY INFRASTRUCTURE CHARACTERISTICS**

| | Frequency (N=18) |
|---|---|
| ***Building Type*** | |
| Stand-alone building | 15 |
| Shared building with other medical business | 1 |
| Shared building with other non-medical business | 1 |
| Missing | 1 |
| ***Hospital Type*** | |
| Day hospital | 1 |
| Overnight hospital | 9 |
| Hospice | 7 |
| Workplace hospital | 1 |
| ***Capacity*** | |
| Hospitals with an operating room | 7 |
| Average number of operating rooms (per facility with an operating room) | 1.6 |
| Average number of consultation rooms per facility | 4 |
| Average number of in-patient rooms per facility | 12 |
| Average number of beds per facility | 24 |

| | Frequency (N=18) |
|---|---|
| ***Provision of Priority Health Services*** | |
| Facilities with emergency care | 9 |
| Facilities with ambulance service | 2 |
| ***Specialized Equipment*** | |
| Facilities with an autoclave | 9 |
| Facilities with an incinerator | 4 |

**TABLE 14: RESPONDENT CHARACTERISTICS**

| | Frequency (N=18) |
|---|---|
| ***Respondent Breakdown by Position*** | |
| Health administrator | 6 |
| Hospital manager | 6 |
| Matron | 4 |
| Clinical assistant | 2 |
| ***Training Needs**** | |
| *Priority training needs identified by respondents:* | |
| Clinical skills | 11 |
| Quality assurance systems | 8 |
| Counseling/communication skills | 6 |
| Finance/business management | 1 |
| Time management/patient flow | 1 |

*Note: Multiple responses allowed.

**TABLE 15: INTEREST IN IMPROVING OR EXPANDING SERVICES AND PARTNERING WITH THE PUBLIC SECTOR AMONG PHYSICIAN-STAFFED FACILITIES**

| | Frequency (N=18) |
|---|---|
| ***Service Improvements or Expansion*** | |
| Interest in improving or expanding service provision | 10 |
| No interest in improving or expanding service provision | 6 |
| Don't know if interested in improving or expanding service provision | 1 |
| Missing | 1 |
| ***Barriers to Service Expansion**** | |
| *Barriers identified by facilities that are interested in improving or expanding service provision: (N=10)* | |
| Shortage of staff | 6 |
| Lack of funds | 3 |
| Poor recordingkeeping systems | 3 |
| Lack of provider expertise | 2 |
| Lack of clinic space | 2 |
| Shortage of equipment | 2 |
| Poor linkages with other services providers | 1 |
| ***Public-Private Partnerships*** | |
| *Interest in partnering with the public sector to provide health services:* | |
| Interested in partnering with public sector | 10 |
| Not interested in partnering with the public sector | 5 |
| Don't know if interested in partnering with the public sector | 3 |

*Note: Multiple responses allowed.

**TABLE 16: NUMBER OF PROVIDERS WORKING IN PRIVATE HOSPITAL FACILITIES BY SPECIALTY AND REGION**

| Provider Type | Erongo | Karas | Khomas | Omaheke | Oshikoto | Otjozondjupa | Total | |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | N | % |
| Enrolled nurse | 40 | 12 | 9 | 4 | 1 | 10 | 76 | 30.3 |
| General practitioner * | 16 | 0 | 5 | 0 | 0 | 12 | 33 | 13.1 |
| Pharmacist | 3 | 2 | 3 | 0 | 0 | 2 | 10 | 3.9 |
| Pharmacy assistant | 0 | 2 | 1 | 0 | 0 | 0 | 3 | 1.2 |
| Registered nurse | 55 | 13 | 15 | 1 | 7 | 14 | 105 | 41.8 |
| Specialized health care provider* | 10 | 2 | 4 | 0 | 1 | 7 | 24 | 9.6 |
| **N** | **124** | **31** | **37** | **5** | **9** | **45** | **251** | **100.0** |

*Details of the general practitioners reported in private hospitals were not collected. Specialties of the specialized health care providers were only recorded for seven providers, six of whom were general surgeons and one of whom was an anesthesiologist.

**TABLE 17: NUMBER OF PRIVATE HOSPITAL FACILITIES OFFERING SPECIFIC HEALTH SERVICES BY REGION***

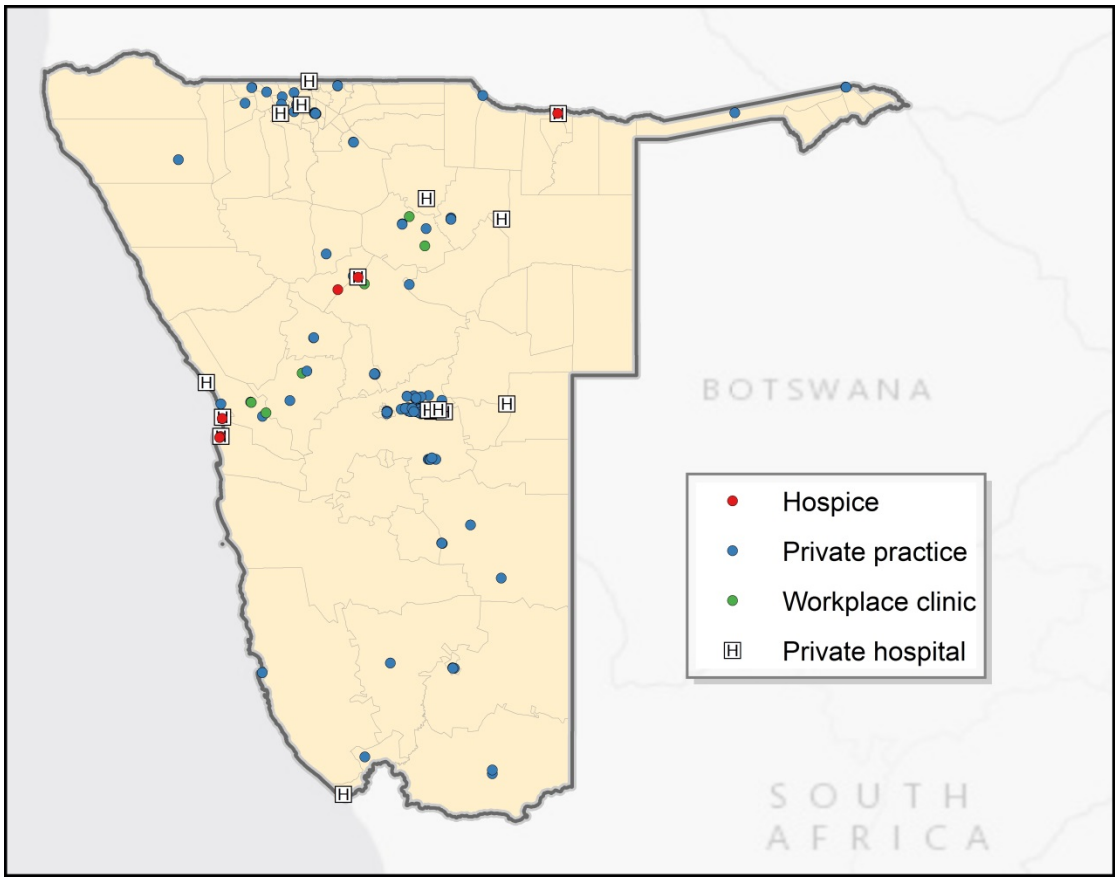
| Provider Type | Erongo | Khomas | Oshikoto | Otjozondjupa | Total (N=18) |
|---|---|---|---|---|---|
| Anesthesiology | 1 | 0 | 1 | 0 | 2 |
| Audiology | 0 | 0 | 1 | 0 | 1 |
| Blood transfusion | 1 | 0 | 1 | 1 | 3 |
| Chemotherapy | 1 | 1 | 0 | 0 | 2 |
| Counseling | 0 | 0 | 1 | 1 | 2 |
| Dialysis | 1 | 0 | 0 | 0 | 1 |
| Diabetes | 1 | 0 | 0 | 0 | 1 |
| ENT | 1 | 0 | 1 | 0 | 2 |
| Gastroenterology | 1 | 0 | 1 | 0 | 2 |
| General practice | 0 | 0 | 1 | 1 | 2 |
| General surgery | 0 | 0 | 1 | 1 | 2 |
| ICU | 1 | 0 | 0 | 0 | 1 |
| HIV counseling and testing | 0 | 0 | 0 | 1 | 1 |
| Nutritional services | 0 | 0 | 1 | 0 | 1 |
| Obstetrics and gynecology | 0 | 0 | 0 | 1 | 1 |
| Occupational therapy | 0 | 0 | 1 | 0 | 1 |
| Pediatrics | 0 | 0 | 0 | 1 | 1 |
| Pharmacy services | 0 | 0 | 1 | 1 | 2 |
| Rehabilitative services | 0 | 1 | 0 | 0 | 1 |

*Note: Only five hospitals reported specialized services, representing four regions.

**TABLE 18: NUMBER OF EACH MEDICAL EQUIPMENT AVAILABLE IN PRIVATE HOSPITALS BY REGION**

| Provider Type | Erongo | Karas | Khomas | Omaheke | Oshikoto | Otjozondjupa | (N=18) |
|---|---|---|---|---|---|---|---|
| Automated external defibrillator | 2 | 1 | 2 | 0 | 1 | 2 | 8 |
| CD4 count machine | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Centrifuge | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Colonoscope | 2 | 1 | 0 | 0 | 0 | 2 | 5 |
| Colposcope | 2 | 1 | 0 | 0 | 0 | 0 | 3 |
| CT scan | 1 | 0 | 1 | 0 | 0 | 0 | 2 |
| Cystoscope | 1 | 1 | 0 | 0 | 0 | 1 | 3 |
| Dialysis machine | 1 | 0 | 1 | 0 | 0 | 0 | 2 |
| ECG machine | 2 | 1 | 2 | 1 | 2 | 2 | 10 |
| ELISA/EIA scanner/reader | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gastroscope | 2 | 1 | 1 | 1 | 0 | 2 | 7 |
| Hematology analyzer | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Incubator | 2 | 1 | 0 | 1 | 1 | 2 | 7 |
| Laparascope | 2 | 1 | 1 | 0 | 0 | 1 | 5 |
| MRI machine | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| PCR viral load machine | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Phototherapy lamp | 2 | 1 | 0 | 1 | 1 | 2 | 7 |
| Ultrasound machine | 2 | 1 | 1 | 0 | 2 | 0 | 6 |
| Suction machine | 1 | 0 | 0 | 0 | 0 | 1 | 2 |
| X-ray | 1 | 1 | 1 | 1 | 1 | 1 | 6 |

**FIGURE 3: GEOGRAPHIC DISTRIBUTION OF PCRS AND PRIVATE HOSPITALS**



# 4 PHARMACIES

**TABLE 19: PERCENTAGE OF PHARMACIES BY ADMINISTRATIVE CHARACTERISTICS**

| | Frequency (N=108) | % |
|---|---|---|
| ***Health Authorities Registration**** | | |
| Facilities registered with Health Professional Council of Namibia | 108 | 100 |
| Facilities registered with Ministry of Health and Social Services | 108 | 100 |
| ***Standard Operating Procedures**** | | |
| *Pharmacies that have standard operating procedures for the following:* | | |
| Sales and dispensing of medicines | 103 | 95.4 |
| Administrative procedures | 102 | 94.4 |
| Procurement and storage of medicines | 101 | 93.5 |
| Security | 94 | 87.0 |
| Cleaning and pest control | 87 | 80.6 |
| ***Record Keeping**** | | |
| *Pharmacies that keep Schedule 1 registers or prescription books:* | 104 | 96.3 |
| Manually | 6 | 5.5 |
| Electronic | 80 | 74.0 |
| Both electronic and manually | 18 | 16.6 |
| Not applicable | 4 | 3.7 |
| *Pharmacies that keep Schedule 2–4 registers or prescription books:* | 106 | 98.1 |
| Manually | 3 | 2.7 |
| Electronic | 70 | 64.8 |
| Both electronic and manually | 32 | 29.6 |
| Don't know | 1 | 0.9 |
| Not applicable | 2 | 1.8 |
| Pharmacies that keep registers for three years after last date of entry | 100 | 92.6 |
| Pharmacies that keep prescriptions for three years after last date of entry | 104 | 96.3 |
| Pharmacies that keep financial documents for five years after last date of entry | 102 | 94.4 |
| *Pharmacies that keep and have access to complete patient profile:* | 108 | 100.0 |
| Manually | 3 | 2.8 |
| Electronic | 88 | 81.4 |
| Both electronic and manually | 17 | 15.7 |
| ***Payment*** | | |
| Pharmacies that accept medical aid schemes patients | 108 | 100.0 |

*Note: Multiple responses allowed. Total percentage exceeds 100 percent.

**TABLE 20: PERCENTAGE OF PHARMACIES BY INFRASTRUCTURE CHARACTERISTICS**

| | Frequency (N=108) | % |
|---|---|---|
| ***Building Type*** | | |
| Shared building with non-medical business | 58 | 53.6 |
| Shared building with other medical business | 33 | 30.6 |
| Stand-alone building | 10 | 9.3 |
| Located within a private hospital | 7 | 6.5 |
| ***Availability of Private Counseling Area*** | | |
| Pharmacies with a private counseling area | 100 | 92.6 |
| Separate room | 65 | 65.0 |
| Separate secluded area | 21 | 21.0 |
| Private dispensing booth | 12 | 12.0 |
| Other | 1 | 1.0 |
| Missing | 1 | 1.0 |
| Pharmacies without a private counseling area | 8 | 7.4 |
| ***Availability of Private Dispensing Area*** | | |
| Pharmacies with a semi-private dispensing area | 91 | 84.3 |
| Pharmacies without a semi-private dispensing area | 17 | 15.7 |
| ***Availability of Private Waiting Area*** | | |
| Pharmacies with a waiting area | 103 | 95.4 |
| Pharmacies with a waiting area far enough from the dispensing counter that conversations cannot be overheard | 71 | 65.7 |
| Pharmacies with a waiting area far enough from the dispensing counter that conversations can be overheard | 31 | 28.7 |
| Not applicable | 6 | 5.5 |

**TABLE 21: RESPONDENT CHARACTERISTICS**

| | Frequency (N=108) | % |
|---|---|---|
| ***Respondent Breakdown by Position*** | | |
| Pharmacist | 46 | 42.6 |
| Owner | 24 | 22.2 |
| Administration manager | 13 | 12.0 |
| Managing pharmacist | 13 | 12.0 |
| Pharmacy assistant | 7 | 6.5 |
| Pharmacist intern | 2 | 1.9 |
| Other | 3 | 2.8 |
| ***Professional Association Affiliation**** | | |
| *Facilities affiliated with the following associations:* | | |
| HIV Clinician's Society | 7 | 6.5 |

| | | |
|---|---|---|
| Pharmaceutical Society of Namibia | 103 | 95.4 |
| ***Training Needs**** | | |
| *Priority training needs identified by respondents:* | | |
| Counseling/communication skills | 51 | 47.2 |
| Clinical skills | 50 | 46.3 |
| Time management/patient flow | 26 | 24.0 |
| Quality assurance systems | 17 | 15.7 |
| Finance/business management | 11 | 10.2 |

*Note: Multiple responses allowed. Total percentage exceeds 100%.

**TABLE 22: INTEREST IN IMPROVING OR EXPANDING SERVICES AND PARTNERING WITH THE PUBLIC SECTOR**

| | **Frequency (N=108)** | **%** |
|---|---|---|
| ***Service Improvements or Expansion*** | | |
| Interest in improving or expanding service provision | 84 | 77.7 |
| No interest in improving or expanding service provision | 15 | 13.8 |
| Don't know if interested in improving or expanding service provision | 8 | 7.4 |
| Missing | 1 | 0.9 |
| ***Barriers to Service Expansion**** | | |
| *Barriers identified by facilities that are interested in improving or expanding their service provision: (N=84)* | | |
| Lack of clinic space | 47 | 55.9 |
| Shortage of staff | 32 | 38.1 |
| Lack of funds | 22 | 26.1 |
| Lack of provider expertise | 11 | 13.1 |
| Shortage of equipment | 9 | 10.7 |
| Poor linkages with other service providers | 4 | 4.7 |
| Poor record-keeping systems | 2 | 2.4 |
| Accreditation policies/processes | 1 | 1.2 |
| Other | 4 | 4.7 |
| None | 4 | 4.7 |
| ***Public-Private Partnerships*** | | |
| *Interest in partnering with the public sector to provide health services:* | | |
| Interested in partnering with public sector | 88 | 81.4 |
| Not interested in partnering with the public sector | 7 | 6.4 |
| Don't know if interested in partnering with the public sector | 13 | 12.0 |

*Note: Multiple responses allowed. Total percentage exceeds 100 percent.

**TABLE 23: NUMBER OF PHARMACIES OFFERING SPECIFIC HEALTH SERVICES BY REGION**

| Service | Caprivi | Erongo | Hardap | Karas | Kavango | Khomas | Kunene | Ohang-wena | Omaheke | Omusati | Oshana | Oshikoto | Otjozon-djupa | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | | N | % |
| Blood pressure monitoring | 2 | 14 | 4 | 1 | 3 | 39 | 1 | 3 | 0 | 4 | 9 | 3 | 8 | 91 | 84.3 |
| Glucose screening | 2 | 12 | 2 | 1 | 2 | 27 | 0 | 2 | 0 | 4 | 9 | 3 | 6 | 70 | 64.8 |
| HIV testing | 1 | 5 | 0 | 0 | 0 | 8 | 1 | 1 | 0 | 0 | 2 | 1 | 3 | 22 | 20.4 |
| HIV counseling services | 1 | 9 | 3 | 0 | 1 | 20 | 1 | 4 | 0 | 2 | 7 | 1 | 5 | 54 | 50.0 |
| Cholesterol screening | 0 | 10 | 1 | 1 | 1 | 18 | 0 | 1 | 0 | 3 | 2 | 1 | 4 | 42 | 38.9 |
| Family planning counseling services | 2 | 11 | 3 | 0 | 1 | 25 | 0 | 4 | 1 | 3 | 11 | 2 | 5 | 68 | 63.0 |
| Immunizations | 1 | 8 | 1 | 0 | 0 | 7 | 1 | 2 | 0 | 0 | 1 | 2 | 2 | 25 | 23.2 |
| Other | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 1.9 |

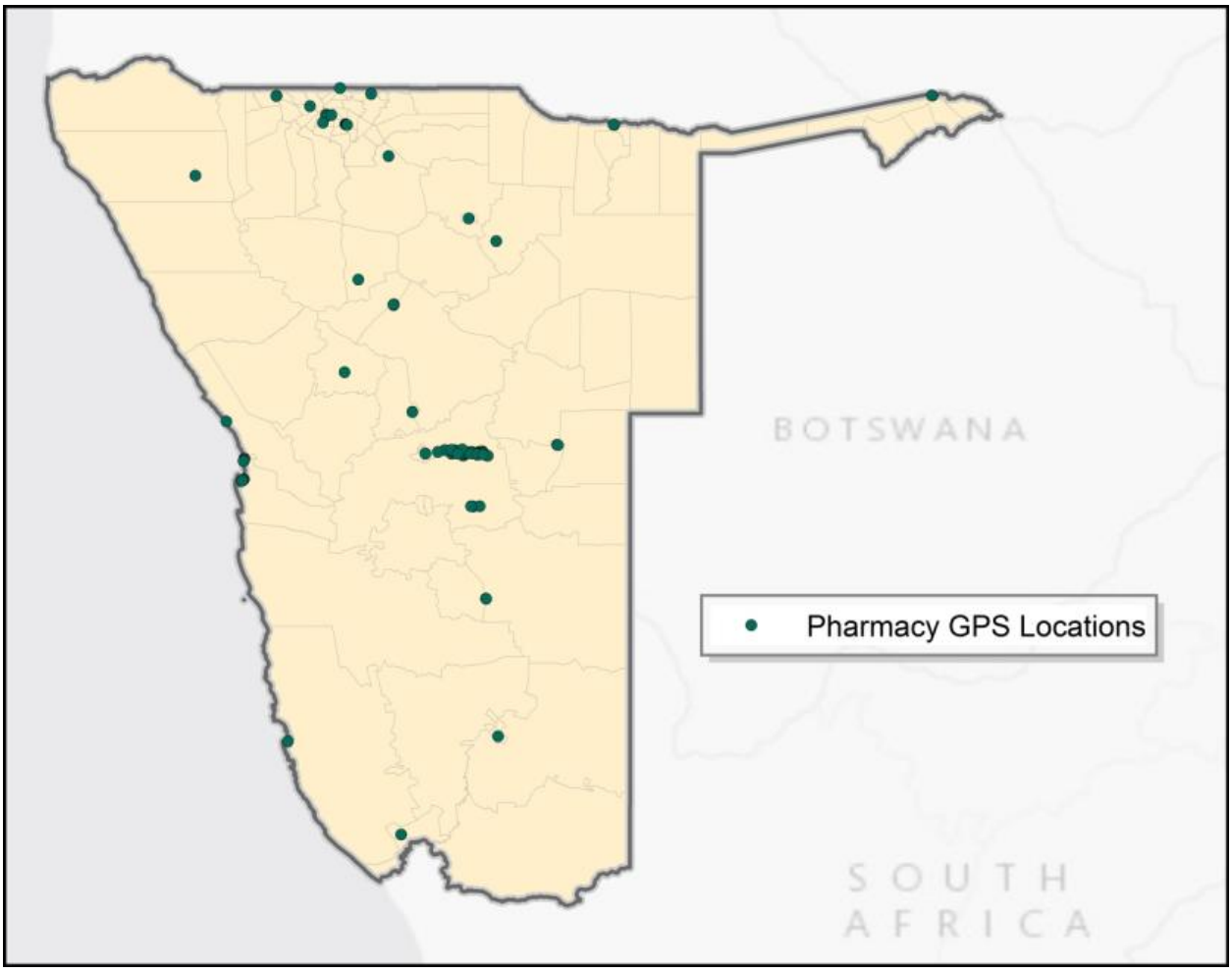
**TABLE 24: PHARMACIES THAT CARRY HIV TEST KITS AND FAMILY PLANNING PRODUCTS BY REGION**

| HIV SERVICES | Caprivi | Erongo | Hardap | Karas | Kavango | Khomas | Kunene | Ohang-wena | Omaheke | Omusati | Oshana | Oshikoto | Otjozondj-upa | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | | N | % |
| HIV rapid test kits | 1 | 14 | 1 | 1 | 2 | 30 | 1 | 4 | 1 | 4 | 9 | 3 | 6 | 77 | 71.3 |
| **FP PRODUCTS** | | | | | | | | | | | | | | | |
| Combination pills | 2 | 17 | 5 | 2 | 3 | 44 | 1 | 4 | 1 | 4 | 13 | 3 | 8 | 107 | 99.1 |
| Emergency contraception | 2 | 16 | 5 | 2 | 3 | 44 | 1 | 4 | 1 | 4 | 13 | 2 | 7 | 104 | 96.3 |
| Female condom | 0 | 8 | 1 | 2 | 0 | 21 | 0 | 2 | 1 | 0 | 7 | 1 | 4 | 47 | 43.5 |
| Injectable contraceptive | 2 | 16 | 3 | 2 | 2 | 37 | 1 | 4 | 1 | 3 | 9 | 2 | 7 | 89 | 82.4 |
| Male condom | 2 | 16 | 4 | 2 | 2 | 44 | 1 | 4 | 1 | 4 | 13 | 2 | 8 | 103 | 95.4 |
| Progestin-only pills | 2 | 15 | 5 | 2 | 3 | 42 | 1 | 3 | 1 | 4 | 11 | 3 | 8 | 100 | 92.6 |

## TABLE 25: NUMBER OF EACH MEDICAL EQUIPMENT AVAILABLE IN PHARMACY FACILITIES BY REGION

| Specialized Equipment | Caprivi | Erongo | Hardap | Karas | Kavango | Khomas | Kunene | Ohang-wena | Omaheke | Omusati | Osh ana | Oshikoto | Otjozo-ndjupa | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | | N | % |
| Biohazard (chemical and pharmaceutical waste) bin | 0 | 15 | 2 | 2 | 2 | 25 | 1 | 3 | 0 | 3 | 7 | 3 | 5 | 68 | 63.0 |
| Compounding area with equipment (scale, mortar & pestle, tile, measuring cylinders) | 2 | 17 | 5 | 2 | 3 | 45 | 1 | 4 | 1 | 4 | 13 | 3 | 8 | 108 | 100.0 |
| Emergency trolley | 0 | 4 | 0 | 1 | 0 | 7 | 0 | 0 | 1 | 0 | 4 | 2 | 3 | 22 | 20.4 |
| Equipped private consultation area (with blood pressure meter, etc.) | 2 | 16 | 4 | 2 | 3 | 36 | 1 | 4 | 1 | 4 | 10 | 3 | 8 | 94 | 87.0 |
| Equipped private consultation area and clinic (vaccinations, baby clinic, etc.) | 1 | 10 | 1 | 1 | 0 | 14 | 1 | 2 | 0 | 2 | 4 | 2 | 5 | 43 | 39.8 |
| Fridge, separate from fridge in the kitchen | 2 | 17 | 4 | 2 | 3 | 45 | 1 | 4 | 1 | 4 | 12 | 3 | 8 | 106 | 98.1 |
| Locked safe with schedule register | 2 | 17 | 5 | 2 | 3 | 43 | 1 | 3 | 1 | 4 | 11 | 2 | 8 | 102 | 94.4 |
| Sharps bin (bin for needles that were used) | 2 | 13 | 3 | 1 | 2 | 31 | 1 | 3 | 0 | 3 | 7 | 2 | 6 | 74 | 68.5 |
| Sink to clean equipment (with hot and cold water), separate from kitchen sink | 2 | 17 | 5 | 2 | 3 | 45 | 1 | 4 | 1 | 4 | 13 | 3 | 8 | 108 | 100.0 |
| Storage for keeping records | 2 | 17 | 5 | 2 | 3 | 42 | 1 | 4 | 1 | 4 | 12 | 3 | 8 | 104 | 96.3 |

**FIGURE 4: GEOGRAPHIC DISTRIBUTION OF PHARMACIES**



# 5 PATHOLOGY LABORATORIES

**TABLE 26: NUMBER OF PROVIDERS WORKING IN PATHOLOGY LABORATORY FACILITIES BY SPECIALTY AND REGION**

| Provider Type | Caprivi | Erongo | Hardap | Karas | Kavango | Khomas | Kunene | Ohangwena | Omaheke | Omusati | Oshana | Oshikoto | Otjozondjupa | (N=29) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Medical scientist | 2 | 5 | 0 | 0 | 0 | 18 | 0 | 0 | 1 | 0 | 6 | 0 | 6 | 38 |
| Medical technician | 0 | 0 | 0 | 0 | 1 | 5 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 9 |
| Nurses | 0 | 4 | 5 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 4 | 1 | 2 | 27 |
| Student lab assistants | 0 | 2 | 0 | 0 | 1 | 9 | 0 | 0 | 0 | 0 | 3 | 0 | 2 | 17 |
| Student medical technicians | 0 | 3 | 0 | 0 | 0 | 19 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 25 |
| Pathologists | 0 | 2 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |

**TABLE 27: NUMBER OF PATHOLOGY LABORATORIES OFFERING SPECIFIC HEALTH SERVICES**

| | Average | N |
|---|---|---|
| ***Tests Conducted at Labs*** | | |
| HIV tests conducted in the past 12 months | 707 | 9 |
| TB tests conducted in the past 12 months | 765 | 7 |

**TABLE 28: NUMBER OF EACH MEDICAL EQUIPMENT AVAILABLE IN PATHOLOGY LABORATORY FACILITIES**

| | Frequency (N=29) |
|---|---|
| ***Specialized Equipment*** | |
| Chemistry analyzers | 25 |
| Haematology analyzers | 24 |
| Immunology analyzers | 14 |
| Coagulation analyzers | 10 |
| Microbiology analyzers | 8 |
| ELISA readers | 4 |
| Chemiluminescent analyzers | 3 |
| Tissue processors | 2 |
| Blood gas analyzers | 1 |
| ***Staff Type*** | |
| *Staff working in labs by type:* | |
| Medical scientist | 38 |
| Nurses | 27 |
| Student medical technicians | 25 |
| Student lab assistants | 17 |
| Medical technician | 9 |
| Pathologists | 7 |

# 6 RADIOLOGY LABORATORIES

**TABLE 29: NUMBER OF PROVIDERS WORKING IN RADIOLOGY LABORATORY FACILITIES BY SPECIALTY AND REGION**

| Provider Type | Caprivi | Erongo | Hardap | Karas | Kavango | Khomas | Kunene | Ohangwena | Omaheke | Omusati | Oshana | Oshikoto | Otjozondjupa | N |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Nurses | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Radiology staff[8] | 0 | 9 | 0 | 0 | 3 | 22 | 0 | 0 | 1 | 0 | 1 | 0 | 2 | 38 |

[8] Includes radiologists, radiographers, and radiology assistants.

**TABLE 30: NUMBER OF EACH MEDICAL EQUIPMENT AVAILABLE IN RADIOLOGY LABORATORY FACILITIES**

| | Frequency (N=19) |
|---|---|
| ***Specialized Equipment*** | |
| X-rays | 16 |
| Ultrasound machine | 14 |
| Mammogram machine | 9 |
| CT scanner | 8 |
| MRI machine | 4 |
| ECG machine | 2 |
| ***Staff Type*** | |
| Radiology Staff | 38 |
| Nurses | 1 |

# 7 AMBULANCE SERVICES

**TABLE 31: NUMBER OF PROVIDERS WORKING IN AMBULANCE SERVICES BY SPECIALTY AND REGION**

| Provider Type | Caprivi | Erongo | Hardap | Karas | Kavango | Khomas | Kunene | Ohangwena | Omaheke | Omusati | Oshana | Oshikoto | Otjozondjupa | N |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Flight doctor | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Flight nurse | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Paramedic | 0 | 17 | 0 | 0 | 0 | 33 | 0 | 0 | 0 | 0 | 6 | 2 | 3 | 61 |
| Trauma nurse | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |

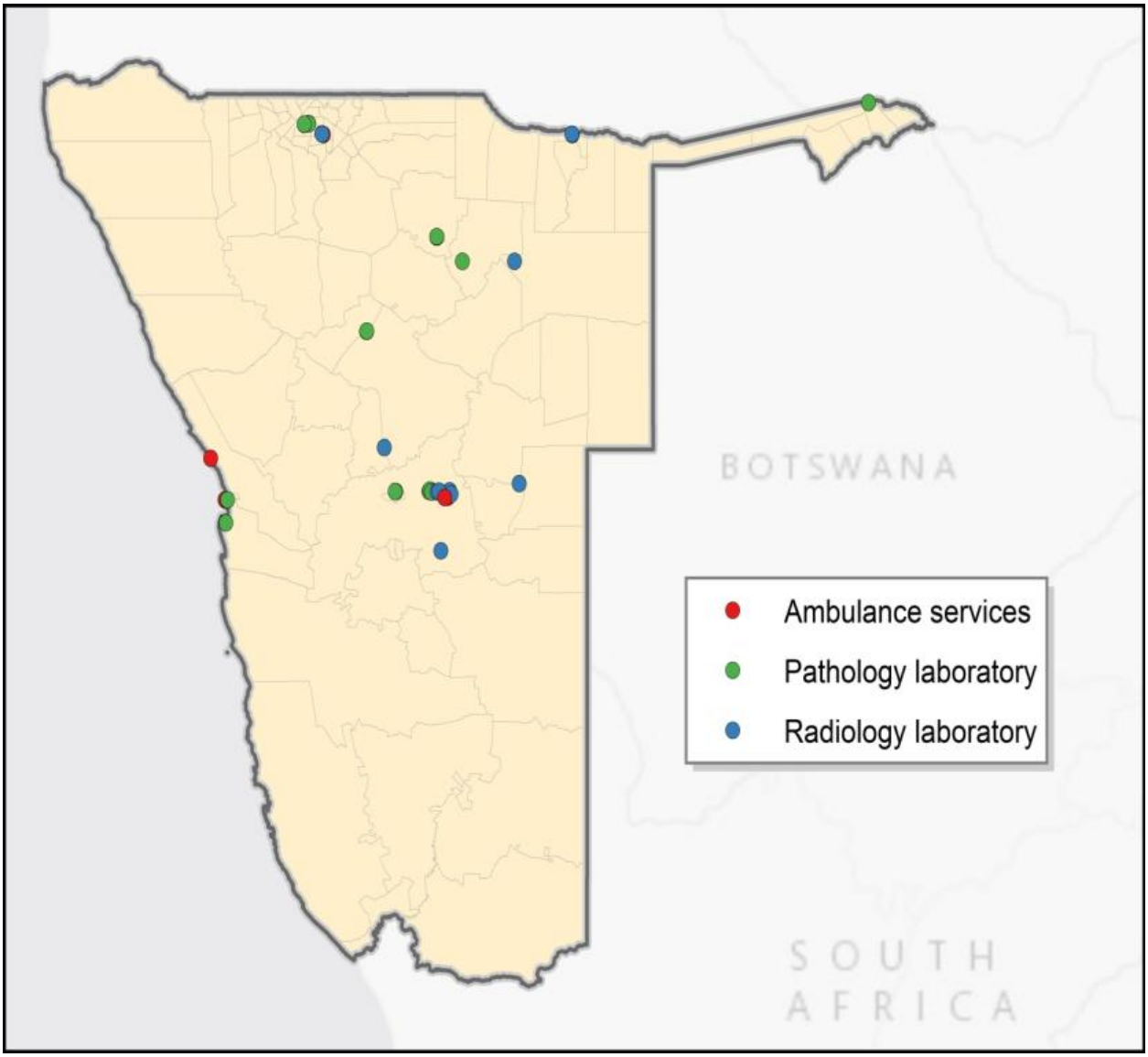
**TABLE 32: NUMBER OF AMBULANCE SERVICES BY INFRASTRUCTURE CHARACTERISTICS**

| | Frequency (N=11) |
|---|---|
| ***Fleet*** | |
| Ground transportation vehicles | 24 |
| Ambulance services reporting air transport capability | 2 |
| ***Specialized Equipment*** | |
| Portable suction unit | 10 |
| AED defibrillator | 9 |
| ECG monitor | 9 |
| Extrication device | 9 |
| Oxygen cylinder/tank | 9 |
| Fixed suction unit | 7 |
| Infant incubator | 4 |

**TABLE 33: RESPONDENT CHARACTERISTICS**

| | Frequency (N=11) |
|---|---|
| ***Staff Type*** | |
| Paramedic | 61 |
| Trauma nurse | 5 |
| Flight doctor | 0 |
| Flight nurse | 0 |
| ***Collaboration with Public Sector*** | |
| *Ambulance services providing transport for patients from public facilities to private facilities:* | |
| Provides transport from public facilities | 8 |
| Does not provide transport from public facilities | 2 |
| Missing | 1 |

**FIGURE 5: GEOGRAPHIC DISTRIBUTION OF PATHOLOGY LABORATORIES, RADIOLOGY LABORATORIES, AND AMBULANCE SERVICES**



# 8 MOBILE CLINICS

**TABLE 34: NUMBER OF MOBILE CLINICS BY ADMINISTRATIVE CHARACTERISTICS**

| | Frequency (N=5) |
|---|---|
| ***Health Authorities Registration*** | |
| Number of mobile clinics that are registered with the Ministry of Health and Social Services | 5 |
| ***Payment*** | |
| *Of all patients attending mobile clinics, proportion that pay the following prices:* | |
| Full price | 56 % |
| Partial price | 28% |
| No fee | 16% |

**TABLE 35: NUMBER OF MOBILE CLINICS BY INFRASTRUCTURE CHARACTERISTICS**

| | Frequency (N=5) |
|---|---|
| ***Provision of Priority Health Services*** | |
| *Mobile clinics offering the following services:* | |
| HIV counseling and testing | 4 |
| Primary health care | 4 |
| STI services | 4 |
| Wellness | 4 |
| *Mobile clinics offering the following primary health services:* | |
| Chronic disease testing, retreatment, or referral | 4 |
| Communicable disease diagnosis and treatment | 4 |
| Minor illness care | 4 |
| Family planning counseling | 3 |
| TB screening | 3 |
| Family planning commodities | 1 |
| Immunizations | 1 |
| Maternal and child health services | 1 |
| *Mobile clinics providing referrals for the following chronic diseases:* | |
| Diabetes | 5 |
| High cholesterol | 5 |
| Hypertension | 5 |
| Arthritis | 3 |
| Asthma | 2 |

**TABLE 36: RESPONDENT CHARACTERISTICS AND PROVIDER TYPES**

| | Frequency (N=5) |
|---|---|
| ***Respondent Breakdown by Position*** | |
| Operations manager | 2 |
| Wellness coordinator | 1 |
| Program manager | 1 |
| Training officer | 1 |
| ***Clinic Manager Type*** | |
| Registered nurse | 5 |
| ***Service Improvements or Expansion*** | |
| Interest in improving or expanding service provision | 5 |
| ***Barriers to Service Expansion**** | |
| *Barriers identified by facilities that are interested in improving or expanding service provision:* | |
| Lack of funds | 3 |
| Shortage of equipment | 3 |
| Shortage of staff | 2 |
| Accreditation policies/processes | 1 |
| Poor record-keeping systems | 1 |
| ***Public-Private Partnerships*** | |
| Facilities interested in partnering with the public sector to provide health services | 3 |
| ***Staff Type*** | |
| Nurses | 35 |
| Doctors | 2 |
| Enrolled nurses | 2 |
| Lab technicians | 1 |
| Other | 7 |

*Note: Multiple responses allowed.

# 9 MEDICAL SUPPLIERS

**TABLE 37: NUMBER OF MEDICAL SUPPLIERS BY ADMINISTRATIVE CHARACTERISTICS**

| | Frequency (N=5) |
|---|---|
| ***Health Authorities Registration*** | |
| Facilities registered with Health Professional Council of Namibia | 1 |
| Facilities registered with Ministry of Health and Social Services | 5 |
| Facilities registered with Namibia Medical Regulatory Council | 1 |

**TABLE 38: NUMBER OF MEDICAL SUPPLIERS BY RESPONDENT CHARACTERISTICS AND PROVIDER TYPES**

| | Frequency (N=5) |
|---|---|
| ***Training Needs**** | |
| *Priority training needs identified by respondents:* | |
| Time management | 3 |
| Communication skills | 2 |
| Finance/business management | 1 |
| ***Service Improvements or Expansion*** | |
| Facilities interested in improving or expanding service provision | 4 |
| ***Barriers to Service Expansion**** | |
| *Barriers identified by facilities that are interested in improving or expanding service provision:* | |
| Lack of clinic space | 2 |
| Lack of funds | 2 |
| Shortage of staff | 2 |
| Government price regulation | 1 |
| Lack of clients | 1 |
| Shortage of stock | 1 |
| ***Training*** | |
| Respondents interested in receiving training | 3 |
| ***Public-Private Partnerships*** | |
| Facilities interested in partnering with the public sector to provide health services: | 5 |
| ***Staff Type*** | |
| *Staff working for medical suppliers by type:* | |
| Pharmacists | 12 |
| Pharmacy assistants | 2 |
| Quality controllers | 2 |

| | Frequency (N=5) |
|---|---|
| Clinical technicians | 1 |
| Nurse practitioners | 1 |
| Nurse providers | 1 |
| Paramedics | 1 |

*Note: Multiple responses allowed.