

COMMUNITY-LED MONITORING IN ASIA

FACILITY REPORT – HIV SERVICES, APRIL TO DECEMBER 2024
PENGAYOMAN HOSPITAL, JAKARTA, INDONESIA

Background

Community-Led Monitoring (CLM) in Asia was initiated in 2021 and is implemented by Peduli Hati Bangsa with support from the South and South-East Asia (SASEA) Partnership Platform, and amfAR's TREAT Asia program and its Andelson Office of Public Policy. This initiative is a pioneering CLM project in the Asia-Pacific region, monitoring HIV and hepatitis B (HBV) and hepatitis C (HCV), making real-time data accessible to the public via an online dashboard. It also is the only global CLM project to have developed and that is actively monitoring indicators for HBV and HCV services. This report provides a summary of feedback from HIV care recipients on selected indicators at the Pengayoman Hospital, Jakarta, Indonesia.

Respondents

From April to December 2024, 101 people living with HIV (PLHIV) provided their feedback on the HIV services they received at Pengayoman Hospital; 12.87% were female, 87.13% were male. 80.20% were 31 to 49 years of age and 12.87% were >50 years.

Findings

The findings presented are from selected indicators on HIV services.

Indicators and data collection

The monitoring indicators are based on Indonesia's national guidelines and policies, and focus on essential components of the Accessibility, Acceptability, Availability, Affordability and Quality (AAAQ) framework covering HIV, HBV and HCV. Data collection was conducted by data enumerators from Peduli Hati Bangsa using mobile devices.

Survey Completion Summary

Survey Progress

Facility Assessed:	1
Completed: HIV Service User Survey	101

Patient Survey Demographics

Age Demographics

25 to 30 years old	7 (6.93%)
31 to 49 years old	81 (80.20%)
50 years old and above	13 (12.87%)

Gender Demographics

Male	88 (87.13%)
Female	13 (12.87%)

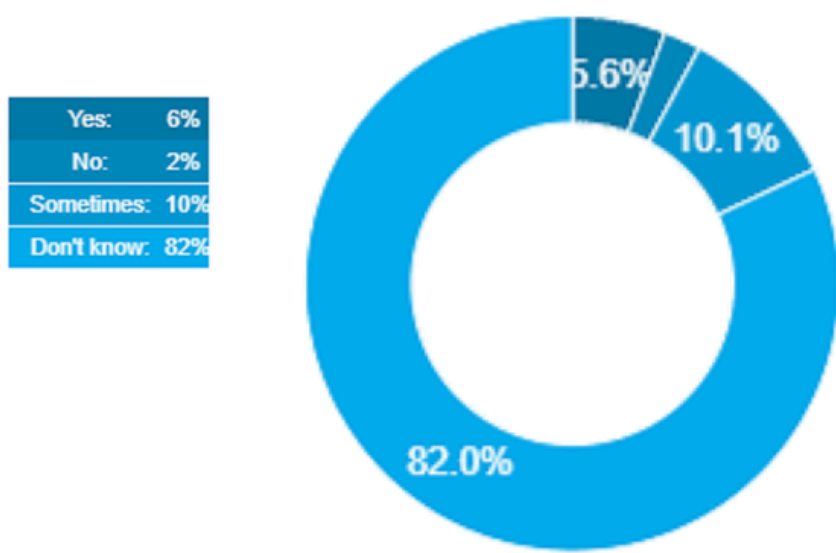
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ACCESSIBILITY

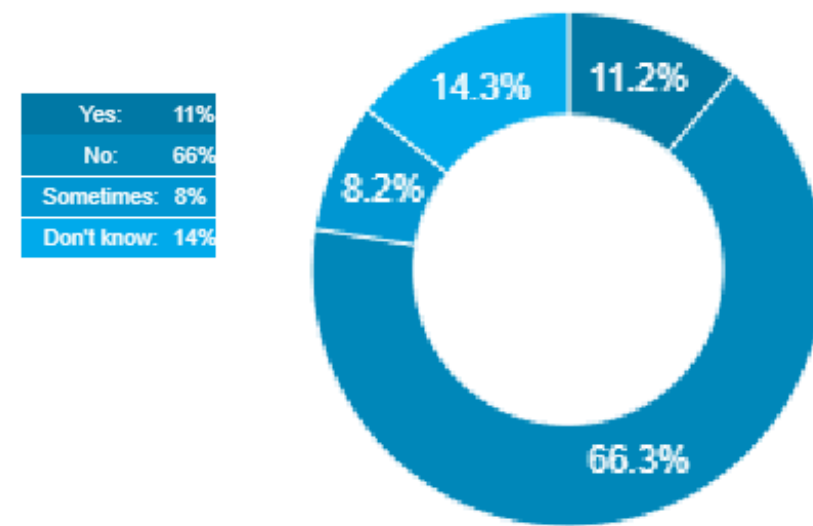
Of the 89 service users, majority (82%) reported that they did not know whether the facility opens and closes on time, suggesting limited awareness or communication about operating hours. A significant majority (66%) believed the facility does not open for enough hours to meet their needs. These findings suggest that the current operating hours may not be sufficient for most users. There may be a need to review and adjust service hours to better accommodate client schedules and improve service utilization.

Does this facility open and close on time?



Surveys Completed: 89
Source: Service User Survey

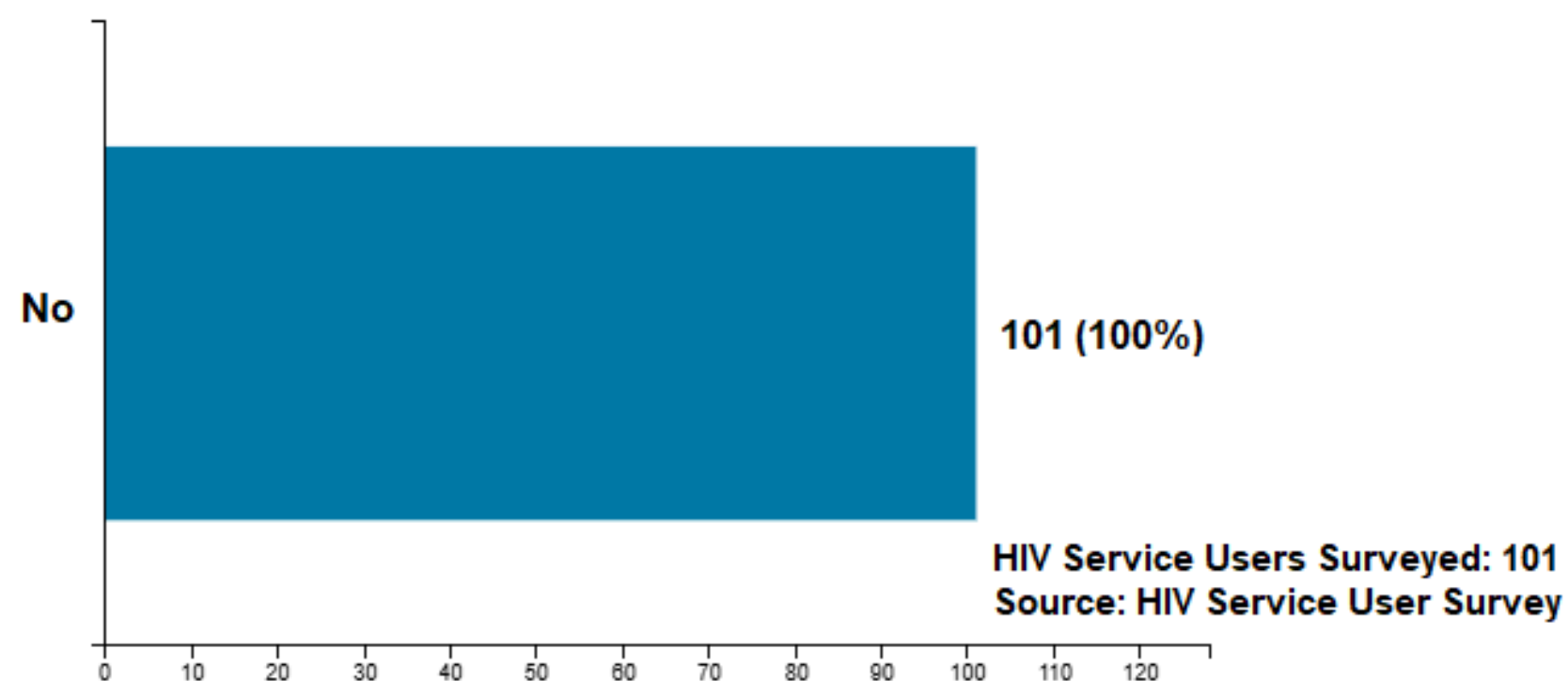
Do you think this facility is open for enough hours to meet service user's needs?



Surveys Completed: 98
Source: Service User Survey

All 101 HIV service users surveyed (100%) reported that they did not consider the waiting time at the facility to be too long. This unanimous response suggests a strong level of satisfaction with service efficiency.

Do you think the waiting time at this facility is too long?



HIV Service Users Surveyed: 101
Source: HIV Service User Survey

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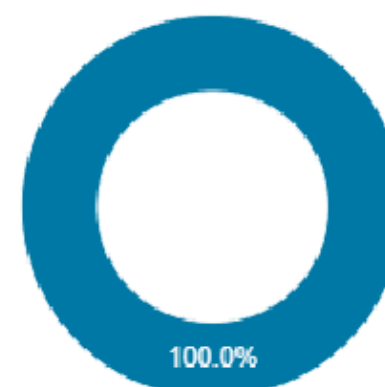
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ACCEPTABILITY

100% of the 101 surveyed HIV service users reported that they had not experienced any acts of stigma or discrimination at the facility in the past six months. This indicates a generally positive perception of the facility's environment regarding stigma-free service delivery.

Have you faced any act you consider stigmatizing or discriminating in the past 6 months at the facility

No: 100%



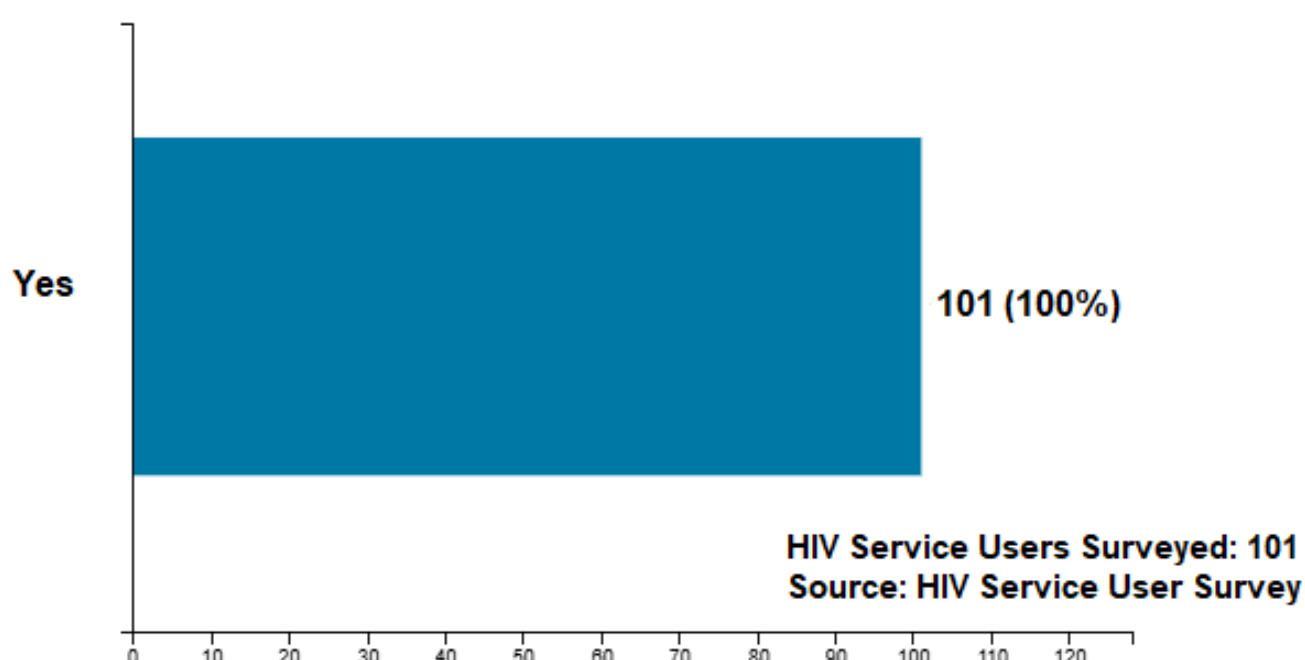
HIV Service Users Surveyed: 101
Source: HIV Service User Survey

AVAILABILITY

Among 101 respondents, HIV testing was accessed through various channels, with 73% supported by doctors, and others assisted by NGOs (11%), and family members (16%). Notably, 100% of the 101 surveyed users confirmed that a healthcare provider explained the meaning of their test results, reflecting good post-test counseling practices.

Additionally, 69% of respondents were aware of index testing, and 100% reported being informed by the facility about the importance of HIV testing for their spouse or children.

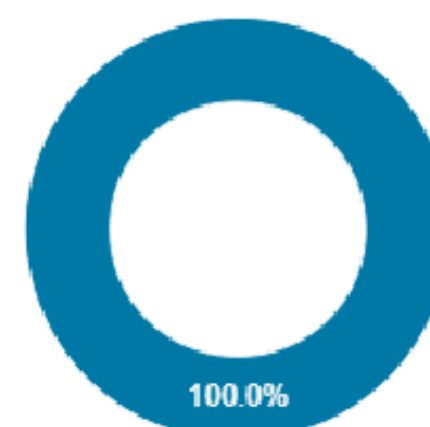
Did a healthcare provider explain what the results of this test means to you?



HIV Service Users Surveyed: 101
Source: HIV Service User Survey

Did the facility or someone inform you about the need for HIV testing for your spouse and your children?

Yes: 100%



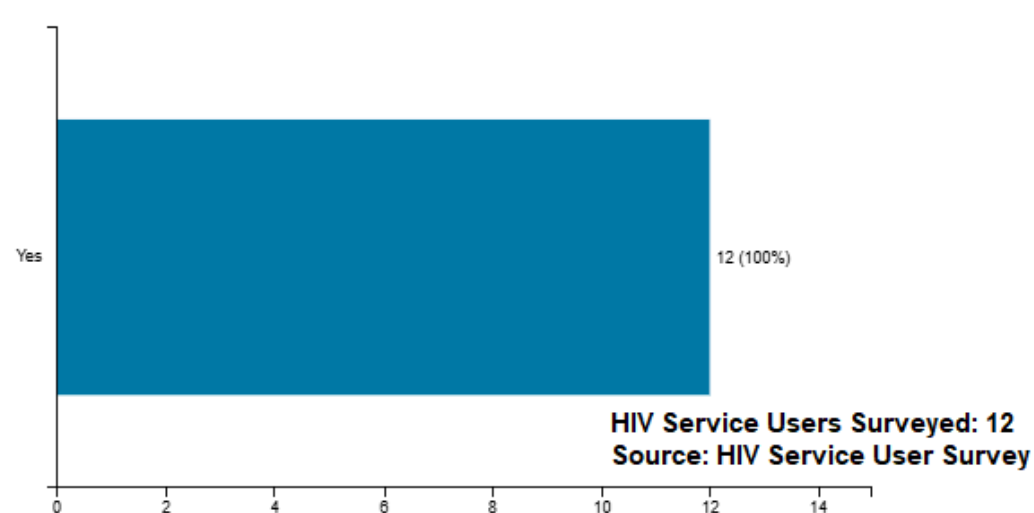
HIV Service Users Surveyed: 101
Source: HIV Service User Survey

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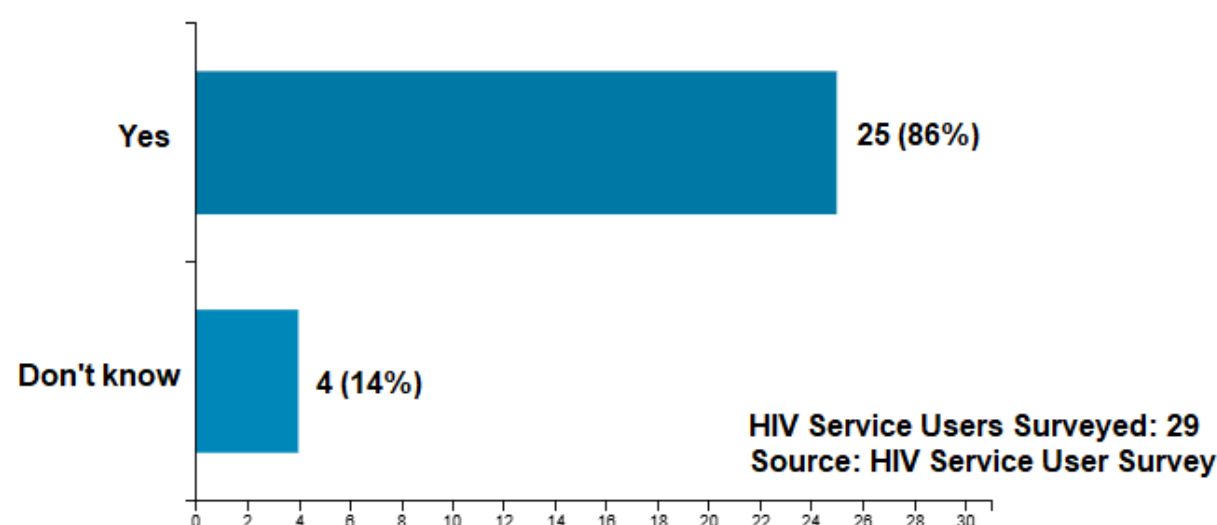
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Among women living with HIV, 100% were informed about the prevention of mother-to-child transmission, and all 4 respondents who had children (100%) reported receiving prophylaxis for both themselves and their child. Regarding antiretroviral therapy, 86% of the 25 surveyed clients are either currently on or were initiated on a Dolutegravir-based regimen (TLD). All surveyed service users reported receiving at least two months' supply of antiretroviral medicine in the past three months, with no indication of stock-outs or short supply.

Were you informed about the prevention of HIV transmission of mother to child?



Have you ever been switched to DTG containing regimen or Tenofovir/Lamivudine (Emtricitabine)/Dolutegravir?



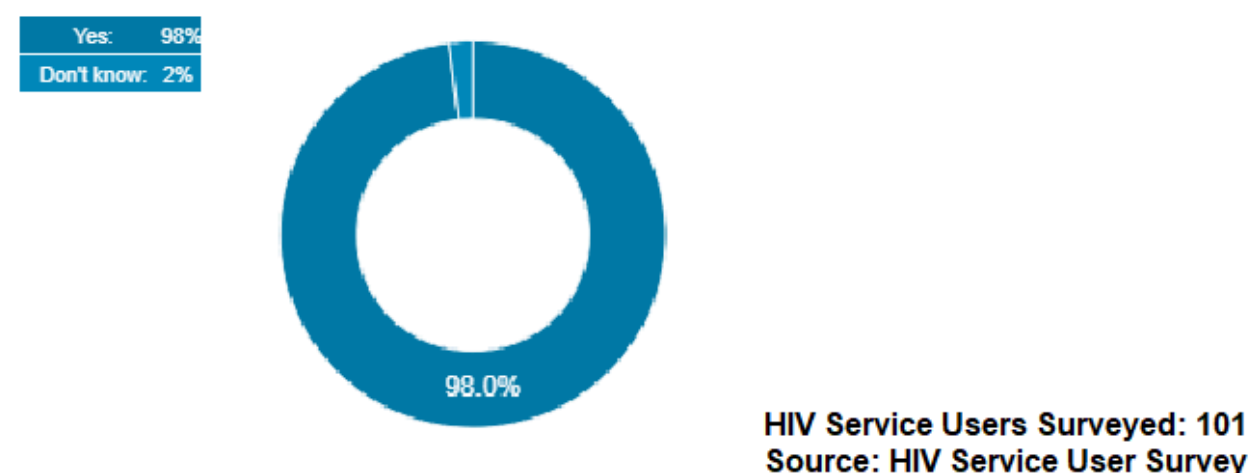
AFFORDABILITY

In the past six months, 99% of service users reported not having to pay out of pocket for healthcare-related medicines or tests.

QUALITY

Out of 101 service users, 98% believed that the facility maintained the privacy of their HIV status, indicating a high level of confidence in the facility's commitment to confidentiality.

Do you think that this facility keeps people's HIV status confidential and private?



The full list of indicators and responses from care recipients can be accessed at the CLM in Asia [online data dashboard](#).



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