

# COMMUNITY-LED MONITORING IN ASIA

FACILITY REPORT – HIV SERVICES, APRIL TO DECEMBER 2024  
LABUANG BAJI HOSPITAL, MAKASSAR, SOUTH SULAWESI, 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 Labuang Baji Hospital, Makassar, South Sulawesi, Indonesia.

## Respondents

From April to December 2024, 172 people living with HIV (PLHIV) provided their feedback on the HIV services they received at Labuang Baji Hospital; 19.19% were female, 80.23% were male; and 0.58% were transgender. 62.8% were 31 to 49 years of age and 0.58% 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

Facilities Assessed:	1
Completed: HIV Service User Survey	172

### Patient Survey Demographics

#### Age Demographics

25 to 30 years old	63 (36.63%)
31 to 49 years old	108 (62.79%)
50 years old and above	1 (0.58%)

#### Gender Demographics

Male	138 (80.23%)
Female	33 (19.19%)
Transgender	1 (0.58%)

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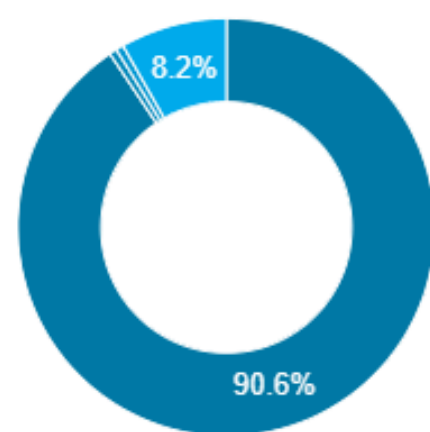
Labuang Baji Hospital, Makassar, South Sulawesi, Indonesia

## ACCESSIBILITY

91% of care recipients perceived the facility opens and closes on time and 91% think that the facility is open for enough hours to meet service users' needs.

### Does this facility open and close on time?

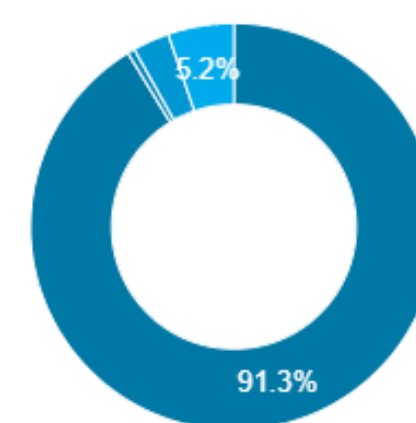
Yes:	91%
No:	1%
Sometimes:	1%
Don't know:	8%



Surveys Completed: 170  
Source: Service User Survey

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

Yes:	91%
No:	1%
Sometimes:	3%
Don't know:	5%

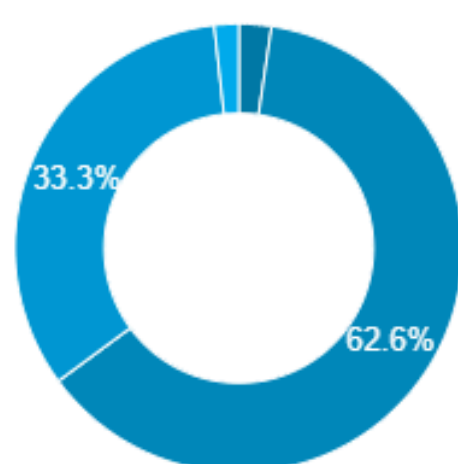


Surveys Completed: 172  
Source: Service User Survey

Only 2% of care recipients reported that wait times at the facility were consistently too long, while 33% felt that wait times were occasionally too long. Among them, 97% attributed the delays to the high volume of individuals seeking services. On the number of staff available, 96% of respondents indicated that there were enough staff available to meet the needs of service users during their visits.

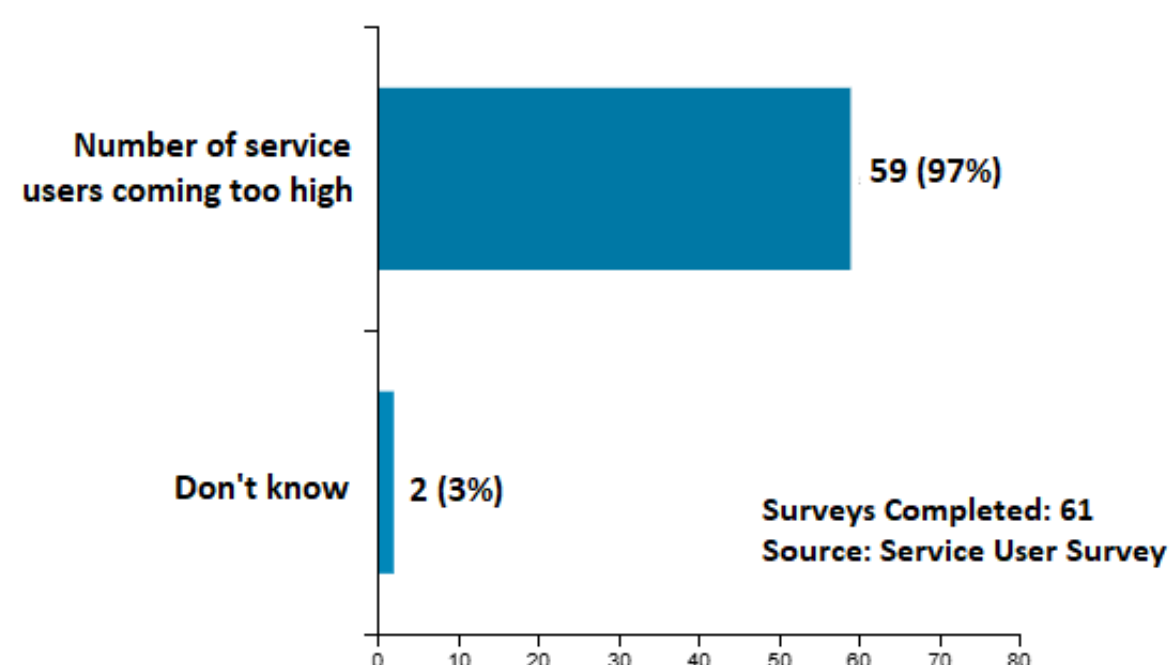
### Do you think the waiting time at this facility is too long?

Yes:	2%
No:	63%
Sometimes:	33%
Don't know:	2%



Surveys Completed: 171  
Source: Service User Survey

### Why do you think the waiting time at this facility is too long? (Please select all that apply)



Surveys Completed: 61  
Source: Service User Survey

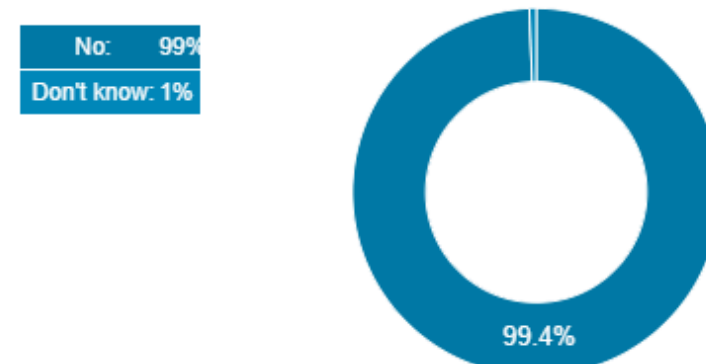
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Labuang Baji Hospital, Makassar, South Sulawesi, Indonesia

## ACCEPTABILITY

99% of the 165 surveyed HIV service users reported that they had not experienced any acts of stigma or discrimination at the facility in the past six months, while 1% responded that they did not know. No respondents reported experiencing stigma directly. 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?



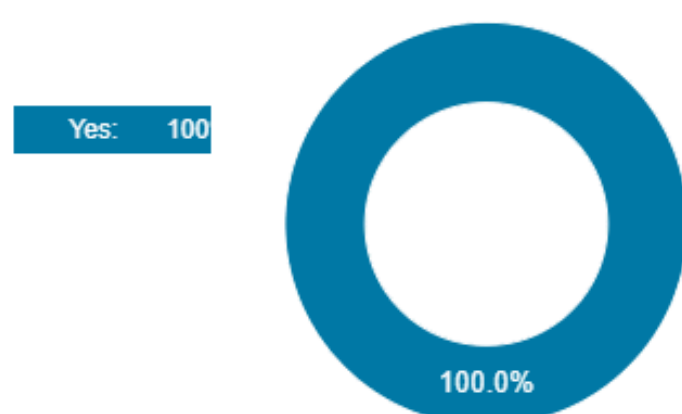
HIV Service Users Surveyed: 185  
Source: HIV Service User Survey

## AVAILABILITY

Among 166 respondents, HIV testing was accessed through various channels, with 34% testing on their own, 33% supported by doctors, and others assisted by NGOs (15%), family (8%), peer groups (4%), or during routine check-ups (5%). Notably, 100% of the 171 surveyed users confirmed that a healthcare provider explained the meaning of their test results, reflecting good post-test counseling practices.

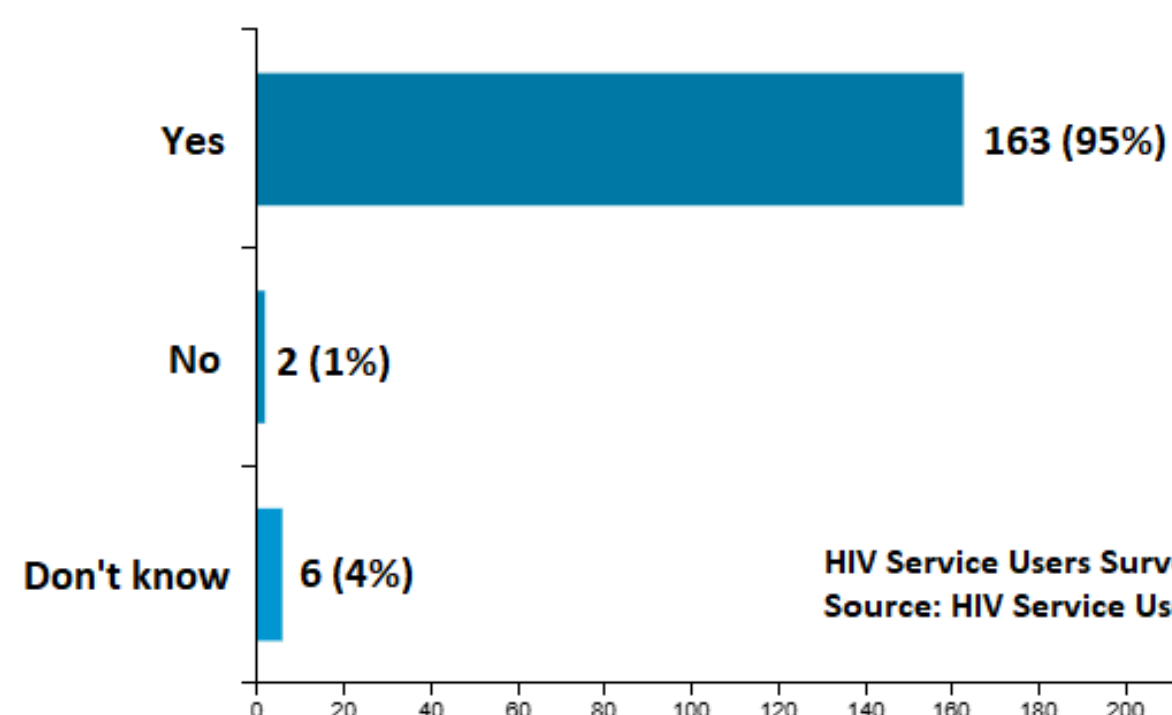
Additionally, 95% of respondents were aware of index testing, and 92% reported being informed by the facility about the importance of HIV testing for their spouse or children.

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



Users Surveyed: 171  
Source: HIV Service User Survey

Have you heard about index testing?



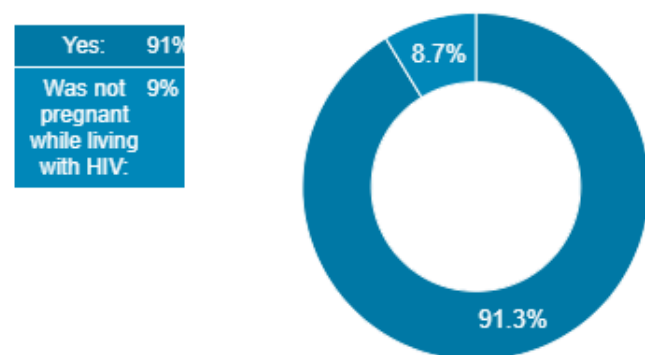
HIV Service Users Surveyed: 171  
Source: HIV Service User Survey

# FACILITY REPORT

Labuang Baji Hospital, Makassar, South Sulawesi, Indonesia

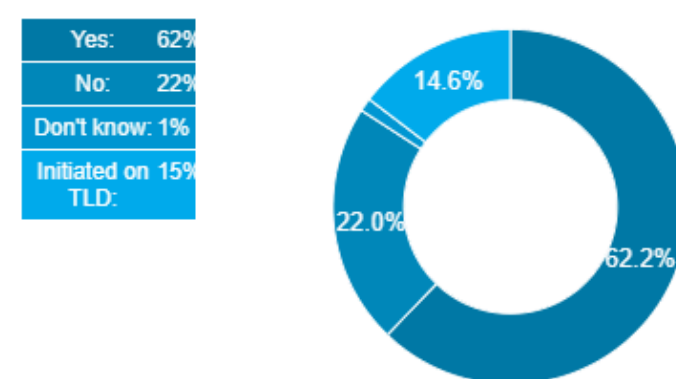
Among women living with HIV, 91% were informed about the prevention of mother-to-child transmission, and all respondents who had children (100%) reported receiving prophylaxis for both themselves and their child. Regarding antiretroviral therapy, 77% of the 82 surveyed clients are either currently on 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?**



HIV Service Users Surveyed: 23  
Source: HIV Service User Survey

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



HIV Service Users Surveyed: 171  
Source: HIV Service User Survey

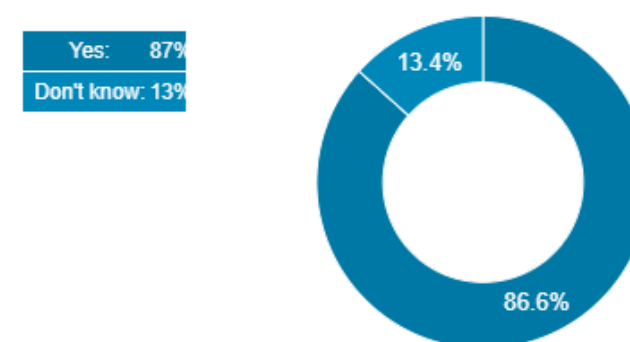
## AFFORDABILITY

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 172 service users, 87% felt the facility kept their HIV status private, while 13% were unsure. While most people had a positive view, it suggests room for improvement in reassuring users about confidentiality.

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



HIV Service Users Surveyed: 172  
Source: HIV Service User Survey

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



YAYASAN PEDULI HATI BANGSA



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