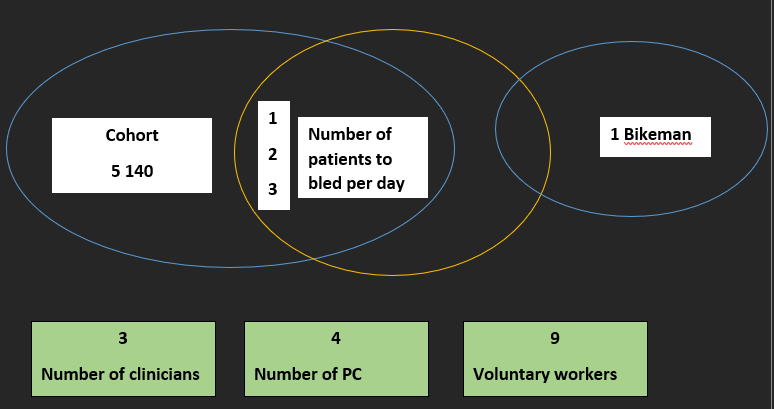
Chapter 4 Results

**4.1 Introduction**

On this chapter, the researcher generated results at Rujeko Poly clinic in Beatrice and the results were taken from a different number of people such as pregnant women and adults with HIV positive. The researcher also generated results from the Laboratories at the clinic, and got findings on the effects of patient waiting for too long to get their HIV status results and others not even getting their results as they get lost along the way or during Viral Load Testing in Clinics. In this chapter, detailed information on the results generated from the clinic is as described below.

**4.2 Environmental Factors**

A number of results was generated from the environmental factors affecting staff personnel at the clinics as they attend to patience visiting the clinic for Viral Load Testing. The major challenge causing patients to stay long in queues or sometimes not getting their tests results is the economy of the country. Currently, in many clinics there is staff shortages, and this contributes to the bottle necks being done in clinics as they attend to patience. Below is a diagram showing the results which were gathered at Rujeko clinic in Beatrice on how the staff is shorting and thereby affecting the day to day attending of patience getting Viral Load Tests.



From the diagram above, all Patients coming for Viral Load Tests comes at the clinic at 12 O’clock. In this case many patience would make a huge queue and each employee will assist one by one. This is time consuming, since a lot of paper is increased from the paper that will be already there to be done by the nurses. Paper work consumes time thus some patients will end up being postponed to next day. This affects the attitude of the patients thus ending up not coming for the Viral Load tests as they see it as a waste of time since few employees would spend time during paper work.

**4.3 Turn Around Time for clients getting their results**

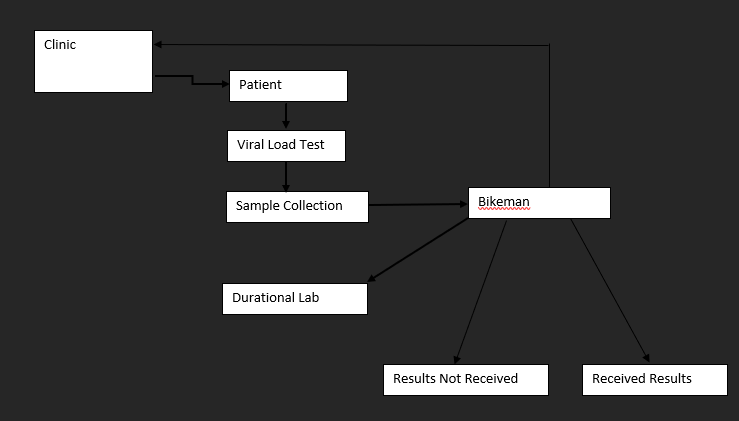


Figure 4.3 shows a flow chart for Viral Load Tests

Above is a flow chart for the day-to-day movement of patient’s Viral Load tests until they get their results. The daily movement of files have been seen as a result contributing to patience not getting their results from how the processing of files will be taking place.

From the flow chart above, when the patients visit the clinic, they are attended by a few employees in taking Viral Load Tests. After the tests, samples are collected by the bikeman to the Durational Lab. Since the bikeman is only 1, sometimes because at the clinic they will be a lot of movements to be done and files to be transferred from one location to the other, if the samples are ready the bikeman sometimes is not available until after he is back, that’s the only time the samples will be delivered to the Durational Lab. This affects, the time to produce results on all the Samples that will be available, causing some patients to go home without being tested.

**4.4 Technological advancement**

Patients’ needs more health education on Viral Load interpretation of results so that they can be able to understand the results. Missing data remain a huge set back.

**4.5 Bikeman**

The bikeman contributes patients in not getting their Viral Load Tests. Sometimes the bikeman suffer fuel challenges in moving from the clinic to the durational lab. Sometimes samples got lost as the bikeman transport the files leading to some patients not getting their results, thus delivery prolongs turnaround time.