

# Memorandum

**Date:** April 9, 2020

**To:** Southern Nevada District Board of Health

**From:** Alfred McGugin, MPA, FQHC Operations Officer   
Fermin Leguen, MD, MPH, Acting Chief Health Officer 

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**RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT**

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Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention and education in a culturally respectful environment regardless of the patient's ability to pay.

**March Highlights:**

- **Development of a Marketing and Communication Strategy**
  - Bus Ads
  - Social Media
  - Direct Mail to Zip Code 89107
- **Response to COVID-19**
  - Participates in ICS structure
  - Divided services into Well/Sick Clinics
  - Rolled out COVID-19 testing to staff through Employee Health efforts
  - Leading the efforts of the Alternate Care Site
  - Working with the Primary Care Association and other FQHC's to create and guide a coordinated FQHC response.
  - Expanded and brought into scope 3 emergency sites (All Saints Episcopal Church, East Las Vegas, and Mobile Unit) to be able to provide community/public COVID-19 testing.
  - Expanded services to collaborate with the medical team at Cashman Field test kits for community testing of the homeless population.
  - Received HRSA supplemental funding in the amount of \$50,464 to respond specifically to COVID-19, this funding will be used for testing supplies, expansion of TeleHealth services, and space allocation for the church emergency scope site.
  - Expanded clinical operations to include TeleHealth.
- **Completed 2019 final UDS reporting to HRSA.**

## **Program Reports**

### **I. HIV/Ryan White Care Programs**

- A. The Ryan White HIV/Medical Case Management (MCM) program received 24 referrals in March, including one pregnant woman living with HIV and two newborns perinatally exposed to HIV.
- B. The Ryan White clinic continues to implement the Rapid stART project which has a goal of rapid treatment initiation for patients newly diagnosed with HIV. The program continues to receive referrals from OEDS and the community and accommodates clients on a walk-in basis to eliminate barriers to immediate medication start.
- C. The Transitional Case Management (TCM) program continues to provide case management services to clients released from the four prison facilities. Visits to the correctional facilities is on hold until further notice due to the COVID-19 pandemic. The TCM staff will continue to provide care coordination to clients who have been released from the correctional facilities.
- D. The program is recruiting a qualified mental health provider and registered dietitian.
- E. The SHC/RW staff have been activated under ICS to respond to the COVID-19 pandemic. The ICS team began preparations for Telehealth visit encounters and COVID-19 testing for SNHD/SNCHC patients.

### **II. Sexual Health Clinic (STD Care Services)**

- A. The Sexual Health Clinic (SHC) completed 846 service encounters with 676 clients seen.
- B. The Sexual Health Clinic continues to refer clients for rapid start HIV treatment upon receipt of confirmed HIV positive results. Rapid HIV testing services are being offered to high risk clients with STD screening. HIV pre-exposure prophylaxis (PrEP), post-exposure prophylaxis (PEP) and Hepatitis infection treatment services continue to be offered in the Sexual Health Clinic.
- C. A new laboratory assistant started in the Sexual Health Clinic Laboratory, filling a vacated laboratory assistant position.
- D. The clinic continues to provide expanded extended service hours Monday-Thursday.

### **III. Family Planning (FP)**

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 522 clients; 502 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 282 clients; 275 of them were unduplicated.

C. The Decatur Family Planning clinic served 240 clients; 227 of them were unduplicated.

#### IV. Family Healthcare Center

A. The Family Health Care Clinic saw 182 patients in the month of March. Twenty patients were age 18 or younger and includes 5 children from the Refugee Health Clinic. There were 162 patients age 18 or older. Immunizations were offered to those in need, according to the ACIP recommended Immunization schedule.

#### V. Pharmacy Services

- A. Dispensed 629 prescriptions for 543 clients.
- B. Assessed/counseled 24 clients in the Ryan White-Sexual Health Clinic.
- C. Assessed/counseled 6 clients in the Tuberculosis Clinic.
- D. Assisted 27 clients to obtain medication financial assistance.
- E. Assisted 6 clients with insurance approvals.
- F. Referred zero clients to community partners.

Below is the combined FQHC and Clinical Services Division numbers.

**SOUTHERN NEVADA COMMUNITY HEALTH  
CENTER  
MONTHLY REPORT  
March 2020**

**Clinical Services Client Encounters by Locations**

Location	DECATUR PHC	ELV PHC	TOTAL
Family Health Care Clinic	182		182
Family Planning	240	282	522
Sexual Health Clinic	676		676
Refugee Health Screening	9		350
Ryan White Care Services	992		992
Pharmacy Clients	543		543
Dental Clinic	13	9	22
<b>TOTAL</b>	<b>2,655</b>	<b>291</b>	<b>3,287</b>

### Clinical Services Client Encounters by Program

Program	March 2019	March 2020		FY 18-19	FY 19- 20	
Family Health Clinic	137	182	↑	976	1,811	↑
Family Planning	304	522	↑	4,161	4,932	↑
Sexual Health Clinic	1,073	676	↓	10,383	9,855	↓
Refugee Health Screening	44	9	↓	312	350	↑
Ryan White Care Services	533	992	↑	2,359	4,500	↑
Pharmacy Clients	339	543	↑	9,855	9,855	→
Dental Clinic	*	22	↓	*	258	↓
<b>TOTAL</b>	<b>2,430</b>	<b>2,946</b>	<b>↑</b>	<b>28,046</b>	<b>31,561</b>	<b>↑</b>

\*Not collected FY18-19

AM: ms

\*\*Note: East Las Vegas under current operations is only in Emergency Scope for the response to COVID-19. Family Planning Services and other services offered at East Las Vegas are not captured as in scope services.